BSP*link* AGENT NEWS

Welcome to the March 2013 Newsletter!

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new

Developments for Release on Tuesday, 26th March 2013

IATA e-Services

The IATA e-Services project supports the travel and tourism industry by 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.

By <u>**1st January**</u>**, 2014 vMCO/vMPD will no longer be processed in IATA BSPs.**

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

The e-Services factsheet is also available for download in BSPlink:
<u>https://www.bsplink.iata.org/bsplink14/entrada/BSPL_E_MAN.html</u>

Miscellaneous BSPlink Documents -> BSPlink General Information -> Select "e-Services factsheet" from the dropdown menu.

Strengthening Password Management

This is to give you notice that in order to align with Payment Card Industry (PCI) requirements, the BSPlink password management policy will be strengthened and sections of the BSPlink application will be secured.

The dates for implementation of the new password policy will be communicated to the user community in the next few weeks.

Future Developments

Rejected Documents

Non Maestro DPCs will be allowed to send to BSPlink the rejected documents information, and users will be allowed to query that information through the application itself.

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

"People in any organization are always attached to the obsolete –
the things that should have worked but did not, the things that once were productive and no longer are." **Peter Drucker**