

# Customer Service News Flash

Amadeus Flash

## **FAQs – XT Tax Removal**

### **1. THE INDUSTRY MANDATE**

#### **1.1 What is it about?**

As per the IATA Mandate described in the Passenger Service Conference Resolution Manual, Resolution 722f & 722g, the Tax/Fee/Charge code “XT” for bundling of taxes shall no longer be used for transmission of Tax/Fee/Charge data in Electronic Tickets (TWD).

System shall now on display individual new “tax/fee/charge amount’ data elements and paid “tax/fee/charge amount” data elements in the Electronic Tickets (TWD).

#### **1.2 When is the implementation deadline?**

4<sup>th</sup> February 2009

#### **1.3 What is the combined XT tax code?**

Traditional paper tickets contained only 3 boxes to enter tax details. When 4 or more taxes applied on the itinerary being sold, a bundling mechanism was designed to include the sum of all those taxes in one of the tax boxes, including the tax breakdown data at the end of the fare calculation box. This mechanism bundled 'new taxes' using an XT code and 'already paid' taxes using a PD XT code.

With the implementation of electronic tickets, this bundling mechanism was also applied to them even though the above physical limitations did not exist anymore.

#### **1.4 What type of tickets does it apply?**

This IATA mandates only applies to electronic tickets issued by a BSP or ARC travel agency as well as by an airline office.

It does not apply to Paper tickets issued by airlines or Miscellaneous documents (Automated MCO, Amadeus Virtual MCO)

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### 1.5 What is the Amadeus roadmap to meet this deadline?

Issuance: on February 4<sup>th</sup>, it will be possible to issue e-tickets with up to 60 individual taxes displayed in TWD.

Exchange/Reissue:

- On February 4<sup>th</sup>, it will be possible to exchange/reissue e-tickets with up to 99 taxes but against a ticket with less than 60 new and old taxes (current limitation).

Refund:

- The refund package in cryptic / GUI: it will not be modified. It will still be possible to refund e-tickets with up to 90 taxes.

## 2. IMPACTS OF XT TAX REMOVAL AND EXTENSION TO 99 TAXES

### 2.1 Will the e-ticket display be modified?

Yes. For illustrations, please see the Newsflash on our website [www.amadeus.in](http://www.amadeus.in) under the section Subscriber Service News

#### 1. The Fare Calculation (FC):

**The tax breakdown in the fare calculation line will no longer be displayed.**

#### 2. Informative message:

The message **"FOR TAX DETAILS USE TWD/TAX"** informs the agent on how to display all the taxes.

#### 3. The TAX panel:

To display the list of taxes, the agent will use the entry **"TWD/TAX"** from the **"TWD"**.

The panel contains:

- The total of all taxes.
- The breakdown of all taxes under **"TXxx"** (where TX means Tax and xx is the tax sequential number). The currency and then the amount are displayed.

The **"MD"** scrolling entry (move down) is available on this panel.

Once the e-ticket displayed, the agent will use the entry **"TWD/TAX"** to display the list of all the taxes.

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#### 4. The TAX section in case of Reissues:

This section contains:

- First line: the sum of all new taxes is displayed.
- Second line: the flag "TAXES PD" indicates that there are old/paid taxes.

#### 5. The Fare Calculation (FC):

**The tax breakdown is not displayed anymore.**

#### 6. Informative message:

The message "FOR TAX DETAILS USE TWD/TAX" informs the agent on how to display all the taxes.

#### 7. The TAX panel:

To display the list of taxes, the agent will use the entry "TWD/TAX" from the "TWD".

The panel contains:

- The total of all **new** taxes.
- The breakdown of all new taxes under "TXxx" (where TX means Tax and xx is the tax sequential number). The currency and then the amount are displayed.
- A line break.
- The breakdown of all old/paid taxes under "PDxx" (where PD means Paid Tax and xx is the tax sequential number). The currency is displayed before the amount in case this information is available.

The "MD" scrolling entry (move down) is available on this panel.

## 2.2 Impact on ticket print outputs is modified?

### 2.2.1 Will the Itinerary Receipt (ITR) be modified?

No.

### 2.2.2 Will the accounting coupons (Agent coupons, Audit coupons, Credit Card Charge Forms) be modified?

No. Nothing will be changed in the way the coupons are printed today. The taxes will be displayed as today

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#### **2.3 Will the Exchange/Reissue process be modified?**

No.

The removal of XT tax code will not impact the process of Exchange/Reissue; it will remain exactly as today.

#### **2.4 Can I Exchange/Reissue an e-ticket with up to 99 taxes?**

Yes, as long as you can accommodate all new and old/paid taxes in the TST (current limitation is up to 60 taxes).

#### **2.5 Will the Refund process be modified?**

No, for the new Refund package, in cryptic mode or using the GUI of the Selling Platform.

#### **2.6 Will the Void Package be modified?**

No.

The Void package (Void, Void Exchange, and Refund Cancel) will remain unchanged.

#### **2.7 Can I Void an e-ticket with up to 99 taxes?**

Yes. The Void package (Void, Void Exchange, Refund Cancel) is not impacted by the number of taxes.

#### **2.8 Will the Sales Reports be modified?**

No. The XT tax code removal will not impact the Sales Reports.

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