

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。



2018 Winter

MERRY CHRISTMAS & HAPPY NEW YEAR!

Latest Update 最新動向

Jet Airways –

The relaxation of churning allowance for SIPA's members

With the effort of SIPA, Jet Airways is giving the special offer of churning allowance for SIPA's members. It enhanced the churning allowance from 3 times to 5 times. It will only raise ADM when a segment is churned 6 times or more and remains un-ticketed! The airline will test the policy for 6 months, it will evaluate the impact and decide forward after 5 months. Thank you for the support of airline, we hope that our members will give more support to Jet Airways too!



捷達航空 –

放寬取消及重複訂位寬限予SIPA會員

經過SIPA的努力，捷達航空提供特別優惠予SIPA會員，它將三次寬限提高至五次，往後只會於代理商出票後及取消和重複訂位達六次才會發出ADM。航空公司會用六個月試行這個政策，它將會於五個月後評估影響及決定會否長期執行。多謝航空公司的支持，我們希望大家亦會多多支持捷達航空！

Suspension of Void Ticketing Policy

Meanwhile, SIPA successfully fight for the trade to cancel this policy. Jet Airways has suspended the 'Void Ticketing Policy' which was effective from 1 September 2018, any change (i.e. flight/date change, RBD change, rerouting) in the original booking after voiding a ticket, will be considered as a policy violation and attract penalty of USD 25 per ticket.

暫停無效售票政策

同時，我們亦成功為業界爭取取消這個政策，捷達航空已經暫停無效售票政策，原定二零一八年九月一日起，所有在取消機票後的預訂中改動（機票/改變日子、客艙級別及行程）都被視作違規並會收取每張機票25美元的罰款。

Air China – The relaxation of churning allowance

In order to persuade the airline for increasing the churning allowance, SIPA has sent the letter to Air China on 21 June 2018 and we are delighted to hear the good news from the airline. Air China has accepted our suggestion and revised the churning policy from 3 times to 5 times allowance which is effective from 1 January 2019.



中國國際航空 - 放寬取消及重複訂位寬限

為了說服航空公司提高取消及重複訂位寬限，SIPA於二零一八年六月二十一日去信中國國際航空，我們非常高興收到航空公司的好消息。中國國際航空接受了我們的建議並更改取消及重複訂位政策，由三次寬限增加至五次寬限，政策將於二零一九年一月一日生效。

我們衷心感謝中國國航更改了政策亦希望會員們往後能多多支持國航！

We sincerely appreciate Air China that it changed the policy and hope that our member will support Air China in the future!

APJC Meeting – Adoption of Three proposals

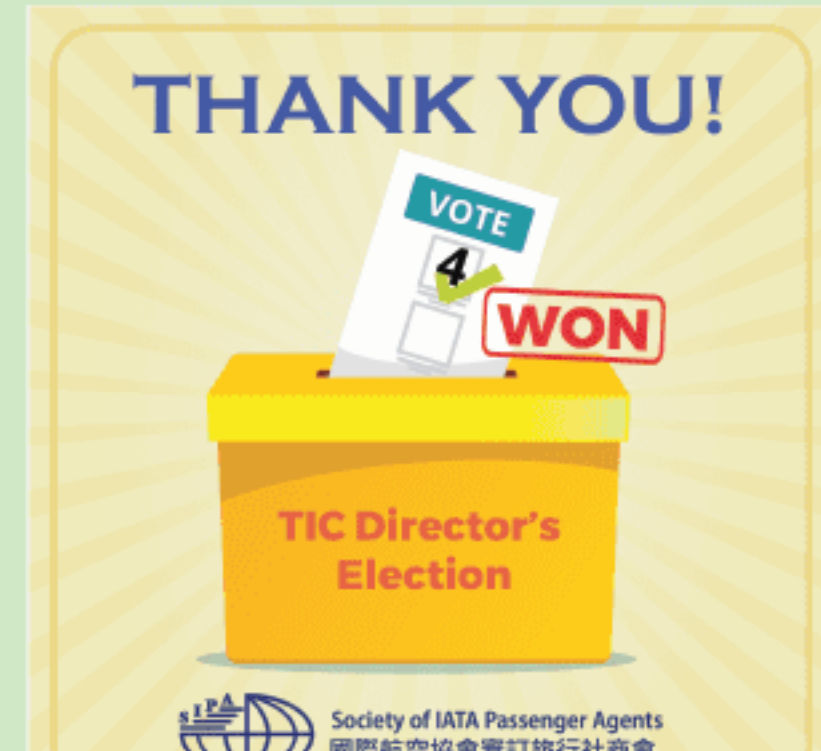
With the approval of Paconf, three proposals were adopted.

1. Industry Trust Fund (ITF) would be discontinued when Hong Kong would be migrated to NewGen ISS on 1 May 2019.
2. The agent in Hong Kong and Macau has the lead time of 30 days for bank guarantee submission to IATA which will be extended to 40 days.
3. Adoption of new Local Financial Criteria (LFC) lifts airlines for the imposition of bilateral bank guarantee and ticket capping on IATA agents.

代理人計劃聯會會議 – 採用三個提案

經過乘客代理會議 (PAConf) 的批准，三個提案已經通過。

1. 香港將於二零一九年五月一日採用新一代結算系統(NewGen ISS)，屆時旅遊業信託基金(ITF)將會停用。
2. 香港及澳門旅行社將提交財務擔保予國際航空運輸協會的期限由原有三十天延長至四十天。
3. 新的當地財務標準(LFC)能解除航空公司對國際航空運輸協會代理商的雙邊銀行擔保和票源上限。



TIC Directors' Election 2018

The TIC Directors' Election was finished on 29 November 2018. With the nomination and support of SIPA, Mr. Fred Leung is successful to enter the TIC Director's Board in the keen competition. We are delighted to have Fred for voicing out with SIPA in the coming TIC meeting. SIPA believes that he will help the Outbound and Ticketing Agents to fight for the right. Congratulations to Mr. Fred Leung and thank you for voting!

旅議會理事選舉2018

旅議會理事選舉已在二零一八年十一月二十九日圓滿結束。經過SIPA的提名及支持，梁國興先生在激烈的競爭中成功進入旅議會理事會。我們非常高興Fred將會與SIPA在未來的理事會上共同發聲。我們相信他將會幫助「外遊及票務」旅行社爭取權益！恭喜梁國興先生並感謝您們投票！

Latest Information 最新資訊

NewGen ISS

IATA has confirmed to defer the NewGen ISS's effective date to 1 May 2019. SIPA will host a seminar to introduce the new system for the agents in January. We will guide the agents to prepare for the NewGen in the seminar. For more details, please access: <http://www.sipa.org.hk/new-gen-iss/>

新一代結算系統

國際航空運輸協會(IATA)已確定會推遲新一代結算系統的生效日期至二零一九年五月一日。我們將於一月舉辦研討會向代理商介紹這個新系統，我們會指導代理商準備迎接新一代結算系統。詳情請瀏覽：<http://www.sipa.org.hk/new-gen-iss/>



Transparency in Payments (TIP)

In November 2017, the Passenger Agency Conference (PAConf) adopted a set of resolutions, which will enable the implementation of Transparency in Payments (TIP).

TIP is an industry initiative focused on providing Airlines with increased transparency and control in the collection of payments for their sales through the agency channel. At the same time, it will enable Agents to take advantage of new forms of payment (Alternative Transfer Methods) for the remittance of customer funds through the BSP. We will explain to you in the New Genn Seminar in late January. For more details, please access: <http://www.sipa.org.hk/transparency-in-payments-tip/>



二零一七年十一月，乘客代理會議 (PAConf) 通過了一系列議案，而TIP亦將會推出。

TIP是行業倡議為航空公司提供更高的透明度及通過代理商控制銷售付款。同時，它將使代理商能夠利用新的支付方式（其他轉賬方法）通過BSP處理客戶資金的匯款。我們將於一月底舉行的新一代結算系統研討會向大家詳細講解，詳情請瀏覽：<http://www.sipa.org.hk/transparency-in-payments-tip/>

Airlines 航空公司	Effective Date 生效日期	Airlines 航空公司	Effective Date 生效日期
Air Busan 釜山航空	2-Nov-18	Hong Kong Airline 香港航空	2-Nov-18
Air Canada 加拿大航空	2-Nov-18	Hong Kong Express Airways 香港快運航空	01Dec18
Air China 中國國際航空	2-Nov-18	Japan Airlines 日本航空	1-Nov-18
Air France 法國航空	2-Nov-18	Jeju Air 濟州航空	1-Nov-18
Air India 印度航空	22-Nov-18	Jet Airways 捷特航空	25-Nov-18
Air Macau 澳門航空	1-Dec-18	JSC AIR ASTANA 阿斯塔納航空	1-Nov-18
Air Mauritius 毛里求斯航空	22-Dec-18	Korean Air 大韓航空	26-Nov-18
Air New Zealand 紐西蘭航空	2-Nov-18	Lufthansa/SWISS 漢莎航空/瑞士國際航空	15-Nov-18
Air Seoul 首爾航空	1-Nov-18	Malaysia Airlines 馬來西亞航空	1-Nov-18
All Nippon Airways 全日本空輸	19-Nov-18	Myanmar National Airlines 緬甸航空	1-Nov-18
American Airlines 美國航空	1-Nov-18	Philippine Airlines 菲律賓航空	2-Nov-18
Asiana Airlines 韓亞航空	2-Nov-18	Qatar Airways 卡塔爾航空	10-Dec-18
Bangkok Airways Public 曼谷航空	1-Dec-18	Royal Brunei Airlines Sdn. Bhd. 汶萊皇家航空公司	15-Nov-18
Cathay Pacific/ Dragon Airline/ 國泰航空	2-Nov-18	Royal Jordanian 皇家約旦航空	2-Nov-18
China Airlines/ Mandarin Airlines/ 中華航空	2-Nov-18	Sichuan Airlines 四川航空	26-Nov-18
Emirates 阿聯酋航空	2-Nov-18	South African Airways 南非航空	16-Nov-18
Ethiad Airways 阿提哈德航空	16-Dec-18	Thai Airways 泰國國際航空	19-Nov-18
Fiji Airways 斐濟航空	2-Nov-18	Turkish Airlines 土耳其航空	1-Jan-19
Garuda Indonesia 嘉魯達印尼航空	2-Nov-18	United Airlines 聯合航空	2-Nov-18
		Vietnam Airlines 越南航空	2-Nov-18

Airline – Fuel Surcharge

Civil Aviation Department announced that the airlines are allowed to freely design its fuel surcharge. Many airlines issue the fuel surcharge during these months, please refer to the table of surcharge.



航空公司 - 燃油附加費

民航處公布航空公司獲准自由決定其燃油附加費，很多航空公司連月來都相繼推出燃油附加費，請參照附加費圖表。

Members Activates 會員活動

Seminar on New Distribution Capability (NDC)

The seminar was jointly organized by SIPA and TIC on 18 October 2018. SIPA invited six guest speakers who came from IATA, Amadeus Hong Kong Limited, Worldspan, Lufthansa Group and Cathay Pacific, and also the barrister, Mr. Tasman Tam was talking about the legal issues of NDC. The speakers shared the informative updates of NDC to the audience, and the responses of the members were very enthusiastic. They keep asking in the Q&A Section. Lastly, the chairman promised that SIPA will hold more seminars on NDC in the future to provide the latest update for members.

新分銷功能 (NDC) 講座

講座由國際航空協會審訂旅行社商會(SIPA)及旅遊業議會於在二零一八年十月十八日聯合舉辦。是次講座邀請了六位嘉賓講者，他們分別來自國際航空協會、Amadeus、Worldspan、漢莎航空及國泰航空，還有大律師譚宗憲先生談及NDC的法律議題。講者們分享了很多關於NDC的最新資訊，會員的反應亦非常熱烈，於問答環節中頻頻發問。最後，主席承諾SIPA往後會舉辦更多關於NDC的講座為會員提供最新資訊。



High-Speed Rail Experience Trip - Shenzhen North Station

SIPA joined the High-Speed Rail Experience Trip which is hosted by TIC on 19 October 2018, it only takes nineteen minutes to arrive Shenzhen North Station. The members asked many questions about the ticketing. They understand more about High-Speed Rail after the experience trip.

高速鐵路體驗遊 - 深圳北站

國際航空協會審訂旅行社商會(SIPA)於二零一八年十月十九日參加旅遊業議會舉辦的高速鐵路體驗遊，只要登上港鐵動感號只需19分鐘便到達深圳北站，過程中會員發問有關高鐵的售票問題。旅程完結後，大家亦加深了對高鐵的認識。



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)

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。