

宗旨

協調、推廣及提升共同目標，致力為香港 IATA 認可旅行社爭取及維護應有權益。

2017 秋

最新動向

付款卡行業數據安全標準 (PCI DSS)

SIPA 於 2017 年 9 月出席代理人計劃聯會 (APJC) 會議，席間成功為業界爭取暫停實行中央銀行擔保政策。此外，會議中一致通過提交計劃書予於 2017 年 11 月舉行之國際航空運輸協會旅客代理會議 (PACConf)，以就有關措施審批推遲生效日期，由原定 2018 年 3 月 1 日延遲至 2019 年 1 月 1 日。

同一訂位紀錄取消及重覆訂座 (Churning)

本會已先後向以下航空公司發信，代表同業向他們就 GDS 訂位管理政策表達異議。

1. 印度捷達航空 (9W)
2. 印度航空 (AI)
3. 芬蘭航空 (AY)
4. 中國國際航空 (CA)
5. 阿提哈德航空 (EY)
6. 日本航空 (JL)
7. 卡塔爾航空 (QR)
8. 新加坡航空 (SQ)
9. 斯里蘭卡航空 (UL)

SIPA 就有關事項分別與以上航空公司會面。其中，印度航空 (AI) 和中國國際航空 (CA) 已分別於 5 月及 9 月放寬限制，使票務代理可以更有效及順利完成銷售。除此之外，SIPA 亦就此事項發信給 4 大全球分銷系統公司，尋求他們的協助，向航空公司反映及商討就發出 ADM 收取 Churning 費用之事宜。SIPA 會繼續與其他航空公司及全球分銷系統公司跟進此事，適時向會員發佈此事項的最新進展。

英國航空分銷技術費用

英國航空公司 (BA) 於 2017 年 11 月 1 日實行 Distribution Technology Charge (DTC) 項目。SIPA 就此事與民航處會面商討，最終 SIPA 建議獲採納，使香港或為其中一個銷售點，可獲豁免此項目收費。

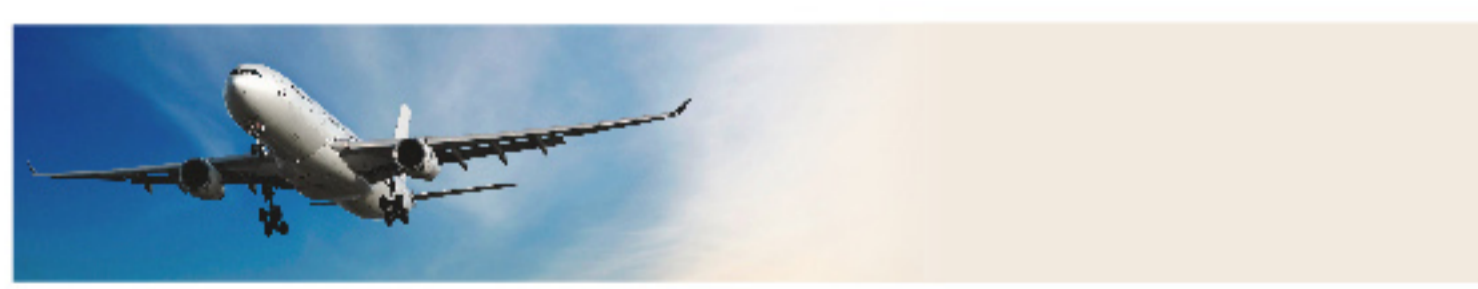
考察團 - 香港國際機場海天客運碼頭

SIPA 與機場管理局於 2017 年 6 月 29 日合辦香港國際機場海天客運碼頭考察團，參觀碼頭的最新設施。客運碼頭以高速渡輪接載中轉旅客往返香港機場與珠三角及澳門等九個關口，將珠三角與全球一百八十個航點連繫。會員參觀後更瞭解旅運配套的最新發展及機遇，並提高對機場空海聯運服務的認識。



講座 - 如何處理 ADM ?

講座於 2017 年 9 月 21 日 (星期四) 於旅遊業議會會議室舉行，有接近 80 位業界代表出席。主席 Larry 向他們講述 IATA 條例 850m 及各大航空公司的 GDS 預訂政策，亦向會員闡釋如何進行 Dispute 和 Post Billing Dispute。講座完畢後，很多會員即時反映此講座對他們有很大的幫助，令他們對該議題有更清晰詳盡的了解。



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。

與航空公司或 GDS 提出訴求 ?

有訴求需要向航空公司或 GDS 提出而沒有途徑/方法？SIPA 可提供協助及建議。

會籍幫到你

尚未加入成為 SIPA 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。

(Email: info@sipa.org.hk)

Society of IATA Passenger Agents Limited

Mission

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

Autumn 2017

Payment Card Industry Data Security Standard (PCI DSS)

SIPA attended APJC meeting in September 2017, successfully negotiated for suspension of the implementation of the Central Bank Guarantee policy. In addition, it is unanimously agreed to submit a proposal to IATA Passenger Agent Conference (PACConf) to be held in November 2017 for the further postponement from 1 March 2018 to 1 January 2019 for approval.

Churning – Cancel & Rebook

SIPA has sent letters to the following Airlines, on behalf of IATA agents to reflect their disagreement on airlines' GDS Booking Policy.

1. Jet Airways(9W)
2. Air India(AI)
3. Finnair(AY)
4. Air China(CA)
5. Etihad Airways(EY)
6. Japan Airlines(JL)
7. Qatar Airways(QR)
8. Singapore Airline(SQ)
9. SriLanKan Airlines(UL)

SIPA has met the above airlines and discussed this matter in details. Subsequently, Air India (AI) and Air China (CA) have relaxed their requirements in May & September respectively.

SIPA has also sent letters to the major Global Distribution System companies (GDS) in Hong Kong seeking for their help on Airlines issuing ADM to agents for collecting charges for churning. SIPA will continuously follow up with the concerned airlines and GDS, and keep members the update on this issue.

British Airline Distribution Technology Charge

British Airline (BA) applies a Distribution Technology Charge with effective 1 November 2017. SIPA has met and discussed with Civil Aviation Department (CAD) in relation of this issue. CAD confirmed to adopt SIPA recommendations that Hong Kong is one of the point of sale that is exempted from such charge.

Fam Tour - Hong Kong International Airport (HKIA) SkyPier

SIPA and Airport Authority jointly organized a visit in Hong Kong International Airport (HKIA) SkyPier on 29th June 2017. The pier provided speedy ferry services for transfer passengers to and from nine ports in the Pearl River Delta and Macau, connecting the region to around 180 destinations worldwide via HKIA. Members also know more the latest development of transport facilities in HKIA, and strengthen the understanding of the multimodal service for travelers.



Seminar - How to Deal with ADM?

The seminar was held in TIC Conference Room on September 21, 2017 (Thursday), nearly 80 representatives attended. Larry, Chairman of SIPA, explained IATA Regulations 850m and some Airlines GDS Booking Policy to our members and IATA agents, also shared on how to carry out the Dispute and Post Billing Dispute procedure. Many members reflect that the seminar is a great help to them, which can help them to understand the policy and implementation requirements.



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.

Claims with Airlines and GDS?

Do you need to claim with airlines and GDS but without method?

SIPA can advise and assist you.

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.

(Email: info@sipa.org.hk)