Ticketing Data Quality Group

Cindi Kelly, ATPCO

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January 2018 Update

Attendance

A4A	Air Canada	BMI Regional	Kulula
Accelya	Air France/KLM	Canadian North	Lufthansa
ACH	Air India	China Southern Airlines	Qantas
Airfacts	Air New Zealand	Comair	SAA
Amadeus	Air Seychelles	Delta Air Lines	Silver Airways
ARC	Airfacts	El Al	STA Travel
IATA	Alaska Airlines	Etihad	Turkish Airlines
Sabre	Alitalia	Etihad Regional	United Airlines
Travelport	American Airlines	First Air	Virgin Australia
Aeromexico	Austrian Airlines	Jet Airways	Westjet

Ticketing Group Role

Identify top issues with ticketing data quality and refer to the correct committee

Educate and engage groups that do not participate in the main ticketing and revenue accounting groups

Identify scorecard items that require monitoring of system implementation

Agenda for the January Call

Update on PSC 2017 – effectiveness June 2018

- Single source of automated tax data
- Tax on EMD

IATA Updates

- Update on Ticketing Working Group
- Improvements to Involuntary processing

New Items

- Recommended Practice (Taxes) – desire to move to resolution status
- Recommended Practice (Schedule Change) – resolution status
- Stopover indicators

Sourcing of Automated Tax Data

Business Problem

ATPCO Tax data has been implemented by over 40 systems and airlines as their source for tax pricing, and since April 2017 has powered the IATA Revenue Accounting Tax Database (RATD). The data is sourced from IATA Ticket Tax Box Service (TTBS), which is referenced in Resolution 785 as “the industry reference”. ATPCO data is not currently mentioned, leading to potential for billing and sales audit discrepancies.

Proposed Solution

Reference ATPCO Tax product in IATA publications as the industry source for automated tax data in the event of dispute.

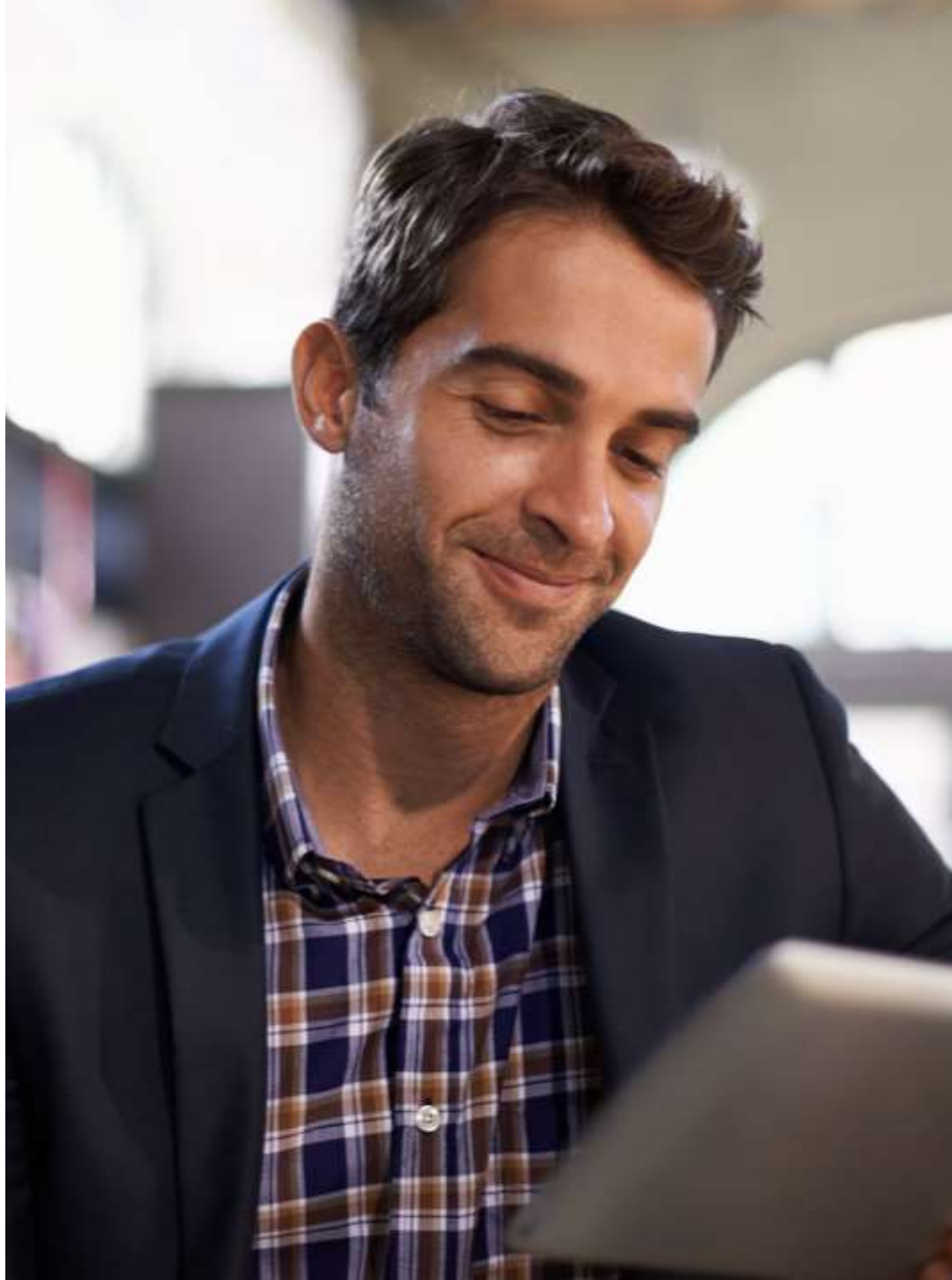
The following text was passed into Recommended Practice, effective 01JUN2018:

WHEREAS, Resolution 785 requires that the IATA "Ticket Tax Box Service" shall be the industry reference for taxes, fees, and charges collected on a ticket; and

WHEREAS automation of tax calculation and application adds value to the industry in ensuring efficiency and consistency, reducing errors and minimizing disputes between parties.

IT IS RECOMMENDED that:

1. *Automated tax data is used within pricing systems to support automated tax calculation.*
2. *ATPCO's Tax data subscription is currently the industry source of automated data of information published by the IATA Ticket Tax Box Service.*



Tax Differentials

Proposal presented in the last call was accepted, with added examples. This Recommended Practice will be effective 01JUN2018:

Tax Collection Resulting from EMD Issues for Upgrade

When an EMD is issued for an upgrade in class of service which leads to an increase in amount of collection of applicable Taxes, Fees, and Charges (TFCs) to be collected (for countries where the TFC amounts are affected by the class of service), the issuing Travel Agency or Validating Carrier of the EMD shall follow these procedures.

1. *Calculate the applicable new TFC for the service being sold in the currency of TFC filing.*
2. *Convert the amount of the same TFC already paid on the existing accountable document(s), if necessary, to the currency of TFC filing, using the historic BSR.*
3. *Deduct the already paid TFC from the applicable new TFC.*
4. *The result shall be the amount due of the TFC in the currency of TFC filing.*
5. *Convert the amount due into the currency of payment if necessary, using the current BSR.*
6. *Repeat these steps if this applies to multiple TFCs on the same transaction.*
7. *Enter the amount due for **each** TFC that results in an increase individually into the TAX/FEE/CHARGE AMOUNTS data elements, in the currency of payment, with the applicable code.*
8. *Enter the **TFC's collected** on the same EMD used to collect the charge for the upgrade in class of service.*

Either an EMD-A or an EMD-S may be issued, however if an EMD-S has been issued, the EMD-S shall be cross referenced with the Ticket number in the IN CONNECTION WITH TICKET/DOCUMENT NUMBER data element.

IATA – Ticketing Updates

- Ticketing Working Group
- Improvements to involuntary processing

New Items

- Recommended Practice (Taxes) – desire to move to resolution status
- Recommended Practice (Schedule Change) – resolution status
- Stopover indicators
- Others

TKTCom System Provider Implementation Scorecard

February 2018

TKTCom System Provider Implementation Scorecard

This Scorecard is compiled by the IATA Airline Distribution Standards team for the use of IATA member airlines and IATA Strategic Partners. Do not distribute outside of your organisation. For further queries please contact Andrew Blake, Manager Airline Distribution Standards (blakea@iata.org).

This Scorecard tracks the extent to which IATA Strategic Partners (who act as Passenger Service System providers or Ticketing System Providers) have implemented various IATA Standards. This Scorecard is overseen by the IATA Ticketing Committee (TKTCom), and is published on a quarterly basis to registered participants of the TKTCom Extranet. For more information on the Ticketing Committing, or to register for the Extranet to ensure you receive these Scorecards, please visit http://www.iata.org/whatwedo/workgroups/Pages/ticketing.aspx.

This scorecard reflects information that has been provided by system providers and is correct only at the date of issue. While technical capability may be in place, carriers may still be required to implement before functionality is available. Where indicated, planned implementation dates are subject to change. Information is for guidance only.

Section I: Functionality

A: Character length of monetary data elements in industry messages.

This item refers to compliance with the required character lengths of monetary data elements (Eg. "Fare", "Equivalent Fare") , as described in Ticketing Standards (Resolution 722f/g/h and 726f/g/h and also DISH reporting standards.

		PSS (Passenger Service System) and TSP (Ticketing System Provider) providers																PSS only								TSP only			
		1A Amadeus		K1 Topas	1S Sabre		1B Abacus	1F Infini	1E Travelsky		1H Sirena		F1 FLX		BA BADIXX		C1 KIUSYS		XS SITA	1C DXC (HPE)	IBM	Mercator	Travelport Meridian (Legacy Hosting Sabre)	Travelport EMDPlus (SHAS)	1N Navitaire	Resber (Ukraya)	1G Travelport Galileo	1P Travelport Worldspan	1V Travelport Apollo	1J Axess
		TSP	PSS	TSP	TSP	PSS	TSP	TSP	TSP	PSS	TSP	PSS	TSP	PSS	TSP	PSS	TSP	PSS												
Ticketing Resolutions	Ticket issuance	3	3			5			4	4							3	3					7						2	
	Ticket exchange / reissue	3	3			5			4	4							3	3					7						2	
	EMD issuance	3	3														3	3					7		9					
	EMD exchange / reissue	3	3										9				3	3					7		9					
DISH	IT07 monetary elements	3							4								3	3					6		8					
	Other monetary elements (1)	3							4								3	3					6		8					

Notes

1. These records also include a CUTP element that defines the currency code and number of decimals. Accordingly characters are not "occupied" by the currency code or the decimal point for these fields.
2. 1V is only operational in US, CA, MX and JP so is realtively unaffected by low value currency issues.
3. 1A and KIUSYS advise that to keep a full process homogeneous (with ATPCO), they are applying 11A/N by omitting the currency whenever the amount exceeds 8 digits. The maximum amount is however 9 digits.
4. 1E has advised that their system enhancement went live on 10 December, they previously supported only 8 numeric characters.
5. 1S has advised for PSS, for zero decimal currencies, maximum length is 10 digits. For 2 and 3 decimal currencies, maximum length is 11 digits. Isues noted with Net remits (to be resolved 2Q 2016, and EMDs/Refunds (to be resolved end 2016). Currently limited to 8 digits.
6. Travelport EMDPlus can handle 15 digits exclusive of 3 letter currency code which is a separate element.
7. Travelport Meridian supports 8 digits plus 3 letter currency code (also handles DISH reporting in current IATA version size) 8. Supports 15 digits exclusive of 3 letter currency code.
8. Navitaire creates TCN but currently does not issue HOT files for New Skies PSS.

Key

- Capability exists, available to all users as part of core solution.
- Capability exists, as an optional addition to core solution.
- Implementation planned (with quarter and calendar year if known)
- No plans to implement
- Not applicable.
- System provider has not provided information.

For more information or to participate in the Ticketing Quality Group:

David Smith – dsmith@atpco.net

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RATD Enhancements

ACH Revenue Accounting Committee Meeting

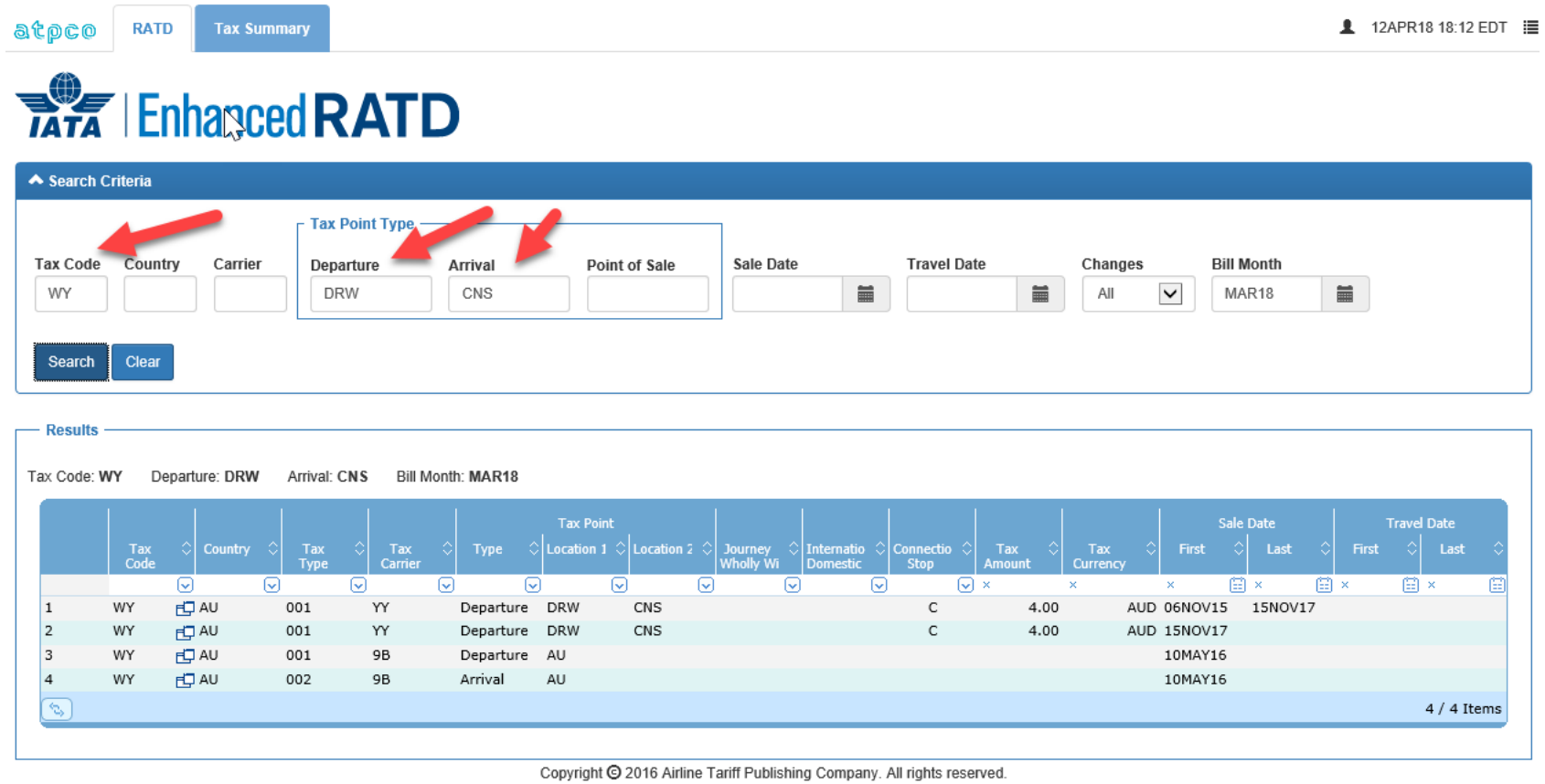
April 2018- Denver, Colorado

Background

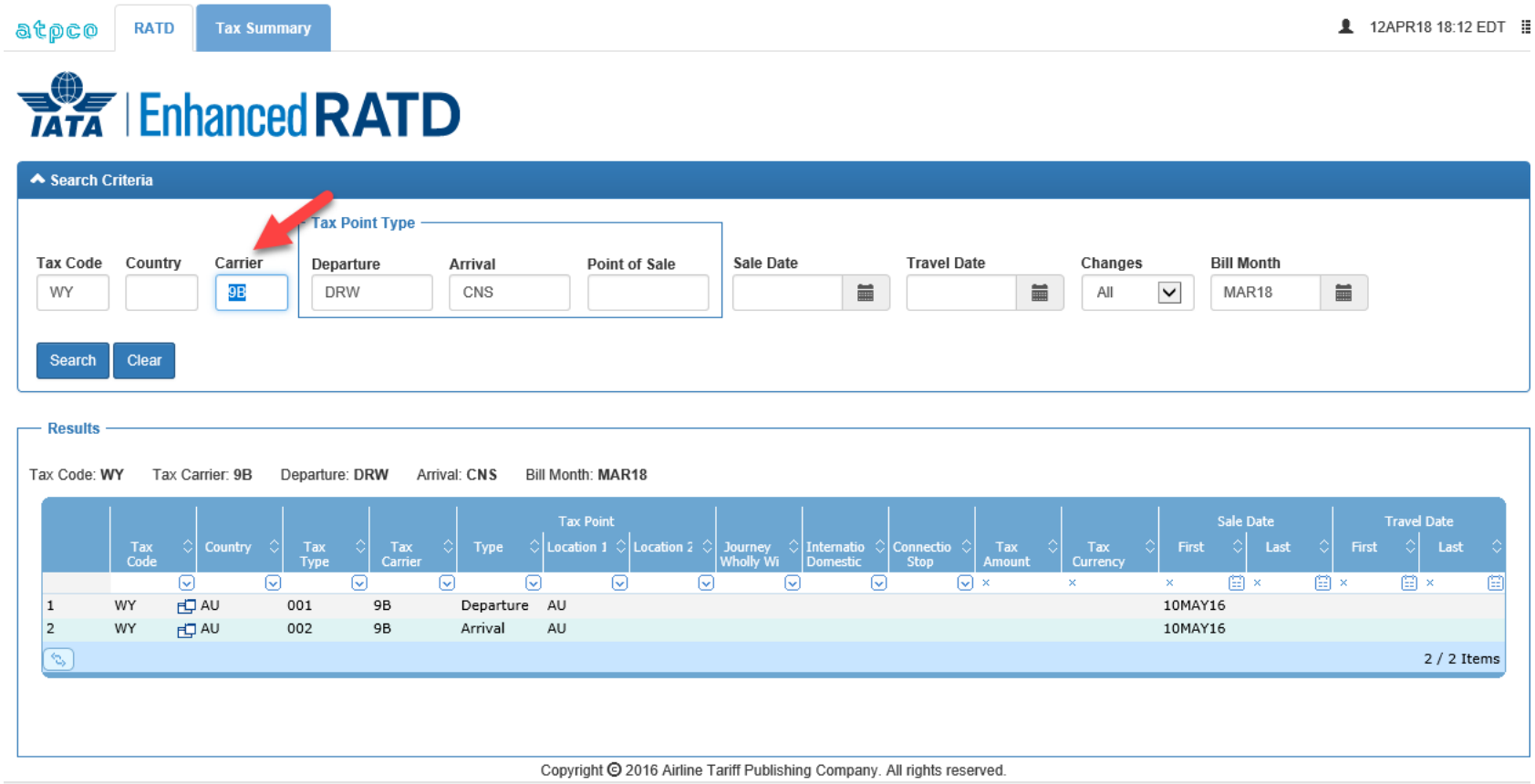
- IATA requested ATPCO to develop the Enhanced RATD
- In April 2016, the Enhanced RATD was implemented
- IATA IBSOPS WG requested and prioritized these enhancements

Implemented Enhancements
March 31, 2018

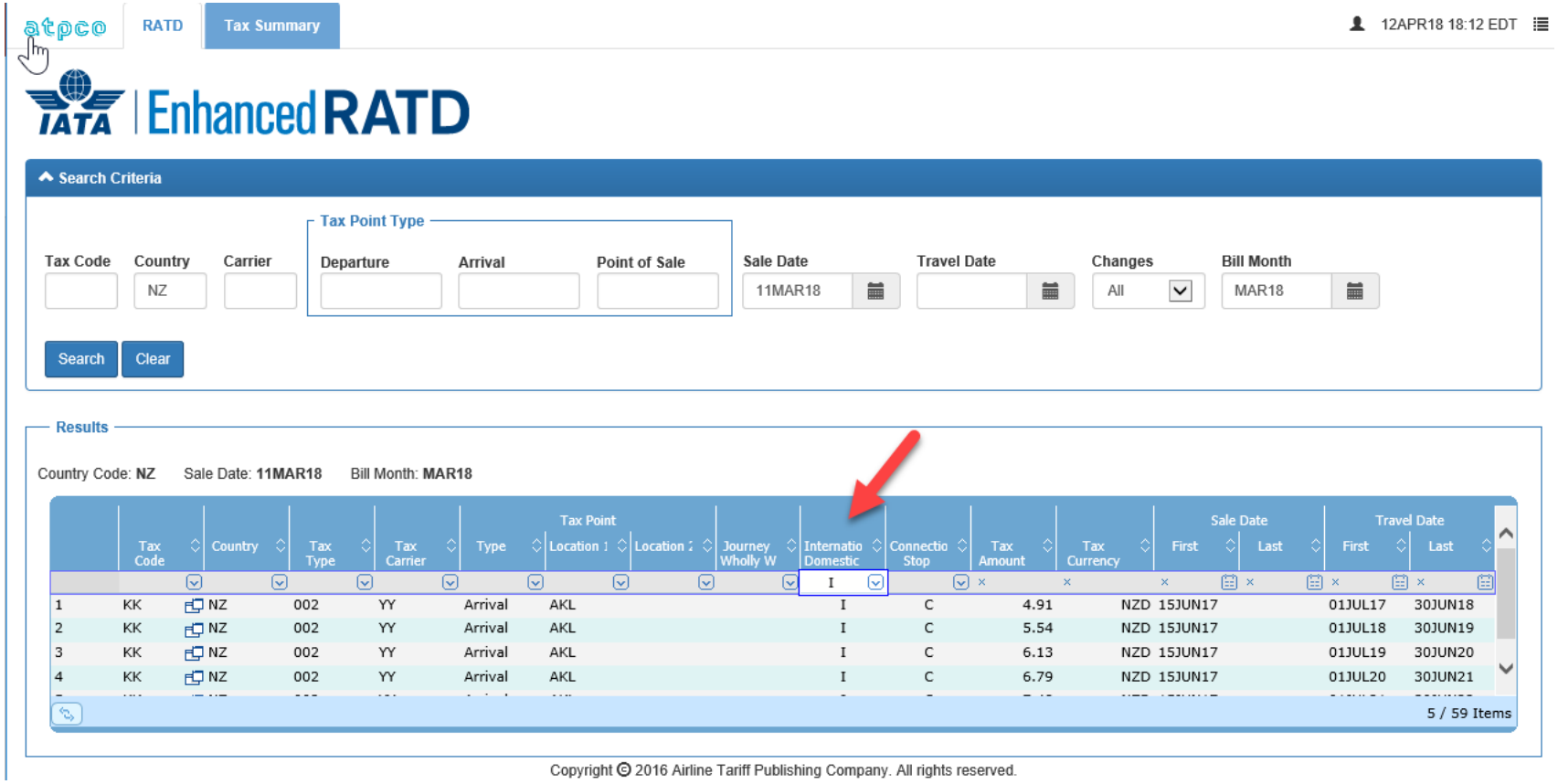
Permit a search by Nation and/or Tax Code along with the Departure, Arrival, and Point of Sale Tax points



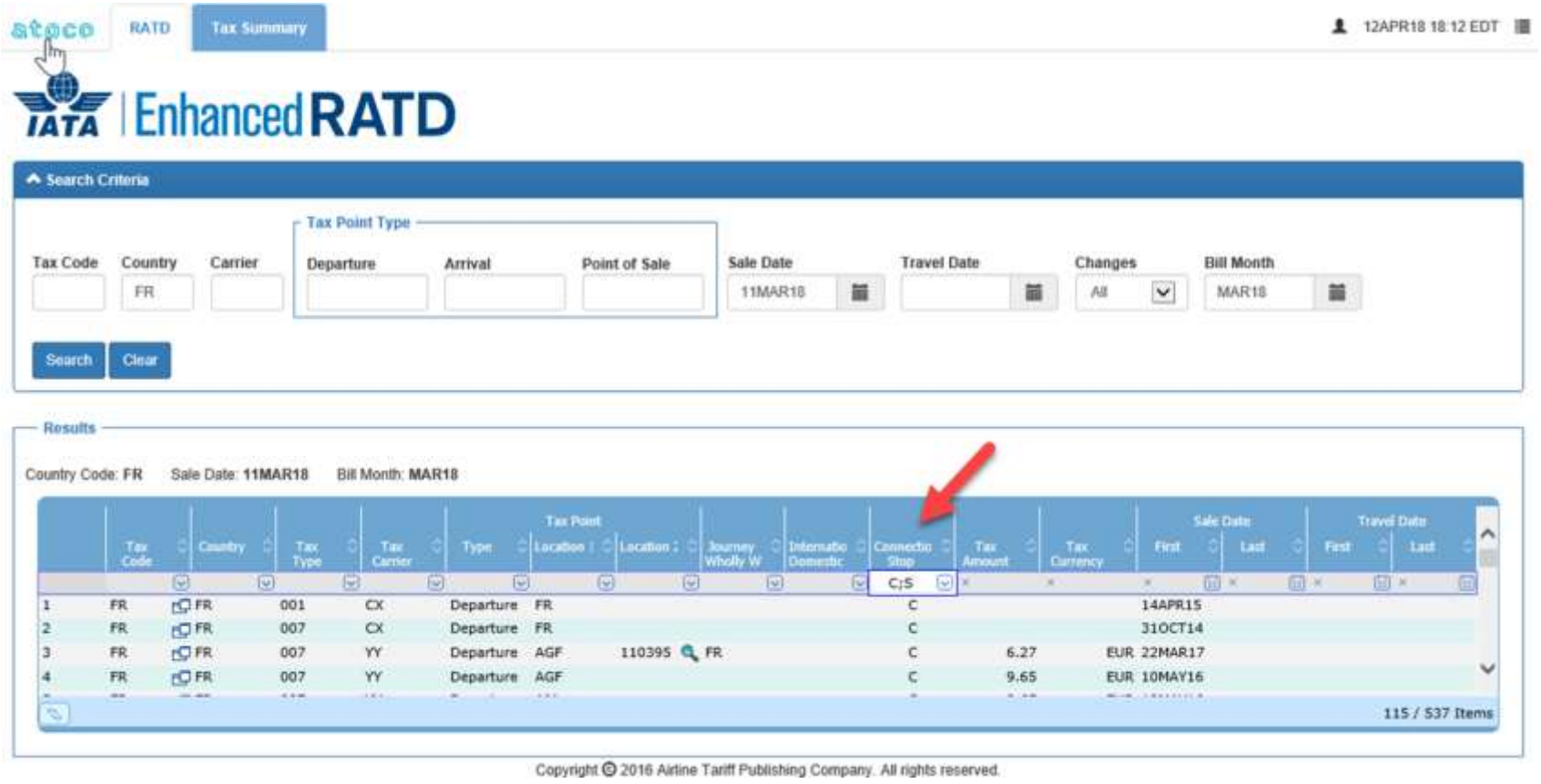
Add Carrier as a search criteria



Identification of each row of data as international or domestic



Identification of each row of data as transit or true departure tax



Planned Implementation – May 26, 2018

- Provide a display of Tax Definitions/Rules and Regions as shown in the previous RATD

- Display all Tax Reporting Tables in one screen instead of requesting each table to open up individually

Planned Implementation – June 30, 2018

- Display tax rate text associated with the sale date requested

  Currently the RATD displays the most recent tax rate text which may require the customer to click several times to get to the matching tax text

- Allow customers to specify which Bill Month data to compare when requesting New or Change taxes

  Currently the RATD only permits the comparison between the last bill month and the previous

Questions?

Proposed Industry Sales Record Enhancements

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Cabin

CABI – added to Industry Sales Record (ISR) in 2015

Glossary Reference	*Element Description*				*Attribute*
CABI	**Sold Passenger Cabin**				1 Alphanumeric
Record	*Status*	*Facsimile*	*Example*	*Cross-Edit*	*Starting Position*
5	O	N	1	N	44, 133, 222, 311

The sold cabin of passenger travel for each coupon as defined in the PSC Resolution 722f.

Examples of values:

1 = First Class (first class category)
2 = Second Class (business class category)
3 = Third Class (economy class category)
4 = Economy premium
5 = Economy
6 = Economy discounted

Proposal

- If CABI not populated from the inbound data source, ATPCO will generate
- Use the Marketing Carrier (MCAR) with the Ticketing Class of Service (RBKD)
- Read ATPCO's RBD Answer Table (Resolution 728 exceptions)
- Find the associated cabin for the MCAR and RBKD
- If an airline does not file exceptions, populated per Resolution 728
- Populate CABI with F, C, W or Y as applicable

Fare Owner

Provide the Fare Owner on the ISR based on Resolution 17ha rules

Benefit

- Use as the first step in determining the lowest applicable fare
- Determination of the correct surcharges
- The proposed New Prorate Methodology (NPM) references Fare Owner

  Examples given where the ticket issuing airline same as fare owning

  Issuing airline differs from the fare owning airline – fare owner receives the residual

Other Potential ISR Additions

- Tariff
- Rule
- Fare Type
- Season Type
- Day of Week
- Normal/Special Tag
- Passenger Type
- Any others?

ATPCO Tax Calculator Initiative

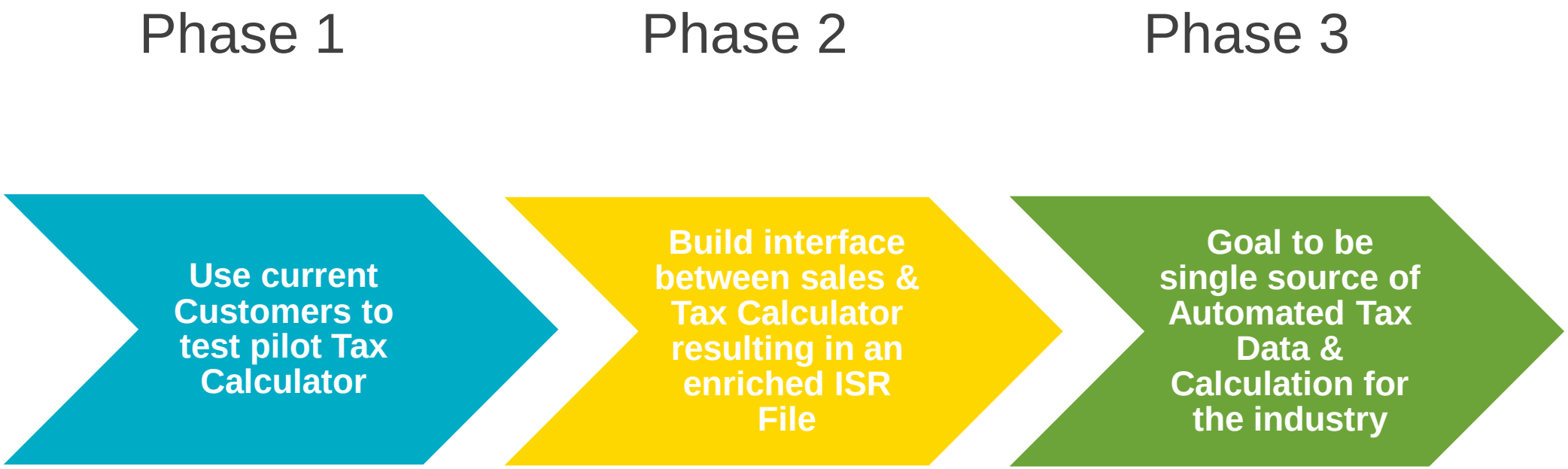
Benefits

- Support the IATA initiative in the reduction of rejections in Interline processes (increasing simplicity and savings for the Airline)

One data source, one process to interpret and calculate taxes

- More closely align pricing with settlement by using the same tax data and same rules for applying the data
- Allow participating airlines to receive tax calculations for audit or interline settlement via existing processes
- Seamlessly integrate into the existing Industry Sales Records

Tax Calculator Initiative



Phase 1 - Pilot

- In 2017, ATPCO worked closely with Delta, Air France and our partner Accelya in the pilot phase
- AF and DL provided tax values for selected coupons using their own revenue accounting system calculation or Accelya (NFP) calculation
- ATPCO calculated tax values for the same coupons and compared the values to the AF and DL values
- Based on the results, ATPCO decided to move forward with the Tax Calculator Initiative

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Industry Tax Reference

Record 83: Coupon Tax, Fee, Charge Information Record

- Provided in the daily Industry Sales Record files – effective 01 June
- All taxes calculated at the ticket and coupon level based on ATPCO Automated Tax Data (TTBS)
- A Record 83 will be provided for each transaction during the ISR processing timeframe
- Airlines may opt to not receive this record
- Test files are available - Contact rev-accounting@ATPCO.NET to request a test file

How can Record 83 help you?

- Increase accuracy of tax values by creating a tax calculation reference throughout the life cycle of the fare—from pricing to ticketing to revenue accounting.
- Provide a source for tax audit
- Use a single-source authority of calculated taxes to provide consistency throughout the industry

Interline Settlement Tax Value

Record 98 – Interlineable Tax Record

- Provided today by Accelya – effective 01 June provided by ATPCO
- All taxes calculated coupon level based on IATA Enhanced RATD
- A Record 98 will be provided for each transaction to Revenue Accounting Settlement Services participants
- Record 6 – NFP Proration Record and Record 97 – ISC and Handling Fee Record will continue to be provided by our partner Accelya
- Today, a customer receives either a Record 99 – NFP Proration Error Record or a Record 6, Record 97 and Record 98
- Effective 01 June it could be possible to receive a Record 99 AND a Record 98
- If a Record 98 cannot be generated, error codes will appear in the Unidentified Tax Code (UITC) fields on the Record 98
- As part of the new service, customers will be able to receive a stand-alone Record 98

How can Record 98 help you?

- Provides a single source of Interline tax data, eliminating rejections among participants
- Use a single-source authority of calculated taxes to provide consistency throughout the industry

Test files are available now. You will be contacted to obtain information about receiving your test file. Once you receive your file, please review your data and provide your confirmation that the values meet your expectations

Pricing Structure for Record 98

For current Revenue Accounting Settlement Services (A&A) customers included in the current pricing structure

Tier Pricing	< 100K	> 100K	> 150K	> 200K	> 300K
	.064	.056	.048	.040	.032

For current Revenue Accounting Settlement Services (A&A) customers who want supplementary tax calculations and for new customers who want the stand-alone tax values

Tier Pricing	<100K	> 100K	> 150K	> 200K	> 300K
	.012	.011	.010	.009	.008

For more information :

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