

BSPlink AGENT NEWS

Welcome to the December 2011 Newsletter!

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Tuesday, 27 December

Airline Deactivation and Suspension processes

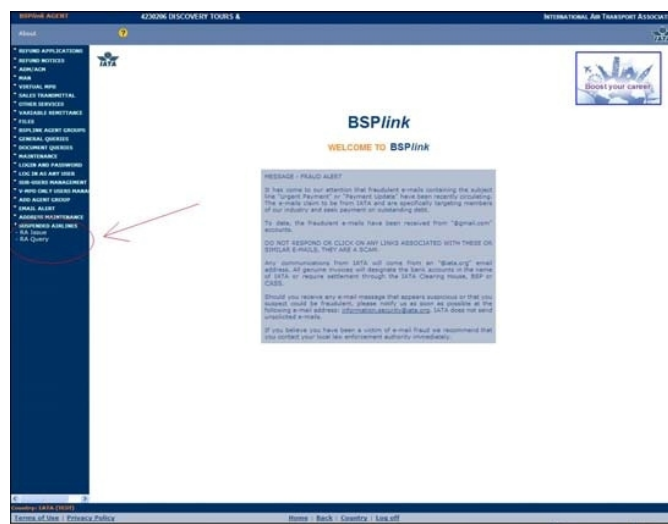
The current processes of deactivation and suspension of Airlines require a number of critical and sequential actions from different roles (BSP and Central Team).

These processes will be simplified and unified by enhancing the current "Airline Maintenance" module in BSPlink. The following changes have been brought to the "Airline Maintenance" module:

- The current function to allow / disable Agents to submit Refund Applications for a suspended Airline is extended to basic Agents.
- A new function will be added to enable suspended Airlines to approve / reject Refund Applications submitted by the Agents. When enabled, the Refund Application function will appear in the menu of the Airline(s) in question and the Airline can approve / reject Refund Applications from there.

- A number of automatic system behaviors have also been added. Upon suspension:
 - a. The Airline is deactivated 2 months after the suspension date
 - b. Ticketing authority is removed for All Agents having Ticketing Authority for this Airline

As a consequence of these enhancements, a new option "Suspended Airlines" will appear distinctly at the bottom of the Agents' menu, as per below screenshot. It will only be visible if there s at least one Airline suspended in the country.



This function will be available for submission of Refund Applications against suspended Airlines exclusively. Refund Applications against non-suspended and active Airlines will continue to be submitted via the "normal" and already existing Refund Application function, on top of the Agents' menu.

BSPlink login and welcome page revamp

The display of the information in the *BSPlink* login page has been improved. Additionally, Newsletters, Developments and the contents of the “*BSPlink* Message Centre” are now accessible through RSS (Really Simple Syndication) feeds for the users to subscribe to this information.

Developments for release on Tuesday, 31st January

BSPlink transactions documents in soft copy

For their records, users can currently only print documents issued/modified via *BSPlink* (AC/DMs, MAN Debit/Credit, AC/DM requests, AC/DNTs, SPC/DRs, VMPDs, RAs, and RNs). This development will enable users to download these documents to a PDF format, which offers them the possibility to keep records in soft copy. For this, a function called “Download to PDF” will be made available in all relevant screens.

BSPlink Login and users information: increased security requirements

For audit and security reasons, the following security and information elements will be enforced:

1. Login:

Each user’s and sub user’s login will have to contain at least 6 characters.

Upon release of this development, users who do not have a 6 characters login will be prompted to align their credentials with this new requirement in order to be able to access *BSPlink*.

The “change login and password” options will also be modified in order to only accept logins with at least 6 characters.

2. User’s information:

In *BSP* – Users Administration function, this development will put in place a control to ensure the following fields are populated for all users (existing or new users): Organisation, Address, Postal Code, Telephone, Responsible, Country and E-mail. Upon release of this development, users -for which any of these fields is not populated- will not be able to access *BSPlink* until they have entered the missing information in the corresponding fields, as displayed on the login screen.

Six months after they have logged in for the first time since the release of this development, users will be requested to validate their user’s information in the above listed fields. This requirement will occur every six months.

Contacts

IATA Customer Services

www.iata.org/Pages/customer-service.aspx