




BSPlink AGENT NEWS

Welcome to the May 2014 Newsletter!

In this edition:

- BSPlink Enhancement for ADM Policy 
- ADM Policy – Automated Disputing
- Post Billing ADM Disputes
- Additional Message System for BSPlink Transactions
- vMPD Sunset Communication

BSPlink Enhancement For ADM Policy

URGENT UPDATE: As part of changes to Resolution 850m approved by PaConf, effective as from 1 June 2014, it has been announced that airlines were required to have a link, in BSPlink (ASD in China), to their respective ADM policies in order to continue to be able to issue ADMs in BSPlink as mandated tool for debit memo processing.

Following requests from multiple airlines and in agreement with PaConf Chairman, the systemized mandate in BSPlink requiring airlines to publish a URL link to their ADM policy website is being deferred to 31 December 2014. **This option in Basic Configuration should not be activated for the moment until further notice.**



Developments for Release on Tuesday, 27th May 2014

ADM Policy – Automated Disputing

Following the changes in IATA Resolutions 818g and 850m with effectiveness June 1st, the maximum days for ADM latency days has been set to 15 days; only 0 to 15 values will be accepted. Furthermore, all agents will now be able to dispute ADMs on-line.

Post Billing ADM Disputes

Agents will have the possibility of disputing ADMs which have already been sent to the DPC for billing. The interval the agents will have to raise these disputes will start on:

- The day after the ADM latency period is over for a non-disputed ADM: ADM issue-date + latency days +1.
- The same day a disputed ADM is rejected (ADM dispute rejection date).

The last day the agents will be able to raise the post-billing disputes will correspond to the day before the remittance date is scheduled or the period the ADM transactions belongs to (ADM periods' remittance date -1). The remittance date will be taken from the information provided by IATA. If there is no remittance data available for a given period, agents will not be able to issue Post-billing disputes for that period.

"A lesson for all of us is that for every loss, there is victory, for every sadness, there is joy, and when you think you've lost everything, there is HOPE." [Geraldine Solon]

Additional Message System for BSPlink AD/ACMs

A new option will be added in the ADM/ACM forms, called "Comments". The main function is to establish an ongoing exchange of information between Airlines and Agents. The option will be added to the Refund Application forms at a later date.

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.

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

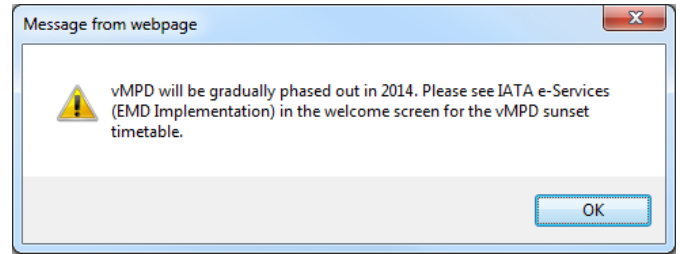
- All BSPs in Latin America including Caribbean
- Malaysia, Singapore, Australia, Japan, Korea, Hong-Kong, Chinese Taipei, India, Sri Lanka
- Russia, Ukraine, Turkey, Italy
- Gulf Area

For meeting the industry deadline please work closely with your IT/GDS partner(s) as well as informing your travel agents on your latest EMD development. For more information regarding the industry progress please visit:
<http://www.iata.org/whatwedo/airline-distribution/e-services/Pages/index.aspx>

For other enquires please log on to IATA Customer Portal: <http://www.iata.org/customer-portal/Pages/index.aspx>

As you may have noticed, from March 17th onwards, when an agent wishes to issue a V-MPD the following pop up will be displayed once while the agent remains logged in.

Once the agent clicks "ok" V-MPDs can be issued without the pop up being displayed:



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