BSP*link* AGENT NEWS

Welcome to the March 2016 Newsletter!

In this edition:

➢ **Refunds Process**

No new development released applicable to you this month.

Future Development

Refunds Process

The lifespan of Refund Applications in the BSP*link* system will be modified from 13 to 24 months.

IATA Customer Service:
www.iata.org/cs

"Management is about arranging and telling. Leadership is about nurturing and enhancing." *[Tom Peters]*