BSP*link* AGENT NEWS

Welcome to the January 2014 Newsletter!

In this edition:

- **Strengthening Password Management – Reminder**
- **Miscellaneous Form of Payment Type MSCC and MSCA in Refunds**
- **Control Periods on General Queries-> Non Comparative and Rejected Documents**
- **vMPD Sunset Communication**

Strengthening Password Management

Should you have further question on the plan, please contact Customer Service in your respective regions.

Note that the next batch of implementations on **Feb 17th 2014** will take place in:

DK, EE, EG, IS, LT, LV and NO.

Developments for Release on Tuesday, 28th January 2013

Miscellaneous Form of Payment Type MSCC and MSCA in Refunds

In the Refund Notice, Refund Application, Authorization and Under Investigation forms, a new section will be added to allow the user to register information for a Miscellaneous Form of Payment.

-For Miscellaneous Cash (MSCA) a check box and a text box will be added to indicate the "MSCA" Form of Payment and the amount.

-For Miscellaneous Credit (MSCC) a check box and a text box will be added to indicate the "MSCC" Form of Payment and the amount, together with the required fields for the Card Type and Credit Card Number.

When a document that contains Miscellaneous Form of Payment is auto-populated into the Refund Application or Refund Notice forms the corresponding fields will be completed.

Control Periods on General Queries-> Non Comparative and Rejected Documents

The drop-down menu that allows users to select period, month and year has been made dynamic so that when a month is selected, the system will refresh and show the available periods for that month.

vMPD Sunset Communication

The IATA e-Services project supports the travel and tourism industry in facilitating the sales and collection of ancillary services through all distribution channels – including travel agents and online airline sales - using IATA's electronic miscellaneous document (EMD) standard.

EMD will become the new industry standard to replace current vMCO/vMPD document for services such as charges for ancillary services, amendment fees and refunds. Please note that vMCO will no longer be processed as of January, 2014. vMPD deadline is extended in all BSPs until June 30th, 2014.

"Never say anything about yourself you do not want to come true." [*Brian Tracy*]

In addition, the following BSPs will continue to accept vMPD until October 31st, 2014:

- All BSPs in Latin America including Caribbean
- Malaysia, Singapore, Australia, Japan, Korea, Hong-Kong, Chinese Taipei, India, Sri Lanka
- Russia, Ukraine, Turkey, Italy
- Gulf Area

For meeting the industry deadline please consult your Airline(s) and GDS partner(s) for the latest implementation plan. Should you require more information regarding the industry progress, the benefits of EMD and how this will help you to increase the revenue from the sale of ancillary services please visit **www.iata.org/e-services**.

IATA Customer Service
http://www.iata.org/customer-portal/Pages/contactus.aspx

"Never say anything about yourself you do not want to come true." [*Brian Tracy*]