



Mission

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

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冬
Winter

Latest Update 最新動向

Latest updated on NewGen ISS / PCI DSS

SIPA Chairman attended IATA Passenger Agent Conference (PACConf) in Geneva in November 2017, latest progress of following topics were updated:

1. The New Generation of IATA Settlement Systems (NewGen ISS)

Confirmed the implementation of NewGen ISS in Hong Kong to be deferred to wave 3 (Q4, 2018). The exact date will be announced later, please pay attention to our latest update on this issue.

2. Payment Card Industry Data Security Standard (PCI DSS)

The implementation of PCI DSS remains unchanged i.e. 1st March 2018. However, it was officially confirmed that no penalty would be applied before the effective of NewGen ISS, so it was implied that the compliance of PCI DSS would be deferred till Q4 2018.

NewGen ISS / PCI DSS 最新發展

SIPA主席於2017年11月出席在日內瓦舉行的國際航空運輸協會旅客代理會議 (PACConf)，會議上就以下措施公佈最新發展：

1. IATA新一代結算系統 (NewGen ISS)

已落實NewGen ISS於香港區的生效日期將推遲至2018年第四季。具體日期將於稍後公佈，請各會員留意本會對有關措施的最新資訊。

2. 付款卡行業數據安全標準 (PCI DSS)

PCI DSS維持在2018年3月1日實施，但在NewGen ISS生效前(即2018年第四季前)，若會員在這期限前未能完全執行PCI DSS，IATA並不會因此而作出任何懲罰或停牌措施。

TIC Levy Survey

SIPA conducted a simple survey about "TIC Levy" to collect the opinions from the industry, and reflect the voice to the government and the related parties, in order to urge them review and amend the existing policy to fulfill the needs of travel agents and tourist. The outcome is shown as below:

- **88% disagree** levy is required for traveler to buy a combination of 2 or more of the outbound travel service relating to the same tour at different times.

- **87% disagree** travel agent is obliged to pay levy when payment is received on due day after corporate client has completed their journey.

- **88% disagree** levy should be stamped for purchase of singular outbound travel service.

印花費問卷

SIPA早前向同業發放了一份有關「印花費」的問卷，以收集同業意見向政府及有關方面反映業界聲音，從而促請政府審視及修改切合業界及旅客需求之印花費條例。當中的意見反饋如下：

- **88%**表示不同意旅客於不同時段購買兩項或以上關乎同一行程的旅遊服務，旅行社須於收據上蓋上印花費。

- **87%**表示不同意商務旅客在完成旅程，於指定數期清繳款項後，旅行社仍須於相關收據上蓋上印花費。

- **88%**表示不同意若旅客購買單一旅遊服務，旅行社亦須於收據上蓋上印花費。

Seminar – PCI DSS Seminar

講座 – 付款卡行業數據安全標準 (PCI DSS)



The seminar was held in TIC Conference Room on 19 October 2017. SIPA invited experts to explain in details about how to fill in self-assessment form, enhance system and reorganize internal records to fulfil the compliance of PCI DSS.

講座於2017年10月19日於旅遊業議會會議室舉行，席間邀請了專家向會員詳盡說明應如何填寫自我審查問卷、提升公司系統及重整內部文件紀錄，以符合審核標準。

SIPA Appreciation Dinner SIPA答謝晚宴



To thank all our members for their continuous support to SIPA, we hosted an appreciation dinner at Hong Kong Jockey Club Happy Valley Club House on 11 December 2017, more than 40 members joined. We shared a relaxing night with lots of laughs, foods and drinks, friendships and happiness.

為答謝一眾會員一直以來對SIPA的支持，本會於2017年12月11日在香港賽馬會跑馬地會所舉辦答謝晚宴，有40多位會員出席。我們渡過了一個輕鬆的夜晚，氣氛開心融洽。



New Year Greetings

Wishing happiness will always be with you!!

新年祝賀

願幸福和歡樂常伴你左右！



ADM & BSP Problems? 受ADM及BSP問題困擾？

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.

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。

Claims with Airlines and GDS? 向航空公司或GDS提出訴求？

Do you have a claim with airlines and GDS but without a right channel?

SIPA can advise and assist you.

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。

Membership Helps 會籍幫到你

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)

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)