



# BSPlink AGENT NEWS

## Welcome to the January 2015 Newsletter!

### In this edition:

- Exceptional Remittance Notices Communication through BSPlink
- Enhancements to the Post Billing Dispute Process

### Future Developments

#### Exceptional Remittance Notices Communication through BSPlink

Agent users will be notified about the amended remittance amounts through PDF files containing instructions, initial amount on billing analysis and amounts adjusted from suspended airlines and final amount to be remitted. A corresponding email alert about the notice will be added in BSPlink for agent users, regardless of their template.

#### Enhancements to the Post Billing Dispute Process

Four new statuses will be introduced in BSPlink to show the situation of an ADM in regards to the post-billing dispute action.

The corresponding query will be enhanced to show the total amount (by currency) of the post-billing disputed documents.

The post-billing dispute feature will be made available to the Agency Primary Group Account users.

A disclaimer window with instructions on how to proceed on the remittance date will be shown to users when clicking the Post-Billing Dispute button.

**IATA Customer Service:**  
<http://www.iata.org/customer-portal/Pages/index.aspx>