

Reminder

- **Reminder: BSPlink Credentials**

Welcome to the August 2017 Newsletter!

Agent

August Developments

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- BSPlink Refunds Functionalities
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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

NewGen ISS – EasyPay & FOP BSPlink Interface

New query options will be added through which the users will be able to query the allowed forms of payment for each agent and the EasyPay status for each airline.

BSPlink Refunds Functionalities

For BSPs where the Easy Pay form of payment is allowed in BSPlink, the refund-related functionalities were modified as follows:

- In the Refund Application and Refund Notice document forms, one EasyPay form of payment is allowed, including the following elements: Card Scheme, EP Number and EP amount.
- The RN Mass-upload (ed) file now allows one EP form of payment.
- The 'RA Query/RN Query' and RA/RN Query by Reporting Period were modified, so that Form of Payment column displays 'EasyPay' for the corresponding refunds.
- The 'Total Cash & Credit' field within the RA form was renamed as 'Total Refund amount' and includes the EasyPay amount.

For internal contacts to BSPlink team, please open an internal Salesforce case and escalate through "Operational Management - HO" queue.

BSPlink Webpage: <https://www.bsplink.iata.org>

New related document types for ADMs and ACMs

Two new document types (Exchange and EMD) were added to the related documents section in the ADM and ACM forms.

Airlines can select the applicable related document type, either Issue, Refund, Exchange or EMD when issuing the ADM/ACM and it would be visible to the agent when querying the ADM/ACM.

Enhancement on ADM Communications in BSPlink

To comply with the Industry requirements new enhancements to improve the communication channel in BSPlink between Agents, Airlines and GDSs were implemented to discourage usage of email communication outside of BSP. These changes also improve the ADM communication tool and the visibility of the ADMs forwarded to the GDSs.

EasyPay – Queries Update

For BSPs where the Easy Pay form of payment is allowed in BSPlink, the following queries were modified:

- Document Enquiry (TAIP): Basic Query -> a new 'EasyPay Amount' field is included and the 'Balance Payable to Airline' includes the EasyPay amount.
- Document Enquiry (TAIP): Detailed Query -> In the FORM OF PAYMENT field displays the type, amount and account number for EP and CC FOP. Also, a new box with the EP amount is displayed and the new section 'EasyPay Info.' contains: Payment Network, EP Number, Amount Paid.
- Document Enquiry (TAIP) / 'Issue Refund Notice' and 'Issue Refund Application/Authority' -> The auto-population forms were modified to calculate the total amount of the original document that have an EasyPay amount.
- EasyPay details were included in the following queries:
OTHER SERVICES - Sales Summary,
GENERAL QUERIES - On-line Billing Analysis and
DOCUMENT QUERIES - Net-Remit Documents.

ADM Policy query & Forwarded ADMs Global File

The option 'ADM Policy Query' under ADM module added to the Agents shows the ADM policies set by active airlines in the environment the user is connected to or all the BSPlink environments the Agent has access to. The result can be downloaded to a .txt file through the Download link.

PBD Additional enhancements

New functionalities have been added to the recent Post Billing Dispute module. Now, transactions subject to a PBD action that have related documents will trigger error/warning messages to the users.

New filters are available (depending on the user type) to be applied when information is queried within the 'Query Post Billing Disputes' option.

Now, from the 'Query Post Billing Disputes' option, the users can download PBDs in Excel format. Finally, the Query Post Billing Dispute, has been added to Multi Country (HOMU, HOSU, MCMU, MCSU) and BSPlink Agent Group Primary Accounts users.

PBD Additional enhancements IRIS

Enhancements have been added on the generation process of the PBD files to improve control over the reception of files on IRIS side. Now, files are generated every day even if these are empty (due to no documents issued or changes on the PBD status during the day).

Also, split files are generated to differentiate status changes for Multi-country and multi-currencies BSPs. Finally, validations to not allow PBD registration for suspended airlines or starting PBD by defaulted agents have been added.

Future Developments

Delete Files and Delete Files Query options

This new functionality will allow users to delete (from a file already in the user's container) an uploaded file. With the 'Delete Files Query', users can query the amended files. The two options 'Delete Files' and 'Delete Files Query', are available for the following users: Airline, BSP, DPC, Third Party, HOMU and MCMU under the 'FILES' module.