BSP*link* AGENT NEWS

Welcome to the May 2015 Newsletter!

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- Enhancements to the Post Billing Dispute Process
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Development in production

Remove Restriction for 'ADM by Number' Query

The behavior of the 'ADM By Number' query has been changed in order to allow agents to see the details of the ADMs even if these documents have been reported to the DPC, but only when the Post-Billing Dispute period is still valid. This new behavior works regardless of the agent's template and access permissions assigned by the BSP.

Future Developments

FCMI on Related Document for ADMs

When a related document is available in BSP*link*, the BSP*link* application will auto-populate the corresponding FCMI field for those related documents in the ADM.

If one or more related documents do not exist in BSP*link* or are no longer available, the corresponding FCMI will be reported as blank.

Enhancements to the Post Billing Dispute Process

New statuses will be introduced in BSP*link* 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.

"Circles of influence vs Circles of power. Just as managers have subordinates and leaders have followers, managers create circles of power while leaders create circles of influence. The quickest way to figure out which of the two you're doing is to count the number of people outside your reporting hierarchy who come to you for advice. The more that do, the more likely it is that you are perceived to be a leader." *HBR*

IATA PERSEUSS

Airline ticket sale is an attractive ground for fraudsters. Card payment fraud is estimated to amount to over 1 Billion US$ a year in the airline industry. IATA Perseuss is a web based community allowing airlines to cooperate to identify and fight fraudulent card transactions.

IATA Perseuss offers a secure platform where airlines and travel agents can share information about fraudulent activity that they have encountered. The data can be matched with their sales data to identify suspect transactions. IATA Perseuss is not a blacklist; rather, it is information sharing service for airlines to support fraud prevention and reduce the cost of fraud.
For more information please check: http://www.iata.org/services/finance/Pages/perseuss.aspx

NEW!!! IATA PERSEUSS 4 TRAVEL AGENTS

IATA has developed in 2015 together with our partner Perseuss, a brand new functionality to connect Travel Agents (TA) to IATA Perseuss database in an effort to help TA share fraud data with the airlines, and assist them in preventing payment fraud.

TA can get access to IATA Perseuss through the IATA BSP Link portal. TA already connected to BSP Link with their regular user name and password will be able to access the IATA Perseuss banner displayed on the BSP Link home page.
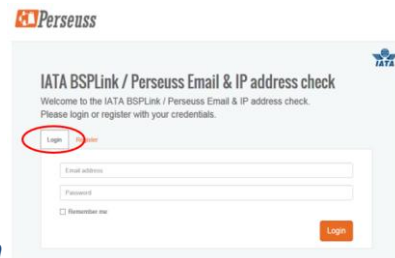

TA will be automatically redirected to the Perseuss home page where they can *Register* to receive a temporary user name and password.
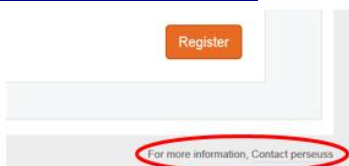

Once in possession of the user name and password they can *Login*

TA are encouraged to upload and check their transactions against the Perseuss database containing airline uploaded fraudulent transactions. Every match of emails and/ or IP addresses would signal a higher risk of fraud, helping the TA take further prevention measures as per their internal company policy.

The service is Free of Charge for a maximum of 10 monthly checks, offer valid until Jan 1st, 2016.

CONTACT US

In case of further questions related to *IATA Perseuss* or *IATA Perseuss 4 TA* please direct customers to contact us at **cardservices@iata.org** or write directly to Perseuss following the link on their *Registration* or *Login* pages:

Contact

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