



ADM Vision for *BSPlink*

Powered by

Accelya

ADM Vision for BSP*link*

Background...

- Over the last few years, airlines have put a significant focus on auditing travel agency sales & refunds in a far more rigorous & structured manner

3.8 million ADMs raised over the last 13 months

- As a consequence of this, travel agents demanded some protection from serious overbillings by having the ability to dispute transactions
- IATA's Agency Conference agreed changes to Resolutions 818, 832 & 850m that gave travel agents some reassurance and guarantees that their grievances & disputes would be dealt with in a timely manner.

ADM Vision for BSP*link*

Background...

- As a result, airlines were strongly encouraged to accept the use of BSP*link* functionality for dispute management
- A 60 day deadline for dispute resolution was also introduced and has been enforced in BSP*link* since early 2008.
- Airlines were not prepared for this and as a consequence a significant number of disputed ADMs were removed from the system because airlines were unable to deal with them within the deadlines.

10% of all ADMs raised are disputed

\$15.8 million of disputed ADMs have expired over the past 13 months

The average time taken to respond to a dispute is 21 days.

ADM Vision for BSP*link*

What is the solution...

- Airlines have told us that to be able to work within the enforced deadlines and protect their revenue they need better information without investing additional manpower
- They want to see an overall picture of ADM status worldwide without having to logon multiple times
- They want to see the numbers (and ages) of disputes.
- They want to see the number of ADMs being cancelled
\$100 million of ADMs were cancelled over the past 13 months
- They want to see this information by BSP and by Agent

ADM Vision for BSP*link*

So how can ADM Vision help...

- One logon gives you visibility of all your BSPs
- Allows you to see all disputed and cancelled ADMs
- Allows you to drill down from BSP to Agent to ADM
- Allows you to decide when a dispute should be treated as critical
- Allows you to see information in local or your airline's reference currency

ADM Vision – Initial Screen

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ?

ADM

- Dashboard
- ADM Issues
- ADM Query
- ADM Disputes over 60
- ADM Issues Statistics
- ADM Disputes Statistics
- ADM Parameters
- Exchange Rates

FILES

LOGIN AND PASSWORD

SUB-USERS MANAGEMENT

ADM Vision

WELCOME TO ADM Vision

Log-in will be through the standard *BSPlink* interface but using a unique country code of 'HQ'

[Terms of Use](#) | [Privacy Policy](#) [Home](#) | [Back](#) | [Country](#) | [Log off](#)

ADM Vision – Dashboard by BSP

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? DASHBOARD

Dashboard: by BSP & reference currencies

Ref. currency: EUR Last Update: 02/09/2009 11:58:59

BSP	Outstanding ADMs		Disputes						Critical Disputes		R1: Disputes/ADM	R2: Critical Disputes/Disputes
	Number	Amount	0-30 days		31-50 days		51-60 days		2-60 days			
BK	4	4974.97	2	2039.97	0	0.00	0	0.00	2	2039.97	41.00%	100.00%
HC	2	4000.00	1	2500.00	0	0.00	0	0.00	1	2500.00	62.50%	100.00%
HD	60	22793.46	0	0.00	0	0.00	0	0.00	0	0.00	0.00%	
TOTAL	66	31768.43	3	4539.97	0	0.00	0	0.00	3	4539.97	14.29%	100.00%

Local Currency Average Amounts

All BSP's displayed on the same screen
Displays total of current outstanding ADMs
There are a number of display fields that allow you to drill-down to a lower level
Displays current disputes by age range
Displays which disputes have become critical

Terms of Use | Privacy Policy Home | Back | Country | Log off

ADM Vision – Dashboard by Agent

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? DASHBOARD

Dashboard: by Agent & reference currencies

Ref. currency: EUR Last Update: 02/09/2009 11:58:59

Agent	Outstanding ADMs		Disputes						Critical Disputes		R1: Disputes/ADM	R2: Critical Disputes/Disputes
	Number	Amount	0-30 days		31-50 days		51-60 days		2-60 days			
			Number	Amount	Number	Amount	Number	Amount	Number	Amount		
0000000	1	5.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00%	
0000001	2	2039.97	2	2039.97	0	0.00	0	0.00	2	2039.97	100.00%	100.00%
0000004	1	2930.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00%	
TOTAL	4	4974.97	2	2039.97	0	0.00	0	0.00	2	2039.97	41.00%	100.00%

Local Currency Average Amounts Dashboard

All of the columns can be ordered

From here you can drill-down to view the individual disputes

At anytime you can switch to see the data displayed in local currency or as average amounts

Terms of Use | Privacy Policy Home | Back | Country | Log off

ADM Vision – Dispute within Agent

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? DASHBOARD

BK SOPORTE CENTRALIZADO 03/09/2009 00:24:26

[print marked documents](#) [Cleaned up Documents](#)
[Mark as Read](#)
[Mark as Read and Clean Up](#)
(only available for users with enhanced level)

Found Records 2

<input type="checkbox"/>	Type	Document	AGENT	Issue / Refund	Currency	Amount	Memo Issue Date	Reason For Issue	Dispute Status	Billing Period	Dispute Date	See History	Dispute Reason	Int Cor
<input type="checkbox"/>	ADM	6007580949	00-00001 1	ISSUE	USD	39.97	08AUG2009	25930	Pending Airline's Investigation	2009083	18AUG2009			
<input type="checkbox"/>	ADM	6007500014	00-00001 1	ISSUE	AED	2,000.00	06AUG2009		Pending Airline's Investigation	2009083	18AUG2009			

[Download](#)
[Download Detail](#)

The user can click on the document link to go into the actual disputed ADM

or see the history or dispute reason for that ADM

[Terms of Use](#) | [Privacy Policy](#) Home | [Back](#) | [Country](#) | [Log off](#)

Data at a Document Level

Linking to *BSPlink*...

- ADM Vision is designed to provide a centralised macro view of statistical information
- As soon as users wish to access data at a document level, they are automatically transferred through into *BSPlink*

ADM Vision – ADM Query Facility

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? ADM QUERY

HD HELPDESK DECENTRALIZED 04/09/2009 02:28:48

- ADM
 - Dashboard
 - ADM Issues
 - ADM Query
 - ADM Disputes over 60
 - ADM Issues Statistics
 - ADM Disputes Statistics
 - ADM Parameters
 - Exchange Rates
- FILES
- LOGIN AND PASSWORD
- SUB-USERS MANAGEMENT

ADM to be billed in the current period

ADM pending settlement

Deactivated ADM

ADMs per reporting period

Deleted ADM Query

Disputed ADM

ADM/ACM by Number

Read Unread Cleaned Up

Order By: Document ascending

Filter By:

AGENT: [] - [] - []

Document: from [] - to []

Memo Issue Date from: [] [] [] to: [] [] []

Reason for memo: []

Submit Reset

Document

Document

AGENT

Issue / Refund

Currency

Amount

Memo Issue Date

Billing Period

Dispute Status

Time of last Dispute Action

Terms of Use | Privacy Policy Home | Back | Country | Log off

ADM Vision – ‘ADMs to be billed’ Query

ADM Vision
075 AIRLINE TEST
INTERNATIONAL AIR TRANSPORT ASSOCIATION

About
ADM TO BE BILLED IN THE CURRENT PERIOD

HD HELPDESK DECENTRALIZED 07/09/2009 21:43:40

[print marked documents](#) [Cleaned up Documents](#)
[Mark as Read](#)
[Mark as Read and Clean Up](#)
(only available for users with enhanced level)

Page 1 of 2
Found Records 58

- ▶ ADM
 - Dashboard
 - ADM Issues
 - ADM Query
 - ADM Disputes over 60
 - ADM Issues Statistics
 - ADM Disputes Statistics
 - ADM Parameters
 - Exchange Rates
- ▼ FILES
- ▼ LOGIN AND PASSWORD
- ▼ SUB-USERS MANAGEMENT

<input type="checkbox"/>	Type	Document	AGENT	Issue / Refund	Currency	Amount	Memo Issue Date	Reason For Issue	Dispute Status	Billing Period	Dispute Date	See History	Dispute Reason	In Co
<input type="checkbox"/>	ADM	0541079002 2	77-77777 0	ISSUE	EUR	261.47	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079004 4	77-77777 0	ISSUE	EUR	204.06	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079008 1	77-77777 0	ISSUE	EUR	676.18	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079010 3	77-77777 0	ISSUE	EUR	760.32	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079012 5	77-77777 0	ISSUE	EUR	235.00	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079014 0	77-77777 0	ISSUE	EUR	610.74	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079016 2	77-77777 0	ISSUE	EUR	256.90	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079017 3	77-77777 0	ISSUE	EUR	114.67	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079019 5	77-77777 0	ISSUE	EUR	202.07	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079020 6	77-77777 0	ISSUE	EUR	82.85	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079021 0	77-77777 0	ISSUE	EUR	113.76	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079022 1	77-77777 0	ISSUE	EUR	159.25	21AUG2009	41410		2009091		▶▶	▶▶	
<input type="checkbox"/>	ADM	0541079023 2	77-77777 0	ISSUE	EUR	379.91	21AUG2009	41410		2009091		▶▶	▶▶	

[Terms of Use](#) | [Privacy Policy](#)
[Home](#) | [Back](#) | [Country](#) | [Log off](#)

ADM Vision – ‘Deleted ADMs’ Query

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? DELETED ADM QUERY

ADM HELPDESK DECENTRALIZED 07/09/2009 23:57:25

https://test.accelya.com/?documento=6007512355&date=2008-08-19 01:32:45 - User Info...

HD HELPDESK DECENTRALIZED 07/09/2009 23:26:41

User Information

DOCUMENT: 6007512355

User	Name	Phone	Mail	Status
BSP	SASHA	+349165724228	sasha.khamsavi@accelya.com	OPERATION COMPLETED ON 2008-08-19 01:32:45 document deleted
BSP	SASHA	+349165724228	sasha.khamsavi@accelya.com	OPERATION COMPLETED ON 2008-08-19 01:32:22 document issued

details of

	See History	Dispute Reason	See Remark	See Reason
	▶▶	▶▶	▶▶	▶▶
	▶▶	▶▶	▶▶	▶▶
	▶▶	▶▶	▶▶	▶▶
	▶▶	▶▶	▶▶	▶▶
08	▶▶	▶▶	▶▶	▶▶
08	▶▶	▶▶	▶▶	▶▶
	▶▶	▶▶	▶▶	▶▶
	▶▶	▶▶	▶▶	▶▶
	▶▶	▶▶	▶▶	▶▶

	ADM	0507500030	77-77777 0	ISSUE	EUR	385.00	28FEB2008	Pending Airline's Investigation	2008024	28FEB2008	▶▶	▶▶	▶▶	▶▶
<input type="checkbox"/>	ADM	0507500031	66-60666 5	ISSUE	EUR	100.00	11MAR2008	Pending Airline's Investigation	2008032	12MAR2008	▶▶	▶▶	▶▶	▶▶
<input type="checkbox"/>	ADM	0507500033	77-77777 0	ISSUE	EUR	1.00	12MAR2008	Pending Airline's	2008032	12MAR2008	▶▶	▶▶	▶▶	▶▶

Terms of Use | Privacy Policy Home | Back | Country | Log off

ADM Vision – ADM Issue Statistics

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ADM ISSUES STATISTICS

Issues Statistics: by BSP & reference currencies

Ref. currency: EUR Last Update: 03/09/2009 11:59:00

BSP	Last 3 Months					Last 6 Months					Last 12 Months				
	ADMs		Disputes		Ratio	ADMs		Disputes		Ratio	ADMs		Disputes		Ratio
	Number	Amount	Number	Amount	Ratio	Number	Amount	Number	Amount	Ratio	Number	Amount	Number	Amount	Ratio
BK	38	6615.02	4	2045.97	30.93%	39	6665.02	5	2095.97	31.45%	40	6675.02	5	2095.97	31.40%
HC	9	8200.00	3	3200.00	39.02%	9	8200.00	3	3200.00	39.02%	9	8200.00	3	3200.00	39.02%
HD	63	25093.46	0	0.00	0.00%	65	25144.46	1	50.00	0.20%	71	25377.44	3	195.00	0.77%
TOTAL	110	39908.48	7	5245.97	13.15%	113	40009.48	9	5345.97	13.36%	120	40252.46	11	5490.97	13.64%

Local Currency Average Amounts

The user can click on the BSP button to see Agent Level Issue Statistics

Terms of Use | Privacy Policy Home | Back | Country | Log off

ADM Vision – ADM Issue Statistics

ADM Vision
075 AIRLINE TEST
INTERNATIONAL AIR TRANSPORT ASSOCIATION

About
ADM ISSUES STATISTICS

- ▶ ADM
 - Dashboard
 - ADM Issues
 - ADM Query
 - ADM Disputes over 60
 - ADM Issues Statistics
 - ADM Disputes Statistics
 - ADM Parameters
 - Exchange Rates
- ▼ FILES
- ▼ LOGIN AND PASSWORD
- ▼ SUB-USERS MANAGEMENT

Issues Statistics: by Agent & reference currencies

Ref. currency: EUR Last Update: 03/09/2009 1

BSP: BK (AED*1.0000) (TAM*1.0000) (USD*1.0000)	Last 3 Months					Last 6 Months					Last 12 Months				
	ADMs		Disputes			ADMs		Disputes			ADMs		Disputes		
	Agent	Number	Amount	Number	Amount	Ratio	Number	Amount	Number	Amount	Ratio	Number	Amount	Number	Amount
0000000	1	5.00	1	5.00	100.00%	1	5.00	1	5.00	100.00%	1	5.00	1	5.00	100.00%
0000001	10	2477.11	2	2039.97	82.35%	10	2477.11	2	2039.97	82.35%	10	2477.11	2	2039.97	82.35%
0000002	10	375.09	0	0.00	0.00%	10	375.09	0	0.00	0.00%	10	375.09	0	0.00	0.00%
0000003	14	526.82	0	0.00	0.00%	14	526.82	0	0.00	0.00%	14	526.82	0	0.00	0.00%
0000004	1	2930.00	0	0.00	0.00%	1	2930.00	0	0.00	0.00%	1	2930.00	0	0.00	0.00%
1111111	1	300.00	0	0.00	0.00%	2	350.00	1	50.00	14.29%	3	360.00	1	50.00	14.29%
3333333	1	1.00	1	1.00	100.00%	1	1.00	1	1.00	100.00%	1	1.00	1	1.00	100.00%
TOTAL	38	6615.02	4	2045.97	30.93%	39	6665.02	5	2095.97	31.45%	40	6675.02	5	2095.97	31.45%

Local Currency
Average Amounts
BSP View

[Terms of Use](#) | [Privacy Policy](#)
[Home](#) | [Back](#) | [Country](#) | [Log off](#)

ADM Vision – ADM Dispute Statistics

ADM Vision 075 AIRLINE TEST INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? ADM DISPUTES STATISTICS

ADM
- Dashboard
- ADM Issues
- ADM Query
- ADM Disputes over 60
- ADM Issues Statistics
- ADM Disputes Statistics
- ADM Parameters
- Exchange Rates

FILES
LOGIN AND PASSWORD
SUB-USERS MANAGEMENT

Disputes Statistics: by BSP & reference currencies

Ref. currency: EUR Last Update: 03/09/2009 11:59:03

BSP	Last 3 Months		Last 6 Months		Last 12 Months	
	Number	Amount	Number	Amount	Number	Amount
BK						
Authorized	0	0.00	0	0.00	0	0.00
Rejected	2	6.00	2	6.00	2	6.00
Timeline exceeded	0	0.00	0	0.00	0	0.00
Late Agreement	0	0.00	0	0.00	0	0.00
HC						
Authorized	1	400.00	1	400.00	1	400.00
Rejected	0	0.00	0	0.00	0	0.00
Timeline exceeded	0	0.00	1	0.00	0	0.00
Late Agreement	0	0.00	0	0.00	0	0.00
HD						
Authorized	0	0.00	1	50.00	1	50.00
Rejected	0	0.00	0	0.00	2	145.00
Timeline exceeded	0	0.00	1	0.00	0	0.00
Late Agreement	0	0.00	0	0.00	0	0.00
TOTAL						

Click on the BSP to see the statistics displayed at an agent level

Terms of Use | Privacy Policy Home | Back | Country | Log off

ADM Vision – ADM Parameters

The screenshot displays the ADM Vision configuration interface. The top navigation bar includes "ADM Vision", "075 AIRLINE TEST", and "INTERNATIONAL AIR TRANSPORT ASSOCIATION". The main header is "ADM PARAMETERS". A left sidebar menu lists various options, with "ADM Parameters" highlighted. The main content area is titled "ADM Vision configuration parameters." and contains two configuration items:

- Number of days until an ADM becomes critical.** A dropdown menu is set to "2", which is circled in red.
- Generate dispute files?** A dropdown menu is set to "Yes".

Below these items are "Submit" and "Reset" buttons. A red-bordered box at the bottom of the page contains the text: "You decide when a disputed ADM should be treated as critical". The footer contains links for "Terms of Use", "Privacy Policy", "Home", "Back", "Country", and "Log off".

ADM Vision for BSPlink

Other Information...

- Information is updated three times per day
- On 'day 1' you will be able to see the current status of all your ADMs plus 12 months of history

ADM Vision for BSP*link*

How much does it cost...

- 66 USD per BSP per month (capped to a maximum charge of 30 BSP's)
- Users charged at 10 USD per month per user

Note: In order to be able to subscribe to ADM Vision for a given BSP, Airlines must already have an active BSP*link* enhanced logon for that BSP.

ADM Vision for BSP*link*

In Summary... what you need to consider is

- How much Revenue are you losing through expired ADMs
- How much manpower is involved in gathering information and managing disputes
- How quickly do you resolve disputes
- How many of your ADMs are being cancelled
- Do you have visibility today of the bigger picture

ADM Vision for BSPlink

How do I find out more...

➤ Email us at bsplink@iata.org