



Supplemental Package for A4A Passenger Services Update

1. Background: New SSRs for Collection of GST Data

- The GST regime in India has been replaced. The regime applies differently depending on whether the passenger is traveling on behalf of a GST registered business (a “Business to Business” or “B2B” transaction) or traveling on his or her own personal account (a “Business to Customer” or “B2C” transaction). It is a dual-administered tax between the Central Government and various States/Union Territories within India and consists of several GST rates.
- Airlines must be able to correctly apply this tax at the time of pricing. ATPCO confirms that there is no connection between the SSRs and the pricing calculation. Pricing automation investigation is ongoing.
- For any tickets where travel originates in India, regardless of point of sale, paid for by a business registered for GST (“B2B” transactions), the airline must send a GST invoice to the business within 30 days of the date of ticket issuance regardless of the form of payment. This invoice must include the GST Number, Name and Address of the business entity Registered for GST. These will differ from the passenger’s own name and address.

2. Recommended Practice 1721/20.300: Netting for Exchange/Reissue Transactions

The following amendments to RP 1721/20.300 were adopted:

- Clarified to add applicability to reservation change fees and cancellation fees
- Changed references to banker’s exchange rate to BSR
- *Reissue Fare Balance Calculation*
 - If the fare on the new ticket is higher than fare amount on the ticket being reissued, in currency of COC, “hold” the difference in COC currency for final results
- *Reissue Tax/Fee/Charge (TFC) Balance Calculation*
 - TFCs that apply to the new journey but were NOT on the ticket being reissued shall be held in the filed currency for final results.
- *TFC and Fare Netting for Reissue*
 - If there is no residual (fare/TFC) value on the ticket being reissued, convert the additional collection amounts to the currency of reissue by the current BSR and collect at time of ticket reissuance.
 - Converting additional collection to currency of payment, if necessary, by the current BSR and subtracting the total amount to be collected from the total residual amount eligible for netting.
 - If residual (fare/TFC) value does not compensate for additional collection completely, convert remaining additional collection current BSR.
 - If residual (fare/TFC) value is greater than additional collection amount, the remaining residual will be eligible for application towards reservation change, if any, or refund based on fare/TFC provisions.
 - A new TFC compensated by a residual value shall be considered a “new paid” TFC as the amount has already been paid by the residual value and indicated as paid tax on the new ticket.

Recommended Practice 1721/20.300: Netting for Exchange/Reissue Transactions
(Continued)

- *TFC and Fares Netting with Reservation Change Fees*
 - Determine all reservation change fees applicable for ticket reissue in filed currencies, and “hold” for final results
 - If there is no residual (fare/TFC) value from the ticket being reissued, convert the reservation change fees, if necessary, to the currency of reissue by the current BSR and collect at time of ticket reissuance.
 - If the result of netting fare/TFC is a residual value and reservation change fees apply to the ticket being reissued, apply netting to reservation change fees by:
 - Subtracting the reservation change fees from the residual amount eligible for netting. If the currency of payment is different from filed currency, convert reservation change fee amount from filed currency to currency of payment by current BSR.
 - If residual (fare/TFC) does not compensate for additional collection completely, convert remaining additional collection from currency of payment to currency of reissue by the current BSR
 - If residual (fare/TFC) value is greater than additional collection amount, the remaining residual will be eligible for refund based on fare/TFC provisions.
- *Applying Exchange Value Towards Fare and TFCs*
 - Once fare and TFC values eligible for exchange are determined, the steps below, in compliance with Resolution 017f, outline how to process the exchange transaction.
 - Calculate the new fare in the currency of COC.
 - If the currency of COC is the same as the currency of payment, subtract eligible exchange value from new ticket fare amount.
 - If the currency of COC is different from the currency of payment, convert the fare in the currency of COC of the new ticket to the currency of payment by the current BSR and subtract eligible exchange value from the new ticket fare amount in the currency of payment.
 - Any exchange value remaining after collection of TFCs may be refunded subject to fare/TFC provisions.
 - TFCs not covered by the exchange value will be collected at time of ticket exchange. TFCs that are only partially compensated by exchange residual will have the remaining uncompensated value converted to currency of exchange by the current BSR.
 - If the value of the ticket being exchanged does not compensate for the fare of the new ticket, the additional fare difference converted to currency of exchange by the current BSR if necessary, will be collected at time of ticket exchange along with TFCs.
 - A new TFC compensated by a residual value shall be considered a “new paid” TFC as the amount has already been paid by the residual value and indicated as paid TFC on the new ticket.
- *Reporting*
 - Where reporting to the IATA BSP is required, the IT0N Netting Values Record (as described in the BSP Data Interchange Handbook (DISH)) shall be completed.

3. Reason for Issuance Sub Codes

The following are standard codes to be used in accordance with the associated definitions:

Sub-Code	Definition	Reason for Issuance Code
98A	NON REVENUE SERVICE FEE	D
98B	TRANSPORTATION CREDIT VOUCHER (May be used for customer service recovery and compensation)	D
98C	UNSPECIFIED TRANSPORTATION (Not applicable to IATA BSP agents)	D
98E	NONREFUNDABLE AMOUNT (May be used for amounts for non-refundable balances (not applicable to IATA BSP agents))	D
98F	PENALTY FEE	D
98G	BOOKING CODE DISCREPANCY	D
98H	STOPOVER/TRANSFER AND TRANSIT CHARGE	D
98I	SERVICE CHARGE	D
98J	MISCELLANEOUS CHARGE (To be used for other miscellaneous charges as determined by the carrier only when no other code exists and when not filed with ATPCO)	D
99K	INVOLUNTARY DOWNGRADING (airline use only)	A
99J	DISCOUNT CARD (e.g. season tickets)	D
99I	RESIDUAL VALUE (Used for further air transportation which may also be refunded (not applicable to IATA BSP agents))	D
99H	UPGRADE AIRPORT TAX	D
980	LAND SERVICE	B
981	CABIN BAGGAGE	C
988	CREDIT CARD CHARGE	D
990	BOOKING FEE	D
991	DOCUMENT HANDLING FEE	D
992	DOCUMENT AMENDMENT FEE	D
993	RESERVATIONS CHANGE FEE	D
995	CANCELLATION PENALTY FEE	D
996	REFUNDABLE BALANCES (Shall be used when a residual value as a result of an exchange/reissue transaction cannot be used for further air transportation, e.g. in IATA BSPs)	D
997	DEPOSITS DOWN PAYMENTS	D
998	UNDER COLLECTIONS TAXES FEES CHARGES	D
999	UNDER COLLECTIONS FARES (including net fare difference)	D