



宗旨

協調、推廣及提升共同目標，致力為IATA認可旅行社爭取及維護應有權益。

2016冬

主席序言

為加強與會員溝通，本會新領導層將由本期開始每季出版「SIPA 動態」，向各會員匯報本會工作近況及未來動向。主席將聯同委員團隊定期拜訪各會員，以開放態度聽取各方意見。

IATA旅行社會員長期面對新挑戰及經營壓力。SIPA領導層經歷重大改變，前任主席Sunil Nanda、白嘉民及王渭濱全力支持委員會為會員及業界爭取應有權益。改組後的委員會已提出多項新動議，亦將繼續積極為業界發聲。

SIPA已敦促香港旅遊業議會(TIC)展示其領導應有風範，支持SIPA處理業界共同關心的議題，包括不公平的機場三跑建設收費、零佣金的飛機乘客離境稅及機場旅客保安費、縮短BSP信貸期及提高銀行擔保額等。SIPA承諾將以積極態度與各航空公司及旅遊產品供應商建立互惠互信的夥伴關係，共創三贏。

新領導

盧輝華先生已於2016年7月接替梁偉強先生和沈朝生先生離任後的主席空缺，並於2016年10月獲選為Agency Programme Joint Council (APJC) 的主席。

TIC已於2016年10月選出譚光舜先生為票務委員會召集人。



(圖) 委員會委員:

後例 (從左至右) 邱永康 (積誠旅遊)、譚光舜 (雅達旅運)、吳遠如 (Frontieres 56 Travel)、王渭濱 (百福飛龍旅遊)、福瑞澤 (FCM Travel)、王育才 (A&A Travel)、柯天德 (中國旅行社)；

前例 (從左至右) 盧輝華 (西敏旅行社)、白嘉民 (American Lloyd Travel)、Sunil Nanda (G.C. Nanda)

喜訊

SIPA成功與Sabre和Travelport Worldspan爭取，延遲推行自動兌換交易收費 (Automated Exchange Solution Transaction Charge)，並會進行下一步商討。



機場旅客保安費

香港機場管理局於2014年6月調整每名經香港國際機場離港的旅客保安費至45港元，以收回因實施額外保安措施而增加的成本。唯航空公司以系統預設自動捨入最近10位數為由，在計算票價時不動聲色下增收5港元。SIPA於2016年11月19日通過傳媒為消費者向航空公司發出強烈信息，要求公平正視問題。

香港機場建設費

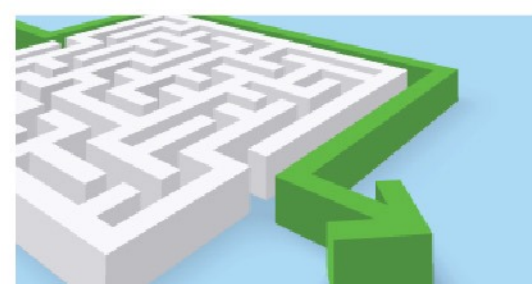
在未有全面諮詢業界的意見，而強行指令旅行社為機管局代收香港機場建設費，本會認為極不合理，皆因：

- 此額外收費會直接抬高機票銷資額；
- 當Gen ISS在香港實施時將限制旅行社的營業額；
- 將來需要支付較高的信用咭收費；
- 無論使用信用咭、八達通或其他方式包括直接在機場支付香港機場建設費，所有持份者定都收取相關服務費用。若只罔顧旅行社應得的報酬，本會對此絕對不能接受。

本會不會接受機管局所提出其他與香港機場建設收費方案無關的建議。



新一代結算系統 New Generation of IATA Settlement Systems (NewGen ISS)



此新一代的結算系統主要為旅行社及航空公司改良現行的結算模式。唯此系統被發現存在多方技術問題有待解決，例如票量規管、雙邊財務擔保及IATA Easy Pay的額外收費等。APJC將提呈建議要求延期一年後實施。

退還飛機乘客離境稅

根據民航處條例第140章第14條(1)，當乘客要求退票時，航空公司定需將相關機場及政府徵收的稅項全數退回，包括所有機票類別。如機票例明不能退還，所有機場及政府徵收的稅項亦要全數退回給乘客。本會與若干航空公司跟進，其中瑞士航空(LX)，曼谷航空(PG)及俄羅斯航空(SU)明確表示會落實執行該條例。



The World Travel Agents Association Alliance ("WTAAA")

WTAAA代表11個全球市場機構，在56個國家設有辦事處。SIPA已加入WTAAA為理事會成員，將會出席2017年2月的Passenger Agency Programme Global Joint Council (PAPGJC)會議。WTAAA每年會在日內瓦舉行2次會議。除WTAAA外，SIPA亦已加入United Federation of Travel Agents' Associations (UFTAA)成為會員。



受ADM及BSP問題困擾？

如有任何ADM或BSP問題，必需在15天內提呈，航空公司會在60天內處理。

SIPA可提供協助及建議，請電郵至：info@sipa.org.hk

GDS協議及航段目標有落差？

你是否關心協議內容及航段目標差額？

SIPA可提供協助及建議，請電郵至：info@sipa.org.hk

會籍幫到你

尚未加入SIPA為會員？想聯合其他同業分享最好的常規做法，及支持SIPA為你爭取應有權益？

我們誠意邀請你加入，請電郵至：info@sipa.org.hk

Mission

To coordinate, promote and enhance the common objective and interests of IATA approved passenger agents.

Winter 2016

Chairman's message

This is our first SIPA News after new leadership! It will be issued quarterly to keep all members updated of our activities; review of what we have done and what we are going to do in the monthly meeting with the focus to ensure the interest of our members and the trade is well protected.

IATA agents have been facing with new challenges and threats to the livelihood. SIPA has undergone a significant change in leadership, 3 Past Chairmen, Francis Bagaman, Sunil Nanda & Martin Wong will fully support the Executive Committee (ExCom) in protecting the interests of IATA Accredited Agents. The restructured ExCom are now positioning SIPA to proactively address the concerns of all our members and a number of new initiatives have already been launched.

SIPA has pressed TIC to demonstrate leadership by supporting SIPA in tackling industry wide problems including the inequitable Airport Construction Fee (ACF), non-remunerated Departure Tax & Security Fee, reduced BSP credit period and increases in Bank Guarantees (B/G). SIPA is now committed to an active industry role to ensure a mutually beneficial "partnership" with airlines and travel suppliers.

New Leadership

Mr. Larry Lo was elected as the new chairman of SIPA after Mr. Gary Leung and Jason Shum stepped down in July 2016. He was also elected as the chairman of Agency Programme Joint Council (APJC) in October 2016.

Travel Industry Council of Hong Kong (TIC) elected Tommy Tam as the convener for TIC Ticketing Committee with effect from October 2016.



Executive Committee Members:

Back row (left to right): Isaac Yau (Jecking Tour), Tommy Tam (Arrow Travel), Maybelle Ng (Frontieres 56 Travel), Martin Wong (Citizen Thunderbird Travel), David Fraser (FCM Travel), Andy Wong (A&A Travel), Oris Or (CTSHK);

Front row (left to right): Larry Lo (Westminster Travel), Francis Bagaman (American Lloyd Travel), Sunil Nanda (G.C. Nanda)

Success

SIPA intervened on behalf of Agents and successfully negotiated with Sabre and Travelport Worldspan to postpone implementation of the Automated Exchange Solution Transaction Charge and further postponement is under negotiation.

Airport Security Charge



Airport Authority Hong Kong (AA) revised the passenger security charge to HK\$45 in June 2014 for deploying more manpower and upgrading technologies to satisfy the additional security requirements. Yet airlines charge a total of HK\$50 in silence giving an excuse that the charge is rounded up to the nearest HK\$10 as defaulted automatically by the system in fare calculation. SIPA addressed the issue to the public media on 19 November 2016 in the hope of urging airlines to face the problem which is definitely unfair to consumers.

Hong Kong Airport Construction Fee (ACF)

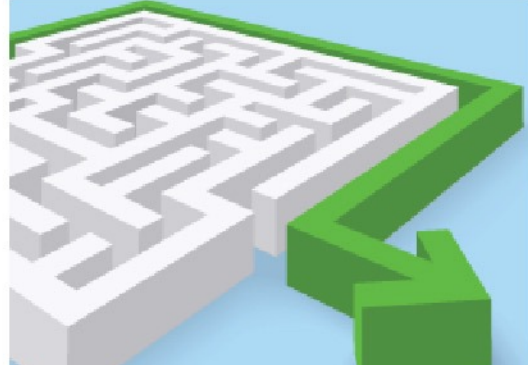
SIPA keeps pursuing reasonable remuneration scheme for collection of ACF on airlines' behalf given that:

- It inflates our total ticket value;
- Limits sales transactions when the New Generation of IATA Settlement Systems (Gen ISS) is implemented in Hong Kong;
- Pays more merchant fee on credit card payment;
- Credit card company and Octopus will charge merchant fee for ACF under any mechanism including the option of paying the ACF at the airport.

It has no reason why agents are not to be remunerated. SIPA will not accept other irrelevant funding proposed by the Airport Authority. Negotiation is underway.



The New Generation of IATA Settlement Systems (NewGen ISS)



NewGen ISS aims at transforming the current ISS business model to facilitate the distribution and settlement of funds between agents and airlines. Yet this system has been detected many bugs unresolved, e.g. contradict between ticket stock and credit limit, bilateral bank guarantee and cost on IATA easy pay.

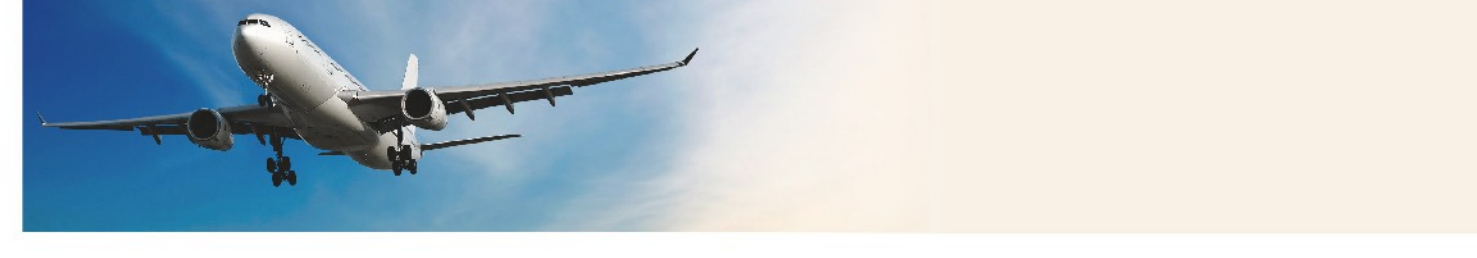
Refund of Air Passenger Departure Tax (APDT)

According to the Hong Kong Civil Aviation APDT Ordinance (Cap 140) Section 14 (1), airlines must refund in full the Hong Kong airport and government taxes to passenger for applying ticket refund of all fare types, inclusive of normal and conditional. If the taxes are collected for a non-refundable fare ticket, it is still refundable to the passenger. SIPA clarified the requirement with a number of airlines in which Swissair (LX), Bangkok Airways (PG) and Aeroflot Russian Airlines (SU) confirmed to refund the tax according to the ordinance. No charge shall be payable for such refund.



The World Travel Agents Association Alliance ("WTAAA")

WTAAA represents 11 global markets associations with a presence in 56 countries. SIPA joined WTAAA as the Board Director in Executive Committee and will attend the Passenger Agency Programme Global Joint Council (PAPGJC) meeting in February 2017, such meeting will hold 2 times a year in Geneva. Except WTAAA, SIPA is also a member of United Federation of Travel Agents' Associations (UFTAA).



ADM & BSP Problems?

Do you have any ADM & BSP problems?

You must dispute an unjustified ADM in 15 days which will be settled by the Airline within 60 days of receipt.

SIPA can advise and assist you: info@sipa.org.hk

GDS contracts & segment target shortfalls?

Are you concerned about your contract terms and facing any problems with shortfalls or targets?

SIPA can advise and assist you: info@sipa.org.hk

Membership Helps.

Not yet a SIPA member? Want to unite with all other IATA Agents to share the best practices & support SIPA to fight on your behalf?

Please come and join us: info@sipa.org.hk