

**Sub: Credit Card Sales on Air India.**

- 1) The acceptable forms of payment for the sale of Air India tickets are cash and on credit card run through travel agent merchant only.
- 2) Air India does not have a merchant account number in Canada for credit card sales.
- 3) When issuing Air India tickets/documents against CASH, please indicate in the FOP BOX of the ticket- AGT/ CASH. While using clients' credit card as a Form of Payment, the approval and authorization on credit card transactions, needs to be processed in-house through Travel Agency's Merchant.
  - (a) FOP Box of the ticket for CC payments will be AGT CHQ
  - (b) However, it is crucial to indicate the words/notification in the **EI** box of all such tickets: "MFAX" or "MFCA" or "MFVI" (Merchant Fee - Amex / Master card / Visa) along with the **last 4 digits** of the passenger's credit card, be reflected.  
**Example Valid on AI/AC NON ENDO MFAX 1234 etc.**
- 4) Air India will in turn **reimburse** to a maximum of 2.50% or actual credit card charges billed to you by the credit card company, whichever is less.
- 5) This commission of 2.50% will be applicable on the published fare after the standard 4% commission is deducted (net) plus tax amounts only.
- 6) **This 2.5% commission is not applicable on the published fare amount**, for which the approval is sought from the credit card company on the transaction.
- 7) When reporting the ticket through BSP, total commission ( 4% commission + cc commission) should be indicated as commission in the Commission Box of the ticket.

**Here are some useful step for calculation and claiming credit card commission and a sample BSP image of the example is shown on the following page:**

	Steps in issuing tickets using clients credit card as form of payment	Calculation	Totals	Commission column
A	In the Fare Box put in the Published Fare		CAD450.00	
B	4% Commission is permitted on all Air India fares system wide, on wholly Air India flights or AI codeshare flights. 4% commission is applicable on published fares even if itinerary includes sector operated by any other carrier.	(-) deduct	<b>CAD 18.00</b>	<b>Include in commission column</b>
C	Nett Fare =(A-B)		CAD432.00	
D	Total Taxes		CAD782.88	
E	Total Nett Fare + Total Taxes E=C+D	(+) add (432+788.82)	CAD1214.88	
F	Credit Card Commission 2.5%. F=2.5% of E	(-) deduct from CAD 1214.88	<b>CAD30.72</b> This amount is to be put in the EI box along with notification MFVI MFAX or MFAC with last 4 digits of the credit card	<b>Include in commission column</b>
G	<b>Amount due on ticket to AI.</b> G=E-F		CAD1184.51	

**SAMPLE OF BSP  
IMAGE OF CORRECTLY  
ISSUED TICKET  
USING CREDIT CARD ASFOI**

Document **4938705122 1**  
Description **17-ELECTRONIC SALE - AUTO**  
Owner  
**AIR INDIA LIMITED**



**NOTE**

<b>BSP CANADA</b>		<b>Ticket Image</b>				<b>PERIOD:2017051</b>							
<b>ISSUED BY: AIR INDIA LIMITED</b>						<b>PASSENGER TICKET AND BAGGAGE CHECK</b>							
<b>CONJUNCTION TICKETS</b>						<b>ORIGIN/DESTINATION</b> YYZYYZ		 <b>AUDIT COUPON</b> AGENCY NAME IATA NO.					
<b>ENDORSEMENTS/RESTRICTIONS</b> VLD ON AI ONLY/NONEND/MFVI0480/30.37						<b>BSP/ CA</b>						<b>BOOKING REF.</b> AA/DNWUAD	
<b>PASSENGER NAME NOT TRANSFERABLE</b>				<b>DATE OF ISSUE</b> 02May17		<b>ISSUE IN EXCHANGE FOR</b> 00000000							
<b>PASSENGER SPECIFIC DATA</b>													
<b>X/O</b>	<b>NOT GOOD FOR PASSAGE FROM</b>	<b>CARRIER</b>	<b>FLIGHT</b>	<b>CL</b>	<b>DATE</b>	<b>TIME</b>	<b>ST</b>	<b>FARE BASIS</b>	<b>N.VALID B</b>	<b>N.VALID A</b>	<b>ALLOW</b>		
	YYZ-TORONTO PEARSON I	AI	7312	T	17May	1835	OK	TKSPX12	17May	17May	2PC		
X	TO LHR-LONDON HEATHROW	AI	162	S	18May	0945	OK	TKSPX12	18May	18May	2PC		
O	TO DEL-DELHI	AI	161	S	29May	0245	OK	TKSPX12	29May	29May	2PC		
X	TO LHR-LONDON HEATHROW	AI	7343	T	29May	1205	OK	TKSPX12	29May	29May	2PC		
	TO YYZ-TORONTO PEARSON I												
<b>FARE</b> <b>A</b> CAD 450.00		<b>FARE CALCULATION</b> YTO AI X/LON AI DEL167.26AI X/LON AI YTO167.26NUC334.52END ROE1.34521											
<b>EQUIV</b>													
<b>TAX</b> CAD 25.91 CA													
<b>TAX</b> CAD 3.25 RC		<b>FORM OF PAYMENT</b> CA CASH CK				1,232.88		<b>APP.CODE</b>		<b>TOUR CODE</b>			
<b>TAX</b> CAD 753.72 XT		<b>CPN  AIRLINE CODE  FROM &amp; SERIAL NO.  CK </b>				<b>ORIGINAL ISSUE</b>							
<b>TOTAL</b> CAD 1232.88		0 098 4938705122 1				<b>REMITTANCE AREA</b> 098CAD 450.00 0.00 10.75 782.88							
<b>A/L AGENT INFO</b>		<b>CASH CAD</b>	<b>CREDIT CAD</b>	<b>COMM%</b>	<b>TAX CAD</b>	<b>TAX CAD</b>	<b>TAX CAD</b>	<b>TAX CAD</b>	<b>TAX CAD</b>	<b>TAX CAD</b>	<b>TAX CAD</b>		
<b>CIF</b> 124468232		450.00	0.00	10.75	25.91 CA	3.25 RC	753.72 XT						

**Additional Information**

Transaction Code **TKTT**

GDS System **SABRE**

**Taxes - ISO**

CA  
RC  
SQ  
YQ  
UB  
WO  
IN  
**Total**



**Account Info.**

25.91 VAT/GST Amount 0.00  
 3.25 Agent Commission: **(TOTAL (4% + 25%) = (10.75%) 48.37**  
 25.00 Cancellation Fees: 0.00  
 549.00 Cancellation Fees Commission. 0.00  
 110.62 On-line Billing Statement for the Agent: 1,184.51  
 5.11 Balance Payable to Airline: **(G) → 1,184.51**  
**782.88**

<https://www.bsnlink.iata.org/bsnlink/14/tain/facsimile.asp?mdoc=4938705122.17&ext=A...> 06/06/2017

Document **9567808066 5**  
 Description **17-ELECTRONIC SALE - AUTO**

Owner  
**AIR INDIA LIMITED**



**INCORRECTLY ISSUED TICKET  
 (CREDIT CARD) FOP**

<b>BSP CANADA</b>		<b>Ticket Image</b>				<b>PERIOD:2017061</b>																	
ISSUED BY: AIR INDIA LIMITED						PASSENGER TICKET AND BAGGAGE CHECK																	
CONJUNCTION TICKETS 9567808066 9567808067						ORIGIN/DESTINATION YULYUL																	
ENDORSEMENTS/RESTRICTIONS NON END VALID AI ONLY				<b>BSP/ CA</b>		BOOKING REF. V1CN6G /																	
PASSENGER NAME NOT TRANSFERABLE				DATE OF ISSUE 29May17		ISSUE IN EXCHANGE FOR 00000000																	
PASSENGER SPECIFIC DATA																							
X/O	NOT GOOD FOR PASSAGE FROM	CARRIER	FLIGHT	CL	DATE	TIME	ST	FARE BASIS	N.VALID B	N.VALID A	ALLOW												
	YUL-MONTREAL PIERRE E	AI	7306	G	03Jun	800P	OK	GHPX12	03Jun	03Jun	2PC												
X	TO LHR-LONDON HEATHROW	AI	176	G	04Jun	1235P	OK	GHPX12	04Jun	04Jun	2PC												
O	TO AMD-AHMEDABAD							VOID															
	TO BOM-MUMBAI	AI	131	S	17Jun	630A	OK	THSPX12	17Jun	17Jun	2PC												
X	TO LHR-LONDON HEATHROW																						
<table border="1"> <tr> <td>PCS</td><td>ST</td><td>U</td><td>PCS</td><td>WT</td><td>U</td><td>PCS</td><td>WT</td><td>U</td><td>PCS</td><td>WT</td><td>U</td> </tr> </table>												PCS	ST	U	PCS	WT	U	PCS	WT	U	PCS	WT	U
PCS	ST	U	PCS	WT	U	PCS	WT	U	PCS	WT	U												
FARE		FARE CALCULATION 3JUN YMQ AI X/LON AI AMD 393.99/-BOM AI X/LON AI YMQ 293.63NUC687.62END ROE1.34521																					
EQUIV																							
TAX		CAD 549.00 YQ																					
TAX		FORM OF PAYMENT <b>CC CREDIT CCVI</b> <b>INCORRECT</b> 452088XXXXX3406 <b>1,664.85</b>																					
TAX		CAD 82.05 XT																					
TOTAL		CAD 1664.85																					
A/L AGENT INFO		CPN  AIRLINE CODE  FROM & SERIAL NO.   CK  ORIGINAL ISSUE 0 098 9567808066 5 REMITTANCE AREA 098CAD 0.00 925.00 0.00 739.85																					
CASH		CAD		CREDIT		CAD		COMM%		TAX													
CIF		124468232		0.00		925.00		0.00		549.00 YQ 108.80 UB 82.05 XT													

**Additional Information**

Transaction Code **TKTT**

GDS System **APOLLO**

**Taxes - ISO**

YQ	549.00	VAT/GST Amount	0.00
UB	108.80	Agent Commission:	( 0.00%) 0.00
CA	25.91	Cancellation Fees:	0.00
SQ	25.00	Cancellation Fees Commission:	0.00
YM	17.20	On-line Billing Statement for the Agent:	0.00
IN	5.20	Balance Payable to Airline:	1,664.85
WO	5.00		
XQ	2.49		

<https://www.bsplink.iata.org/bsplink14/taip/facsimile.asp?mdoc=9567808066.17&ext=AZZ...> 6/6/2017

**8) (Use of Travel Agency's Corporate Credit cards is not permitted).**

**COMMON MISTAKES MADE when issuing tickets against clients credit card and subsequent consequences:**

Sn	ERROR/MISTAKE	CONSEQUENCE
1	Issuing ticket against clients credit card (cc) and running the same against merchant in system	Air India does not receive any monies on this ticket.  Debit Memo will be raised for full ticket amount with additional CAD 25.00 fee
2	Ticket issued against client cc, and notification of MFVI or MFCA of MF AC is not reflected in the EI box of ticket	Debit Memo will be raised by AI Audit Team in India for 2.5 % of nett fare+ taxes with additional CAD 10.00 fee
3	Refund of tickets issued against clients cc, 2.5 % commission needs to be returned to AI, whilst processing refund – IF 2.5 % CC C not returned to AI	Debit memo will be raised plus additional ADM fee
4	2.5 % is being claimed on the published fare + taxes or 4+2.5 (6.5%) is taken from the gross fare and taxes.	Debit Memo will be raised on the difference with additional ADM fee

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**Furnished below are some useful inputs for GDs for issuing tickets and claiming credit card commission**

\*\*WTKT«

WI - PHASE IV FARE AMOUNT MASK - DEPRESS ENTER TO CONTINUE OR  
RESET AND CLEAR TO RETURN TO PNR.

TKT RECORD NBR <1 > ENTER CITY CODES TO OVERRIDE

PASSENGER TYPE ADT ORIGIN/DESTINATION < >> >

ENDORSEMENT ENTER X IF SUBJ GOVT APRVL < >

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**Following is the entry in Sabre being used to issue tickets when FOP is credit card**

**W#K00.00#H7#J2#FCHQ/MFVI0000/CA00.00#AAI**

Here, K00.00 is the total commission (4%+2.5%)

CA00.00 is the 2.5% claim amount on net price

FARE QUOTE		ISSUED BY	DATE
WP<<			
1-	BASE FARE	TAXES/FEES/CHARGES	TOTAL
XT	CAD1332.00	670.77XT	CAD2002.77ADT
	25.91CA	25.00SQ	549.00YQ
	12.62YC	11.46XA	12.84AY
	6.67WO	5.16XF	
	1332.00	670.77	2002.77TTL
ADT-01	SH12MAC KH12MAC		
	YTO AC X/NYC AI X/DEL AI ATQ434.76AI X/DEL AI*AT*X/CHI AC YTO		
	784.86NUC1219.62END ROE1.09255 XFORD4.5		
	NONENDORSEABLE/FEES APPLY/FOR CHANGE/CANCEL/NOSHOW		
	VALIDATING CARRIER - AI		
	AIR EXTRAS AVAILABLE - SEE WP*AE		
	BAGGAGE INFO AVAILABLE - SEE WP*BAG		
PQ<<			
	PRICE QUOTE RECORD RETAINED		
	FARE NOT GUARANTEED UNTIL TICKETED		
PQ 1			
	BASE FARE	TAXES/FEES/CHARGES	TOTAL
XT	CAD1332.00	670.77XT	CAD2002.77ADT
	25.91CA	25.00SQ	549.00YQ
	12.62YC	11.46XA	12.84AY
	6.67WO	5.16XF	
ADT-01	SH12MAC KH12MAC		
	YTO AC X/NYC AI X/DEL AI ATQ434.76AI X/DEL AI*AT*X/CHI AC YTO		
	0784.86NUC1219.62END ROE1.09255 XFORD4.5		
	VALIDATING CARRIER - AI		
	NONENDORSEABLE/FEES APPLY/FOR CHANGE/CANCEL/NOSHOW		
	01 O YYZ AC 702L 17DEC 815A SH12MAC		17DEC1417DEC14 02P
02	LGA	VOID	17DEC1417DEC14 02PY
03	X JFK AI 102S 17DEC 225P SH12MAC		
	WYK00.00YH7XJ2WFCHQ/MFVI0000/CA00.00VAAI		
	↑	↑	ccc
Total	A%+ccc	ENTRY	

Please disseminate the content of this circular to all your staff/ branch offices across Canada. Should you have any queries on this topic please feel free to reach out to your respective Sales Officer who is handling your agency or yyz@airindiacanada.ca

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