

#### Reminder

- **Reminder: BSPlink Credentials**

#### April/May Developments

- **DISI Element Displayed for Refunds**
- **Post Billing Dispute Modification**

#### Future Developments

- **BSPlink Refunds Functionalities**
- **Refunds – Easy Pay Form of Payment**

## Welcome to the April/May 2017 Newsletter!

### **Reminder: BSPlink Credentials**

BSPlink users are reminded not to share their passwords. Sharing account credentials can put organizational security at risk by exposing customer information and financial data to unauthorized users.

Also, use strong passwords, and remember they need to be unique in every system and changed on a regular basis.

Lastly, please remember that you can use the "**Forgotten Password?**" link in the BSPlink home page to reset and reinforce your credentials.



### **Developments Released**

#### **DISI Element Displayed for Refunds**

The DISI (Data Input Status Indicator) element is now being displayed for refunds, through 'Document Enquiry', below the GDS System information.

#### **Post Billing Dispute Modification**

Significant changes related to the Post Billing Dispute (PBD) process have been adopted by PAConf 39. In accordance with the amended Resolution 818g, Attachment 'A' provisions, a new module for the Post Billing Dispute functionality will be activated on 1<sup>st</sup> May 2017. Please refer to [Post Billing Dispute User Guide](#) (Miscellaneous BSPlink Documents) for more information in relation with the new PBD process.

### **Future Developments**

#### **BSPlink Refunds - Functionalities for Agent**

For Non-Maestro countries where the Easy Pay form of payment is allowed in BSPlink, the refund-related functionalities will be modified as follows:

- In the Refund Application and Refund Notice document forms, one EasyPay form of payment will be allowed, including the following corresponding data: Card Scheme, EP Number and EP amount.
  - The Refund Notice Massupload (ed) file will be modified to allow one EP form of payment. Also, the corresponding evaluation files will include transactions which have not been loaded due to errors related to EP validations.
  - The 'RA Query/RN Query' and RA/RN Query by Reporting Period will be modified, such that the Form of Payment column displays 'EasyPay' for the corresponding refunds
  - The 'Total Cash & Credit' field within the RA form will be renamed 'Total Refund amount' and will include the EasyPay amount
- Note: The Airline's EasyPay status should be OPTIN and the EP form of payment authorized for the agent when the refund is issued.

#### **Refunds – Easy Pay Form of Payment**

The online forms for Refund Application and Refund Notice, the Refund Application Action File and the BSPlink RET have been modified to accept EasyPay as a Form of Payment.