

Dear All,

It get to my concern that some agencies from the Offline, specific in regions where we have GSAs are requesting the issue of Tour Conductors (passengers that just pay taxes – in groups) Through the call center using EMDs as pay form.

Is important that all know that

EMDs

MCOs

DBC's

Cash

Check

At the moment are not acceptable pay forms in the call center.

Pay form acceptable:

Credit card

Bank transference (cannot be made in the last day of issue – at least 2 days before)

In order of each region registered revenue, and there for we can calculate the Commission, is important that the groups be issue by the agency in your BSP,
For this is important the agency follow the steps in the contract.

Instructions for issuing tickets (for use of agent):

- Introduce Fare Basis Box (code of quoted fare)
- Class of Svc Box (corresponding quoted fare class)
- Fare/Tax/Total Box (must appear in all coupons)
- Fare Collection Box (applied fare displaying discount)
- Surcharges /PFC's (must appear in all coupons)
- FOP Box (Form of payment) / Refundable by tour operator only
- Endorsement Restriction Box.

NON END / NON REF /PNLTY FOR CHANGE 100.00USD/ VALID ONLY ON CM/

Also, is important to do the claim after Call Center introduce the names, if CM touch the reservation when they already make the claim
They will lost the link with the reservation and won't be able to issue the tickets.