

Mission

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

宗旨

致力為國際航空協會審訂旅行社以協商、推廣及提升業界的權益為目標。

With the dawn of **2020**
新年伊始

May all of you be blessed with happiness, health, success and prosperity each and every day.
我們衷心祝願大家新一年幸福快樂、健康和興旺。



Latest Update 最新動向

Mr. Tommy Tam takes up the role of Chairman

Mr. Larry Lo of Westminster Travel Limited has completed his three-year Chairmanship. We greatly appreciate and thank his tremendous effort and contribution made to the Society and our fellow members which have made us to become one of the most educational and constructive trade associations.

Succeeding Larry is Mr. Tommy Tam of Arrow Travel Agency Limited, who was elected as Chairman at SIPA's Executive Committee Meeting held on 25 November. We believe that with Mr. Tam's leadership, SIPA shall become stronger. We look forward to your continuous support.

Chairman 主席	Mr. Tommy Tam 譚光舜先生	Arrow Travel Agency Ltd 雅達旅遊有限公司
Vice-Chairman 副主席	Mr. Sunil Nanda	G.C. Nanda and Sons Ltd
Honorary Secretary 榮譽秘書	Mr. Isaac Yau 邱永康先生	Jecking Tours & Travel Ltd 積誠旅遊有限公司
Honorary Treasurer 榮譽司庫	Ms. Gloria Slethaug 陳詩珮小姐	Connexus Travel Ltd 全旅達國際旅遊有限公司
Committee Members 委員會成員	Mr. Francis Bagaman 白嘉民先生	American Lloyd Travel Ltd
	Mr. Martin Wong 王渭濱先生	Citizen Thunderbird Travel Ltd 百福飛龍旅遊有限公司
	Mr. Larry Lo 盧輝華先生	Westminster Travel Ltd 西敏旅行社有限公司

譚光舜先生接任主席一職
西敏旅行社有限公司的盧輝華先生完成了三年的主席任期，我們非常感謝盧先生為商會及各會員之付出和貢獻，令我們成為旅行社商會屬會之典範。

在11月25日舉行的執委會會議上，雅達旅遊有限公司的譚光舜先生當選為新主席接替盧輝華先生。我們相信在譚先生的帶領下，商會在未來將為各會員取得更大成就，希望大家繼續支持SIPA。

Emirates Airline accepted Advance Payment for Group Tickets Issuance

In May 2019, Emirates Airline (EK) informed the agents that the form of payment would be changed to IATA EasyPay for group tickets departure on/or after 11 June 2019. If agents do not use EasyPay as the form of payment, they would have to issue the group tickets at Emirates' ticketing counter and pay a service fee of HKD\$240 per ticket.

This led us to writing to EK on 11 July and 4 November, respectively, suggesting EK accept travel agents' payments via cash transfer or cheque payment in advance, whereas such payments be refunded upon clearance of BSP settlement as alternate payment methods. EK replied to us on 19 November accepting the suggestion, and told that travel agents could contact them directly for the above alternates on a case by case basis. If SIPA members have any questions about the payment in advance, please do not hesitate to contact us.



阿聯酋航空接受團體機票採用預繳方式結帳
今年5月，阿聯酋航空通知旅行社，凡於2019年6月11日或以後出發的團體機票，需以IATA的EasyPay結帳。若旅行社不使用EasyPay結帳，他們需要到阿聯酋航空公司櫃位購買團體機票並繳付服務費，每張機票的服務費為港幣240元。

商會分別於7月11日及11月4日去信阿聯酋航空以期協商其他結帳方式，我們建議阿聯酋接受旅行社以現金或支票預繳方式為團體機票結帳，待BSP結算後將預繳款項退還。阿聯酋航空於11月19日回覆表示接受此項建議並提出旅行社可以按個別情況直接與他們聯絡及申請上述的結帳方法。如會員對預繳方式有疑問，請與我們聯絡。

Travel Agents prohibited to access the Flight Inventory of British Airways

In October 2019, we received enquiries from members regarding the cases of being delinked by British Airways (BA) without notice. Some members reflected that they were unable to access BA inventory since mid-October without any notice or alert while they tried in vain to figure out the reason.

SIPA wrote to BA on 29 October to reflect members' concerns over the delinked cases. BA replied that the access right has been resumed but it did not reveal the reason for such abrupt disconnection. We will keep monitoring the case.

旅行社被禁止查閱英國航空機票銷售情況

今年10月，商會收到會員查詢有關英國航空在未有事先知會下，取消他們查閱英航機位預定情況的聯網連接。部分會員反映自10月中旬起，已無法查閱相關的資料，他們曾嘗試找出原因但均徒勞無功。

我們遂於10月29日去信英航反映斷聯事件，英航回覆指已恢復旅行社的查閱權限，但未有透露斷聯的原因，我們會繼續監察事件。



Qantas Airways launched the Qantas Distribution Platform

With effect from 1 August 2019, if travel agents failed to register for Qantas Channel, Qantas would charge them segment channel fee of AUD17.50 per segment for Australian domestic flights, and the fare cabin classes N, Q and O of Australian domestic flights will not be accessible to such agents, thus barring them from selling the said booking classes. In addition, 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 and written to them to emphasize our standpoint in July and August. However, Qantas replied that QDP was to commence globally on 1 August 2019 and the new features and products be introduced on the platform and some of the GDS systems. We will follow up with Qantas on this.



澳洲航空推出Qantas Distribution Platform

由2019年8月1日起，如旅行社未有註冊為Qantas Channel之用戶，澳航會向該代理商收取澳洲內陸機票航段 Segment Channel Fee，每航段的收費為澳幣17.5元，澳航亦不會向其提供澳洲及紐西蘭內陸航班之N、Q及O客艙級別的票務資料，令該旅行社無法售賣上述客艙的機票。此外，GDS機構得知旅行社與澳航簽署QDP協議後，亦準備修改與旅行社的合約條款，屆時旅行社將不能享有航段獎勵，繼而影響其收入。

有見及此，商會曾與澳航開會並於7月及8月兩度發信重申我們的立場，但澳航回覆指QDP會如期於8月1日全面推行，他們會於QDP平台及部分GDS上使用新功能及發佈澳航旅遊產品資訊。我們會繼續與澳航跟進此事。

Latest Information 最新資訊

Thai Airways implemented new ADM and ACM Charges

With effect from 1 November 2019, the minimum charge of an ADM issued by Thai International Airways (TG) is USD5.00 or equivalent while the administrative fee is USD40.00. Meanwhile, TG will not handle any amount of USD40 or less per ACM request transaction.

SIPA was surprised that TG charges such a high administrative fee which is a lot more than the ADM amount itself and TG has not discussed with the travel agents before implementing the policy. Thus, we have written to Thai Airways on 19 November for an explanation. Two days later, TG replied that the policy was approved by its top management and applied to TG worldwide offices, so they were not going to suspend the policy. As TG has not explained the reason for charging such a high administrative fee, SIPA will keep negotiating with them.

泰國國際航空推出新ADM及ADM收費

由2019年11月1日起，泰國國際航空發行的ADM最低費用為5美元或其他等值之貨幣，而行政費為40美元。同時，泰航將不再接受每項低於40美元的ACM交易。

商會對ADM的收費及昂貴行政費之間的巨大差距感到驚訝，加上泰航於推出政策前並沒有與旅行社溝通。遂於11月19日去信泰航要求合理的解釋，兩天後，泰航回覆指新政策已獲得最高管理層批准，而泰航全球辦事處亦會同步推行，所以他們不會暫緩執行新收費。由於泰航始終沒有解釋收取昂貴ADM行政費的原因，我們會繼續與他們協商。

New Update of Airlines Churning Policy 航空公司同一訂位紀錄取消及重複訂座條例更新

Airlines (Eng)	Airlines (Chi)	Airline Code	Churning Allowance
1 Scandinavian Airlines	北歐航空	SK	Un-ticketed booking - 2 times/ Ticketed booking - 4 times
2 Vistara/TATA SIA Airlines Limited	維斯塔拉航空	UK	3 times
3 Virgin Atlantic	維珍航空	VS	2 times
4 TAP Air Portugal	TAP葡萄牙航空	TP	3 times
5 Sichuan Airlines	四川航空	3U	3 times
6 Thai Airways	泰國國際航空	TG	N/A

PCI DSS Compliance

In view of the demand from airlines, IATA has since 2017 requested accredited travel agents to be PCI DSS compliant. IATA said in an August 2019 Report that GDS companies (except Farelogix) were not able to restrict non-PCI DSS registered travel agents to be compliant with the PCI DSS standards when processing credit card payments. IATA said that it would be up to individual airlines to decide whether or not they will penalize the travel agents who defy the requirement.

支付卡行業數據安全標準

因應航空公司的要求，國際航空協會自2017年起要求認可旅行社必須遵照「支付卡行業數據安全標準」的規則執行安全認證。今年8月，國際航協指出，除 Farelogix 之外，GDS機構無法限定沒有註冊PCI DSS的旅行社以信用卡作交易時定必符合PCI DSS 的標準，個別航空公司將會自行決定是否處罰違反此規定的旅行社。

Members Activities 會員活動



Ticketing Seminar: Concerns about IATA EasyPay, PCI DSS and Qantas Channel

SIPA and TIC jointly organized the Ticketing Seminar: Concerns about IATA EasyPay, PCI DSS and Qantas Channel on 12 August 2019. We invited Ms. Yvonne Ho, General Manager (Hong Kong and Macau) of IATA to be the guest speaker explaining the IATA EasyPay to the members. Our Chairman and Treasurer addressed the concern for IATA EasyPay, PCI DSS and Qantas Channel, respectively. The members also shared their opinions with us. SIPA will keep negotiating with the airlines concerned.

票務講座：國際航協EasyPay、支付卡行業數據安全標準及Qantas Channel

商會與旅遊業協會於2019年8月12日合辦新一代結算系統講座，我們邀請了國際航協香港及澳門區總經理何英慧女士出席，並向會員講解EasyPay之運作。本商會主席及司庫就EasyPay、支付卡行業數據安全標準及Qantas Channel的問題分別表達關注，會員亦紛紛提出意見，商會將繼續與有關的航空公司反映業界的意見及進行協商。

Fam Trip to Tokyo

The five-day fam tour from 18 September to 22 September completed in a joyful ambiance. The participating trade partners had lots of interaction and shared travel knowledge with each other. All of them had much fun during the trip.



東京同業交流團

一連五天的東京同業交流團已於9月18日至22日舉行，此行給同業互相交流意見及行業知識的機會，大家都非常享受這個旅程，交流團在歡樂的氣氛中圓滿結束。

Appreciation Luncheon and Symposium 2019

SIPA invited the Commissioner, Deputy Commissioner and Assistant Commissioner for Tourism Commission, the Chairman, Vice-Chairman and Executive Director of TIC and the directors of six associations to the Appreciation Luncheon and Symposium on 31 October 2019. Mr. Joe Wong, JP, Commissioner for Tourism, gave a speech at the Lunch with a view to encouraging our trade partners, and he promised that Tourism Commission would join endeavour with us to face and overcome the difficulties. After the speech, Chairman Larry Lo shared the latest development of the trade, such as EasyPay, PCI DSS and Qantas Channel. Nearly a hundred members enjoyed the event and had a relaxing afternoon where they could exchange their views with the industry associates. We concluded the event by wishing the travel industry getting out of the woods soon.



2019年答謝午宴暨研討會

旅遊事務專員、副專員及助理專員、旅遊業議會主席、副主席及總幹事和六大屬會理事於10月31日應邀出席本商會主辦的2019年答謝午宴暨研討會，本商會特別感謝旅遊事務專員黃智祖先生於席間致辭，與我們合力鼓勵業界，他承諾旅遊事務專員會跟旅遊業界攜手應對目前的困難。演辭完畢，由商會主席盧輝華先生分享了行內最新消息包括EasyPay、PCI DSS及Qantas Channel。近百名與會會員藉此跟同業交流心得，歡度了一個輕鬆的下午，最後商會祝願旅遊業界能盡快走出困境。



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)