

Notice & Reminder

- **Reminder: BSPlink Credentials**

Airline and GDS

Welcome to the April/May 2017 Newsletter!

Airline

April/May Developments

- **DISI Element Displayed for Refunds**
- **Variable Remittance Frequency Modifications**
- **Global sFTP Accounts Modification**
- **“Modify & Reject Dispute” Option Enhancement**
- **Post Billing Dispute Modification**

Future Developments

- **BSPlink Refunds Functionalities**
- **Refunds – Easy Pay Form of Payment**

GDS

April/May Developments

- **Agents in Wrong Master Table**
- **DISI Element Displayed for Refunds**
- **Global sFTP Accounts Modification**

Future Developments

- **Enhancements to TA Messaging from BSPlink**
- **Refunds – Easy Pay Form of Payment**

Reminder: BSPlink Credentials

BSPlink users are reminded not to share their passwords. Sharing account credentials can put organizational security at risk by exposing customer information and financial data to unauthorized users. Also, use strong passwords, and remember they need to be unique in every system and changed on a regular basis. Lastly, please remember that you can use the "**Forgotten Password?**" link in the BSPlink home page to reset and reinforce your credentials.



Developments Released

DISI Element Displayed for Refunds

The DISI (Data Input Status Indicator) element is now being displayed for refunds, through 'Document Enquiry', below the GDS System information.

Variable Remittance Frequency Modifications

In order to adapt BSPlink in the Netherlands to IATA's resolution on variable remittance frequency, all the remittance frequency values currently assigned in BSPlink NL have been changed from 4 to 2.

Global sFTP Accounts Modification

The folder structure of the global sFTP accounts will be modified to include two 'eliminated' folders:

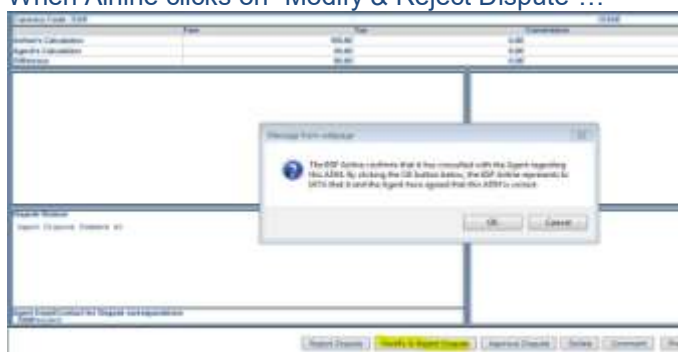
One in the 'Download' folder and the other in the 'Upload – BAD_FILES' folder.

The purpose of this development is to facilitate file management process.

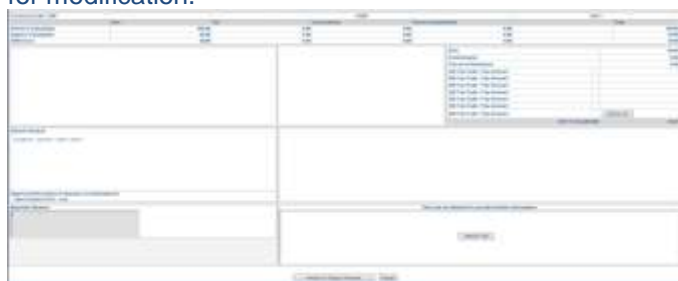
"Modify & Reject Dispute" Option Enhancement

The ADM "Modify & Reject Dispute" option has been improved by allowing users to introduce the rejection reason and modify the details of the ADM in the same step.

When Airline clicks on "Modify & Reject Dispute"...



Usually the next screen is as follows, with the possibility to enter a comment but not to "modify" any amount. You must first enter comment, then click "Modify & Reject Dispute", then the next step will enable the amount fields for modification.



NOW after the first click, you will see the amount fields available for modification on the same screen as the 'Rejection Reason' field and the process is completed in one click.



Post Billing Dispute Modification

Significant changes related to the Post Billing Dispute (PBD) process have been adopted by PAConf 39. In accordance with the amended Resolution 818g, Attachment 'A' provisions, a new module for the Post Billing Dispute functionality will be activated on 1st May 2017. Please refer to Post Billing Dispute User Guide for more information in relation with the new PBD process.

Future Development

BSPlink Refunds Functionalities for Airline

For Non-Maestro countries where the Easy Pay form of payment is allowed in BSPlink, the refund-related functionalities will be modified as follows:

- In the Refund Application and Refund Notice document forms, one EasyPay form of payment will be allowed, including the following corresponding data: Card Scheme, EP Number and EP amount.
- The Refund Notice Massupload (ed) and Refund Application Massupload action (e9) files will be modified to allow one EP form of payment. Also, the corresponding evaluation files will include transactions which have not been loaded due to errors related to EP validations.
- The Daily Refund Application Download (e6) file will be adapted to include EasyPay as a Form of Payment for the corresponding Refund Applications.
- The 'RA Query/RN Query' and RAR/N Query by Reporting Period will be modified such that the Form of Payment column displays 'EasyPay' for the corresponding refunds
- The 'Total Cash & Credit' field within the RA form will be renamed 'Total Refund amount' and will include the EasyPay amount

Note: The Airline's EasyPay status must be OPTIN and the EP form of payment authorized for the agent when the refund is issued.

Refunds – Easy Pay Form of Payment

The online forms for Refund Application and Refund Notice, the Refund Application Action File and the BSPlink RET have been modified to accept EasyPay as a Form of Payment.

Developments Released

Agents in Wrong Master Table

The generation process of the Non-TA Records Delete file will be modified to exclude from these files any deactivated codes that have been incorrectly registered within the BSP.

DISI Element Displayed for Refunds

The DISI (Data Input Status Indicator) element is now being displayed for refunds, through 'Document Enquiry', below the GDS System information.

Global sFTP Accounts Modification

The folder structure of the global sFTP accounts will be modified to include two 'eliminated' folders: One in the 'Download' folder and the other in the 'Upload – BAD_FILES' folder. The purpose of this development is to facilitate file management process.

Future Development

Enhancements to Ticketing Authority Messaging from BSPlink

When Ticketing Authority is removed from an agent, the email alert informing the GDS user will be modified to display:

"Regarding <Agent Name> <Agent Code> the ticketing authority has been cancelled for the following Airlines, hence issue and refund are to be inhibited"

A new option called "Ticketing Authority File Warnings" will be added to the "TICKETING AUTHORITY FILES REQUEST" menu, through which the user can decide if they want to receive a daily file with the TA warnings issued by the DPC, for the countries in which they operate.

Refunds – Easy Pay Form of Payment

The online forms for Refund Application and Refund Notice, the Refund Application Action File and the BSPlink RET have been modified to accept EasyPay as a Form of Payment.