

Customer Service News Flash

Amadeus Flash

IMPLEMENTATION OF ZERO COMMISSION & INTRODUCTION OF OC TAX

Dear Travel Partner,

As you are aware that the Airlines' assertion to reduce BSP ticket commission to zero percent effective 01November' 08 had led to the introduction of a transaction tax code that will reflect on tickets as OC tax. This tax needs to be added manually in the TST, which will cause the TST Fail code indicator to become manual.

YOU SHOULD

The impact of this change will not affect the Amadeus guarantee toward fares processed by Amadeus system provided the following steps are performed by users in the entirety:-

Step 1: Ensure that the validating carrier is present in the PNR and is appropriately associated to the segment/s to be priced.

Step 2: Price the segments and store the auto priced fare in the TST

Step 3: Save the PNR by doing RF followed by ER

Step 4: Display the TST to ascertain that the I/O indicators are present

Step 5: Immediately add the OC tax with the TTK command Example TTK/X1000OC

Step 6: Finally, save the PNR once again and issue the ticket on the *same day*.

Please note that it is mandatory to save the auto-priced fare by doing RF followed by EOT. After that, the OC tax must be added in the TST as a separate transaction. The ticket needs to be issued on the same day of storing the Auto priced TST in **Step 2** mentioned above.

YOU SHOULD NOT

After the OC tax is added no further TST modifications should be performed.

The Amadeus Fare Guarantee will not be valid if the claim is towards non-collection of the OC tax or any other manual modification made to the TST or any other condition of the Amadeus Fare Guarantee that is not adhered to.

Please note that the following of the above steps needs to be validated before processing any fare quote claims arising on / after 01November2008.

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Sample Illustration:

The following screenshots will help you to understand the process to be followed:

Step 1:

```
RP/XXXXXXXXXX/XXXXXXXXXX          XX/SU  31OCT08/1028Z  XXXXXX
XXXXXXXXXX/XXXXXXXX/31OCT08
 1. SHARMA/R K MR
 2 IT 302 T 12DEC 5 DELBOM HK1 0620 0815 12DEC E IT/XXXXXX
 3 AP XXX
 4 TK OK31OCT/XXXXXX
 5 FM *M*0
 6 FP CASH
 7 FV IT
```

Step 2:

```
>FXP
01 SHARMA/R K MR

-----
      AL FLGT BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
DEL
BOM IT  0302 T  T 12DEC 0620  T2AP14D          12DEC12DEC 20

INR      1750      12DEC08DEL IT BOM1750.00INR1750.00END

INR      3100YQ
INR      150YR
INR      225WO
INR      5225
PRICED WITH VALIDATING CARRIER IT - REPRICE IF DIFFERENT VC
FARE VALID FOR E TICKET ONLY
TICKETS ARE NON-REFUNDABLE
ENDOS NON END/NON REF/NON RERTE VALID ON IT ONLY
```

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Step 3

>RFAGT ;ER

```
RP/XXXXXXXXXX/XXXXXXXXXX          XX/SU  31OCT08/1028Z  XXXXXX
XXXXXXXXXX/XXXXXX/31OCT08
  1. SHARMA/R K MR
  2  IT 302 T 12DEC 5 DELBOM HK1  0620 0815  12DEC  E  IT/XXXXXX
  3 AP XXX
  4 TK OK31OCT/XXXXXX
  5 FE PAX NON END/NON REF/NON RERTE VALID ON IT ONLY/S2
  6 FM *M*0
  7 FP CASH
  8 FV IT
```

Step 4

>TQT

```
TST00001          XXXXXXXXXXXX XX/31OCT I 0          OD DELBOM SI
T-E
FXP
  1. SHARMA/R K MR
  1  DEL IT  302 T 12DEC 0620  OK T2AP14D          12DEC12DEC 20K
      BOM
FARE  F  INR          1750
TX001 X  INR          3100YQAC TX002 X  INR          150YRVA TX003 X  INR          225WORE
TOTAL  INR          5225
GRAND TOTAL INR          5225
DEL IT BOM1750.00INR1750.00END

  5. FE NON END/NON REF/NON RERTE VALID ON IT ONLY
  6. FM *M*0
  7. FP CASH
  8. FV IT
```

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Step 5

```
>TTK/X3500C

TST00001      CCU1A0980 DC/31OCT M 1          OD DELBOM SI
T-E
FXP
  1.SHARMA/R K MR
  1  DEL IT  302 T 12DEC 0620  OK T2AP14D          12DEC12DEC 20K
    BOM
FARE  F  INR          1750
TX001 X  INR          3100YQAC TX002 X  INR          150YRVA TX003 X  INR          225WORE
TX004 X  INR          3500C
TOTAL  INR          5575
GRAND TOTAL INR          5575
DEL IT BOM1750.00INR1750.00END

  5.FE NON END/NON REF/NON RERTE VALID ON IT ONLY
  6.FM *M*0
  7.FP CASH
  8.FV IT
```

Step 6

```
>RFACT ; ER
```

We request your sincere co-operation to strictly follow the above sequence of steps to help us protect the fare guarantee.

For any assistance on how to incorporate OC Tax in the TST, please contact your nearest Amadeus Customer Service.

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