

## 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。

# 2019 夏 Summer



## Latest Update 最新動向

### Qantas Airways launches the Qantas Distribution Platform

Qantas launches the Qantas Distribution Platform (QDP) in August 2019 and the online registration was opened for all agencies since March. With effect from 1 August 2019, if the agents has not completed the registration, Qantas will charge the segment channel fee costing AUD17.50 (per segment) for the Australia domestic flight, and the fare cabin classes N, Q and O of Australia domestic flight will be hidden that the agents cannot sell the mentioned booking classes.

On the other hand, GDS companies are revising the contract with the agents if they had completed QDP registration so as to cut the GDS segment fee which will affect agents' income. Thus, we had a meeting with Qantas to address our concern and request to suspend the policy until the QDP is publicly launched.

After that, we sent a letter to Qantas to emphasize our standpoint. However, Qantas replied that QDP would commence on 1 August 2019 globally, the new features and products will be introduced on the platform and some of the GDS system. We will follow up with Qantas about this issue.



澳洲航空推出Qantas Distribution Platform  
澳航於2019年8月推出Qantas Distribution Platform(QDP)，而在線註冊則由3月起開放予所有旅行社。由2019年8月1日起，如旅行社未有完成註冊Qantas Channel，澳航會額外收取澳洲內陸機票每段澳幣\$17.5的頻道費，澳航亦會隱藏澳洲及紐西蘭內陸客艙級別N、Q及O的機票，令旅行社無法售賣以上客艙級別的機票。

另外，GDS公司得知旅行社與澳航簽署協議後，亦準備修改與旅行社的合約，旅行社將不能享有航段獎勵，繼而影響其收入。有見及此，我們與澳航開會悉出疑慮並要求他們暫緩政策待QDP平台面世後才推行。

及後，我們就QDP發信予澳航強調我們的立場，但澳航回覆指QDP會如期於8月1日推出至全球，新功能及產品亦會於自家平台及部分GDS上架。我們會繼續與澳航跟進此事。

### Emirates Airline changed the payment method of group tickets issuance to IATA EasyPay

In April 2019, we received the complaints from some agents that Emirates Airline (EK) changed the form of payment to IATA EasyPay for group ticket issuance. If the agents do not use EasyPay as the form of payment, they have to issue the group tickets at airline's ticketing counter and pay a service fee of HKD\$240 per ticket.

SIPA is disappointed with the new policy of Emirates Airlines. Therefore, we sent a letter to EK to negotiate for other payment options. EK replied that as two options has been offered to agents: counter service and self-ticketing with EasyPay, they are not going to provide more options and in case any agents encountered problems with using EasyPay, they are welcomed to liaise with EK directly. We will keep monitoring and following up with the issue.



### 阿聯酋航空改變團體機票的結帳方式為IATA EasyPay

今年4月，我們收到部分旅行社投訴阿聯酋航空將團體機票發行的結算方式更改為IATA EasyPay。如若旅行社不使用EasyPay結帳，他們需要到航空公司櫃位購買機票並需繳付服務費，每張機票為港幣\$240。

國際航空協會審訂旅行社商會對阿聯酋航空的新政策感到失望，所以我們去信阿聯酋航空以協商其他結帳選擇。阿聯酋航空回覆指他們已提供櫃檯服務和使用EasyPay自行售票兩種選擇予旅行社，他們亦不打算提供更多的結帳方式。如若旅行社對使用EasyPay存有問題，阿聯酋航空歡迎旅行社與他們聯絡。我們會繼續監察及跟進事件。

### The clients were continually downgraded by Air France

In May 2019, we received a complaint from our member regarding their client's unpleasant experiences being unaccountably downgraded twice by Air France. Two clients are being chosen to be downgraded on their departure and return journey from Hong Kong to Paris. The clients were upset and angry about the issue and complained to the travel agent.

SIPA strongly disagree with the airlines' action and had filed a complaint to Air France as it greatly affected the agent's reputation. Finally, Air France compensated the downgrade refund and voucher to the affected passengers. The clients satisfied with the compensation and the case was settled.

### 客人被法國航空連續降級

今年5月，我們收到會員投訴客人在乘坐法國航空莫名地被兩度降級的不愉快經歷。兩位客人被法航選中於往來香港至巴黎的客機上降級，客人對此非常失望及憤怒並向旅行社投訴。

我們絕對不同意法航的做法並向其投訴表示不滿，此舉嚴重影響旅行社的聲譽。最後，法航向受影響的乘客賠償降級的退款及禮券，客人對補償表示滿意而投訴事件亦完滿解決。



## Latest Information 最新資訊

### NewGen ISS

The NewGen ISS launched on 16 May 2019 and some of the airlines implemented the IATA EasyPay simultaneously. Thus, IATA provides the guidance hotline on creating the EasyPay account to agents. Please feel free to contact us at 2869 8601 if you have any issues on NewGen ISS.

### 新一代結算系統

新一代結算系統已於2019年5月16日推出，同時有部分航空公司隨即推行IATA EasyPay。有見及此，國際航空協會為旅行社提供指導熱線，協助他們建立EasyPay戶口。如若您有任何關於新一代結算系統的問題，歡迎致電2869 8601聯絡我們。



Airlines	航空公司	Airline Code	Churning Policy	Allowance
Aeroflot	俄羅斯航空	SU	Y	N/A
Air China*	中國國際航空*	CA	Y	5 times
Air France	法國航空	AF	Y	N/A
Air India	印度航空	AI	Y	5 times
Air Macau	澳門航空	AX	Y	N/A
Airberlin	柏林航空	NB	Y	10 times
All Nippon Airways	全日空航空	NH	Y	N/A
Cathay Pacific	國泰航空	CX	N	N/A
China Eastern Airlines*	中國東方航空*	MU	Y	3 times
EgyptAir	埃及航空	MS	Y	1 time
Emirates	阿聯酋航空	EK	Y	N/A
Ethiopian Airlines	衣索比亞航空	ET	Y	3 times
Etihad Airways	阿提哈德航空	EY	Y	N/A
Finnair	芬蘭航空	AU	Y	3 times
Hainan Airlines	海南航空	HU	Y	N/A
Hawaiian Airlines*	夏威夷航空*	HA	Y	3 times
Hong Kong Airlines	香港航空	HX	Y	N/A
Japan Airlines	日本航空	JL	Y	1 time
Kenya Airways	肯亞航空	KQ	Y	4 times
Korean Air	大韓航空	KE	Y	N/A
Lufthansa / SWISS / Austrian Airlines	漢莎航空/瑞士國際航空/奧地利航空	LH / LX / OS	Y	9 times
Oman Air*	阿曼航空*	WY	Y	3 times
Qantas Airways	澳洲航空	QF	N	N/A
Qatar Airways	卡達航空	QR	Y	3 times
Royal Jordanian	皇家約旦航空	RJ	Y	N/A
Saudi Arabia Airlines	沙烏地阿拉伯航空	SV	Y	N/A
Shandong Airlines*	山東航空*	SC	Y	3 times
Siberia Airlines	西伯利亞航空	S7	Y	2 times
Singapore Airline	新加坡航空	SQ	Y	5 times
SriLankan Airlines	斯里蘭卡航空	UL	Y	7 times
TAP Air Portugal	TAP葡萄牙航空	TP	Y	N/A
Turkish Airlines	土耳其航空	TK	Y	N/A
Virgin Australia	維珍澳洲航空	VA	Y	3 times

### Airline Policy - Churning Fee (Cancel and Rebook)

Some of the airlines updated the churning policy. Please refer to the following table, the \* one is an airline with new update. If travel agents receive any ADMs regarding churning, please feel free to liaise with us.



### 航空公司條例 - 同一訂位紀錄取消及重複訂座

部分航空公司更新了購票條款中同一訂位紀錄取消及重複訂座的寬免次數，詳情請參考圖表，有\*者代表有更新的航空公司。若旅行社收到關於同一訂位紀錄取消及重複訂座的罰款通知單，歡迎與我們聯絡。

## Members Activates 會員活動

### Membership Renewal

SIPA is honored to announce that all members renewed its membership. Thank you for your support over the years, we will continue to fulfill our mission and to maintain a close connection with the members.

### 會員續會

國際航空協會審訂旅行社商會非常榮幸地宣佈所有會員已經成功續會。多謝大家多年的支持，我們會繼續履行使命及與會員保持緊密的聯繫。



### The 29th Annual General Meeting & Seminar

The AGM of SIPA was successfully held on 26 March 2019 in The Langham, Hong Kong. The Chairman, Vice-Chairman and the Executive Committees reported the achievements of SIPA in 2018 to the members and discussed the plan for next year. After the AGM, a seminar of NewGen ISS and NDC was held to provide the updated information to the members. Lastly, the Executive Committees expressed their heartfelt gratitude to members for their support and promised to protect the interest of travel agents continuously.



### 第29屆會員周年大會及講座

國際航空協會審訂旅行社商會第29屆會員周年大會於2019年3月26日在朗庭酒店舉行。會上主席、副主席及執委會向會員匯報本會於2018年努力的成果，並討論來年的計劃。周年大會結束後，我們隨即舉行新一代結算系統及新分銷功能研討會，向會員提供最新資訊。最後，執行委員會由衷感謝會員的支持並承諾會繼續致力保障旅行社的權益。



### Seminar on NewGen ISS

SIPA and TIC jointly organized a seminar on NewGen ISS which was successfully held on 24 January 2019. We invited Ms. Yvonne Ho, General Manager (Hong Kong and Macau) of IATA to be the guest speaker introducing the new system to the agents. The participants expressed their interests and raised their enquiries actively. Yvonne explained the operation flow of the new system, with the aim of helping the IATA agents to have a better understanding and get well-prepared for the system.

### 新一代結算系統 (NewGen ISS) 講座

國際航空協會審訂旅行社商會與旅遊業議會於2019年1月24日合辦新一代結算系統講座，我們邀請了國際航空協會香港及澳門區總經理何英慧女士擔任講者介紹新系統予旅行社。參加者表示大感興趣並踴躍發言，何女士向參加者講解新系統的操作流程，使他們有更深入的瞭解，為系統推行作充份準備。



### 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)