## Special Service Request (SSR) for Goods and Services Tax (GST) Collection

**Product Advisory number:** 3141  
**Version:** 04

<table>
<thead>
<tr>
<th>Load to production:</th>
<th>29-Jun-17 for Travelport Worldspan</th>
<th>18:00 EDT 23:00 BST</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>30-Jun-17 for Travelport Galileo</td>
<td>14:30 EDT 19:30 BST</td>
</tr>
<tr>
<td></td>
<td>30-Jun-17 for Travelport Apollo</td>
<td>18:00 EDT 23:00 BST</td>
</tr>
</tbody>
</table>

**High level description:** New SSRs (Special Service Requests) are being added to allow for collection of Goods and Services Taxes by the airline.

**Impact summary:** Four new programmatic SSRs are added with this enhancement. New SSRs are being added to allow for collection of Goods and Services Taxes by the airline.

**Reason for issue:** Notification to provide clarification of inputs required.

**Impacted customers:**  
☐ Internal only  ☐ Developers  
☒ Agency customers  ☒ Airline customers  
☐ eCommerce customers  ☐ Car, hotel, rail or cruise customers

**System:**  
☒ Travelport Galileo  
☒ Travelport Apollo  
☒ Travelport Worldspan

**Load to pre-production:** Available now

**Web services:** (API and Messaging)  
Not applicable

**Issue history:**  
Version 01 issue date: 26-Jun-17  
Version 02 issue date: 30-Jun-17  
Version 03 issue date: 03-Jul-17  
Version 04 issue date: 23-Oct-17
Overview

Four new SSRS will be added for collection of Goods and Services Taxes by the airlines. The detail will be sent via normal Teletype upon end transact. The four new SSRS are as follows:

- **GSTN** - Goods and Services Tax Number
- **GSTA** - Goods and Services Tax Business Address
- **GSTP** - Goods and Services Tax Business Phone Number(s)
- **GSTE** - Goods and Services Tax Business Email

Customer benefit

Align Travelport Systems.

Detail and customer examples

The SSRs will be added as a manual type and detail should follow AIRIMP standard.

The following items have been identified as areas that need to be audited as they may be rejected by the airline/system if not inputted accurately. Please ensure adherence to these input stipulations.

- **Maximum total of 127 characters in any SSR field** (this includes slashes and any non-alphanumeric characters and/or spaces)

- **All name elements must be preceded with hyphen and the passenger number**, for example:
  - 1SMITH/JOAN

- **For GSTN - Goods and Services Tax Number**:
  - Maximum of **35** alpha numeric characters for the company name field

- **For GSTA - Goods and Services Tax Business Address**:
  - Maximum of **35** alpha numeric characters for the first address line
  - Maximum of **25** alpha numeric characters for the second address line
  - Maximum of **25** alpha numeric characters for the city line

- **For GSTP - Goods and Services Tax Business Phone Number(s)**:
  - Maximum of **15** numeric characters for the first business telephone number
  - Maximum of **15** numeric characters for the second business telephone number

- **For GSTE - Goods and Services Tax Business Email**:
  - Maximum of **35** alpha numeric characters for the business email
  - Within the email address:
    - Use “/” (double slash) in place of “@” (the at sign)
    - Use “..” (double dot) in place of “.” (underscore)
    - Use “./” (dot slash) in place of a “-” (hyphen)

*These are industry standard, and already used within the system.*
Travelport Apollo

Business Address Input:

>> #:3SSR GSTA AI HK1/IND/18 RAGHUVANSHI MILLS COMP//MUMBAI///MAHARA HTRA - 1MEEKS/SOPHIAMS

Tax Number Input:

> #:3SSR GSTN AIHK1/IND/22AAAAA0000A125/IBM-1MEEKS/SOPHIEMS

Business Phone Number Input:

> #:3SSR GSTP AI HK1/IND/9103345229023-1MEEKS/SOPHIEMS

Business Email Address Input:

> #:3SSR GSTE AI HK1/IND/GST.INFO//IBMGST.IN-1MEEKS/SOPHIEMS/SOPHIEMS

1MEEKS/SOPHIEMS
1 AI 161Y 10NOV DELLHR HK1 215A 630A * FR E
FONE-DELB*
GTKG-T/
GFAX-SSRGSTEAIHK1/IND/GST.INFO//IBMGST.IN-1MEEKS/SOPHIEMS/SOPHIEMS
2 SSRGSTPAIHK1/IND/9103345229023-1MEEKS/SOPHIEMS
3 SSRGSTNAIHK1/IND/22AAAAA0000A125/IBM-1MEEKS/SOPHIEMS
4 SSRGSTAIAIH1/IND/18 RAGHUVANSHI MILLS COMP//MUMBAI///MAHARA HTRA - 1MEEKS/SOPHIAMS
Travelport Galileo

Business Address Input:

>>SI.SSR GSTA AI HK1/IND/18 RAGHUVANSHI MILLS COMP//MUMBAI//MAHARASHTRA - 1MEEKS/SOPHIAMS

Tax Number Input:

>SI.SSR GSTN AI HK1/IND/22AAAAA0000A125/IBM-1MEEKS/SOPHIEMS

Business Phone Number Input:

>SI.SSR GSTP AI HK1/IND/9103345229023-1MEEKS/SOPHIEMS

Business Email Address Input:

>SI.SSR GSTE AI HK1/IND/GST.INFO//IBMGST.IN-1MEEKS/SOPHIEMS

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1. MEEKS/SOPHIAMS
1. AI 161 Y 10NOV DELLHR HS1 0215 0630 O E FR
** SERVICE INFORMATION EXISTS ** >*SI.
FONE-DELB*
RCVD-MM
TKTG-T*
>SI*
** MANUAL SSR DATA **
1. SSGSTN/AI HK1/IND/22AAAAA0000A125/IBM-1MEEKS/SOPHIEMS
2. SSGSTPE/AI HK1/IND/9103345229023-1MEEKS/SOPHIEMS
3. SSGSTEE/AI HK1/IND/GST.INFO//IBMGST.IN-1MEEKS/SOPHIEMS
4. SSGSTAA/AI HK1/IND/18 RAGHUVANSHI MILLS COMP//MUMBAI//MAHARASHTRA - 1MEEKS/SOPHIAMS
>

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Travelport Worldspan

Business Address Input:

>3SSR GSTA AI HK1/IND/18 RAGHUVANSHI MILLS COMP/MUMBAI///MAHARA HTRA - 1MEEKS/SOPHIAMS

Tax Number Input:

>3SSR GSTN AI HK1/IND/22AAAAA0000A1Z5/IBM-1MEEKS/SOPHIEMS

Business Phone Number Input:

>3SSR GSTP AI HK1/IND/9103345229023-1MEEKS/SOPHIEMS

Business Email Address Input:

>3SSR GSTE AI HK1/IND/GST.INFO//IBMGST.IN-1MEEKS/SOPHIEMS

Glossary

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<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>GST</td>
<td>Goods Service Tax</td>
</tr>
<tr>
<td>GSTA</td>
<td>Goods and Services Tax Business Address</td>
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<td>GSTE</td>
<td>Goods and Services Tax Business Email</td>
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<td>Goods and Services Tax Number</td>
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<td>GSTP</td>
<td>Goods and Services Tax Business Phone Number(s)</td>
</tr>
<tr>
<td>SSR</td>
<td>Special Service Request</td>
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</table>