

Tariff Notice

TN Number: 01-03-2025

Date: 16/02/2026



Mandatory Card Scheme Requirement

Dear Valued Partner,

It is now a mandatory card scheme requirement that all card payment transactions include the FPTI (Form of Payment Transaction Identifier). For compliance purposes, our Acquirer, DPO has implemented a system change to decline transactions that lack the required transaction identifiers.

We want to highlight that agents must obtain an approval code at the time of ticketing, and not in advance neither outside the GDS nor through the GDS as that will cause the tickets to be suspended due to the missing transaction identifier. It is mandatory that all authorizations be done through the GDS at the time of ticketing and not prior to ticketing.

For partially and fully utilized documents, the full value of the ticket, plus an ADM penalty of USD 100, will apply as outlined in the ADM policy (Rejected Credit Card Transactions).

Refund of suspended tickets is not permitted, as the payment transaction has not been received by the Airline.

For any further queries and clarification, please contact: revenue.integrity@kenya-airways.com

Be guided accordingly and ensure this Tariff Notice is circulated to **ALL Kenya Airways Reservations, GSAs, Check-in Offices and Travel Agents.**