



BSPlink AGENT NEWS

Welcome to the May 2012 Newsletter!

In this edition:

- *Travel Agent's Handbooks 2012*
- *ADM Module Alignment with Resolution 850M- Part 1, 2 and 3*
- *BSPlink User Interface Improvements*
- *Printing ADM/ACM Forms*

Developments for Release on Tuesday, 29th May 2012

BSPlink User Interface Improvements

In order to revamp the user interface, BSPlink has been recently modified by adding the Message Centre and RSS to the homepage

We are now taking this a step further by modifying the menu display and by adding dynamic filters in the Files-Download menu.

The menu display has been changed to facilitate menu navigation by sliding, minimizing and maximizing content as the user moves around the menus. The idea is to save space and at the same time still show all information.

Files download has been modified by adding dynamic filters which may be used to filter through the file listings, by typing in the input fields at the top of the columns. Users can use a combination of these filters if they wish to display files that meet specific criteria.

These dynamic filters are available in:

Files Download, Download Communications, Eliminated Files, ADM/ACM Files, Group Files and Files by File Type.

Printing ADM/ACM Forms

In order that ADM/ACM documents can always be printed on a single page, the following fields will be reduced or aligned:

1. Airline telephone and airline fax fields will merge into "Tel / Fax"
2. Airline address fields will merge (i.e. Address 1 and Address 2 will become one)
3. Agent address fields will merge (i.e. Address 1, Address 2, Address 3 and Address 4 will become one)
4. The field "ADM to be included in Billing Period" will be renamed as "ADM Billing Period"
5. The field "TICKET DATE OF ISSUE" will be shown in lower-case
6. The field "PASSENGER" will be shown in lower-case
7. The field "Agent Email/Contact details for Dispute correspondence" will be renamed as "Agent Email/Contact for Dispute correspondence"

Future Developments

ADM Module Alignment

With Resolution 850M – Part 3

Since April's release, BSPlink is allowing the uploading of files up to 2MB (before it was only 500KB) via online to all airlines (recipient identifier '0000') and all users (recipient identifier 'ALL').

As of May's release, BSPs will be able to upload files '0000', '000000000' and 'ALL' via SFTP as long as they are not included in a compressed file (file descriptor 'ez').



ADM Module Alignment

With Resolution 850M - Part 1 & 2

In order to continue the alignment of BSPlink with Resolution 850M, the Contact Information Record (ITOI) in the ADM/ACM mass upload files will be mandatory as of **October 1st 2012**. From that date onwards all transactions with missing contact information in the ACNA (Airline Contact Name), ACPH (Airline Phone/Fax Number) and ACEM (Airline E-Mail Address) fields will be rejected.

The BSP and Regional network will be contacting those airlines and 3rd parties, who are not including this ITOI record in their upload files, to ensure that they take the required action.

TRAVEL AGENT'S HANDBOOKS 2012

The new editions of the Travel Agent's Handbook, effective 1st June 2012, have been posted to the Agenthome web site and can be downloaded from:

<http://www.iata.org/whatwedo/travel-tourism/Pages/tah.aspx>

Please note that all Local Criteria are now reflected under **Section 3**.

In addition, all resolutions contained in the new Passenger Agency Conference Resolutions Manual effective 1st June 2012 can be found in the drop-down menu on the Resolutions section of the Agenthome web site.

Further information – BSP Manual for Agents, E-learning Courses 2012, etc. – is currently being updated and will be posted soon.

IATA Customer Service

<http://www.iata.org/Pages/customer-service.aspx>

Contacts

Local BSP Contacts Can Be Found From

www.bsplink.iata.org – Contacts