

Tuesday, July 07, 2009

Duplicate ADMs Iata's fault – SAA

HUNDREDS of duplicate ADMs flooded agents' inboxes last week for SAA tickets dating as far back as July 2007.

SAA quickly confirmed it was aware of the problem and claimed this was an Iata error. The organisation, it said, would have to deactivate them. Iata confirmed it was in contact with all parties to investigate the ADM problem to avoid any recurrence, but added that it only provided the system for processing of transactions.

Said spokesperson Linden Birns: "Iata does not load files on behalf of airlines and would only get involved in the event of any technical problems in uploading the file and by facilitating the correction of post-file processing upload errors. This is an airline process through BSPLink."

Birns added that BSPLink had validations to ensure that a mass upload file or documents were not processed multiple times. "All BSP participant airlines are given the relevant guidelines which confirms this and the principle used in the process."

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Left in the dark by Infinite Horizons?

With reference to eTNW May 29, 2009 - Agencies fume as Infinite Horizons fails to pay up.

Advocate Louis Nel of Benchmark acts as a legal facilitator in the travel and tourism industry and endeavours to resolve differences and disputes on an efficient and amicable basis to avoid costly and drawn out litigation.

He has been approached by a number of parties who have had dealings with and are owed monies by Infinite Horizons.

He is inviting any other 'affected parties' interested in pooling/sharing information/resources and costs in an attempt to recover monies owing from Infinite Horizons on a cost-effective basis to contact him.

Any such dealings will be subject to each party signing a confidentiality and non-disclosure agreement and undertaking to share the estimated costs on a pro-rata basis.

Louis can be contacted on <?XML:NAMESPACE PREFIX = SKYPE />083 679 4556 or e-mail: louis.nel@corporateoptions.co.za

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Letter to the editor: Australia – haven for criminals?

Our travel agency was recently the victim of an unscrupulous couple emigrating to Australia.

In short, they tried to leave without paying for their tickets. It also appeared that it was not the first time this couple tried to do this.

Having spoken to some airline representatives it seems that our case was not isolated. The reps were aware of several other agents who were defrauded by South Africans permanently leaving the country. It seems to be a fashion to run up high accounts, credit card bills, etc. in the belief that once in Australia, New Zealand or the UK they are untouchable. The obvious irony being that they all probably cite the "high crime rate" in South Africa as a reason for leaving - yet some are verging on being criminals themselves.

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New ticket code for ZNZ departures

TANZANIA's Airport Service Charge of US\$30 (R237) for international departures and TZS5 000 (R162) for domestic departures can now be collected at point of sale effective immediately rather than upon departure at the airport.

The charge currently exists in the tax database under Tanzania with an exception of ZNZ and PMA, which was collected at time of departure. Tax name is 'Airport Tax' and the amounts for both international and domestic are the same so there is no increase. ZNZ and PMA now want the tax to be collected at the time of issue of a ticket, with a different code.

The lifting carrier is responsible for remittance and the charge must be shown separately on the ticket.