



MEMORANDUM

PAC/Reso/770

To: All Members, Passenger Agency Conference
Accredited Representatives

From: Director, FDS Operations, GDC

Date: **30 April 2021**

Subject: **MAIL VOTE (A409)**
PAC1 (Mail A409)
Implementation of Excess Void Charges - BO-CL-PE

Background Information

In accordance to Resolution 812 section 6.6.2.1 (BSP BO and BSP PE), Resolution 818g Attachment A; section 1.7.1 (a) (i) (BSP CL) there are certain charges that the Conference may establish to be levied on Agents. One of such charges relate to excessive number of voided Standard Traffic Documents, as determined from time to time by IATA in consultation with the LCAG-P.

LCAGs in Bolivia, Chile and Peru agreed to propose the implementation of an excess void charge to encourage correct usage of voids and manage unnecessary costs for the industry. The proposal is to introduce a threshold of 5% tolerance of voids per billing period. Where an Agent would exceed such threshold, a unit charge of USD1.45 per transaction will be applied for voided transactions beyond 5% of an Agent's total number of transactions.

Effective Date

The proposed effective date of these changes is 1 July 2021

Proposed Action

Conference to adopt the changes to the proposed excess void charges as described in this paper.

The timetable for this Mail Vote is as follows:

Voting Period: 30 April - 14 May 2021

Filing Period: 17 May - 31 May 2021

Effectiveness: 1 July 2021

To cast a vote, Members are asked to access the application from the following link:

<https://www.surveymonkey.com/r/A399-426>

Please note that no other form of voting will be accepted. Voting will conclude at close of business MAD time on **Friday, 14 May 2021**. Votes not cast by that deadline will be deemed to be affirmative.

In conformity with the Mail Vote procedure endorsed by PACConf in October 2009, this Mail Vote has been provided in advance to representatives of the agency associations ECTAA, UFTAA and WTAAA for review and/or comment.

The below comments were submitted on behalf of WTAAA to be reflected in all markets not limited to Europe:

Dear all,

Concerning the upcoming mail votes, ECTAA has the following comments:

- We reject the implementation of excess void charges in further markets
- Local APJCs have not been informed left alone consulted. Before any such change, the APJC should have the chance to discuss (e.g. possible reasons for an increase in voiding tickets, possibly acceptable threshold levels etc.)

This has been already voiced by agent representatives during the last PAPGJC and the PAConf open session.

Kind regards
Christian



Christian Möller
Director Transport & Distribution
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ECTAA's Preferred Destination 2021



Any Member seeking clarification on any aspect of the mail vote or the mail vote process is invited to contact the IATA Passenger Governance team by email to pac-gov@iata.org.

A handwritten signature in black ink, appearing to read "J.A. Rodriguez".

Juan Antonio Rodriguez
Director, FDS Operations, GDC