



For Immediate Release:  
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## **IATA Changes Lead to Airfare Discrepancies**

**Portland, Oregon-- January 18, 2005:** The Pricing Manager from the Learning Center at Topaz International has discovered several prevalent discrepancies in international airfares as a result of the changes initiated by the International Air Transportation Association (IATA). The changes went into effect January 15th and were created to eliminate International Sales Indicators and will have a great impact on the business traveler. Suffice to say the implementation of these changes has not occurred seamlessly.

As a value-added service to all Topaz clients, the Learning Center at Topaz International conducts routine checks of the GDS to assure the system is operating correctly. The international pricing experts in the Learning Center have discovered various issues in the international fare construction changes that were approved by the United States Department of Transportation.

In tests conducted by Topaz, several scenarios have shown discrepancies after being priced through Apollo, Sabre and Worldspan.

1. Apollo and Sabre did not price the following Delta itinerary correctly. Example: Mumbai - connecting Frankfurt - New York. Apollo and Sabre priced a Frankfurt higher intermediate point (HIP) that didn't apply
2. Sabre priced some itineraries using the reverse fare. Example: Zurich - connecting London - New York. Sabre used the New York - Zurich fare instead of the Zurich - New York fare.

Additional areas to watch include:

1. HIPs (higher intermediate points) are no longer made at connecting points.
2. HIPs are ignored even at stopover points when the journey commences in India to Canada or the United States via Europe.

3. For one way and normal open jaw journeys ticketed in the United States with travel to/from/via Japan and travel does not originate and or terminate in Canada or the United States, the highest fare regardless of direction must be charged.

**TAKE ACTION:** As a result of these issues, international airfares will be more susceptible to pricing errors. If the GDS(s) is pricing incorrectly, consider having your international airfares verified through an independent third party that offers the expertise to ensure the pricing is correct and in accordance with your corporate travel policy.

As an industry solution, Topaz will continue to monitor this situation, and report as it evolves. Topaz International has assembled the most sophisticated network of business travel experts. The staff has developed the highest level of performance-based expertise in domestic and international airfare ticketing that focuses on continuous improvement and best practices. After auditing over \$1.5 billion in business travel airfares in 2004, Topaz has the expertise to insulate your company from this dynamic situation.

#### **About TOPAZ International**

Topaz International provides strategic support to the corporate travel management professional. With over 25 years of experience analyzing travel related expenditures, Topaz is a world leader in airfare & hotel auditing, providing benchmark information and consultancy services to improve the delivery of corporate travel services.

For more information about the complete line of travel audit products, as well as other services, please contact Michele Simon, [michele.simon@etopaz.com](mailto:michele.simon@etopaz.com), or call 800-888-2423.

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Topaz International is a member of the Association of Corporate Travel Executives (ACTE) and the National Business Travel Association (NBTA).

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