



BSP Manual for Agents - Local Procedures

Chapter 14

IATA Switzerland & Liechtenstein

June 2005
English



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

1.	BSP CH/LI PARTICIPATING CARRIERS	5
2.	REPORTING CALENDAR	12
3.	STANDARD TRAFFIC DOCUMENTS (STDS) AVAILABLE IN BSP CH/LI	14
3.1.	Manual Standard Traffic Documents (referring to Chapter 1.2.6)	14
3.1.1.	Two Coupon Passenger ticket and Baggage Check	14
3.1.2.	Four Coupon Passenger Ticket and Baggage Check	14
3.2.	Automated Ticketing (refer to Chapter 1.3)	14
3.2.1.	Off Premise Transitional Automated Ticket (OPTAT)	14
3.2.2.	OPTAT Printing Devices	15
3.2.3.	Off Premise automated Ticket and Boarding Pass (OPATB2)	16
3.2.4.	Automated Miscellaneous Charges Order (MCO)	17
3.3.	Electronic Ticketing (ET)	26
3.3.1.	Definition	26
3.3.2.	Ticketing	28
3.3.3.	Reporting	30
3.3.4.	Electronic Ticketing Record	31
3.3.5.	Reservation Changes	31
3.3.6.	Exchange/Reissue feature	31
3.3.7.	Refund feature	31
3.3.8.	Cancelled vs. void	32
3.3.9.	Billing Analysis	33
4.	OTHER ACCOUNTABLE STANDARD TRAFIC DOCUMENTS	33
4.1.	Standard Miscellaneous Charges Order (MCO)	33
4.2.	Manual Multiple Purpose Document (MPD)	33
4.3.	Automated Miscellaneous Charges Order (AMCO)	34
4.4.	BSP Agent Refund Voucher (ARV)	34
4.5.	Standard Excess Baggage Ticket	34
4.6.	Fare Calculation Extension Sticker	34
5.	PROVISION OF STANDARD TRAFFIC DOCUMENTS (STDS)	34
5.1.	Distribution of STDs and Wallets	34
5.2.	Automatic STD Replenishment of Agent stocks	34
5.3.	Emergency Supplies of STDs	35
5.4.	Distributor	35
6.	COMPLETION OF STANDARD TRAFFIC DOCUMENTS (STD)	35
6.1.	Completion of a manual STD (MPD)	35
6.1.1.	Completion of remittance area	35
6.2.	Cancelled STDs and/or voided coupons	37
6.3.	Excessive void and cancelled STDs	37
6.4.	Completion of an automated STD	37
6.4.1.	Remittance Area – OPATB2 and OPTAT STDs	37
7.	STANDARD TRAFFIC DOCUMENT VALIDATION/ISSUANCE PROCEDURES	40
7.1.	Designation and Selection of the Ticketing Airline	40
7.1.1.	Methods of designating a Ticketing Airline	40
7.1.2.	Order of priority in the selection of Ticketing Airline	40
7.2.	Carrier Identification Plate (CIP)	41
8.	STANDARD ADMINISTRATIVE FORMS (SAFS)	42
8.1.	Types of standard administrative forms	42
8.2.	Revalidation sticker	42
8.3.	Distribution of SAFs	42
9.	AGENCY SALES TRANSMITTAL FORM (AST)	42
9.1.	AST Reporting and Enclosures	42
9.2.	Completion Procedure	43
9.3.	Nil Entries	44
9.4.	"No Sales" Reports	44
10.	REFUND PROCEDURES	44



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

10.1.	Automated refund notice through the Global Distribution System (GDS)	45
10.1.1.	Issuance Conditions:	45
10.1.2.	Use of Automated Refunds Notice	45
10.1.3.	Issuance and Reporting procedures	45
10.1.4.	Audit Requirements	47
10.2.	Electronic Ticket Refunds	47
10.2.1.	Reporting of Electronic Ticket Refunds	47
10.3.	BSPlink Refund Application/Authority	47
10.3.1.	Reporting of BSPlink Refund Application/Authority	48
10.4.	Manual Refund Notice	48
10.5.	Manual Refund Application	48
11.	BSPlink	48
11.1.	Internet Site address	48
11.2.	Users	48
11.3.	System Requirements:	48
11.4.	BSPlink Functionality in BSP CH/LI	49
11.4.1.	Document Enquiry	49
11.4.2.	Agent Billings/Report Download	49
11.4.3.	Agent Groups	49
11.4.4.	Refund Application/Authority	49
11.4.5.	ACM and ADM Processing	50
11.4.6.	Sub-user Management	50
12.	ADMINISTRATIVE CHARGES	50
12.1.	Administration Fees	50
13.	ACCEPTANCE OF CREDIT CARDS	51
13.1.	General	51
13.1.1.	Automated and Manual Issues	51
13.1.2.	Principles of Credit Card Transactions.	51
13.2.	Acceptance Procedures	52
13.2.1.	Cards accepted	52
13.2.2.	Checklist for Card acceptance	52
13.2.3.	Card Fraud	53
13.2.4.	Authorisation	54
13.3.	Document Completion - Automated Transactions	54
13.3.1.	OPATB2 Ticket sales	54
13.3.2.	OPTAT Ticket sales	54



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

This document details local procedures for the Billing and Settlement Plan Switzerland & Liechtenstein and is Chapter 14 (as applicable to CH & LI) of the world wide BSP Manual for Agents which is published separately. Chapter 14 will be updated in its entirety and published annually. For late breaking news and information, BSP Agent Bulletin will continue to be issued and posted to *BSPlink* as required and the content of these Bulletins will be incorporated into the annual publication of Chapter 14 as appropriate.

Chapter 14 is available for downloading on the IATA Customer Service Website:
http://www.iata.org/worldwide/europe/customer_service/agent.htm

Address

IATA Centre
Route de l'Aéroport 33
P.O. Box 416,
1215 Geneva 15 Airport
Phone: +41 (0)22 770 2571* (temporarily English only)
Fax: +41 (0)22 770 2098
E-Mail: info.ch@iata.org
Homepage: http://www.iata.org/worldwide/switzerland_liechtenstein/index
Homepage agents: http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm
Mr. Frank Kadek
Manager Switzerland & Liechtenstein

Agent Validator Plate (AVP)

No longer required, as all documents are automated in BSP CH/LI

CIP Boxes

No CIP boxes available in BSP CH/LI due to the automation level in BSP CH/LI.

Ticketing Authorities

Most Airlines have authorised all IATA accredited agency within BSP Switzerland and Liechtenstein. Few Airlines do authorise agents individually according to their own criteria.

Ticketing Authority is assigned by the Airline through *BSPlink*. In order to obtain the Ticketing Authority of a certain Airline, the Agent has to contact the Airline concerned directly. The Airline will inform the respective CRS through *BSPlink*.

- Automated ticketing authority is required for all automated transactions, such as tickets, automated refunds and automated MCOs.
- CIPs are only required for:
 - all Worldspan agents wishing to issue a manual MPD
 - agents using the ticket type "OPTAT" wishing to issue a manual MPD

Ticket Imprinter (for manual document)

No longer required, as all documents are automated in BSP CH/LI

Change of Agency Data

For any changes of address or location, of bank, name, ownership or other important changes affecting an Agent, the IDFS Management Switzerland must be informed before the change takes place.

(address please refer to Address page 3)



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Retention of Record

IATA Resolutions 818, Section 2 requires Agents to maintain adequate records and accounts, together with supporting documents, of all transactions effected under the Sales Agency Agreement in accordance with local accounting practices. Agents are therefore required to keep all void coupons and cancelled flight coupons of STD. All Audit coupons should be reported as requested. Swiss law requires that “Agent copies” of all STD be kept on the Agent's file for at least ten years.

Agents

Agents are responsible for:

- Timely verification of Billing Analysis, Billing Statement and other reports
- Any discrepancy must be reported to the IATA/BSP CH/LI within 30 days
- Discrepancy reported after 30 days will be investigated and the Agent charged for the work done.

The most recent update of BSP CH/LI participating carriers you find at:
http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

1. BSP CH/LI PARTICIPATING CARRIERS

Code	IATA No	Trading Name	Address	Phone Fax
A6	527 2	AAA Air Alps Aviation Air Alps	Eduard-Bodem-Gasse 1 3rd floor 6020 Innsbruck Austria	+43 512 292729200 +43 512 292729199
9B	450 2	AccesRail Inc.	Plymouth Avenue Suite 305 H4P 1B3 Montreal Canada	+1 514 733 4962 +1 514 733 5541
JP	165 4	Adria Airways	Kuzmiceva 7 61109 Ljubljana Slovenia	+386 1369 1215 +386 1436 8614
EI	053 4	Aer Lingus	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9933 044 286 9939
SU	555 2	Aeroflot	Talacker 41 8001 Zurich	043 344 6200 043 344 6216
AR	044 2	Aerolineas Argentinas	c/o AirPass AG Flughofstrasse 57 8152 Glattbrugg	043 211 6333 043 211 6344
AM	139 6	AeroMexico	c/o Discover the World Marketing Industrie Nord 9 5634 Merenschwand	056 675 7569 056 675 7556
VH	152 5	Aerpostal - Alas de Venezuela	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
8U	546 0	Afriqiyah Airways	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
AH	124 5	Air Algerie	12, rue Chantepoulet 1201 Geneva	022 731 5180 022 731 0562
AB	745 3	Air Berlin	Saatwinkler Damm 42-43 13627 Berlin Germany	+49 30 34342000 +49 30 34341009
AC	014 0	Air Canada	Saegereistrasse 21 P. O. Box 8152 Glattbrugg	0848 247 226 043 321 2546
CA	999 5	Air China	Nüscherstr. 35 8001 Zurich	044 213 6080 044 212 0736
UX	996 2	Air Europa	c/o ABS Broker Service AG, Preyergasse 13 8025 Zurich	044 258 8090 044 258 8099
AF	057 1	Air France	Direction Europe Centrale P. O. Box 91 1215 Geneva 15	022 799 00 46 022 799 00 99
AI	098 0	Air India	Talacker 50 8001 Zurich	043 888 7090 043 888 7099



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Code	IATA No	Trading Name	Address	Phone Fax
VU	943 5	Air Ivoire	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
JM	201 5	Air Jamaica	Eurep AG Industrie Nord 9 5634 Merenschwand	056 675 7568 056 675 7556
KM	643 6	Air Malta	I-218 Terminal B P. O. Box 8058 Zurich-Airport	043 816 3004 043 816 3017
MR	174 6	Air Mauritanie	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
MK	239 1	Air Mauritius	P. O. Box 1060 1211 Geneva 1	022 732 0560 022 731 1690
NZ	086 2	Air New Zealand	Löwenstrasse 56 8001 Zurich	044 210 0745 044 210 0746
HM	061 5	Air Seychelles Ltd.	c/o AirPass AG Flughofstrasse 57 8152 Glattbrugg	043 211 6333 043 211 6344
TN	244 6	Air Tahiti Nui	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
YT	030 2	Air Togo	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
LV	639 2	Albanian Airlines	c/o AirPass AG Flughofstrasse 57 8152 Glattbrugg	043 211 6333 043 211 6344
AZ	055 6	Alitalia Linee Aeree Italiane	Neugutstrasse 66 8600 Duebendorf	044 824 4575 044 824 4510
NH	205 2	All Nippon Airways	WTC II/Route de Pre-Bois 29 P. O. Box 46 1215 Geneva Airport	022 909 1050 022 909 1055
AQ	327 5	Aloha Airlines	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
HP	401 2	America West Airlines	Hungener Strasse 24 Building B, 2 nd floor, STE#3 61200 Woelfersheim Germany	+49 700 87887887 +49 700 22622687
AA	001 1	American Airlines	Wiesenhüttenplatz 26 D-6000 Frankfurt 1 (Accounting)	+49 69 2560145 +49 69 251293
AA	001 1	American Airlines Accounting ZRH	Löwenstrasse 2 P. O. Box 7864 8023 Zurich	043 344 6767 043 344 6761



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Code	IATA No	Trading Name	Address	Phone Fax
OS	257 5	Austrian	Gutenbergstrasse 10 8002 Zurich	044 286 8091 044 286 8098
AV	134 1	Avianca	Löwenstrasse 51 8001 Zurich	044 212 5010 044 212 5057
UP	111 6	Bahamasair	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
PG	829 3	Bangkok Airways	European Regional Office Bethmannstrasse 58 60311 Frankfurt / Main Germany	+49 69 13377565 +49 69 13377567
BD	236 5	bmi	c/o Discover the World Marketing, Industrie Nord 9 5634 Merenschwand	056 675 7570 056 675 7556
BA	125 6	British Airways	Löwenstrasse 29 P.O. Box 8023 Zurich	044 215 6604 or 05 044 215 6611
FB	623 0	Bulgaria Air EAD	Schaffhauserstrasse 5 8006 Zurich	044 361 6154 044 361 6160
BW	106 1	BWIA West Indies Airways Ltd.	c/o AirPass AG Flughofstrasse 57 8152 Glattbrugg	043 211 6333 043 211 6344
VR	696 3	Cabo Verde Airlines GmbH	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9911 044 286 9919
CX	160 6	Cathay Pacific	Lyoner Strasse 15 60528 Frankfurt Germany	+49 69 71008230 +49 69 71008222
CI	297 3	China Airlines Ltd.	An der Hauptwache 7 (4 th floor) 60313 Frankfurt Germany	+49 69 29705822 +49 69 294193
QI	647 3	Cimber Air	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
CF	419 6	City Airline	P. O. Box 2569 8058 Zurich-Airport	043 816 5588 043 816 5352
CO	005 5	Continental Airlines	Dörflistrasse 120 8050 Zurich	044 315 5320 044 315 5376
OU	831 5	Croatia Airlines	Limmatquai 138 8001 Zurich	044 261 0840 044 261 0883
OK	064 1	CSA Czech Airlines	Löwenstrasse 20 8001 Zurich	044 218 7010 044 218 7020
CY	048 6	Cyprus Airways	Bahnhofstrasse 10 P. O. Box 172 8302 Kloten	044 804 4093 044 804 4094
DL	006 6	Delta Air Lines	Kanalstrasse 31 8152 Glattbrugg	044 810 5030 044 810 4910



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Code	IATA No	Trading Name	Address	Phone Fax
3D	490 0	Denim Airways	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
7D	897 1	Donbassaero	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
MS	077 0	Egyptair	22, rue du Cendrier 1201 Geneva	022 731 7151/52/56 022 738 1155
LY	114 2	EL AL	Löwenstrasse 25 8021 Zurich	044 225 7111 or 81 044 225 7112
EK	176 1	Emirates	Talackerstr. 1 8152 Zurich-Glattbrugg	044 809 2817 044 809 2855
ET	071 1	Ethiopian Airlines	9, rue du Mont-Blanc 1201 Geneva	022 716 1750 022 716 1759
EY	607 5	Etihad Airways	Rue Kleberg 6 1201 Geneva	022 906 9024 022 906 9049
EA	024 3	European Air Express (E.A.E.)	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9920 044 286 9921
BR	695 2	EVA Air	c/o RTW Air Services Batiment Fret / E01 P. O. Box 1113 1211 Geneva 5 Fret	022 717 8904 022 717 8907
AY	105 0	Finnair	Schaffhauserstrasse 372 8050 Zurich	0848 346622 0848 346633
BE	267 1	flybe.British European	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
GA	126 0	Garuda Indonesia	c/o AirPass AG Flughofstrasse 57 8152 Glattbrugg	043 211 6333 043 211 6344
GF	072 2	Gulf Air Company	3, Shortlands Hammersmith W6 8GA London United Kingdom	+44 208 600 7404 +44 208 600 7462
HR	169 1	Hahn Air Lines GmbH	c/o Volare Consulting AG OZ-1 Office 454 P.O. Box 454 8058 Zurich-Airport	043 816 5350 043 816 5352
IB	075 5	Iberia	Löwenstrasse 25 8001 Zurich	044 226 4864 044 226 4849
FI	108 3	Icelandair	Rossmarkt 10 60311 Frankfurt Germany	+49 69 299977 +49 69 290557
IR	096 5	Iran Air	9, rue Chantepoulet 1201 Geneva	022 731 2826 022 731 2811
JL	131 5	Japan Airlines Intl. Co. Ltd.	Sihlstrasse 55 8001 Zurich	044 211 5620 044 212 6088



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Code	IATA No	Trading Name	Address	Phone Fax
JU	115 3	JAT Airways	Limmatquai 62 8001 Zurich	044 251 0691 044 251 0745
9W	589 1	Jet Airways (India) Pvt. Ltd.	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9940 044 286 9941
KL	074 4	K L M Royal Dutch Airlines	Grindelstrasse 6 8304 Wallisellen	043 233 4760 043 233 4769
KE	180 5	Korean Air	P. O. Box 2363 8058 Zurich-Airport	043 816 3031 043 816 3033
KU	229 5	Kuwait Airways	Route de l'aéroport 15 1215 Geneva	022 717 8091 022 723 2302
LA	045 3	Lan Airlines SA	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9966 044 286 9969
LO	080 3	LOT Polish Airlines	Operation Center D-1 P. O. Box 213 8058 Zurich-Airport	044 816 6199 044 816 6144
LT	266 0	LTU International Airways GmbH	Revenue Accounting Dept. Flughafen, Halle 8 40474 Düsseldorf Germany	+49 211 9418773 +49 211 9418784
LH	220 3	Lufthansa SA	Gutenbergstrasse 10 8027 Zurich	044 286 7227 044 286 7207
LG	149 2	Luxair SA.	Accounts Receivable/BSP Aéroport de Luxembourg 2987 Luxembourg	+35 24798 4422 +35 24798 4410
DM	349 6	Maersk Air S/A	c/o Airpass AG Flughofstrasse 57 8152 Glattbrugg	043 211 6333 043 211 6344
MH	232 1	Malaysian Airlines System	Bahnhofplatz 3 8023 Zurich	044 225 7230 044 211 6155
MA	182 0	Malev Hungarian Airlines	Saegereistrasse 21 5th floor 8152 Glattbrugg	044 245 9090 044 245 9099
IN	367 3	MAT- Macedonian Airlines	Partizanski Odredi 17a 9100 Skopje Macedonia	+389 2292 333 +389 2292 330
MX	132 6	Mexicana de Aviacion	Schanzeneggstr. 1 8002 Zurich	044 286 9977 044 286 9979
ME	076 6	Middle East Airlines	10, Rue Bonivard P. O. Box 1892 1211 Geneva 1	022 906 1030 022 906 1038
YM	409 3	Montenegro Airlines	Seefeldstrasse 134 8008 Zurich	044 383 2676 044 383 2455
CE	567 0	Nationwide Airlines	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
OL	704 4	OLT-Ostfriesische Lufttransport GmbH	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9990 044 286 9991



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Code	IATA No	Trading Name	Address	Phone Fax
OA	050 1	Olympic Airlines	4, rue de la tour de l'île Accounting Department 1204 Geneva	022 319 6470 022 311 9624
PK	214 4	Pakistan International Airlines	Am Hauptbahnhof 6 60329 Frankfurt a/Main Germany	+49 69 27390110 +49 69 27390114
9R	346 3	Phuket Airlines Co Ltd	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
NI	685 6	Portugalia Airlines	Aeroporto de Lisboa Rua C, Edificio 70 1749-078 Lisboa Portugal	+351 218 425674 +351 218 425643
FV	195 6	Pulkovo Airlines	Pilotov, 18/4 196210 St. Petersburg Russia	+7 812 104 3581 +7 812 104 3706
QF	081 4	Qantas	Löwenstrasse 21 P. O. Box 8021 Zurich	043 888 7878 043 888 7880
QR	157 3	Qatar Airways	Claridenstrasse 36 8002 Zurich	044 289 8020 044 289 8030
AT	147 0	Royal Air Maroc	4, rue Chantepoulet P. O. Box 2035 1211 Geneva 1	022 731 5971 022 731 6281
BI	672 0	Royal Brunei Airlines	Cromwell Road 49 London SW7 2ED United Kingdom	+44 207 584 6846 +44 207 5819279
RJ	512 1	Royal Jordanian	P. O. Box 27 1215 Geneva 15	022 717 8253 022 788 4080
SK	117 5	S A S	Gutenbergstrasse 10 8027 Zurich	044 205 5086 044 205 5095
S4	331 2	SATA Internacional	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 153 771316 +33 153 771305
SV	065 2	Saudi Arabian Airlines	Rue Chantepoulet 10 C.P. 1052 1211 Geneva 15 Echange	022 798 6850 022 788 6650
SQ	618 2	Singapore Airlines	Schützengasse 23 8023 Zurich	044 218 6111 044 218 6250
SN	082 5	SN Brussels Airlines	Centre Swissair Route de l'Aéroport 29 1215 Geneva 15	022 799 3434 022 799 3432
SA	083 6	South African Airways	Löwenstr. 29 P.O Box 6439 8023 Zurich	044 215 1111 044 215 1100
UL	603 1	SriLankan Airlines Ltd.	"City Bernina", Trakt B Berninastrasse 43 8057 Zurich	044 315 5848 044 315 5838



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Code	IATA No	Trading Name	Address	Phone Fax
ZZ	536 4	Styrian Spirit	Seering 8141 Unterprenstatten Austria	+43 3135 558301420 +43 3135 558309001
XQ	564 4	SunExpress	Am Gruenen Weg 1-3 65451 Kelsterbach Germany	+49 6107 939 298 +49 6107 939 294
LX	724 3	Swiss Intern. Air Lines Swiss	FFVS/CIS P. O. Box 4002 Basel	061 582 4203 061 582 3760
JJ	957 5	TAM Brazilian Airline	c/o Top Air Agency AG Loewenstrasse 29 8001 Zurich	044 215 1070 044 215 1075
TP	047 5	TAP Air Portugal	Gotthardstrasse 56 8002 Zurich	043 344 3888 043 344 3889
RO	281 1	TAROM Romanian Air Transport	Klosbachstrasse 45 8032 Zurich	044 252 9040/42 044 252 9080
TG	217 0	Thai Airways International Ltd.	Bahnhofstr. 67 / Sihlstrasse 1 8001 Zurich	044 215 6577 044 212 3409
TU	199 3	Tunis Air	Rue du Mont-Blanc 5 1201 Geneva	022 716 1720 022 738 2189
TK	235 4	Turkish Airlines	Talstrasse 58 8001 Zurich	044 225 2323 044 212 0776
T7	294 0	Twin Jet	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 15377 1316 +33 15377 1303
PS	566 6	Ukraine International Airlines	c/o Discover the World Marketing Industrie Nord 9 5634 Merenschwand	056 675 7573 056 675 7556
UA	016 2	United Airlines	Am Bahnhofplatz 5 8001 Zurich	043 443 7080 043 443 7099
US	037 2	US Airways	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9922 044 286 9929
HY	250 5	Uzbekistan Airways	c/o Air Promotion Group Avenue Champs Elysees 66 75008 Paris France	+33 15377 1316 +33 15377 1303
RG	042 0	Varig	Gessnerallee 38 8023 Zurich	043 888 7065 043 888 7062
VN	738 3	Vietnam Airlines Corp.	c/o Airlinecenter Schanzeneggstrasse 1 8002 Zurich	044 286 9925 044 286 9926
VG	978 5	VLM Airlines	Internationale Luchthaven Antwerpen Luchthavengebouw B50 2100 Deurne Belgium	+32 3 285 6847 +32 3 285 6859

May also be downloaded from
http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

2. REPORTING CALENDAR

Period No.	Reporting Periods		Submission Date	Dispatch of Billings to BSPlink	Debit of Agents**
	From	To	(STF to be at DPC)	Dispatch of HOT	
JANUARY					
2005011	01. - 07.01.05		12.01. WED	19.01. WED	21.01. FRI
2005012	08. - 14.01.05		19.01. WED	26.01. WED	28.01. FRI
2005013	15. - 21.01.05		26.01. WED	02.02. WED	04.02. FRI
2005014	22. - 31.01.05		03.02. THU	09.02. WED	15.02. TUE
FEBRUARY					
2005021	01. - 04.02.05		09.02. WED	16.02. WED	18.02. FRI
2005022	05. - 11.02.05		16.02. WED	23.02. WED	25.02. FRI
2005023	12. - 18.02.05		23.02. WED	02.03. WED	04.03. FRI
2005024	19. - 28.02.05		04.03. FRI	10.03. THU	15.03. TUE
MARCH					
2005031	01. - 11.03.05		16.03. WED	22.03. TUE	24.03. THU
2005032	12. - 18.03.05		23.03. WED	30.03. WED	01.04. FRI
2005033	19. - 25.03.05		30.03. WED	06.04. WED	08.04. FRI
2005034	26. - 31.03.05		05.04. TUE	12.04. TUE	15.04. FRI
APRIL					
2005041	01. - 08.04.05		13.04. WED	20.04. WED	22.04. FRI
2005042	09. - 15.04.05		20.04. WED	27.04. WED	29.04. FRI
2005043	16. - 22.04.05		27.04. WED	04.05. WED	06.05. FRI
2005044	23. - 30.04.05		03.05. TUE	11.05. WED	17.05. TUE
MAY					
2005051	01. - 06.05.05		11.05. WED	18.05. WED	20.05. FRI
2005052	07. - 13.05.05		18.05. WED	25.05. WED	27.05. FRI
2005053	14. - 20.05.05		25.05. WED	01.06. WED	03.06. FRI
2005054	21. - 31.05.05		03.06. FRI	10.06. FRI	15.06. WED
JUNE					
2005061	01. - 10.06.05		15.06. WED	22.06. WED	24.06. FRI
2005062	11. - 17.06.05		22.06. WED	29.06. WED	01.07. FRI
2005063	18. - 24.06.05		29.06. WED	06.07. WED	08.07. FRI
2005064	25. - 30.06.05		05.07. TUE	11.07. MON	15.07. FRI

May also be downloaded from

http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm

Period No.: Number to be mentioned on Agent Sales Transmittal Form (AST)

Reporting Periods: Days to be included for reporting of respective period no.

Submission date: Day when the Agent Sales Transmittal Form (AST) must be in possession of the Data Processing Center DPC (=ADP-GSI)

Dispatch of Billings: Day when Agent billings are loaded onto BSPlink and HOTs are delivered to Agents latest

Debit of Agents: Day when the settlement must be in possession of the BSP Clearing Bank
 Agents remitting 4 times per month, debit date of each period
 Agents remitting 2 times per month, debit date of and period of each month
 Agents remitting once a month, debit date of period of each month



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Period No.	Reporting Periods		Submission Date	Dispatch of Billings to BSPlink	Debit of Agents**
	From	To	(STF to be at DPC)	Dispatch of HOT	
JULY					
2005071	01. - 08.07.05		13.07. WED	20.07. WED	22.07. FRI
2005072	09. - 15.07.05		20.07. WED	27.07. WED	29.07. FRI
2005073	16. - 22.07.05		27.07. WED	03.08. WED	05.08. FRI
2005074	23. - 31.07.05		03.08. WED	10.08. WED	16.08. TUE
AUGUST					
2005081	01. - 05.08.05		10.08. WED	17.08. WED	19.08. FRI
2005082	06. - 12.08.05		17.08. WED	24.08. WED	26.08. FRI
2005083	13. - 19.08.05		24.08. WED	31.08. WED	02.09. FRI
2005084	20. - 31.08.05		05.09. MON	12.09. MON	15.09. THU
SEPTEMBER					
2005091	01. - 09.09.05		14.09. WED	21.09. WED	23.09. FRI
2005092	10. - 16.09.05		21.09. WED	28.09. WED	30.09. FRI
2005093	17. - 23.09.05		28.09. WED	05.10. WED	07.10. FRI
2005094	24. - 30.09.05		04.10. TUE	11.10. TUE	17.10. MON
OCTOBER					
2005101	01. - 07.10.05		12.10. WED	19.10. WED	21.10. FRI
2005102	08. - 14.10.05		19.10. WED	26.10. WED	28.10. FRI
2005103	15. - 21.10.05		26.10. WED	02.11. WED	04.11. FRI
2005104	22. - 31.10.05		04.11. FRI	10.11. THU	15.11. TUE
NOVEMBER					
2005111	01. - 11.11.05		16.11. WED	23.11. WED	25.11. FRI
2005112	12. - 18.11.05		23.11. WED	30.11. WED	02.12. FRI
2005113	19. - 25.11.05		30.11. WED	07.12. WED	09.12. FRI
2005114	26. - 30.11.05		05.12. MON	12.12. MON	15.12. THU
DECEMBER					
2005121	01. - 09.12.05		14.12. WED	21.12. WED	23.12. FRI
2005122	10. - 16.12.05		21.12. WED	28.12. WED	30.12. FRI
2005123	17. - 23.12.05		28.12. WED	04.01.06 WED	06.01.06 FRI
2005124	24. - 31.12.05		04.01.06 WED	11.01.06 WED	16.01.06 MON

May also be downloaded from

http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm

Period No.: Number to be mentioned on Agent Sales Transmittal Form (AST)

Reporting Periods: Days to be included for reporting of respective period no.

Submission date: Day when the Agent Sales Transmittal Form (AST) must be in possession of the Data Processing Center DPC (=ADP-GSI) if required

Dispatch of Billings: Day when Agent billings are loaded onto BSPlink and HOTs are delivered to Agents latest

Debit of Agents: Day when the settlement must be in possession of the BSP Clearing Bank
 Agents remitting 4 times per month, debit date of each period
 Agents remitting 2 times per month, debit date of and period of each month
 Agents remitting once a month, debit date of period of each month



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

3. STANDARD TRAFFIC DOCUMENTS (STDS) AVAILABLE IN BSP CH/LI

(also refer to Chapter 1 of the “BSP Manual for Agents”)

- Off Premise Transitional Automated Ticket (OPTAT)
- Off-Premise Automated Ticket/Boarding Pass Version 2 (OPATB2), not more than four coupons
- Manual Multiple-Purpose Document (MPD) (neutral, carbonised, manual), single coupon
- Automated Miscellaneous Charges Order (AMCO)

Manual tickets are no longer available in BSP Switzerland & Liechtenstein.

3.1. Manual Standard Traffic Documents (referring to Chapter 1.2.6)

3.1.1. Two Coupon Passenger ticket and Baggage Check

not available in CH/LI

3.1.2. Four Coupon Passenger Ticket and Baggage Check

not available in CH/LI

3.2. Automated Ticketing (refer to Chapter 1.3)

3.2.1. Off Premise Transitional Automated Ticket (OPTAT)

The OPTAT is a 4-coupons carbonised ticket supplied in continuous stationery form for use in dot matrix impact printers with sprocket wheels, which fit into associated holes in the carrier web on each side of the stock. When loading stock into the printer ensure that the tickets are aligned correctly to ensure the data is printed clearly and centrally in the correct box both vertically and horizontally. Most system suppliers provide a test issue facility to assist with alignment. It is important to ensure that the head of the OPTAT printer is correctly adjusted to ensure a clear impression on all coupons of the OPTAT.

The OPTAT ticket supplied in Switzerland & Liechtenstein contains the following coupons:

- Audit Coupon
- Flight Coupons 1 through 4
- Agent Coupon
- Universal Charge Form (only used for credit card transactions)
- Passenger Coupon

The following two OPTAT types exist in BSP Switzerland & Liechtenstein:

- OPTAT with pre printed stock control number (OPTAT SCN)
The GDS will assign a computer-generated number
- OPTAT with pre printed form serial number (OPTAT FSN)
The GDS will print the form serial number in the box reserved for stock control number.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

3.2.3. Off Premise automated Ticket and Boarding Pass (OPATB2)

The OPATB2 may be used:

- as a ticket for carriage
- as a specified MCO

The OPATB2 is issued “coupon by coupon” and coupons are supplied in continuous form. The coupon title (Audit/Agent etc.) is designated and imprinted on the coupon at the time of issuance. An Audit coupon in the OPATB2 is not generally required because the data generated by the issuing system (GDS) is automatically reported to the DPC and no other information from any other source (e.g. an Audit Coupon) is required to enable the ticket to be billed. Where an Audit coupon is required, the system will print one on demand. Where the form of payment is a credit card to be billed by the Airline (for which a CCCF is required) the system will print one.

The coupon types printed in the BSP CH/LI are as follows:

- Audit Coupon (optional)
- Agent Coupon
- CCCF (optional)
- Flight Coupons 1 up to 4
- Passenger Coupon

Notes on using the OPATB2

The OPATB2 is the preferred automated ticket type for use in BSP CH/LI as this document:

- generally is more reliable in production
- automates stock control
- provides automated check-in at airports
- is used for the automated issuance of Miscellaneous Charges Order (Available with all GDS with exception of Worldspan)
- is issued in printing devices that can also issue ATB documents for BSP associated rail and surface operator Companies.

The OPATB2 coupons are supplied in continuous form with a perforated join between each coupon. There are three OPATB2 types available in BSP CH/LI:

- FFL (form feed left)
to be used for cartridge printing devices
- FFL Thermal (form feed left)
to be used for thermal printing devices and precludes the need for a ribbon cartridge
- FFR (form feed right)
to be used for cartridge printing devices

All three types are supplied with a magnetic strip already encoded with data. Thermal coupons are supplied with a heat sensitive coating. Therefore all OPATB stocks must not be stored near a heat source (near a radiator or in direct sunlight) or near any electrical devices with motors that could create a magnetic field and corrupt the encoded data.

When loading the stock in the printer bin, ensure that the stock is loaded in the correct direction so that the Stock control numbers, pre-printed on the coupon are used in the correct (ascending) order. The stock is boxed so that the first coupon to be pulled into the printer for printing from the hopper is on the top of the box. The OPATB2 bears a pre-printed Stock Control number, which is used solely for Inventory/Stock control purposes – it is not the ticket number used to identify the ticket transactions on flight coupons and in billings.

The ticket number is printed at the time of issuance.

All OPATB2 systems supplied in the CH/LI market scan the magnetic strip and copy the pre-encoded SCN to the system for inclusion in the sales record sent to the DPC. During the printing process, the Magnetic strip is encoded with ticketing data to enable the coupon to be used in automated check-in systems. During issuance of OPATB2 coupons dust is generated in the printing device. To ensure reliable ticket production, printing devices must be cleaned regularly, including the magnetic stripe encoder head.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

The OPATB2 is issued “coupon by coupon” which means that, only the flight coupons required to cover the routing and the office coupons required for the type of transaction, are issued. There are no void flight coupons as is the case for the Manual STD and OPTAT. The title of each Coupon (e.g. CCCF coupon, Flight Coupon, Agent coupon etc.) is imprinted on the coupon by the system upon issuance. The maximum number of coupons that may be issued in one ticket set and under one ticket number is 4; routings needing more than 4 coupons are issued as Conjunction Tickets. The ticketing system will automatically control the number of coupons issued per ticket transaction. For normal cash or credit sales, the ticketing system will not produce an Audit Coupon. Where an Audit Coupon is required (e.g. for an exchange transaction or where the plated Airline requires a certificate or other document supporting the issue), the Agent must enter a command to the system to print an Audit Coupon.

The OPATB2 does not come with the legal notices that are required to be provided to passengers. ATB Wallets are provided by IATA CH/LI and supplies of wallets at a ratio 1:5 are automatically provided with each supply of OPATB2s. It is essential that OPATB2 coupons are placed in an ATB Wallet prior to delivery to the passenger.

Upon issuance of the coupons in the printing device they are separated by the machine and delivered separately to the output hopper. The office copies must be removed and the flight coupons sorted in routing order, with the Passenger coupon located after the last flight coupon.

3.2.4. Automated Miscellaneous Charges Order (MCO)

This section details the issuance and reporting procedures for the automated MCO in BSP CH/LI.

The automated MCO may be issued to cover all of the types of service available on the manually issued MPD including the Agent Refund Voucher (ARV). Because the issuance and reporting procedures surrounding the issuance of the ARV differ to the procedures for other types of service, this Section on the Automated MCO is split into two parts:

3.2.4.1. Procedures for all types of service except the ARV

Overview of the automated MCO

The automated MCO is issued in an approved GDS on the standard OPATB2 stock used for issuing tickets. A separate supply of OPATB2s coupons for issuance as automated MCOs is not necessary, the coupons are drawn from the same hopper in ATB printing devices as those

coupons used for tickets. Where Agents have the capability to issue automated MCOs, supplies of manually issued MPDs to the location will cease to be provided.

Agents with automated ticketing systems using OPTAT stock will continue to use manually issued MPDs.

3.2.4.1.1. Issuance

Services for which the automated MCO maybe issued:

The automated MCO may be issued for Specified Services only, i.e:

- Prepaid Ticket Advice
- Deposits
- Prepaid Tour Order/Car Hire/Stopover arrangements
- Taxes/Fees/Charges
- Specified Excess Baggage
- Specified Travel – e.g. fare differential/Upgrades
- Refundable balances resulting from a document exchange (ref to Chapter 3.2.4.2)

3.2.4.1.2. Carrier Selection Rules

Normal Carrier Selection rules as applied to ticket issuance, apply for designating the issuing Airline for an automated MCO



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

3.2.4.1.3. Completion of the automated MCO by the Agent

To issue an automated MCO, data is entered via a screen mask in your GDS system. Your GDS Supplier will have provided the necessary training for issuing the automated MCO.

3.2.4.1.4. Formatted “Billing critical” elements

The same way as a manual MPD is issued, some elements on the automated MCO are “free” format and some have to be specifically formatted so that the BSP system and Airlines can account for the document correctly.

These elements are termed “Billing Critical”. The following elements of the automated MCO are Billing Critical and failure to enter data in the correct format may result in the transaction being rejected by the BSP system or the Airline raising an ADM to adjust the amount remitted.

- **Fare:**
Enter the Fare or value of the service to be provided excluding any Taxes/Fees or Charges (TFCs). Where the automated MCO is issued for more than one passenger, the sum of the fares or service cost covering all passengers in the group is entered.
- **Equiv Fare PD:**
Enter the equivalent amount in CHF where the currency shown in the FARE element is not CHF.
- **Tax/Fee/Charge (TFC):**
Enter any charge(s) applied by the plated Airline (e.g. Ticket on Departure or PTA charge) that are not part of the cost of the service provided on the automated MCO. Do not include here any TFCs applicable only to the service provided (e.g. TFCs applicable to the ticket to be issued in Exchange for the automated MCO).
The TFCs entered here will appear in your Billing under the Taxes column. Where more than one “non Ticket” charge applies, enter the sum of the charge amounts suffixed with the code “XT”. The individual amounts comprising the XT element must be broken down in the free format area after the Ticket TFCs
- **Total**
Enter the grand total value of the automated MCO. The sum entered here must include:
The fare or cost of the service provided, plus
Any TFCs applicable to the service provided and which will be entered in any ticket issued in exchange for the automated MCO, plus
Any TFCs applicable only to the issuance of the automated MCO (non Ticket TFCs).
The fare amount will appear under the CASH or CREDIT columns (as applicable) in your Agent Billing, the sum of above TFCs will be shown under the TAX Column.
Commission will be calculated on the fare amount.
- **Document Number**
The document number is system generated and must appear on the printed coupons and in the record reported by the GDS
The following Example 1 shows the Billing Critical Elements



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

3.2.4.1.5. Free Format Elements

The following “Free Format” elements are not billing critical but complete and accurate completion of these fields in accordance with Airline requirements is important.

- **Passenger name**
Enter the name(s) of the passengers for which the service is to be issued. Where there is insufficient space, enter the name of the group. Where a PTA is to be transmitted, the individual names in a group will have to be communicated to the Airline under separate cover.
- **TO/AT**
In the “TO” element enter the name in full of the Airline or Service Provider designated to perform the service. In the “AT” box – enter the city or airport where the service is to be performed.
- **Type of Service for which issued**
Enter the description of the type of Service, for which the automated MCO is issued, e.g. TICKET ON DEPARTURE, PTA, EXCESS BAGGAGE, TOUR ORDER, CAR HIRE etc.
- **Endorsements/Restrictions**
Enter any endorsements/restrictions applicable to the MPD. The example (2) of a printed automated MCO shows the Free Format elements and illustrates a cross border PTA arrangement with more than one non ticket TFC.
- **Additional Information**
The Additional Information element provides a limited amount of space in which to enter the description and details of the service to be provided in exchange for the automated MCO. (NOTE: Sabre a maximum of 220 characters possible)

Example 1

Where a ticket for carriage is to be issued against the automated MCO, and where required by the ticketing Airline, the full fare breakdown including all TFCs applicable to the ticket in linear fare calculation format may be entered in this area. NOTE: From the Tax/Fee/Charge information entered by the Agent, the Sabre system automatically prints at the end of the Additional Information area, a breakdown of all TFCs applicable to the journey and, when more than one Tax on MPD applies, a breakdown of the taxes on the MPD. Accordingly, there is no need for Subscribers to include this TFC data when entering the full fare breakdown. In the Examples below, this data is underlined for ease of reference.

LHR BA GLA87.50BD LHR87.50END ROE1.00 20.00GB10.00UK2.50YQ

Example 2

Where a fee or charge applies to the issuance of the automated MCO and is not applicable to the ticket or service to be issued in exchange for the automated MCO (Non ticket TFCs),



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

such TFC is entered in the Tax on MPD element. Where more than one Non Ticket TFC applies, the TFCs are broken down at the end of the fare calculation and ticket TFC array.

RTM BE LGW BA FNA1500.00NUC1500.00END ROE1.51 20.00NL 60.00UB 30.00YQ
XT20.00UX25.00XP

The elements comprising the non-ticket TFCs are preceded by "XT" to cross refer to the entry in the TAX on MCO field. The TFCs 20.00UX and 25.00XP are TFCs on the automated MCO issuance, e.g. a TOD charge

Example 3

Six passengers on one automated MCO

Where the automated MCO covers air transportation for a group and tickets for more than one passenger are to be issued in exchange for the automated MCO, the fare calculation components are to be shown for one passenger but the sum of the individual TFCs is shown.

RTM BE LGW BA FNA1500.00NUC1500.00END ROE1.5 120.00NL 60.00UB 30.00YQ
XT120.00UX150.00XP

The fare component RTM – FNA is the fare for one passenger, each TFC element (both TFCs applicable to service to be provided and TFCs applicable to the issuance of the automated MCO) is entered as the sum for 6 passengers.

Where the automated MCO is not covering ticket issue, enter descriptive data as required e.g. 10 PCS EXCESS BAGGAGE LHRNYC AT GBP 40.00 PER PIECE

The following examples show the Free Format Elements

-PTA Arrangement with PTA/TAX on MPD Charges (XP)



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

TYPE E
OPATB 2

PASSENGER TICKET AND BAGGAGE CHECK
25NOV02 MCO AGENT COUPON
BRITISH AIRWAYS
SABRE TRAVEL
WEST/A NR
TO BRITISH AIRWAYS
NON REFUNDABLE / NON ENDORSABLE
RT CHARLES DE GULLE
1.56
EUR 350.00 GBP 223.00
25.00XP GBP 223.00
000AM 34.60
95300022192483
0 125 1920001202 3
GBP 257.60
1256 91299994

TYPE E
OPATB 2

PASSENGER TICKET AND BAGGAGE CHECK
25NOV02 MCO AGENT COUPON
KLM ROYAL DUTCH AIRLINES
SABRE TRAVEL
WEST/A NR
TO KLM
EXCESS BAGGAGE
RT LONDON HERTHROW
HTUENP /PR
FOUR PIECES KL1624YACODE LHMMS RT GBP40.00 PER P
IDCE TTL GBP160.00
GBP 160.00
GBP 160.00
95300022192542
0 074 1920001204 4
0744 91299994

TYPE E
OPATB 2

PASSENGER TICKET AND BAGGAGE CHECK
25NOV02 MCO AGENT COUPON
SINGAPORE AIRLINES
SABRE TRAVEL
WEST/A NR
TO INTERPACIFIC TOUR COMPANY
TOUR ORDER
NON REFUNDABLE / NON ENDORSABLE
RT SINGAPORE
2.7844
FOR CITY LIGHTS TOUR OF SINGAPORE
SGD 200.00 GBP 71.82
GBP 71.82
95300022192575
0 618 1920001205 4
6182 91299994

MISCELLANEOUS CHARGES ORDER
NOT VALID FOR TRAVEL

3.2.4.1.6. Document Number

In the same way as OPATB2 tickets are issued, the document number of the automated MCO comprising a 13 digit number including the Airline code, is assigned to the transaction and printed on the coupons at the time of issuance. The Form Code assigned to an automated MCO is 191 or 192. Accordingly, an automated MCO document number will look



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

like this: 724 1920 023 457 and will be sorted in the Billing Analysis by the Form Code 191 or 192. AMCO document numbers are allocated to the Agent via their GDS system in blocks of 50 numbers per Agent request in the same way that ticket numbers for OPATB2s are allocated.

3.2.4.1.7. Coupons printed by the system

The automated MCO only has one Exchange coupon and the following OPATB2 coupons will be issued for each transaction:

- Audit Coupon (Optional) – An audit coupon need only be issued if the exchange coupon has been provided to the passenger in order to present it to the service supplier (e.g. Airline/Car Hire company/Hotel/Tour Operator) and the plating Airline requires a copy in paper form to be submitted to support the sale. In these cases, the Audit Coupon with the attachment stapled on the reverse is submitted in your AST sorted by document number with other attachments (ticket exchanges etc)
- Agent coupon – (Mandatory) An Agent coupon will be issued by the system and must be filed as an accounting record. The Agent coupon may be printed on OPATB stock, on plain paper or blank ATB2 card.
- Exchange Coupon – (Mandatory). An exchange coupon will be printed. For Ticket on Departure or PTA transactions, the Agent shall send it directly to the plating Airline. If the automated MCO is issued for other than a PTA or TOD and where the coupon may be required by the passenger to present to a service supplier (e.g. Airline/Car Hire company/Hotel/Tour Operator) or as evidence of a deposit, the exchange coupon is given to the passenger stapled by the stub to the passenger Receipt.
- CCCF Coupon – (Optional) – for transactions issued against a credit card, a CCCF coupon will be generated by the system. The CCCF coupon is to be signed or marked "SOF" and retained and filed by the Agent for easy retrieval in case the Airline requires it to handle a charge back by the credit card issuer. For cash sales, a CCCF coupon is not generated.
- Passenger Receipt – (Mandatory) – A Passenger Receipt is generated by the system and must be provided to the passenger upon demand and as appropriate as receipt for monies paid.

3.2.4.1.8. Reporting of Sales to BSP CH/LI

In exactly the same fashion as OPATB2 ticket transactions, automated MCO, once issued, are reported automatically on the day of issue by the GDS Supplier to the Data Processing Centre and will be processed for both Billing (Cash and Credit) and stock control functions. Accordingly, automated MCOs may only be cancelled in a CRS system on the day of sale. After the day of sale they may only be refunded using the Automated Refund facility in the GDS system.

3.2.4.1.9. Rejected Transactions

Should for any reason the "Billing Critical" data entered in the automated MCO and reported to the DPC fail the validation routine applied by the DPC, an advice detailing the error will be provided by IDFS CH/LI

3.2.4.1.10. Refunding of automated MCO

Automated MCOs may only be refunded via a refund application to the plating Airline. Exceptionally, an Airline may authorise its Agents to directly refund an automated MCO via a Refund Notice. In either case, where the Agent still holds the Exchange coupon, such Exchange coupon must be submitted with the Refund Application or Refund Notice. In cases where the Exchange coupon is in the possession of the Airline, the Agent must apply to the Airline.

3.2.4.1.11. Terms and conditions



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

The issuance of an automated MCO including the ARV requires that the MPD general Terms and Conditions Notice is provided to passengers with the coupons. Such Notice will eventually be provided in the ATB Wallet supplied with each supply of OPATB2 stock from the BSP CH/LI Distributor. In the interim, the notice will be supplied in electronic format by BSP CH/LI for the Agent to print and deliver to passengers. For a copy of the Notice refer to our Homepage http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm or ask our Customer Services by email: info.ch@iata.org

3.2.4.2. Issuance as Agent Refund Voucher (ARV)

(refundable balance resulting from re-issues)

Introduction

Subject to Tariff rules, the requirement to obtain an endorsement and the express permission of the Airline on whose ticket stock the ticket is issued, Agents are permitted to reissue tickets due to change of routing or class of service. Where a refundable balance results from a ticket exchange, an automated MCO bearing the entry "AGENT REFUND VOUCHER" in the Type of Service field must be issued to account for the refundable balance.

The functionality in the Sabre system to create an ARV is accessed via a screen mask separate to the mask used for other automated MCO issue conditions.

3.2.4.2.1. Issuance Procedures

Coupons printed by the system for an ARV

The following Coupons will be issued by the System:

- Agent coupon – (Mandatory) An Agent coupon will be issued by the system and must be filed as an accounting record. The Agent coupon may be printed on OPATB stock, on plain paper or blank ATB2 card.
- Exchange Coupon – (Mandatory). An exchange (ARV) coupon will be printed and is subsequently refunded using a manual BSP Refund Notice or given to the passenger stapled to the Passenger Receipt (refer to Chapter 10.4)
- Passenger Receipt – (Mandatory) – A Passenger Receipt is generated by the system and must be provided to the passenger upon demand and as appropriate as evidence of the transaction.

3.2.4.2.2. Airline to which the ARV is directed.

Refundable balances are specified amounts. The ARV therefore must be directed to the Original Issue Airline with the Airline name entered in the TO element; the AT element must contain the city in which the original ticket was issued. The Original Issue Airline is the Airline whose ticket was originally issued to the passenger prior to any subsequent re-issues and whose code appears in the "ORIGINAL ISSUE" element in the automated MCO

3.2.4.2.3. Type of Service for which issued

The entry "AGENT REFUND VOUCHER" must show as the Type of Service For which the MPD is issued.

3.2.4.2.4. Completion of "ORIGINAL ISSUE", "ISSUED IN EXCHANGE FOR", "ISSUED IN CONNECTION WITH" elements.

To provide sufficient accounting information, each of these three elements must be completed:

- Simple Re-issue
For a simple re-issue where the ticket being exchanged has not been issued in exchange for another document, enter the exchanged ticket number(s) in both the "ORIGINAL ISSUE" and "ISSUED IN EXCHANGE FOR" elements of the automated MCO. Additionally, enter the place, date and Agent Code in the "ORIGINAL ISSUE" element.
Enter the new ticket number in the "ISSUED IN CONNECTION WITH" element



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

- **Multiple Re-issue**
For multiple exchanges, where the ticket being uplifted for exchange was issued in exchange for another ticket, (as evidenced by an entry in the "ORIGINAL ISSUE" box of the ticket being exchanged), enter the serial number of the original ticket together with the place, date and Agent code data in the "ORIGINAL ISSUE" element.
In the "ISSUED IN EXCHANGE FOR" element, enter the serial number of actual ticket being uplifted for exchange. Enter the new ticket number in the "ISSUED IN CONNECTION WITH" element

3.2.4.2.5. **Value of ARV**

The value of the ARV must be the difference between the fare plus TFCs for the original routing and the fare plus TFCs for the new routing. TFCs and fares refunded are not individually itemised in the ARV, both of these value elements are added together to form the total value of the ARV, which is entered and shown in the "FARE" element of OPATB2 Coupon.

3.2.4.2.6. **Remittance Area/BSP Billing/Hand Off Tapes**

The ARV is a voucher and its value may only be redeemed for refund. In consequence, no values for the automated MCO will be shown in the Remittance Area or in BSP Billings and Hand Off files.

3.2.4.2.7. **Disposition of the ARV**

The value of the ARV may only be redeemed by direct refund (Refund Notice). An ARV may be refunded by the Agent that issued it using a BSP Refund Notice provided that the original ticket was issued and settled in CHF in the CH/LI In all other cases, the ARV exchange coupon must be given to the passenger stapled to the Passenger Receipt for presentation to the Agent or Airline office in the country of original issue.

3.2.4.2.8. **Reporting transactions involving an ARV**

The ARV issue will be automatically reported to the Data Processing Centre and processed to billings and normal stock control functions. The Airline will receive a record of the issuance of the ARV in their billing report. An ARV may only be cancelled in a CRS system on the day of issue. After the day of issue, should it be detected that an ARV has been issued or reported incorrectly, the plated Airline must be advised so that corrective action can be taken in their systems.

3.2.4.2.9. **In cases where the ARV is refunded:**

In accordance with normal procedures for exchanges, the coupons from the uplifted ticket must be stapled behind the Audit Coupon of the new ticket and submitted with the Agent's periodic AST – there is no need to provide a copy of the ARV with this document set.
Where an ARV is refunded using a "Manual Refund Notice", complete the Refund Notice in the normal fashion with the ARV value as the Total Fare refunded, staple the ARV Exchange Coupon behind the Refund Notice and submit in your next AST as a manual transaction. Do not attach the refunded document set to the reissue document set – the refund and the ticket exchange are separate transactions.
See below Example



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

TYPE E
OPATB 2

10MAR83 MCO PASSENGER RECEIPT

BRITISH AIRWAYS
SABRE TRAVEL
WEST/AMR
TO BRITISH AIRWAYS
AGENT REFUND VOUCHER

0011/01N1 REC/REC X/
/HOUNSLOW
GB
RT LONDON HEATHROW

1259379542845
1259379542845
1259379580100

GBP 132.50
NO ADC

95300017915166
0 125 1920001209 3

MISCELLANEOUS CHARGES ORDER
THIS IS YOUR RECEIPT
NOT VALID FOR TRAVEL OR PAYMENT

1256 91299994

3.2.4.3. Terms and conditions of the automated MPD

This Order and any carriage covered by it are subject to the currently effective and applicable tariffs, conditions of carriage, rules and regulations of the issuer and of the carrier to whom it is directed and of any carrier performing carriage under the ticket or tickets issued in exchange for this Order.

Except as otherwise provided in its tariffs, conditions of carriage or rules and regulations, neither the issuer nor any carrier shall be liable to the purchaser or passenger named on the face hereof in the event of the loss or theft of this Order or if it is honoured when presented by any person other than the one named hereon.

In issuing this Order the issuer acts only as Agent for the carrier or carriers furnishing the carriage described herein and the issuer shall not be liable for any loss, damage or delay which may be occasioned by, or occur on the lines of, any such carrier or by reason of cancellation of reservations or passage or failure to honour this Order. This Order is not valid unless properly validated by the issuer.

In issuing this Order as an Order upon tour operators, hotels or other persons offering tour services or other services or facilities, the issuer acts only as Agent for the tour operators, hotels or other persons upon whom this Order is drawn and the arrangements, including those with owners or contractors providing surface or other transportation, made by such tour operators, hotels or other persons and the services rendered by them are subject to any and all terms and conditions under which such arrangements are made or such services are offered or provided as well as to the laws of the country wherein they are performed. The acceptance of this Order by the person named on the face hereof, or by the person purchasing this Order on behalf of such named person, shall be deemed to be consent to and acceptance by such person or persons of the further condition that neither the issuer nor any of its subsidiary or affiliated companies shall be liable or responsible in any way whatsoever for any loss, injury, damage, or delay to, or in respect of, any person or property arising out of or in connection with such surface or other transportation, accommodations, arrangements or other services.

The honouring office reserves the right to obtain authorisation from the issuing office prior to honouring this Order. The price of the services covered by this Order is subject to change before its utilisation. ISSUED BY CARRIER WHOSE NAME IS IN THE 'ISSUED BY' BOX ON THE FACE OF THIS ORDER.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

3.2.4.4. Void and Cancelled automatically issued STDs – (OPTAT and OPATB2)

IMPORTANT NOTE – OPTAT and OPATB2 STDs are reported electronically by the ticketing system on the day of issue. After the day of issue, these tickets cannot be cancelled, they may only be refunded – refer to Chapter 10 for refund procedures.

For automated STDs that are cancelled on the day of sale – cancel the ticket record in your ticketing system, remove the Agent-, Audit- (if any), CCCF (if any), flight coupons and passenger receipt Coupon of the STD and mark all “CANCELLED” and file it for your records.

NOTE: failure to cancel the ticket record in your system will result in the transaction being billed. Submission of the physical cancelled STD to the DPC will not result in the record being removed from your billing. Should a ticket record be cancelled but the physical ticket used for travel, the Airline will raise an ADM to the Agent for the full ticket value and a special Audit of the Agency location at cost to the Agent will be undertaken which may result in action being taken against the Agent for unreported sales in accordance with the Passenger Sales Agency rules.

Void flight coupons (applicable to OPTAT sales only) – Void flight coupons must be removed from the ticket prior to delivery to the passenger and destroyed.

Void OPATB2 coupons – In certain circumstances, individual OPATB2 coupons may be rejected by your system and output to the reject bin in your printing device. The main reason for OPATB2 rejects is that there are insufficient coupons in the hopper to complete the ticket issue requested in the system, e.g. 3 coupons left in hopper for a 4-coupon ticket issue. The system will reject the 3 remaining coupons. Other reasons may be that the system could not read the data in the magnetic stripe. All systems permit the Agent to create a Void OPATB2 coupon record and some systems will automatically create a void coupon record. To ensure your OPATB2 stock records are correct, it is recommended that to avoid stock control problems, the system Daily Sales Return is accessed each day and that all OPATB2 stock is accounted for either as a sale or as a Void record.

3.3. Electronic Ticketing (ET)

3.3.1. Definition

Electronic Ticketing is a method to record the sale of passenger without the issuance of paper flight coupons. The flight coupons issued for carriage are held electronically in the Airline system via the GDS used by the Agent. Electronic Tickets are also refunded via the issuing GDS.

3.3.1.1. IATA Resolutions

The BSP reporting procedures as described in IATA Resolutions 800z and 854, as well as in the Passenger Sales Agency Agreement (Resolution 814) are applicable.

3.3.1.2. Agent Instruction

The instruction of Agents in respect of Electronic Ticketing shall be the duty and responsibility of the approved GDS in association with the Member who applied to the BSP for the implementation of Electronic Ticketing facilities. BPS will be of assistance as needed.

3.3.1.3. Method of Electronic Ticketing

The Electronic Ticketing method, which is used in BSP CH/LI, is where the required supporting coupons are printed on plain paper for OPTAT users and OPATB coupons or plain paper for OPATB users. The plain paper will not be furnished by BSP and consequently the cost for the plain paper is to be carried by the Agent.

Should it not be possible to substitute all coupons holding a value in a Ticket transaction with Electronic Tickets, the GDS shall be required to issue a paper “STD” for that transaction.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Subject to the functional specification of your Electronic Ticketing system, and instructions from participating Airlines, Electronic Tickets can be issued for any form of transaction or routing type (e.g. cash or credit sales, OW, RT, OJ trips, conjunction tickets, etc.) also permitted on any other BSP document. You should confirm the availability of these transaction types with your system supplier and the plating carrier.

If there is a limitation set by your ticketing system for a certain transaction type then you must issue another type of Standard Traffic Document (STD).

3.3.1.4. Carrier participation in Electronic Ticketing and Authorisation

Any Member wishing to make Electronic Ticketing facilities available to an Agent on behalf of one or more BSP participating Airlines, shall so advise the BSP Manager.

The requesting Members will authorise the Agents to issue Electronic Tickets, by sending a message to that effect to the IATA CH/LI Manager, who, in turn, will inform the GDS accordingly. The GDS will allow Electronic Ticketing only when the authorisation has been received.

3.3.1.5. Agent participation and Authorisation

Electronic Tickets may only be issued by authorised Agent locations using an Approved GDS. The GDS will check against the information received from the requesting Member(s), through BSP, whether or not an Agent is authorised to issue Electronic Tickets on behalf of the Member(s).

Agents must be instructed in Electronic Ticketing matters prior to being authorised to use such facilities.

3.3.1.6. Ticketing Airline Selection Rules

Same ticketing Airlines selection rules as for manual documents apply (refer to 4.2.2.2)

3.3.1.7. Control of ticketing

To enable you to report your sales under Automated Reporting, your GDS Supplier may have introduced some new entries and operating procedures for your Electronic Ticketing System. Details of these entries will have been supplied to you by your GDS. For example, a special entry may be needed to request an Electronic Ticketing transaction. Please ensure that the staff responsible for operating the system is fully conversant with any new entries and procedures. If in doubt, contact your GDS's Help Desk.

The Carrier might display flights within the GDS marked as eligible for Electronic Ticketing. Unless the whole ticketing transaction can be issued as an Electronic Ticket covering all segments, a paper Standard Traffic Document (STD) covering all segments must be issued.

It is important that you follow your GDS' instructions. If in doubt, contact your GDS' Help Desk on using your ticketing system, and the Airline's instructions on using their Electronic Ticketing

system to ensure that Electronic Ticket transactions are correctly issued, particularly regarding remittance values, form of payment and passenger name. This is one of the main means of retrieval at check-in.

Airlines may use one, or more, of the following as a means of identifying your customer at check-in:

- Credit card (with photograph)
- Passport or identity card
- Frequent Flyer membership card

3.3.1.8. Document number assignment

The Electronic Ticketing will function parallel with existing automated ticketing using the same allocated range of numbers. This means that at the time of issuance, a ticket may be an ET-record whereas the next one may be a paper document.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Depending on the specific design of your Electronic Ticketing System, you may be required to perform a function in your system to ensure that you have sufficient OPATB/Electronic Ticket Numbers in your system inventory. See your GDS's instructions.

The Ticket Number is used to identify the transaction for financial accounting purposes and must be used on all enquires relating to sales and commissions on CCCFs, Manual Documents, Refund Notices and other accounting memoranda or forms. The ticket number will be used by Airlines when raising ACMs/ADMs and in other correspondence. The ticket number appears on Agent and Airline BSP Billing Analyses and other sales reports.

Agents using ATBs will receive any printed non-flight coupons on ATB accountable stock or plain paper. ATB accountable coupons will be subject to normal BSP audit and stock control requirements.

For Agents not using ATBs, these auxiliary documents are printed on plain paper, and are not subject to any form of stock control.

3.3.2. Ticketing

The GDS verifies that:

- The validating carrier participates in ET.
- The Agent is authorised by the validating carrier to issue ET.
- That all segments in the itinerary are eligible for Electronic Ticketing.
- When refused, the assigned Electronic Ticketing serial number will be reported by the GDS to the BSP as "Void" (see 33. & 34.).

An Electronic Ticket shall comprise the following:

- Electronic FLIGHT COUPONS (1, 2, 3 or 4) - held electronically in GDS and Airline systems
- Paper AGENT COUPON(s)
- Paper or, optionally, electronic ITINERARY/RECEIPT
- Paper credit card charge form
(No paper audit coupon is printed)

3.3.2.1. Audit Coupon

In BSP CH/LI no Audit Coupon is required, as your GDS transmits the billing data to the data processing centre electronically.

Normally, only an Agent Coupon will be issued for an Electronic Ticket. However, an itinerary/receipt is required to be given to the passenger, and this will be produced by your system. The main function of the audit coupon is to fasten the exchanged paper flight/value coupon(s) to it. With Electronic Ticketing, the following scenarios exist:

ET reissued to ET: no paper flight/value coupon(s) is/are produced, and thus there is no need for an audit coupon;

ET reissued to paper ticket: results in issuance of OPATB2 or an OPTAT ticket.

OPATB2 requires no audit coupon, as there are no paper flight/value coupon(s) being exchanged.

OPTAT is printed with an Audit Coupon. You file this in your office in case it is needed.

There are no exchanged "electronic" flight/value coupon(s) that can be transmitted.

A corresponding serial number is allocated and the transaction is reported as TRNC = 'TKTA' (for OPTAT) and TRNC = 'TKTB' (for OPATB) to the BSP;

Paper Document (TKT, MCO, ARV) reissued to ET is not supported, i.e. where the passenger presents a paper ticket for exchange, it must not be exchanged for an Electronic Ticket.

In some situations, you may require the production of particular coupons, and you must specify this at the time of ticket issue whether particular coupons are required (See your GDS System Supplier's instructions).

3.3.2.2. Agent coupon

The Agent coupon is governed by Resolution 722g, section 6.2.3.8, and will be printed on plain paper (unless otherwise stipulated by the GDS), with the contents imprinted in the



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

OPATB2 format (specified in Resolution 722d), using one coupon for a maximum of four flight segments.

It is the responsibility of the GDS to produce the Agent coupon, for each Electronic Ticketing transaction issued.

3.3.2.3. Itinerary/Receipt coupon

Note: This document is also issued by some GDS under the name "Passenger Receipt". Consequently in these instructions, the name is to be understood to stand for "Itinerary/Receipt" & "Passenger Receipt".

The Itinerary/Receipt coupon is governed by Resolution 722g, section 6.2.3.8, and will be printed on plain paper for OPTAT users and OPATB coupons or plain paper for OPATB users. The Itinerary/Receipt may be made available by mail, fax, e-mail or delivered by hand to the passenger. It is the responsibility of the GDS to facilitate the issuance and delivery of the Itinerary/Receipt for the Agent.

Note: Galileo uses OPATB2 coupons for printing of the Itinerary/Receipt. These coupons, bearing a pre-printed Stock Control number, will have to be reported by the Agents by entering the "from" "to" numbers used, for each period, on the Agency Sales Transmittal Form (AST) reported to the DPC.

The Itinerary/receipt should include, but not be limited to, the following:

- Passenger Name
- Airline Designator or Name
- Flight Number(s)*
- Date of Flight(s)*
- Flight Departure Time(s)*
- For each flight, Origin and Destination Airport/City Code(s)
- Fare (Base Amount)
- Ticket/Document Amount
- Form of Payment
- Tax/Fee/Charge Amount(s) (when present)
- Reservations Status Code(s)
- Date of Issue
- Issuing Agency/Airline Name and Place of Issue
- Ticket/Document Number(s)
- Endorsements/Restrictions (including period of validity) (when present)
- Free Baggage Allowance
- Legal Notices as defined in PaConf Manual Res. 722

*not applicable to open segments

Delivery of the Itinerary/Receipt

The Agents are delivering the Itinerary/Receipt in accordance with the directives given by the Ticketing Airline. The Ticketing Airline will define its format.

3.3.2.4. Legal Notices and Condition of contract

The "Itinerary Receipt(s)" shall include, but not be limited to the Legal Notices contained in Resolution 724, Attachment "A", as well as a notice with the following wording:

"Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier."

The Itinerary/Receipt constitutes the "passenger ticket" for the purposes of Article 3 of the Warsaw Convention, except where the carrier delivers to the passenger another document complying with the requirements of Article 3 (optional).

Legal Notices and conditions of contract must be printed and handed out/mailed to the customer, unless otherwise directed by the validating Carrier. They will be sent to passengers who are eligible for Electronic Ticketing for the Airline concerned, in accordance with the Airline's directives. For the Airline's other passengers, a paper ticket



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

shall be issued. Note: Upon request BSP can provide each Agent with the text of the “Legal Notices and Conditions of Contract” by way of electronic transmission or on diskette.

3.3.2.5. Credit Card Payments

To comply with clearing bank requirements all transactions must contain an approval code obtained through your GDS and an expiry date.

The selected, plated Airline for an Electronic Ticket must participate in the BSP ‘Local Credit Card Invoicing Scheme’.

A credit card may only be used as payment for an ET under the following conditions:

The acceptance of this form of payment is restricted to the following cards:

- AMERICAN EXPRESS
- DINERS CLUB
- EUROCARD/MASTERCARD
- VISA
- UATP Cards

An ET must not be issued for transactions of any other Credit/Charge card (e.g., JCB Cards). For these transactions issue either a paper ticket or issue ET with an accepted credit card such as AX, DC.....

- Acceptance of the credit card by the plating carrier
If the plating carrier does not accept credit card issue the ET with form of payment “CASH”

3.3.2.5.1. Credit Card Charge Form (CCCF)

For ET credit card issues the following coupons are printed:

- Agent coupon
to be retained and filed in numerical sequence of the ticket number in Agent’s office
- CCCF coupon
to be signed by the client in the appropriate space or annotated “signature on file” or “telephone sales” (whichever applicable) and filed in numerical sequence of the ticket number in Agent’s office. Only 1 CCCF coupon is issued for conjunction ET.

In case of a query by the plating Airlines, the CCCF must be presented to them; failure to do so may result in an ADM raised by the plating carrier to recover the money.

Under “Electronic Ticketing Automated Reporting” the CCCF coupon is not required to be submitted to ADP-GSI.

3.3.2.5.2. Transportation Credit Form

Only Agent and passenger copies of transportation credit forms are printed. By default, no transportation credit forms are printed for the carriers, as it is no longer necessary to report them with your AST to the data processing center. All billing data are submitted electronically to the data processing center.

3.3.2.6. Procedures for handling of rejected credit card sale STDs

In the unlikely event that the ET credit card sale is rejected by the data processing center (ADP-GSI) due to incorrect data entered by the Agent (e.g., wrong credit card number, incorrect expiry date, incomplete or incorrect approval code), the transaction will automatically be converted into a CASH transaction.

3.3.3. Reporting

3.3.3.1. Transaction reporting

All automated transactions, including ET transactions are reported on a daily basis from your GDS to the data processing center (ADP-GSI). Once the transactions have been reported they will not be accessible in your system for cancellation. Meaning a cancellation of an ET can only be done on the issuing day. After that the ticket needs to be refunded.

3.3.3.2. Agent reporting



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

The Agent will need to carry reporting all transactions on the AST as per reporting calendar. An AST is also required even if only ET were issued.

- Agencies where Agent coupons are printed on OPATB2 coupons
Stock control number of all transactions issued in the respective period (from/to of all documents ET as well as paper tickets) to be mentioned on the AST
- Agencies where Agent coupons are printed on plain paper
Stock control numbers (of paper tickets) as well as
Ticket numbers (from/to of all document ET and paper tickets)
are to be mentioned on the AST
- No audit coupons of ET to be submitted
- No CCCF to be submitted

3.3.4. Electronic Ticketing Record

When the Agent requests a display, the GDS will validate that the requesting Agent issued the requested ET. An ET shall only be displayed to the issuing Agent.

The display feature allows the issuing Agent to view the entire Electronic Ticket. Once an Electronic Ticket has been issued, the issuing Agent only may display the elements, which comprise the Electronic Ticket.

3.3.5. Reservation Changes

The Agent making the reservation change or the validating carrier may provide the passenger with an updated itinerary document. The provision of an updated itinerary document, when a reservation change has been made, will be handled according to individual Airline policy and directives.

Provided the fare regulations permit:

- An Electronic Ticket system allows bookings to be amended and the electronic ticket image, held in the plating carrier's system, to be revalidated.
- A reservation change is restricted to a change of flight number or date of flight only.
- A change in Airline designator will require the transaction to be reissued.
- A reservation change resulting in a change in the fare will require the ticket to be reissued.

Where there are reservation changes the passenger should be given a new Itinerary/Receipt.

3.3.6. Exchange/Reissue feature

An Electronic Ticket shall only be exchanged/reissued by the issuing Agent.

An issuing Agent may exchange/reissue flight coupons with a coupon status of "Open For Use". The issuing Agent may send a request to exchange/reissue a ticket via their GDS. Providing the request is not denied, the Validating Carrier shall update the status of all "Open For Use" ET flight(s) coupon(s) to "E" for "Exchange/Reissue", and transmit a settlement authorisation code and send other necessary data elements to the GDS.

Important:

- Exchange/reissue of an ET to a manual paper ticket is not permitted
- Exchange/reissue of any paper ticket to an Electronic Ticket is not permitted

Note:

The facility to exchange an Electronic Ticket to an Electronic Ticket where a residual value is due to the Passenger does not exist. In these circumstances, you must exchange the Electronic Ticket for a paper ticket, and then complete the exchange as a paper to paper transaction.

3.3.7. Refund feature

An "Electronic Ticket" shall only be refunded by the issuing Agent.

The issuing Agent may refund flight coupons with a coupon status of "Open for Use".

The issuing Agent may send a request to refund a ticket via their GDS.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Provided the request is not refused, the Validating Carrier shall update the status of the flight coupon(s) to "R - Refund", transmit an electronic settlement authorisation code "ESAC" and send all other necessary data elements to the GDS.

If the Electronic Ticket transaction is older than the records stored on-line by the GDS or the Airline, then you must apply directly to the Airline for the refund to be processed by means of a Refund Notice.

In the event that you cannot calculate the refund value yourself, you must apply to the ticketed Airline for the refund. Use the 'Refund Application' Form or the 'Refund Notice' Form if authorised by the Carrier and provide a copy of your Agent Coupon together with details of the coupons to be refunded.

The Automated Refunding Scheme shall be used for refunding Electronic Ticket transactions.

Provided the fare regulations permit:

For full or partial refunds of cash sale items after the GDS Accounting Record has been transmitted to BSP, you must create an Electronic Refund record, using the instructions given by your GDS Provider, for your System Provider to submit to ADP-GSI.

3.3.8. Cancelled vs. void

It is important to differentiate between a VOID transaction and a CANCELLATION.

- A "CANCELLED" ticket is an Electronic Ticket that has been successfully issued in the Ticketing System and thus is 'plated' on a BSP-participating Airline and for which a GDS record has been created.
- "VOID" transactions can occur if there is a breakdown in communication between the Agent and the GDS, or between the GDS and the Airline (ET may not be plated). In cases your GDS must void the allocated ticket number(s) and report them as such to the data processing center.
You cannot "void" a ticket if it has already been issued in a successful transaction and a GDS record has been created, you can only cancel it or refund it.

3.3.8.1. Cancellation of Electronic Ticket Records "void"

For IATA/BSP audit purposes you are required to maintain records of Electronic Ticket usage (live sales, Voids and Cancelled records). You must therefore, record the usage of each Electronic Ticket number, in accordance with the requirements for other ticket types. It is important to take special care to record all Void transactions, as in many cases no paper will be issued.

3.3.8.2. System cancel

If the validating carrier is not acknowledging a request from the GDS, e.g. in the case of time-out, the Electronic Ticket serial number will be reported as "cancelled" by the GDS to the data processing center.

By implication, there will be no Electronic Settlement Authorisation Code (ESAC) reported to the data processing center for transactions resulting in 'System Cancel', as the validating carrier database could no be accessed.

3.3.8.3. Agent cancel

If an Electronic Ticket has been issued, and is thereafter cancelled by the Agent, it will be reported as "cancelled" by the GDS to DPC. By implication, there will be an Electronic Settlement Authorisation Code (ESAC) reported to BSP, as the validating carrier database was accessed. This will result in a so-called "Void transaction".

Cancellation of Electronic Ticket records by the Agents can only be done on the day of issue. After that, no cancellations are authorised but refund request procedures must be applied.

Only the issuing Agent may send a request to cancel a ticket via their GDS.

The issuing Agent shall only cancel an Electronic Ticket.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Notes on using the MPD

The MPD may be issued to cover services that cannot be issued on a Ticket (e.g. Ticket on Departure, Prepaid Ticket Advice, Deposits). The services for which it can be issued are depicted in the MPD by a code in the reason for issuance box and the appropriate box must be ticked. E.g for TOD arrangements, box 40-Prepaid Ticket Advice must be ticked).

MPD must be used in numerical sequence and audit coupon must be reported in the respective reporting period of the date of issuance. Failure to do so may result in administration fees and/or irregularity. If "FORM OF PAYMENT" is credit card, a separate manual credit card charge form has to be issued. Audit Coupon of MPD together with the first three-copies of the CCCF must be submitted with AST in the respective reporting period.

4.3. Automated Miscellaneous Charges Order (AMCO)

Amadeus, Galileo and Sabre Agents using OPATB2 ticket type can issue automated MCO. Worldspan Agents need to use manual MPD until AMCO implementation.

4.4. BSP Agent Refund Voucher (ARV)

replaced by manual MPD and automated MCO

4.5. Standard Excess Baggage Ticket

use MPD or automated MCO

4.6. Fare Calculation Extension Sticker

not available in BSP CH/LI

5. PROVISION OF STANDARD TRAFFIC DOCUMENTS (STDs)

5.1. Distribution of STDs and Wallets

Standard Traffic documents are distributed to Agent's location automatically.

The STD distributor delivers them to the Agent against appropriate receipts and maintains accurate records of the distribution affected.

Chapter Error! Reference source not found. describes the automated ticket distribution process, which is applicable in IATA BSP Switzerland & Liechtenstein

OPATB2 Ticket Wallets are automatically distributed together with the OPATB2 coupons. If an Agent has its own Wallets, the automatically distribution can be withdrawn against written request to the ISS Manager.

OPATB2 Ticket Wallets with Agents own identity may be produced; the Agents are requested to liase with ISS Manager directly.

Important: No Wallets to be distributed for E-Tickets

5.2. Automatic STD Replenishment of Agent stocks

- Estimation of needs determines the initial stock delivered to Agents, usually 3 months supply
- Periodical review of stock takes the number of STPs reported into account
- Calculation of new supply is based on the average STD consumption during the past six (6) months. Once the STD stock falls under the minimum level of the calculated average; the system will automatically replenish the Agent with a 3-month stock.
- Agents still need to keep track of their inventory, as required in the Passenger Sales Agency Rules
- The system cannot forecast future unexpected peaks. As Agents control their day-to-day usage, they must bring unusual increases in volume (e.g. planned group sales) to the ISS Manager's attention
- All requests of STDs must be in writing to the ISS Manager
- A delay of approximately 10 days must be taken into account from date of the order request until the delivery of the supply.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

- The Agent is responsible to verify the correctness of the delivery by crosschecking it against the delivery note (receipt) and should there be any discrepancy to report it immediately. Failure in reporting such discrepancy will result in an administrative charge being invoiced.
- If sales vary widely for one Agent from one to the next year, the ISS Manager must be warned.
- Agents are responsible for their own stock and cannot allow blank STDs to be taken to another Location without prior approval from the ISS Manager. Minimum-security standards must be observed in order to cover the Agent's responsibility.
- The ISS Manager keeps the right to hold back an automated order whenever there is a discrepancy between the Agent and IATA's STD stock.
- Where STP Locations have been implemented, STD documents are assigned and delivered to the approved Host Location and are the responsibility of the Host Location.
- Blank STDs should be treated, as blank cheques, care and discretion are needed in receiving and storing them.

5.3. Emergency Supplies of STDs

If for any reason, like a sudden demand, an Agent finds that the STD stocks of his/her location is not sufficient, he/her may obtain emergency supplies informing IATA CH/LI by fax with the designated order form (refer to attachment "BSP order form for standard traffic document and administrative forms"). Agents however must take a delay of approximately 10 days into account from date of order until the delivery of the emergency supply.

For Express delivery a charge of CHF50. —will be levied.

Final responsibility for the stock replenishment lies with the Agent, who is expected to request emergency supplies as necessary.

5.4. Distributor

Saflog SARL
Rue de la Fonderie 7
69740 Genas
France

6. COMPLETION OF STANDARD TRAFFIC DOCUMENTS (STD)

6.1. Completion of a manual STD (MPD)

The sections listed hereunder make specific reference to the completion of those boxes on the MPDs, which are relevant to the BSP CH/LI processing and settlement procedures.

6.1.1. Completion of remittance area

To the right of the "Total" box of a manually issued MPD appear five boxes within a bold frame, called the remittance area.

The entries made in this area determine the amount for which the Agent will be billed for the document as well as the amount of commission or remuneration level to be credited by the DPC. On all subsequent coupons of the MPD, the corresponding space is used for the remarks area.

The Agent completes the remittance area after the usual ticketing entries have been made on the MPD. The Agent and Audit coupons must be previously detached, to avoid remittance area entries being unintentionally recorded on the subsequent coupons of the MPD.

Where no entry is to be made in a box in the remittance area, the box is to be cancelled by a bold diagonal line.

The remittance area on the OPTAT/OPATB is in the bottom right hand area of the document and is normally completed by the ticket-printing device.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

6.1.1.1. Currency Box

The alphabetical code of the currency received in payment is recorded in this box. This will always be the national currency (CHF).

The currency code identifies the currency in both the cash collection and credit balance boxes.

6.1.1.2. Cash Collection Box

The amount of cash collected, excluding tax, on the issue is entered in the cash collection box. Under cash collection fall:

- Agent's own invoice
- Cheque
- Cash

CURRENCY	CASH COLLECTION		CREDIT BALANCE		COMM. RATE	TAX AMOUNT
CHF	1150.	--			7	

Example: MPD issued against CASH in Swiss Francs.

6.1.1.3. Credit Balance Box

The value of the credit to be collected excluding tax is entered in the credit balance box.

CURRENCY	CASH COLLECTION		CREDIT BALANCE		COMM. RATE	TAX AMOUNT
CHF		1150.		-- 7		

6.1.1.4. Mixed payment Cash and Credit Card

The amount collected against credit card excluding taxes is entered in the credit balance box and the cash collected excluding taxes is entered in the cash collection box.

Important: In a mixed form of payment, taxes always must be considered as CASH. Consequently the amount of cash collection should always be greater than the total value of all taxes.

CURRENCY	CASH COLLECTION		CREDIT BALANCE		COMM. RATE	TAX AMOUNT
CHF	150.	-- 1150.		-- 7		75.00

In above example CHF1150.—was charged to the Credit card and CHF225.—were collected in cash.

CURRENCY	CASH COLLECTION		CREDIT BALANCE		COMM. RATE	TAX AMOUNT
CHF	5.	-- 1150.		-- 7		75.00

In above example CHF1150.—was charged to the credit card and CHF80.—were collected in cash.

Credit Balance: enter the amount paid against credit (excluding tax)

Cash Collection: enter the amount cash collected (excluding tax)

6.1.1.5. Commission Rate Box

The rate of commission in percentage payable to the Agent on the transaction is recorded in the commission rate box.

CURRENCY	CASH COLLECTION		CREDIT BALANCE		COMM. RATE	TAX AMOUNT
CHF	150.	-- 1150.		-- 7		

Example: Ticket issued part cash/part credit in Swiss Francs, with a cash collection of CHF15 and a credit balance of CHF1150, where the Agent receives 7 per cent commission on the transaction (CHF1300)

The rate of commission payable to the Agent on the transaction is defined by the carrier and is recorded by the Agent in the commission box at the time of issue and completing the document for reporting to the DPC.

Should the commission box be blank, the DPC will consider this for "no commission" and the document will be processed accordingly.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

6.1.1.6. Tax Amount Box

Taxes payable on a MPD are recorded in the tax amount box. They must be recorded in the same currency as collected for the fare. Where more than one tax is levied, the Swiss national government tax(es), is always entered above any other tax.

Where taxes are combined into an aggregate sum, the code is XT and a breakdown of the total must be provided in the remarks filed of the MPD. The two-letter ISO country code of the taxing country precedes the amount of the tax. The list of ISO country codes is to be found in the IATA Ticketing Handbook. Enter the total of all collected taxes, if any. They must be recorded in the same currency collected for the fare.

Where tax has been collected in a part cash/part credit card transaction, the tax is to be treated as cash, i.e. the amount of cash collected must always be greater than the total amount of the tax(es).

CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT
CHF		1150.	-- 7	50.50

Example: MPD with sum of taxes

6.1.1.7. Completion in case of an ARV

Subject to Tariff rules, the requirement to obtain an endorsement and the expressed permission of the Airline on whose ticket stock the ticket is issued, Agents are permitted to reissue tickets due to change of routing or class of service. Where a refundable balance results from a ticket exchange, an MPD must be issued and "51-AGENT REFUND VOUCHER"-box must be ticked in order to account for the refundable balance.

CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT
	EX			

For further procedure refer to for automated MCO

6.2. Cancelled STDs and/or voided coupons

All STDs even when cancelled, must be reported with your AST to the DPC in the respective period and be filed in numerical sequence in the agency office. On Airline or BSP request such document must be presented.

Cancelled MPDs (not issued through a GDS) have to be cancelled in the following manner:

- Draw a diagonal line across of all coupons and perforate or print boldly across all coupons the word "CANCELLED" (perforator simplifies this procedure)
- Forward the complete document, except the Agent coupon (to be filed in numerical sequence in issuing agency office) with the AST of the respective period to the data processing center

Cancelled STDs (issued through a GDS) must not be sent with your AST to DPC, however stock control number must be reported on AST, all cancelled or voided coupons must be filed in numerical sequence in agency office and on request of the Airline or BSP be able to provide a copy.

6.3. Excessive void and cancelled STDs

BSP CH/LI participating Airlines have agreed to levy charges for excessive voiding of STDs as per Chapter 12 below

6.4. Completion of an automated STD

6.4.1. Remittance Area – OPATB2 and OPTAT STDs

The Remittance Area is a specially designated area on the STD comprising five boxes for Agents to insert the fare (cash or credit amounts), the rate or amount of commission or remuneration claimed and the tax amount.

The Remittance Area of the OPTAT and OPATB2 do not have specifically labelled boxes. Remittance data is automatically printed by the system in a pre-specified place using form



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

- 6.4.1.8.1. Tickets issued in Exchange—additional fare and/or Tax/Fee/Charge-Credit collection**
Make the appropriate entries in the system for an exchange transaction indicating the additional fare and Tax/Fee/Charge and form of payment type (Credit).
For both OPATB2 and OPTAT systems, the ticket prints a CCCF Coupon, which must be signed by the passenger as appropriate to the transaction. Retain the CCCF coupon filed for easy retrieval in case of a query at a later date.
For OPATB2 systems make the entry for the system to print an Audit Coupon, and attach the uplifted flight coupons behind the Audit Coupon of the new STD.
For OPTAT systems, photocopy the Agent/CCCF coupon and attach the uplifted coupons behind the photocopy.
Attach the withdrawn flight/exchange coupon(s), boldly marked "EXCHANGED" behind the Audit coupon(s) of the new ticket issued and submit these with the next AST to the DPC.

7. STANDARD TRAFFIC DOCUMENT VALIDATION/ISSUANCE PROCEDURES

- 7.1. Designation and Selection of the Ticketing Airline**
The following covers all types of STDs (Tickets & AMCO) under the Billing and Settlement Plan conditions and under neutral ticketing schemes in BSP conditions:
- 7.1.1. Methods of designating a Ticketing Airline**
For automated/electronic issuance of STDs, designation of ticketing airline shall be accomplished by specifying to the ticketing system, either prior to or at the time of requesting generation of the ticket(s), the identity of the airline selected.
For manual issuance of Standard Traffic Documents (STDs), designation of the ticketing airline shall be accomplished by use of the Carrier Identification Plates (CIPs) provided by BSP Airlines.
- 7.1.2. Order of priority in the selection of Ticketing Airline**
The selection of the Ticketing Airline shall be governed by the following strict order of priority, which must be observed at all times:
- The ticketing airline shall be any BSP Airline participating in the transportation, or a BSP Airline acting as the General Sales Agent for any airline participating in any sector of the transportation in the country of ticket issuance, subject to the existence of a valid interline agreement between the ticketing airline and each transporting airline
 - Only if non of the situation described above apply, and, if authorised in writing to issue a Traffic Document for transportation entirely over the routes of other airline(s) by the airline (including the one through which the reservation is made), the ticketing airline may be any other airline.

Note: Where a BSP Airline has given written authority to use its CIP under the alternative of the second point above, STDs may be used for all airline passenger transportation and associated services.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

7.2. Carrier Identification Plate (CIP)

Airlines authorising all IATA accredited agencies in Switzerland and Liechtenstein:
(For all other airlines participating in BSP CH/LI an authorisation has to be obtained with the airlines directly)

Code	Registered Name	Code	Registered Name
A6-527	AAA Air Alps Aviation	AY-105	Finnair
9B-450	AccesRail Inc.	BE-267	flybe.British European
JP-165	Adria Airways	GA-126	Garuda Indonesia
EI-53	Aer Lingus Plc.	HR-169	Hahn Air Lines GmbH
AR-44	Aerolineas Argentinas	IB -75	Iberia
AM-139	Aeromexico	FI-108	Icelandair
VH-152	Aeropostal-Alas de Venezuela	JL-131	Japan Airlines International, Co., Ltd.
8U-546	Afriqiyah Airways	JU-115	Jat Airlines
AH-124	Air Algerie	9W-589	Jet Airways (India) Pvt. Ltd.
AB-745	Air Berlin	KL-74	K L M Royal Dutch Airlines
AC-14	Air Canada	KE-180	Korean Air
UX-996	Air Europa	KU-229	Kuwait Airways
AF-57	Air France	LA-45	Lan Airlines SA
VU-943	Air Ivoire	LO-80	LOT Polish Airlines
JM-201	Air Jamaica	LT-266	LTU International Airways GmbH
KM-643	Air Malta	LG-149	Luxair S.A.
MR-174	Air Mauritanie	DM-349	Maersk Air A/S
MK-239	Air Mauritius	MA-182	Malev-Hungarian Airlines
HM-61	Air Seychelles Ltd.	IN-367	MAT-Macedonian Airlines
TN-244	Air Tahiti Nui	YM-409	Montenegro Airlines
YT-30	Air Togo	CE-567	Nationwide Airlines
AZ-55	Alitalia - Linee Aeree Italiane	OL-704	OLT- Ostfriesische Lufttransport GmbH
NH-205	All Nippon Airways	OA-50	Olympic Airlines
AQ-327	Aloha Airlines	PK-214	Pakistan International Airlines
HP-401	America West Airlines Inc.	9R-346	Phuket Airlines Co Ltd
AA -1	American Airlines Inc.	NI-685	Portugalia
OS-257	Austrian Airlines	FV-195	Pulkovo Airlines
AV-134	Avianca	QR-157	Qatar Airways
UP-111	Bahamasair	AT-147	Royal Air Maroc
PG-829	Bangkok Airways	BI-672	Royal Brunei Airlines
BA-125	British Airways Plc.	SK-117	SAS Scandinavian Airlines System
BD-236	British Midland Airways Ltd.	S4-331	SATA Internacional
FB-623	Bulgaria Air EAD	SV-65	Saudi Arabian Airlines
BW-106	BWIA West Indies Airways Ltd.	SA-83	South African Airways
VR-696	Cabo Verde Airlines	UL-603	SriLankan Airlines Ltd.
CX-160	Cathay Pacific Airways Ltd.	Z2-536	Styrian Airways GmbH & Co. KG
CI -297	China Airlines	XQ-564	SunExpress
QI-647	Cimber Air	LX-724	Swiss International Air Lines Ltd.
CF-419	City Airline	JJ-957	TAM Brazilian Airlines
CO-5	Continental Airlines Inc.	TP-47	TAP - Air Portugal
OK-64	CSA Czech Airlines	RO-281	Tarom Romanian Air Transport



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

Code	Registered Name	Code	Registered Name
SN-82	Delta Air Transportation	TG-217	Thai Airways International Ltd.
DL -6	Delta Airlines Inc.	TU-199	Tunis Air
3D-490	Denim Airways	T7-294	Twin Jet
LH-220	Deutsche Lufthansa S.A.	PS-566	Ukraine International Airlines
7D-897	Donbassaero	UA-16	United Airlines
MS-77	Egyptair	US-37	US Airways
LY-114	EL AL - Israel Airlines Ltd.	HY-250	Uzbekistan Airways
ET-71	Ethiopian Airlines	RG-42	Varig SA
EY-607	Etihad Airways	VN-738	Vietnam Airlines Corporation
EA-24	European Air Express (E.A.E.)	VG-978	VLM Airlines

8. STANDARD ADMINISTRATIVE FORMS (SAFS)

(also refer to chapter 5 of “BSP Manual for Agents”)

8.1. Types of standard administrative forms

Administrative Forms in BSP CH/LI originated by Agents are:

- Agency Sales Transmittal Form (AST or STF)
- Sales Transmittal Envelop
- Credit Card Charge Form
- Transportation Credit
- Refund Application/Authority
- Refund Notice
- SAF order Form

Administrative forms raised by Airlines

- Agency Debit Memo (ADM)
- Agency Credit Memo (ACM)

8.2. Revalidation sticker

Not available in BSP CH/LI

8.3. Distribution of SAFs

An initial supply of above SAFs originated by the Agents is placed with each location after approved. Replacement stocks are supplied to the Agent on request; order form to be downloaded from:

http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm

9. AGENCY SALES TRANSMITTAL FORM (AST)

9.1. AST Reporting and Enclosures

The function of the AST is to permit the Agent to submit below documents (accountable transactions, STD and SAF), for the Approved Location concerned, including any STP/STDO Locations, for the reporting period covered by and indicated on the AST. The Host Location must submit sales for each STP/STDO Location on a separate Sales Transmittal Form under the respective IATA Code of the STP/STDO concerned.

The form consists of an original and a copy. The original is to be submitted to the DPC and the copy to be retained in the Agent's office.

AST must only be completed if documents to be submitted to IATA BSP as per below listing.

Transactions that must be submitted with completed and validated AST:

- **Manual issues (Manual Multiple Purpose Document “MPD”):**
 - *Cash Issues*
 - Audit Coupons of all manually issued cash transactions



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

- Audit Coupons of exchanges or issued against attachments (flight/exchange coupons or attachments must be stapled behind the audit coupon)
- Audit Coupons & Exchange Coupons of cancelled or voided MPDs
- o **Credit Card Issues**
 - Audit Coupons of all manually issued credit card transactions including the three first copies of the universal credit card charge form (Contractor Invoice Copy; Contractor Copy; Ticketor Copy)
 - Audit Coupons of exchanges or issued against attachments (flight/exchange coupons or attachments must be stapled behind the audit coupon)
 - Audit Coupons & Exchange Coupons of cancelled or voided MPDs
- **Automated issues (paper tickets/AMCOs)**
 - o **Cash and credit card Issues**
 - Only Audit Coupons of exchanges and of issues with attachments (flight/exchange coupons or attachments must be stapled behind the audit coupon)
- **Automated issues (E-Tickets)**
 - o **Cash Issues**
 - Only Audit Coupons of cash transactions with attachment (attachment to be stapled behind the audit coupon).
 - o **Credit Card Issues**
 - Only Audit Coupons of credit card transactions with attachment (attachment to be stapled behind the audit coupon)
- **Automated refund notices (issued through GDS)**

Audit copy together with flight coupons of Airlines requiring the flight coupons! (flight coupons to be stapled behind audit copy)
(refer to 10.1.3)
The latest update which airlines require the flight coupons of automated refunds you may also find to downloaded at:
http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm
- **Ticket Manufacturer Control Certificate**

Validated Certificate with your IATA Code and enter in the box FCC
A box with OPTAT / OPATB2 tickets may have a gap within the stock control number, i.e. a certain number of documents may be missing (due to technical problems by the ticket printing company). In such a box a control certificate is included, indicating the missing stock control numbers.
Complete the control certificate with your IATA-code (or validator) and attach it to your next sales transmittal.
Indicate the number of control certificates in the box "Printer Control Certificate" in the bottom right hand corner of your sales transmittal.
FCC: 1 That means one "Form of Control Certificate" is enclosed.
Otherwise these stock control numbers remain open and unaccounted for in your stock.

9.2.

Completion Procedure

Validate AST with Agent Validator Plate by using the manual ticket imprinter.

ASTs are prepared by typewriter or manually using a pen. An AST must be issued for each transmittal sent to the Data Processing Centre (DPC). The AST bears a serial number and must be used in ascending sequence.

All STDs are reported in ascending numerical sequence within the document types as well as within one document type. Meaning to start with the lowest number range in ascending numerical sequence.

Where a block of STDs is reported, only the first and last serial numbers and check digits need to be entered on the form in the format: FROM first ticket number TO last ticket



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

number of documents issued within the reporting period (if the last ticket is a VOID ticket, the number also has to be included).

One line per type of document (from ... to ...); separate lines for break in the number range.

The pre-printed Form Serial Number for MPD

Each type of document is to be separately bundled (MPD, Tickets)

The number of documents attached is to be indicated in the bottom right hand corner under "No of enclosed".

If the number of rows is not sufficient, use another sales transmittal and attach the reported documents behind the last sales transmittal.

For Automated Refunds (only for Airlines requiring the flight coupons), enter the number of documents attached in the appropriate box of the AST. Only the number of enclosures of each document type is to be reported, no further details are required on the form. The Data Processing Centre has merely to count the contents of the AST to ascertain its completeness.

9.3. Nil Entries

When completing the AST, the Agent enters the word "NIL" in any box for which there is nothing to report, except when there are no accountable transactions at all to report on the form, in which case a "NO SALES" report is made.

9.4. "No Sales" Reports

No AST is required

10. REFUND PROCEDURES

The following documents for refunding are available in BSP CH/LI:

- Automated refund notice through GDS (direct refund)
- Electronic Refunding (for E-Tickets only) (direct refund)
- "BSPlink Refund Application/Authority" (indirect refund)

For all refund types the following conditions apply:

- Refunding of BSP documents only (no refunds of Airline own documents, e.g. Airline MCO)
- The Agent claiming the refund must be the same Agent than for originally issued document
- Same form of payment for refund as for original issued document
- Total refund value not to be higher than total issue amount.
- No refunds for ADMs.
- No refunds for correcting values reported on the billing analysis.
- When multiple forms of payments are involved, no higher refund value per form of payment than for originally issued amounts.

The refunds are divided into indirect or direct refunds:

- Indirect Refunds
Refund has to be submitted to the plating Airline for authorisation
- Direct Refunds
Agent can compute the refund value and refund is settled without prior approval of the plating carrier



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

10.1. Automated refund notice through the Global Distribution System (GDS) (direct refund)

10.1.1. Issuance Conditions:

- Full or partial refund where Agent is able to calculate the refund value
- Paper tickets (OPATB and OPTAT)
- Cash or credit card transactions
- No automated refund for tickets issued in exchange. Only original tickets.
- No automated refund for tickets issued against Share Holder Vouchers.
- No automated refund for tickets issued against payment by Travel Vouchers, "Bon Cadeau" or other similar documents.
- No automated refund on Carrier's Abonnement, i.e. domestic CH, GVA to PAR, etc.
- No automated refund for tickets and other documents older than 24 months counted from the original date of issue. All documents older than 24 months must be submitted to the Carrier for refund.
- No automated refunds for „LTB“ (Lost Ticket Basis).
- No automated refunds for automated MCO

10.1.2. Use of Automated Refunds Notice

Automated refund notice is available through all GDS, which allow Agents to directly refund tickets issued against both cash and credit cards. Automated refund notice are automatically reported to the DPC on a daily basis and also automatically included in the Agent billing analysis.

Such automated refunds are the preferred way to refund STDs; "Manual Refund Notice" and "Manual Refund Application" will eventually be withdrawn.

Automated refund notice is subject to validation routines carried out by the DPC to ensure that the data reported in the refund record is correct. In cases where a refund fails validation, it will be rejected and not processed. Information on why the record was rejected will be provided to the Agent who will have to submit a new refund in order to effectuate the credit to the passenger.

10.1.3. Issuance and Reporting procedures

Refer to the GDS Provider for details on the entries how to generate an automated refund notice. Once the GDS system has accepted the refund transaction, you must print a hard copy of the refund record and staple this to the front of the flight coupons that are being refunded.

Example of printed automated refund notice:

REFUND NOTICE		13SEP02	L
PASSENGER NAME JENSEN/N			LONDON GB
CURRENCY CODE GBP			
INTERNATIONAL			91240026
	GROSS	NET	REFUNDED DOCUMENTS CPNS
FARE PAID	740.00	669.10	001 2587823806 1 234
FARE USED	370.00	334.55	
CANK FER			
REFUND	370.00	334.55	
TAX 1 GB	10.00		
TAX 2 AY	3.30		
TAX 3 XT	15.65		
CASH	398.95		
		NR TOUR CODE	
		Y 1234567 K87	
COMMISSION RATE 9.00			



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

In BSP CH/LI certain Airlines do still require the flight coupons of automated refunds, some not. Therefore the following procedure has been adapted for the CH/LI market:

- Airlines not requiring the flight coupons of automated refund notices
Staple flight coupons of document to be refunded behind the hard copy of the automated refund notice and retain them in your agency's office. Upon request the automated refund notice together with the flight coupons may be presented to the respective Airline or IATA
Important: Do not send anything with your AST to DPC
- Airlines requiring the flight coupons of automated refund notices
Staple flight coupons of document to be refunded behind the hard copy of the automated refund notice and send with AST to DPC by mentioning the number of enclosures in the box "Refund Notice" (number should include both manual and automated refund notices that have been submitted to the DPC).

Below please find a list of all Airlines requiring the flight coupons of automated refund notices, which have to be included in your AST and sent to DPC. The most recent list you may find at:

http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm

Code	No.	Name
JP	165	Adria Airways
SU	555	Aeroflot - Russian Airlines
AR	044	Aerolineas Argentinas
AH	124	Air Algerie
CA	999	Air China
AI	098	Air India
KM	643	Air Malta
MK	239	Air Mauritius
HM	061	Air Seychelles Ltd.
TN	244	Air Tahiti Nui
LV	639	Albanian Airlines
AZ	055	Alitalia
NH	205	All Nippon Airways
AV	134	Avianca
BA	125	British Airways Plc.
FB	623	Bulgaria Air
BW	106	BWIA International
CX	160	Cathay Pacific Airways
CY	048	Cyprus Airways Ltd.
LH	220	Deutsche Lufthansa S.A.
MS	077	Egyptair
LY	114	EL AL - Isreal Airlines Ltd.
EK	176	Emirates Airlines
ET	071	Ethiopian Airlines

Code	No.	Name
AY	105	Finnair
GA	126	Garuda Indonesia
GF	072	Gulf Air Company
HR	169	Hahn Air Lines GmbH
FI	108	Iceland Air
IR	096	Iran Air
JL	131	Japan Air Lines Co. Ltd.
JU	115	JAT Yugoslav Airlines
LA	045	Lan Chile
LO	080	LOT Polish Airlines
LG	149	Luxair S.A.
ME	076	Middle East Airlines
PK	214	Pakistan International Airlines
QF	081	Qantas Airways Ltd.
RJ	512	Royal Jordanian
SK	117	SAS
S4	331	SATA Internacional
SV	065	Saudi Arabian Airlines
SQ	618	Singapore Airlines Ltd.
UL	603	SriLankan Airlines Ltd.
TG	217	Thai Airways International Ltd.
PS	566	Ukraine International Airlines
UA	016	United Airlines Inc.
VN	738	Vietnam Airlines Corp.

Failure to respect the above procedure of automated refunds notices will result in administration fee according to Chapter 12 below of this manual



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

10.1.4. Audit Requirements

Once the refund record has been accepted by the system it will be automatically reported to DPC in the same way as other transactions issued with the GDS. To ensure audit integrity, the following rules will apply to automated refund processing:

- The Refund record once created and accepted by the CRS system may only be retrieved on the day of issue. Once retrieved it cannot be changed and can only be cancelled. If it found that the record needs amending, cancel the original and create a new one, including a new hard copy.
- After the day of issue, if it is found that an error has been made, contact the plating Airline for an adjustment. For Audit purposes, an additional hard copy of the Refund Notice must be made and retained for internal records
- If the GDS system goes down due to network or other problems during a refund transaction activity, check the system Daily Sales Return ("DSR" or "TINS") report for the record. If the record is present but the associated hard copy has not been printed, subject to your system functionality, either a) cancel the record and create a new one including a hard copy or b) print another hard copy. You must ensure that a hard copy of the record is attached to the refunded flight coupons and the document set is reported to the DPC. Failure to do so may result in the issuance of an ADM by the refunding Airline.
- Only the GDS refund record will be used by BSP CH/LI to for settlement, in consequence, any hand-written amendments on the hard copy will not be used by the DPC.

10.2. Electronic Ticket Refunds

(direct refund)

Electronic Tickets may only be refunded as Electronic Refunds via the GDS system through which the originally issued ET and only via the GDS ET Refund facility. Refunding of ET via "Manual Refund Notice" is not permitted.

Refer to the GDS Provider for details on the entries how to generate an electronic refund.

The system will retrieve the ET data and send a request to the plating Airline's system to authorise the refund and annotate the refunded flight coupon records accordingly.

Important: In cases where the system does not hold the issue data as those records may have been purged, an authorisation will not be provided. In these exceptional cases only, an ET may be refunded via an indirect refund (e.g. BSPlink Refund Application)

10.2.1. Reporting of Electronic Ticket Refunds

The GDS system will report the ET Refund Record and this record will appear on the Agents Billing for period in which the refund was authorised.

- Therefore no print out of the Electronic Ticket Record has to be submitted to DPC with AST!

10.3. BSPlink Refund Application/Authority

(indirect refund)

- Agent cannot calculate the amount to be refunded (e.g. downgrading and partially used ticket, automated MCO, MPD..)

For instructions on how to complete BSPlink Refund Application/Authority Form please revert to the manual, which may be downloaded from:

http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm

Submit a copy of the completed BSPlink Refund Application/Authority together with the flight coupons to be refunded to the plating carrier of the originally issued document for authorisation. (credit card transactions: NO transportation credit necessary)

Airline shall authorise the BSPlink Refund Application/Authority through BSPlink only.

Please note that the authorising airline will not return a copy of the authorised BSPlink Refund Application/Authority! You may print a copy from your own BSPlink account.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

10.3.1. Reporting of BSPlink Refund Application/Authority

BSPlink automatically report and include BSPlink Refund Application/Authority Records in the respective reporting period of the authorisation date.

- Therefore no print out of the BSPlink Refund Application/Authority has to be submitted to DPC with your AST!

10.4. Manual Refund Notice

no longer available in BSP CH/LI (refund through GDS)

10.5. Manual Refund Application

no longer available in BSP CH/LI (refund through BSPlink)

11. BSPlink

BSPlink is an interactive Internet based Agency and Airline transaction reporting and information distribution system that was introduced by IDFS in CH/LI UK in May 2002.

BSPlink is a key medium through which improvements in the efficiency of BSP CH/LI is achieved for both Agents and Airlines. The overall business improvement process will involve reducing the reliance upon paper based ticketing and accounting and moving to an electronic environment. Accordingly Agents will need to use BSPlink to conduct their day-to-day BSP accounting with Airlines and IDFS as these business improvements are introduced.

11.1. Internet Site address

The BSPlink Internet site address is: <https://www.bsplink.iata.org>

The BSPlink handbook may be downloaded from:

http://www.iata.org/worldwide/switzerland_liechtenstein/info_agents.htm

11.2. Users

All BSP CH/LI Agents and Airlines are provided with a user login and password to enable access to the facilities available. The IDFS office also has access for static data management and customer help purposes. The IDFS Office issues passwords and logins for new users. Existing users may create sub users or amend current users already assigned.

The BSPlink site is secure and a certificate is available for downloading. The user login and password controls the data that the Airline or Agent can work with in the system. Agent logins are driven by the IATA code, in consequence, together with a discrete password and login created by the Agent, the Agent will only have access to data relating to that Agent Code and cannot access Airline information.

For Airlines the access is driven by the Airline accounting code, in consequence, the Airline will only have access to Agents sales and other data made by Agents using its ticketing authority.

Data is made available to Users only in accordance with the provisions of the Passenger Sales Agency Agreement, Passenger Sales Agency Rules, and IATA resolutions governing data protection and in accordance with Swiss Data Protection Laws.

11.3. System Requirements:

Access to BSPlink is via the Internet. Accordingly an Agent must have a modem and communications facilities (telephone line or ISDN/ASDL broad band facilities and subscribe to an Internet Service Provider.

Full details on recommended system requirements are available from the IDFS office but as a general rule, and common to all Internet activities, the better the system and communications facilities, the better the performance.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

11.4. BSPlink Functionality in BSP CH/LI

BSPlink provides the below functionality, depending on the version (basic or enhanced) selected it is subject to a monthly fee.

- Document search TAIP (within past 16 month after issuance)
- Download of Agent Billing Analysis, BSP Memos and Bulletins
- Issuance of Refund Application/Authority
- Query of ADM/ACMs
- Creation, maintenance of agent groups
- Password and login maintenance
- Activation of E-Mail Alert
- Query of Ticketing Authorities
- Query of Airlines' Address

11.4.1. Document Enquiry

All transactions that have been processed by the DPC are available for viewing maximum 3 working days after the issuance. They will then appear on the Billing Analysis, this data is available for 16 months after the day of issuance. Transactions, both manual and automated sales/refunds, are to be retrieved by their 10-digit document number (Airlines accounting code to be omitted).

11.4.2. Agent Billings/Report Download

The DPC creates the Agent Billings and other reports and uploads these to the Agents partition in BSPlink as per Reporting Calendar. Via the "File">"Download" facility; the Agent can then download it to a local drive for storage and printing. In order to view the Billing and/or save it to a local disk, a "Report Viewer" must be downloaded which will format the Billing correctly. The standard viewer is Adobe Acrobat™. The software package can be downloaded and installed in Agents PCs from the BSPlink Welcome Page "Download"-tab. All Bulletins issued by the IDFS Office containing information on BSP and other IATA Agency Services facilities will be uploaded to BSPlink in the same way that Billings are uploaded. They can then be downloaded via the "File Download" facility. This ensures late breaking information is published much quicker than the production and distribution of paper based media.

11.4.3. Agent Groups

For Agents that centrally account and wish to download BSP Billings and reports for all locations via one User login, the Agent may create in BSPlink, a "Billing Group" by depicting in the system, which Billings are to be made available to a specified IATA location. After creating a group in BSPlink, the Agent must advise the IDFS Office of the group name allocated so that the DPC can group the billings for download. A new name recognised by the DPC for the group will be allocated by the IDFS office and advised to the Agent Billings uploaded into BSPlink remain available for download for a period of two months after which they are cleared from the system.

11.4.4. Refund Application/Authority

Agents can create Refunds Application/Authority for both Cash and Credit transactions in the system. Once the Refund Application/Authority is issued the system electronically records to the BSP Airline. However the refundable flight coupons are still required by the plating carrier and therefore a print of the Refund Application/Authority is to be attached to the refundable flight coupons and sent to the plating Airline for approval. The Airline will authorise the Refund Application/Authority in BSPlink, which will automatically report the refund to the DPC. The Agent may obtain the refunded amounts via BSPlink. The BSPlink system holds a list of pending Refund Applications/Authorities that can be access at any time by the Agent.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

11.4.5. ACM and ADM Processing

Airlines can create ADMs and ADMs in *BSPlink*. Such ADMs and ACMs can be queried and will appear in the Agents "Inbox". Agents will have the capability to accept or dispute the Memo with such actions handled via *BSPlink*. The same dispute period and billing procedures as applied to manual ADM/ACMs apply to ADMs and ACMs issued via *BSPlink*.

11.4.6. Sub-user Management

For Agents that centrally account for their BSP activities, a roles and responsibilities facility is available whereby the Agent may set up sub users and limit such users to performing specific functions in *BSPlink*.

Certain functions described above are subject to a monthly charge for usage and may only be subscribed to by contacting the Customer Services of IATA Geneva.

12. ADMINISTRATIVE CHARGES

Upon the authority of the Agency Administrator, the ISS Manager carries out, when necessary, certain functions prescribed in the Passenger Sales Agency Rules (PSAR) in respect of irregularities and default action against Agents.

Agents should refer to their IATA Travel Agent's Handbook for a copy of the applicable rules concerning Incomplete/Overdue Sales Transmittal, Late Reported/Unreported Transactions, Overdue Remittance, Notice of Irregularity and Default Action. In addition to such action under the PSAR, BSP CH/LI applies various fines and administrative charges. Details of these sanctions, fines and charges are listed below.

IDFS CH/LI shall notify the Agent and Location concerned by registered letter.

12.1. Administration Fees

- Overdue Agent Sales Transmittal
- Incomplete Agent Sales Transmittals
- Late Reported Agent Sales Transmittals
- In cases where the Agency Sales Transmittal (AST) cannot be included in the billing, or where the billing is delayed in the mail, the Agent is liable to pay the amount collected through the direct debit system by the clearing bank on the remittance date. The late reported AST will be subject to the irregularity provisions of the Sales Agency Rules.
- Incorrectly submitted flight coupons of automated refunds
- Incorrectly submitted VOID/CANX coupons
- Unreported documents

All above incorrect or late submitted documents are charged as follows:

First instance	CHF	100.00
Second instance	CHF	200.00
Third instance	CHF	500.00
Any subsequent instances	CHF	1,000.00

For below

The record shall be closed at the end of each calendar year and entries therein shall not be carried forward to the following calendar year.

- Charges for excessive Cancelled Documents

A maximum ratio of cancelled documents of 10 % of issued documents shall be considered.

Above this ratio a charge of CHF 1.00 per document will apply, considering a minimum of CHF 50.00. An evaluation and invoicing will take place at the end of each calendar year. A review of percentage and value of charges will take place at the end of each calendar year.
- Excessive deliveries of STDs or SAFs

Under the BSP CH/LI STD distribution system – 9 free deliveries of STDs are permitted to each Agent location in one calendar year. For deliveries in excess of 9 per calendar



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

year a charge of CHF200 is applied per delivery. Both the number of deliveries and amount of charge are subject to change from time to time.

- **Exceptional Audit**
Should as a result of a significant volume of unreported and late reported STDs or other irregularities in the Agents stock control and reporting standards be detected by the ISS Manager, an exceptional Audit will be carried out on the Agency Location concerned. In such circumstances, in addition to the application of any disciplines as required under the Passenger Sales Agency Rules, a charge of CHF500 will be made to cover the cost of the exception Audit.
- **Missing Traffic Document Report**
In all cases where an STD is reported missing, but not due to a burglary or theft, a charge of CHF100 will be applied to the Agent for processing the MTDR.
- **Late submission of Financial Documents**
Where under the Passenger Sales Agency Rules, the Agent fails to submit their accounts on a timely basis after 2 requests; a fine of CHF100 will be applied.

13. ACCEPTANCE OF CREDIT CARDS

13.1. General

13.1.1. Automated and Manual Issues

Issuance and reporting procedures vary according to whether the Sale or Refund is manually or automatically issued and reported and the procedures for each type of transaction are detailed in this Chapter.

13.1.2. Principles of Credit Card Transactions.

Subject to the authority of the plated Airline and the procedures set out in this manual, an Agent may accept Credit Cards in full payment for ticket sales on behalf of the plated Airline. Failure to comply with the procedures herein and/or the Airlines policies may result in the transaction being billed as cash to the Agent's Billing and once such action is taken, the Airline will not retrospectively accept a card as payment for the transaction. Furthermore should a customer dispute and refuse to pay a transaction appearing on their Card Statement where an Agent generated such transaction, the Airline will raise an ADM for the full value of the rejected transaction and the Agent must settle same.

It is important that all Agents understand the general principles of Credit Card transactions. Having completed and reported a Credit Card transaction correctly, an invoice will be raised by the DPC to the appropriate card company on behalf of the Airline so that:

- **a) The customer's card account is correctly charged for the cost of the transaction, and**
- **b) The airline receives payment for the sale of the STD**

Those processes described in a) and b) above are processed in the BSP CH/LI Local Credit Card Invoicing Scheme (LCCIS) that operates in tandem with the main BSP Billing system.

Under their merchant agreements, Airlines are bound by strict time scales for the billing of transactions to the card companies. If a card transaction has not been reported and is flagged to the Agent as an unreported transaction and the card billing period has expired, the Airline will raise an ADM for settlement by the Agent as a cash transaction. Alternatively, the transaction may be billed by BSP as a cash transaction.

Automated tickets and automated refunds are automatically reported to the DPC on the day of issue and the issuing systems validate the input data during the issuance process. Accordingly, approved automated systems are the preferred method for ticketing/refunding credit card transactions.

All manually issued documents raised in connection with credit card sales must be sent and reported within the respective period of the issuance day of the STD. Any delay in processing transactions may result in a rejection from the card company or the Airline and the transaction being billed as cash to the Agent's Billing.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

13.2. Acceptance Procedures

13.2.1. Cards accepted

Most Airlines accept cards bearing the following “Brands” for the issue of STDs but will advise the Agent if there are any exceptions.

Airline Industry Card



Before accepting a Card, ensure the plating Airline accepts the card; otherwise the Agent will be billed by the Airline for settlement as a cash transaction

13.2.2. Checklist for Card acceptance

In order to reduce the risk of accepting an invalid card, use the following checklist for both “Face to Face” transactions and non “Face to Face” transactions:

- Is the card valid for use in Switzerland or Liechtenstein?
- Is the credit charge card accepted by the plating Airline?
- Is the card being offered, a valid card?
- Has it been altered in any way?
- Is it 'out of date'?
- Has it been 'blacklisted' by the issuing card company?
- Does the signature on the charge form match with that on the card

13.2.2.1. Acceptance of “Face to Face” transactions

Examine the card to establish the following:-

- Does the Airline accept the card?
- (If in doubt, call the plating Airline)
- Is the card still valid?
(Check the Expiry Date - some cards also show a 'Not Valid Before' date)
- Is the card included in any 'Blacklist'?
- Authorisation in the form of an Authorisation Code must be obtained from the Card Company for every transaction
- That cardholder's signature appears on the card
- Where card is mutilated, it must not be accepted
- That there is no limitation to the country area of validity

13.2.2.2. Acceptance of “Non Face to Face” transactions (Signature on File “SOF”)

There may be instances where the Cardholder is not present at the time of the transaction or completion of the CCCF/Document. Examples:

- Telephone Sales where the cardholder authorises over the telephone the sale of the ticket(s) to be debited to their card account.
- Mail Order Sales
Where the Agent receives a postal application for a ticket sale and authorises the Agent to debit their card account
- Signature on File
Where the Agent holds the customers approval to debit their credit/charge card account on file, for Airline tickets to be issued.

Agents are liable for the full amount for any non-face-to-face transactions, which take place when the Card and Cardholder are not simultaneously present.

The following procedures are strongly recommended as the minimum practices to be used for non face-to face transactions. Although these procedures do not guarantee the transaction, they reduce the risk to Agents, who need to know their customers, and take all relevant precautions and care. They are also recommended for all other credit and charge card transactions when the Airline's merchant agreement is not being used.



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

The section on fraud that follows this code of practice should also be read and understood before undertaking non face-to-face transactions.

➤ A. General

- *The Agent should obtain the card holder's address, as detailed on the card holder's card statement, and/or the security number on the card if applicable.*
- *The Agent should, if applicable, verify cardholder's address and retain proof of delivery of the Standard Traffic Documents to that address,*
- *The Agent should, in the event of a mail order transaction, retain the original customer order,*
- *The Agent should, where available, use address verification services provided by the card company.*
- *The Agent should retain all documents and supporting information relating to card sales for a minimum of 13 months after the date of sale*

➤ B. Signature-on-File (Lodged or Deposited Cards)

- *Where the card holder requests the Agent, and the Agent agrees, to issue tickets or other documents against a credit card, in cases where the charge form bears the remark "signature-on-file" in the place of the signature, a clear written arrangement between credit card holder and the Agent should exist. Disputes between the Cardholder and the Agent do not necessarily release the credit card holder from his/her liability towards the card company.*
- *Signature-on-file type agreements are contracts between the Agent and the Cardholder that enable Agents to sign the charge form on behalf of the card holder. Such agreements should contain the following provisions:*
 - definition of agreement's duration,
 - The Cardholder's:
 - name
 - card type
 - account number
 - contact details (NOT a mobile number)
 - Invoicing address
 - For termination by each party,
 - Requirement for amendments to be made in writing,
 - The expiry date of the card,
 - names and sample signatures of all parties authorised to make purchases under the agreement,
 - a telephone password, where appropriate
 - Authorisations to be obtained for all sales regardless of the floor limit
 - in cases where a physical card is the subject of the agreement, an imprint of the card on the signed sales draft (the imprinted draft should be signed by the same person who signs the agreement)
 - It is additionally recommended that the Cardholder provides proof of identity at the time of signing any such agreement.

13.2.3. Card Fraud

Card fraud is rapidly increasing. In addition to this code of practice above, Agents should be especially cautious if, amongst other things:

- They are asked to send a ticket to an address other than the Cardholder billing address known to the Card issuer. Agents have to accept the risk of liability, and will be charged back if the Cardholder disputes the charge at a later date
- the order is made from a mobile phone and a business or contact number is not provided, or is refused,
- the customer is not able to provide the security code which appears on most Cards in issue, the location of it being dependent on the card type,
- the booking is made for a long haul destination with immediate departure dates,



BSP Manual for Agents – Chapter 14 Local Procedures Switzerland & Liechtenstein

- the booking is made by a new customer not known to the Agent, especially if they are requesting tickets for a third party traveller,
- the booking is for immediate departure with tickets to be collected at the airport, or in another country,
- The order is made by fax, or the customer offers to send a copy of the Card by fax. Do not accept a copy of the Card as additional security as the details may have been changed,
- The customer calls in to collect the ticket but cannot present the Card. If the Cardholder is present you must follow face-to-face Authorisation procedures,
- The customer requests that the tickets be collected by a third party, courier or taxi.
- The passenger name is changed after the original booking is made,
- The customer requests one ticket, then calls back to ask for additional tickets. The total cost of the tickets issued and printed should be treated as one transaction.

IF YOU SUSPECT THAT A TRANSACTION MAY BE FRAUDULENT, CALL YOUR VOICE AUTHORISATION CENTRE AND ASK THEM FOR A 'CODE 10' AUTHORISATION.

You must request an authorisation for each transaction, and group bookings may be treated as one transaction, or as individual transactions with an Authorisation code for each ticket.

13.2.4. Authorisation

Card issuers maintain databases of Card Account balances and validity information, these databases are used to obtain authorisation for the amount of a transaction to be billed to the card. In all cases where an Agent accepts a card on behalf of an Airline as form of payment and regardless of the value of the transaction, an authorisation must be obtained and entered in the CCCF. Special telephone numbers are available for Agents to use to obtain authorisation for Airline transactions and these numbers may only be used for this purpose.

13.3. Document Completion - Automated Transactions

13.3.1. OPATB2 Ticket sales

When a Credit Card form of payment entry/identifier is made in the system, the system prompts for the entry of a credit card number and either automatically sends a message to the authorisation database for the card franchise or brand or prompts the Agent to do so. The system will automatically issue a CCCF Coupon, which can be signed by the passenger as appropriate for the transaction. The CCCF coupon is retained by the Agent for a minimum of 10 years and must be filed for easy retrieval in case the Airline requires a copy to handle a dispute concerning the Customer's card statement.

The Ticket data is automatically reported to the DPC on the day of sale and processing for both the Agent Billing and Credit Card Billing is undertaken using the data reported.

Only one credit/charge card may be accepted for each ticket sale.

13.3.2. OPTAT Ticket sales

The OPTAT ticket contains a coupon that serves as a CCCF Coupon. When the ticket is issued for cash, the Coupon is to be stapled to the Agent coupons and retained in the agency office.

When the OPTAT is issued for Credit, the CCCF Coupon serves as evidence of a charge to the customer's card account and can be signed by the customer as appropriate for the transaction and must be retained by the Agent for a minimum of 10 years and filed for easy retrieval in case the Airline requires a copy to handle a dispute concerning the Customer's card statement.

The Ticket data is automatically reported to the DPC on the day of sale and processing for both the Agent Billing and Credit Card Billing is undertaken using the data reported.