BSP*link* AGENT NEWS

Welcome to the May 2016 Newsletter!

In this edition:

➢ **Refunds Process**

No new development released applicable to you this month.

Developments for Release on Tuesday, 28th June 2016

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

"To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others." [Tony Robbins]