

Travel Agent Service Fee

As from 06 December 2007 you can use the Miscellaneous Intelligent Service fee (MISF) entry for credit card payment of service fees. The MISF allows you to automatically issue a service fee for air, car, hotel and all other auxiliary segments within a PNR.

All you need to do is to activate this **optional** feature in your Travel Journal Records (TJR) security feature. Keyword SUBMGR in your Employee Profile Record (EPR) and sign in with duty code 9 is required to make changes in your EPR.

Before you begin :

- You need to define the service fee amount in the JTR . The minimum service fee amount is CYP1.00 and maximum 6 digits, including the decimal place.
- You can override the default service fee with a simple entry.
- You must have a PNR with an active itinerary present in your working area.
- Form of payment must be credit card.
- All transactions default to the first name in the PNR; this includes infant names also. If you are issuing a service fee for a corporate group PNR, you must use the name select option.
- You can void TASF (Travel Agent Service Fee) transactions using the current void processes (**WV**). The void must be done within the same BSP reporting period as it was issued.
- The BSP will not process TASF refunds; you must handle refunds directly with the customer.
- After ending the PNR Service Fee transaction number is inserted in *T field and a separate accounting line is created in *PAC field.
- A Service Fee Sales Report is created.

Service Fee Charge Rate Table

Several charge rates apply to the agency service fee amount at the time of transaction. When these charges are deducted from the service fee amount, the remainder becomes the service fee commission amount to your agency.

Service fee charge rates exist for each country and include fees assessed by the credit card vendor and the reporting BSP. The Service Fee Charge Rate Table also includes the list of acceptable credit cards. To display this table, type **W/TASF***.

The agency commission amount is calculated using the charge rates from the service fee table as follows:

Agency Commission = Service Fee Value – Credit Card Pct – BSP Fee Amount

TJR ACTIONS -FORMAT

Define the default service fee amount in the TJR

W/MISF‡A(amount including decimal point)

W/MISF‡A20.00

Display the TJR settings for service fee

W/MISF‡*

Display the Service Fee Charge Rate table

W/TASF*

MISF PROCESS - FORMAT

Display the service fee amount and taxes prior to issuing the service fee transaction
(assumes no override)

MISF*

Apply service fee amount stored in TJR

MISF

Apply service fee amount and specify form of payment information

MISF‡F*(credit card code and number)/(expiration date)

MISF‡F*VI1234567890123456/1008

Apply service fee amount and name select

MISF‡N(name number)

MISF‡N2.1

Apply override service fee amount to PNR

MISF‡XSF(amount)

MISF‡XSF35.00

Apply a service fee amount and specify form of payment information and approval code

MISF‡F*(credit card code and number)/(expiration date)*Z(approval code)

MISF‡F*VI1234567890123456/1008*Z123456

All above entries can be combine in one :

Example : MISF‡N2.1‡XSF30.00‡F*VI1234567890123456/1008*Z123456

SERVICE FEE SALES REPORT - FORMAT

Display current service fee sales report

DQB*SF

Display report for specific month

DQB*SF/(month)

DQB*SF/DEC

Display report for a specific month and print the report

DQB*SF/(month) ‡P

DQB*SF/DEC‡P

Display report for a range of months

DQB*SF/(month)-(month)

DQB*SF/JAN-MAR

Display report for a range of dates for the current month

DQB*SF/(date)-(date)

DQB*SF/01-15

Display report for all stored months (the current and 3 previous months)

DQB*SF/ALL