



BSP*link* Manual Agents

CONTENTS

1.	What is BSPlink	5
2.	How to access BSPlink	6
3.	Refund Applications	9
3.1	RA Issue / RA Issue Pending Authorisation	9
3.2	Refund Application/Authority issued via 'Document Enquiry (TAIP)' option	11
3.3	Refund Application/Authority issued on-line	13
4.	Refund Notices	26
4.1	Refund Notice Issue	26
4.2	Refund Notice issued via 'Document Enquiry (TAIP)' option	26
4.3	Refund Notice issued on-line	29
4.4	Upload Refund Notice Files	32
4.5	Issue Refund Notice Pending Authorization	33
4.6	Supervise Refund Notice	34
4.7	Refund Notice Query	37
4.8	Refund Notice Query by reporting period	38
4.9	Airline Permission for Refund Notice Issue	41
5.	ADM/ACM Requests	42
6.	ADM/ACM Query	42
6.1	ADM/ACM Query Results	49
6.2	ADM/ACM Query – Actions to be Taken	52
7.	ADM Policy Query	55
8.	Charging Query	56
9.	MAN Minor Adjustment Notice	57
10.	Sales Transmittal	58
11.	Other Services	60
11.1	Sales Summary	60
11.2	Ticketing Authority Query	61
11.3	GDS Query	62
12.	Variable remittance (available only in BSP NL)	63
13.	Files	63
13.1	Upload Files	63

13.2	Download	65
13.3	Download Communications	66
13.4	Download: Eliminated Files	66
13.5	File naming convention	67
13.6	Steps to download a file	67
14.	BSPlink Agent Groups	68
15.	General Queries	68
15.1	Airlines	68
15.2	On-line Billing Statement	69
15.3	On-line Billing Analysis	70
16.	Document Queries	72
16.1	Stock Inventory	72
16.2	Last Supplies	73
16.3	Rejected Documents	73
16.4	Net-Remit Documents	75
16.5	Document Enquiry (TAIP)	75
16.6	Document Enquiry (TAIP): Basic Query	76
16.7	Document Enquiry (TAIP): Detailed Query	79
16.8	Credit Cards	82
17.	Maintenance	83
18.	Login and Password	84
18.1	Change Login and Password	84
18.2	Edit User Profile	85
18.3	IP Address Configuration	85
19.	Sub-Users Management	86
19.1	Sub-Users Query	86
19.2	Query All Sub-Users	87
19.3	Sub-Users Maintenance	87
19.4	Access Permissions	88
19.5	File Descriptors	90
20.	Add Agent Group Primary Account	90
21.	E-mail Alert	92
22.	Address Maintenance	94

23.	TIP – Consents Query	96
24.	Suspended Airlines	97
25.	Form of payments	98
26.	Post Billing Disputes	99
26.1	Start Post Billing Dispute	99
26.2	Pending Post Billing Disputes	101
26.3	Query Post Billing Disputes	102
27.	Card Acceptance: Query Setup	104

1. What is **BSPlink**

BSPlink is the global interface for travel agents and airlines to access the IATA Billing and Settlement Plan (BSP).

IATA currently provides services for the settlement of financial transactions between travel agents and the airlines. This service consolidates the amounts owed by each agent and the amounts due to each airline and enables the settlement to be made through a single financial transfer for each participant.

BSPlink is an innovative, internet-based system to facilitate interaction and exchange of information between all participants in the BSP.

For further details take a tour of the system with the on-line demo package or keep up to date on the latest developments in the “Developments” section.

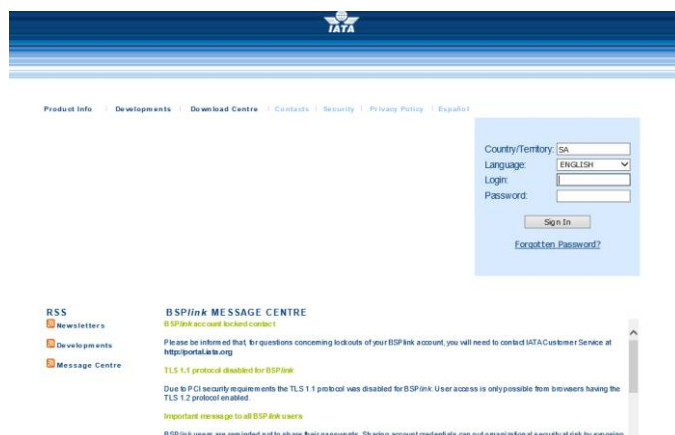
Equipped with a PC, an Internet connection, a Web browser and a user ID and password, authorised users can gain access to key financial and other data relating to their dealings with the BSP. For example:

- ✦ **BSPlink** allows agents and airlines the freedom and immediacy to perform transactions on-line.
- ✦ **BSPlink** does away with time consuming and costly manual processing.
- ✦ **BSPlink** provides on-line reports - available instantly, rather than mailing paper reports.

Please contact local IATA Customer Service for **BSPlink** issues such as Login & Password, access problems and BSP report problems.

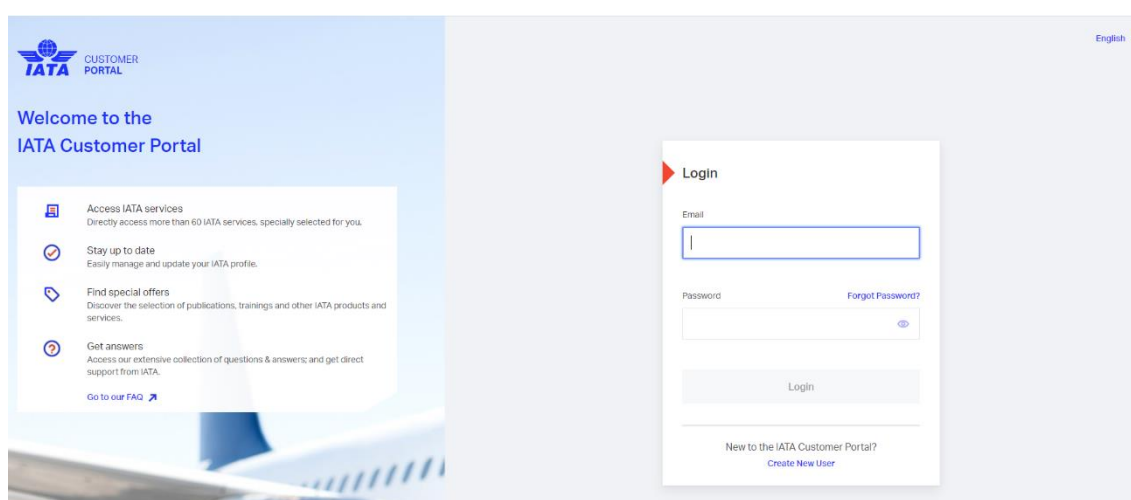
2. How to access BSPlink

The access through BSPlink.iata.org will be decommissioned. All access should be through the IATA customer portal.

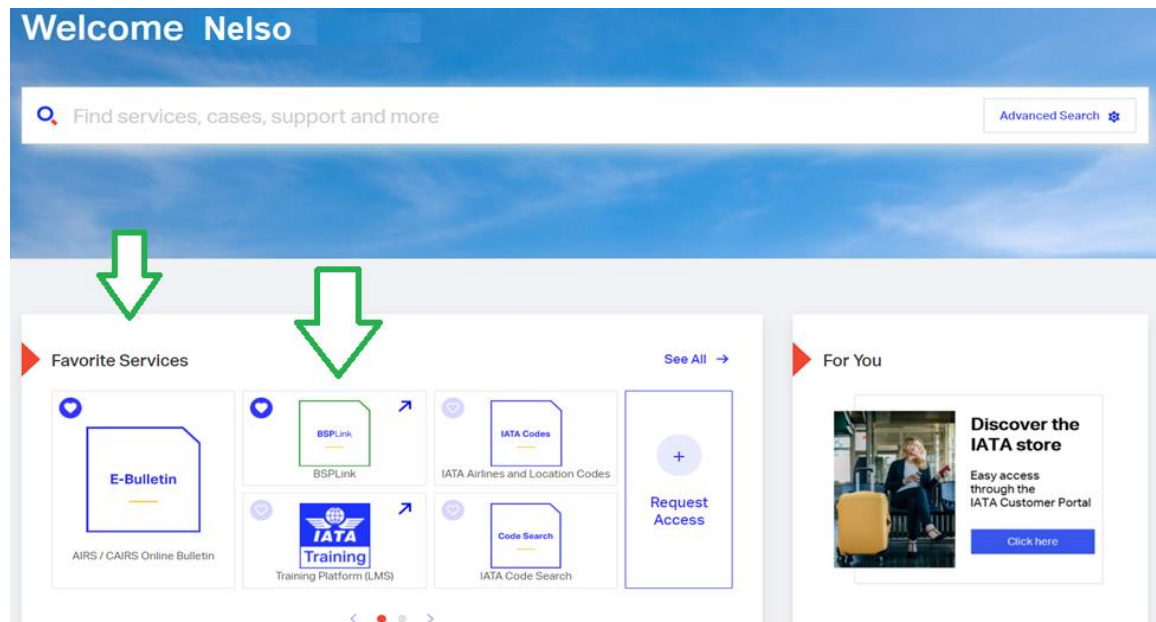


Access is now through portal.iata.org

On the login page, enter your IATA Customer Portal username (email address)



Go to “Favorite Services” and click on “BSPlink”



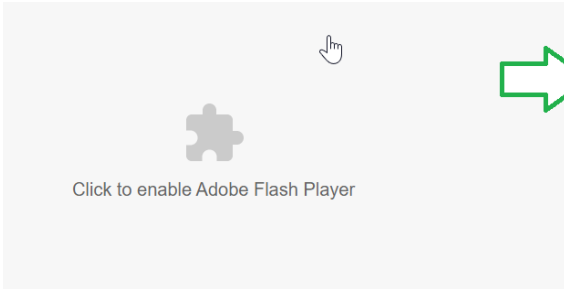
You will directly access your account without entering additional access details



If you have more than one account, you will get the below screen with the options to choose which access you want to use and then get access to the above screen.



[Product Info](#) : [Developments](#) : [Download Centre](#) : [Contacts](#) : [Security](#) : [Privacy Policy](#) : [Español](#)



Language: ENGLISH ▾

	ISOC	User Id	Name	User Type	Template
<input type="radio"/>	FJ	1130000	John Doe	Main-User	Basic
<input type="radio"/>	MO	1930000	John Doe	Main-User	Enhanced
<input type="radio"/>	MZ	5648034	John Doe	Main-User	Basic

3. Refund Applications

3.1 RA Issue / RA Issue Pending Authorisation

Via this option, Agents will be able to issue Refund Application/Authority documents.

1. **Fill in** the form with the correct information in each field.
2. To enter the XT tax breakdown, **enter** all the taxes in the corresponding fields.
3. In the last box, **enter** the XT tax and **click** the *XT Tax Detail*. The system will disable the corresponding amount field and will calculate that amount using the taxes entered in the XT taxes pop-up window.
4. In the new window, **enter** the ISO code and tax amount and **click** the *Add Tax* button.
5. When completing the XT tax, **click** the *Save* button.
6. If issuing a document via *Document Enquiry (TAIP)* option:
 1. **Click** the *Populate* button to copy the original ticket taxes in the document being issued.
 2. **Select** the taxes to be included in the document, by clicking the corresponding check-box.
 3. **Click** the *populate selected* button to copy the selected taxes into the tax area.
7. **Click** on the corresponding button to issue the document or to save it as a draft:
 - Issue:** to save and completely issue the document.
 - Issue & Save Template:** to save the information as filled in the form and completely issue the document.
 - Issue Pending Supervisor:** when issuing a refund application through option *RA Issue Pending Authorisation*. In order to completely issue the document, the supervisor will have to issue the document through option *RA Supervise*.
 - Issue Pending Supervisor & Save Template:** when issuing a refund application through option *RA Issue Pending Authorisation*. To issue the document *Pending Supervisor* status and save the information as filled in the form.
 - Save Draft:** to save the information already filled in and be able to continue with the document issue later.
8. In the confirmation screen, **click** the *You can now attach files to the document* link to attach files to the refund. Note that the attached files will remain in the system for 9 months.

IATA REFUND APPLICATION / AUTHORITY																															
Date of Application: 22APR15	STAT: <input type="text"/> Status:																														
TO: <input type="text"/>	FROM: 33-33333 3 TEST																														
Address:	Address: address1 address2 locality city postcode country																														
Telephone:	Telephone: tel																														
Fax:	Fax: fax																														
AIRLINE VAT No.:	AGENT VAT No.:																														
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If the agent trying to issue the Refund Application/Authority is a Satellite Ticket Printer agent (STP) and the *STP controls and validations* parameter is set to Yes in the *Basic Configuration* option in BSP's main menu, the following message will be displayed, thus indicating that it is not possible to issue the document:

This agent is a Satellite Ticket Printer and cannot issue this type of transaction. It can, however, be issued via the agent's HOST location.

Please be informed that some fields of TO/FROM areas will display by default, information of Master Tables and BSPlink users table. If the users have filled in their contact information for Refunds in the *Address Maintenance* option, this information will prevail over the one indicated in the Master Tables and BSPlink users table.

There are several fields in the Refund Application/Authority form that depend on certain parameters that have been configured by BSP or the Airlines via the corresponding BSPlink module.

- o STAT
- o Airline VAT Number
- o Agent VAT Number
- o Company Registration Number

- o Reason for Memo
- o Coupons
- o Date (dd/mm/yyyy)
- o Credit Indirect Refunds
- o Electronic Ticket
- o Net Remit
- o Is Tax on Commission allowed?
- o Cancellation Penalty (CP)
- o Tax on CP
- o Commission on CP
- o Misc Fee (MF)
- o Tax on MF
- o Waiver Code
- o Expiry Date

There is also a condition that should be fulfilled so that indirect refunds can be issued. It will depend on the value of a parameter set by the airline via the *Basic Parameters*.

Contact your BSP and the airline for which you wish to issue the refund application for further information on how these parameters have been configured so that you correctly fill in the form.

There are two ways to issue Indirect Refunds via *BSPlink*:

1. Refund Application/Authority issued via 'Document Enquiry (TAIP)' option: This is the recommended and easiest way. Please find instructions below.
2. Refund Application/Authority issued on-line.

3.2 Refund Application/Authority issued via 'Document Enquiry (TAIP)' option

There are several conditions for a user to be able to issue a new document from the queried document in '**Document Enquiry**' option:

1. It is **only** possible whenever the user has issued the queried document. i.e., the user is the owner of the document.
2. When the document being queried is **NOT** a **VOID** ticket.
3. For credit NR documents, RA will be allowed whenever permitted by the BSP user and the airline.
4. The link to refunds would be available whenever the queried document is **NOT** another refund or an ADM/ACM.
5. Whenever the user trying to issue Refunds from a queried document has permission to issue them, that is, BSP has given the user access permissions to issue documents via *BSPlink*.
6. Whenever the document configuration is correctly set. This depends on the series and prefix of documents. In *BSPlink*, every document needs to have a series and a prefix well-defined. If some document type has not been well configured, the system would consider that such document type cannot be issued through *BSPlink* and, therefore, the links in the '*Document Enquiry*' option would not appear.

When clicking the links in the '**Document Enquiry (TAIP)**' option, a Refund Application/Authority form is displayed. The cursor will be placed in the first field to be filled/modified by the agent.

Several fields that can be modified will be automatically copied from the queried document, whenever such information is available, in order to facilitate the issue of the new document: TO, Passenger Name, Currency... **Fare Area** will be also copied from the original document to the new Refund Application/Authority form in the corresponding boxes.

If decided by the BSP that credit refunds are not allowed, the queried document must not have been paid by credit in order for the agent/airline to be able to refund it. It is also important to bear in mind that although credit refunds may be allowed, the links may not appear if the refunded document has been paid with more than two credit cards.

The *CC* and *Net Remit* fields cannot be unchecked, if they are checked when copying information from the original ticket to the refund form.

Special attention has to be paid to the following areas:

- o **Taxes**

In order to copy the original ticket taxes, the user can click on the *Populate* button. By default, all taxes will be selected, but the user is able to tick/untick individually the taxes to be included in the document that is being issued. To include the selected taxes in the form, the user will have to confirm the action by clicking on the *populate selected* button.

Please note that if the user has already entered any tax, when copying the taxes in the *Populate* window the entered taxes will be overwritten. There is an exception for taxes: If the currency selected in the form is different from that displayed in the **Populate** window, the taxes will not be copied.

When the original ticket has two taxes with the same ISO Tax code, the system will show both taxes with the corresponding tax amount each. Note that **CP** and **MF** taxes will be only available in the populated form, whenever they are allowed in the BSP.

- o **Coupons**

By default, all the used coupons in the queried document will be marked in the new form. However, the user is able to unmark those that are not going to be refunded.

- o **Conjunction Tickets**

If the queried document has **Conjunction Tickets**, when copying the information from the queried document to the new Refund Application/Authority form, all the conjunction documents and the used coupons will be displayed and marked, by default. However, as previously explained, the user is able to unmark those coupons that are not going to be refunded.

Note 1: if all the coupons of a document are deactivated, such document will not be refunded, unless the corresponding BSP parameter (*Issue Refund without coupons*) is set to *Yes*.

Note 2: if the conjunction tickets are not correlative, the refund application will not be issued.

All the fields copied from the queried document can be modified. This means that although some of the fields in the form are copied from the original document, the user may be able to make the corresponding changes.

When the form is completely filled in, the user can click one of the available buttons.

3.3 Refund Application/Authority issued on-line

The shaded grey fields are compulsory, whereas the white fields are optional. There are some fields in light blue that will be activated when the corresponding tick-box is selected. For a more accurate description, we will explain all fields:

- **Date of application:** This date corresponds to the current date (YYMMDD) in which the refund application is being issued. This field is automatically filled in when accessing to the *Refund Application/Authority Issue* option.
- **STAT:** This field depends on both, the status value defined when creating the document type and the value set in the *Free Stat* parameter, configured by BSP:
 - o *Free Stat set to No:* When the document is defined as international or domestic, **International** or **Domestic** will be displayed without allowing the user to modify the value. If the document has been defined as **neutral**, the user can select between **International** or **Domestic** values. The default value will be the one set by BSP in the *Default Stat* parameter.
 - o *Free Stat set to Yes:* When the document is defined as international or domestic, characters **I** or **D** will be automatically displayed. The user can enter two additional characters (example: INT or DOM). If the document has been defined as **neutral**, the field will show either **I** or **D**, depending on the value defined by BSP in the *Default Stat* parameter. The user may change the value by default and enter two additional characters or leave the field empty.
- **TO:** Enter the three-digit airline code. **Note** that it is possible to register **alphanumeric airlines**, whenever DPC has decided that it is possible to process transactions with alphanumeric airline codes. **Note as well** that when filling in the airline code and then using the tabulation to go to the next field or clicking on any other field, the airline basic data will be automatically filled in (address, telephone, fax).
- **FROM:** This field will be automatically filled in with the user agent code and agent's details. The agent's contact data is from the BSPlink user that has logged in the application to issue the document. However, it can be changed and the new contact data will be maintained during the same session.
- **Passenger Name:** This field is compulsory.
- **Passenger Details**
- **Reason for Refund:** up to 20 lines x 45 characters. The user may select one reason from the drop down list, whenever there are reasons available. The selected reason can also be modified or enter a free text.
- **Documents for Refund:** Information about the ticket/document to be refunded.

Please note that in the case of a conjunction ticket the user will be able to indicate the related tickets. The fields to fill in are:

- o *Airline:* The three-digit airline code. **Note** that the user may indicate

- here an airline code different to the one indicated in the *TO* field.
- o *Form & Serial No.:* A ten-digit number.
- o *Coupons:* Tick the corresponding coupons that should be refunded. The system will check the coupons to be refunded, whenever the refunded ticket is within a series in the series table. Therefore, if the refunded ticket has been defined with 2 coupons and the user is trying to refund the 4th one, *BSPlink* will not allow the issue of such refund. This field depends on a parameter set by BSP (Issue Refund without coupons). If no coupons have been selected, and the parameter has been set to yes, the user will be asked to confirm that the refund does not need coupons.
- o *Date of issue:* The date (YYMMDD) when the ticket/document was issued.

Note that there is a link named *Document Enquiry* which allows the user to query the document to be refunded through the *Document Enquiry* option. To go back to the form, click the *Back to Refund Issue Form*.

- **Original Issue Details:** Information related to the original document in case the refunded ticket was an exchanged ticket:
 - *Airline:* The three-digit airline code.
 - *Serial No.:* A ten-digit number.
 - *Issuing Agent*
 - *Date (dd/mm/yyyy):* Date when the refunded document was issued.
 - *Place (alpha city code):* Place of issue of the original ticket (three-digit city acronym).
- **Form of Payment:** Information related to the form of payment in which the refund is going to be carried out.
 - *Cash:* Tick the corresponding check box if the form of payment is cash. Note that if this field has been ticked, the field *Cash Amount* will be activated to enter the corresponding amount.
 - *CC:* Tick the corresponding check box if the form of payment is credit. If the form of payment is by credit, the corresponding fields at the right-hand side of the screen should be entered (Card Type, Credit Card Number, Expiry Date, Amount) at least with credit amount and entity information². The user has the possibility to enter information for two credit cards. Please **note** that when the *Credit Card Type* is 'GR' (Government Warrants), the *CC Number* field may contain alphanumeric characters. When the Credit Card Type used is "AC" (Agent own Card) or "VA" (Virtual Account), the Card Number should fulfill the CC controls for any valid credit card stored in the system.³
 - *EP:* Tick the corresponding check box if the form of payment is easypay. If the form of payment is by easypay, the corresponding fields at the right-hand side of the screen should be entered (Card Scheme, EP Number, EP Amount) with the easypay information and amount.⁴
 - *Sub Total Credit + EP:* The total sum of credit and easypay amounts entered.
 - *Total Refund amount:* The sum of amounts entered in *Sub Total Credit + EP* and *Cash Amount*.
 - *MSCA:* When this field has been ticked, the corresponding amount has to be entered.
 - *MSCC:* if the form of payment is MSCC, the corresponding credit card fields should be filled in.

Note 1: The user may tick cash and credit, or cash and easypay, or cash and credit and easypay if applicable. When a refund is paid by cash and credit, or cash and

credit and easypay, the form of payment of this document is registered in *BSPlink* as Credit payment. When a refund is paid by cash and easypay, the form of payment of this document is registered in *BSPlink* as EasyPay payment.

Note 2: Refund Applications can accept 1 CA, 2 CC, 1 MSCA, 1 MSCC and 1 EP forms of payment for a given transaction.

Note 3: The BSP should activate CCAC and CCVA as valid forms of payment to accept “AC” or “VA” as a valid *Credit Card Type*.

Note 4: The EasyPay fields are only displayed for those environments where this Form of Payment has been activated.

- **Partial Refund:** To indicate that the user is issuing a partial refund. When this field is selected the fields *Less Gross Fare Used* and *Total Gross Fare Refunded* will be activated. Note as well that when the *Partial Refund* tick box is selected, the user will not be able to issue the refund application with all coupons selected.
- **Electronic Ticket:** Indicates that the document to be refunded is an Electronic Ticket.
If this field is selected, the *Electronic Ticket Authority Code* field will be activated and the user can fill it in, if so desired. Also, note that BSP or the airline may have decided via a parameter set in the corresponding main menu that validations over E-tickets will be carried out while issuing refund application/authority. Therefore, the agent may not be able to issue a refund application/authority against an E-ticket.
- **Net Remit:** To indicate whether the ticket to be refunded is a Net Remit ticket. Please be informed that this field will only be displayed in the form if the corresponding BSP basic parameter has been activated. Be informed as well that the user will only be able to issue CC refund application for a NR ticket if the airline has decided so.
- **Tour Code:** Enter a valid Tour Code, if applicable.
- **Customer Ref.:** Enter the reference number associated to the credit card user's accounts. This field will be activated if the user has ticked the CC check box but it is not compulsory.
- **Electronic Ticket Authority Code:** This field is activated when the *Electronic Ticket* tick box has been selected. The user can fill it in, if so desired.
- **Currency Code:** Click on the down arrow to select the currency.
- **Gross Fare:** The total fare amount of the refund without the taxes.
- **Less Gross Fare Used:** This field will be activated if the user has ticked the *Partial Refund* check box. To indicate the amount corresponding to the ticket value already used, if applicable.
- **Total Gross Fare Refunded:** This field will be activated if the user has ticked the *Partial Refund* check box. The total gross fare to be refunded will be the amount inserted in *Gross Fare* minus the amount inserted in *Less Gross Fare Used* box. It is automatically filled in.
- **Commission:** Agent's commission. The user has the choice of entering the Commission rate or the Commission amount. If the user wishes to indicate the commission percentage, the *Comm %* check box must be ticked. The corresponding field will be activated in order to enter the percentage.

- **Is Tax on Commission applicable:** It is only available whenever the value of the *Refund Application/Authority TOCA* parameter, set by the BSP user, is Yes.
- **Tax:** The ISO tax codes and amounts. Up to seven different taxes can be entered: Please, find below an explanation about the different allowed taxes:
 - **Standard Taxes:** Two alphabetic characters.
 - **Carrier Service Fees taxes:** Will be identified as two character code (OA/OB/OC) followed by up to 6 valid characters (A-Z, 0-9, '.', '/', '-', or blank).
 - **XF Tax:** There are two different ways to enter XF tax in BSPlink forms:

1.- Specify the 3-character Airport location identifier to which the Airport or segment tax applies and the amount corresponding to such tax. XF taxes would have a maximum of 8 characters: XFAAANN, where: **AAA** refers to the Airport Acronym and it can be any alphabetical character; **NNN** refers to a code reflecting the amount collected in the currency of the country where the Airport is located. *Example:*

TAX	XFMIA1	10
TAX	XFBCN200	20

2.- Another way is to follow DISH specifications. XF tax should indicate the total amount of all the XF taxes that are to be entered in the following boxes. The amount should be different from 0. It is compulsory to enter the XF taxes with format **XFAAAN** and without amount, just below the XF tax. *Example:*

TAX	XF	30
TAX	XFBCN2	0
TAX	XFMIA1	0

- **XT Tax:** not permitted in RA.
- **CP & MF Taxes:** Any taxes corresponding to the MF (Handling Fees) and CP (Penalty Charge) ISO codes will be allowed depending on the BSP decision. They should be registered in the *Cancellation Penalty* and *Miscellaneous fee* fields, respectively. Please be informed that CP + MF taxes cannot be greater than Fare + Taxes (CP+MF< or= Fare+Taxes). **Note** as well that the BSP can set the Miscellaneous Fee amount through the Basic Configuration table. If so, the MF amount by default will appear on the form but the user will be able to modify it.

Note that the user is able to enter the same ISO Tax code more than once, except for the XF tax that can only be entered once. The system will inform the user when the same ISO tax code is entered twice.

- **Commission on CP:** This field will be available in the form if the BSP has decided so. The user will have to enter the CP rate in the corresponding field.
- **Tax on CP / Tax on MF:** These fields will be available in the form if the BSP has decided so. The user will have to enter the applicable amount in the corresponding fields.
- **Refund To Passenger** = gross fare - gross fare used + taxes - CP - tax on CP - MF - tax on MF. The system automatically calculates the total amount to be refunded to the passenger.

Once the form has been completed, the user should click one of the available buttons. The system will ask the user for confirmation.

Note 1: The user should only enter numbers and English alphabet characters in the following fields: Passenger Name, Passenger Details, Taxes, Airline Code, Agent Contact, Agent e- mail, Agent Phone/Fax, Tour Code, Credit Card Number and STAT.

Note 2: If the refunded document is paid by credit, the credit card doesn't have to be the same as the one used to pay the associated ticket. As well, the credit cards that can be used are those previously selected by the BSP. Only applicable if credit refunds are permitted in the BSP.

Note 3: In case the original ticket has both standard and additional commission, the new document that is to be issued will only show the standard commission.

Note 4: If the original ticket has XF taxes that did not match with the correct BSPlink XF tax format, the system will transform it so that taxes can be copied. The format when transforming the taxes would be: **XFZZZNN**, where **ZZZ** would correspond to the Airport acronym, which may not appear in the original ticket. When more than two XF taxes does not have the BSPlink format in the original document, the system will transform each tax as follows: **XFZZZ1N**, **XFZZZ2N**, **XFZZZ3N** and so on, where **N** would only have, now, a maximum of 2 digits.

Note 5: The user should bear in mind that in case the queried document is a conjunction ticket, and the user wishes to issue a new document from it, the information that is copied in the form would be that from the original document.

3.4 Issue Refund Application/Authority Pending Authorization

Enhanced Agents can issue Refund Application/Authority that must be reviewed by a supervisor before the issuance of the Refund Application can be completed.

1. **Fill in** the form with the correct information in each field.
2. **Click on** the *Issue Pending Supervisor* button to issue the document.

Agents can issue documents pending authorization. This means that there is a supervisor user who will confirm the issuance of the document concern. The fields to be filled in and the way to enter them is the same as when issuing documents on-line.

Please, refer to explanation RA Issue / RA Issue Pending Authorisation for further information.

The main difference between Refund Application/Authority Issues and Refund Application/Authority Pending Authorization is that, once all the fields have been properly completed, the user should click the *Issue Pending Supervisor* button. The document will be saved, but it will not be issued. A supervisor must check that everything is correct and if so, authorize the Refund Application document issue through the “RA Supervise” option.

3.5 RA Supervise

Agent supervisor users will be able to query all the refund application/authority documents previously issued and pending their authorisation to be definitely issued.

1. **Select** *International* documents or *Domestic* documents. By default both will be selected.
2. **Enter** the searching criteria. Note that this is optional.
3. **Click** the *Query* button to continue.

The user should select *International* or *Domestic*, or carry out the query for both traffic types. Then, if desired, the user can restrict further the query:

- **Order By:** This field allows the user to sort the query depending on the chosen parameter: Document, Airline Company, Application Date, Currency, Form of Payment and Fare. It is also possible to decide whether the query is to be displayed in ascending or descending way.
- **Filter by:** The user is also able to filter the query by **airline** code, **document** series and a range of **application dates**.

Document	Ticket Number	Status	Airline Company	Application Date	Authorization Date	Rejection Date	Settlement Period	Currency	Form of Payment	Fare	Passenger	ET	Remark Airline	Remark Agent	Rejection Reason	See History	Comments	Internal Comment
<input type="checkbox"/> 3800001105	2351254874	PENDING SUPERVISION	035	22NOV16				GBP	CASH	65.00	DAVID MUNROE							

Note! If the user wishes to query all the documents pending authorization, no criteria should be entered. Finally, once all the parameters have been selected to carry out the query and the Query button has been clicked, a list with all the documents matching the filter of the query will be displayed. For further information on how to proceed, please refer to RA Supervise Results section.

3.6 Refund Application/Authority Query

Agents can query all the refund application/authority documents previously issued.

If the *E-mail Alert* option is active, automatic messages will be received whenever any action (authorization or rejection) is carried out over the documents.

1. **Select** one of the available options, depending on the kind of query to be carried out: *Pending Supervision*, *By Status*, *Refund by Number* or *Deleted*.
2. If selected *By Status*, **choose** at least one status of those available (*Draft*, *Pending*, *Rejected*, *Under Investigation*, *Authorised*, *Sent to Airline*).
3. If selected *Refund by Number*, **enter** the document number of the refund to be queried.
4. **Select** *International* documents or *Domestic* documents. By default, both will be selected.
5. For all options, except for *Refund by Number*, **click** the *Query Options* link, if you wish to filter the query. Note that it is optional.
6. **Enter** the searching criteria.
7. **Click** the *Query* button, to continue. There are four possibilities to query

the documents:

- **Pending Supervision:** The user is able to query the documents that are still pending supervision, i.e., documents that should be checked by a supervisor.
- **By Status:** The status of the document refers to the current situation of the refund:
 - o *Draft*: when the agent has saved a refund as a draft to finish issuing it later on.
 - o *Pending*: it includes the following sub-status:

Pending: when no decision has been taken yet.

Resubmitted: when the agent issues again a refund application that was rejected by the airline.

Changed by Agent: when the agent modifies a refund application that was in *Pending* or *Resubmitted* status.

- o *Rejected*: when the indirect refund has been rejected.
- o *Under investigation*: when further investigation is required on behalf of the airline to authorise or reject a refund application. The document is on hold until a decision is taken.
- o *Authorised*: when the airline has accepted the indirect refund.
- o *Sent to Airline*: refund applications already sent to the airline. Please note that these documents can neither be modified, nor deleted.
- **Refund by Number**: The user will enter a document number in the *Refund Number* box and click the *Query* button to execute the query. Please, note that deleted refunds may also be queried.
- **Deleted**: To query deleted refunds.

The **Query options** link beside the 'Clear' button allows the user to make the query more specific. It is available for all options, **except for option Refund by Number**. Note that the user can click this link and a form with different fields to be chosen will be displayed:

- *Read/Unread/Cleaned Up*: Only available when executing the query **by status**. The user can filter the query by selecting one of the check-boxes at the top of the *Query Options*:
 - o *Read/Unread*: to query the documents marked as read and/or unread.
 - o *Cleaned Up*: to query the documents that have been marked as read and transferred to the *Cleaned Up* page.

Read/Unread check boxes are selected by default. The user is able to tick/untick the corresponding option as desired. Note that both the *Read/Unread* and *Cleaned Up* options cannot be selected at the same time

- *Order By*: This field allows the user to sort the query depending on the chosen parameter: Status, Airline Company, Application Date, Authorisation Date, Settlement Period, Currency, Form of Payment, Fare. It is also possible to decide whether the query is to be displayed in ascending or descending way.
- *Filter by*: The user is also able to filter the query by **airline** code, **document** series and a range of **application** and **authorization dates** (the latter only applies to Authorized Refund Application/Authority).

It is important to mention that when selecting the 'Query options' link, the form with different fields to be selected will not disappear, unless the user refresh the page.

Finally, once all the parameters have been selected to carry out the query and the Query button has been selected, a list with all the documents matching the filter of the query will be displayed. The user, then, will be able to query the document and carry out certain operations, such as delete, modify, add internal comments, print.

3.7 Refund Application/Authority Query By Reporting Period

Agent users are able to query all the Indirect Refunds that have already been sent to the DPC in a RET file to be processed.

1. **Select** a range of periods the query is to be executed for
2. **Choose** a status to be queried.
3. **Select** *International* documents or *Domestic* documents. By default both will be selected.
4. **Click** the *Query Options* link, if you wish to filter the query. Note that it is optional.
5. **Enter** the searching criteria.
6. **Click** the *Query* button to continue

RA QUERY BY REPORTING PERIOD

Period From: 1, Period To: 1, Month: January, Year: 2014

☒ All ☐ Being processed by the DPC
☐ Billed ☐ Billed with modifications
☐ Rejected ☐ Not registered in corresponding HOT

☒ International ☒ Domestic

ORDER BY: Document ascending

AIRLINE:

DOCUMENT: from to

APPLICATION DATE: from to

AUTHORIZATION DATE: from to

Query Clear

The user should select a range of periods before executing the query and a status to filter the query: *Billed*, *Rejected*, *Being Processed by DPC*, *Billed with Modifications*, *Not registered in corresponding HOT* or simply, *All*.

- *Billed*: Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
- *Rejected*: Documents rejected by the DPC. These documents can be queried through the *Rejected Documents* query in BSPlink.
- *Being Processed by the DPC*: Documents that have been sent to DPC but have not been processed yet.
- *Billed with Modifications*: Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).
- *Not Registered in corresponding HOT*: Documents that are not in the corresponding HOT.

The user is also able to make the query more specific, by selecting the '**Query options**' link besides the 'Clear' button. When the user clicks this link, a form with different fields to be chosen is displayed. The different fields that can be used to order the query are the following:

- **Order By**: This field allows the user to sort the query depending on the chosen parameter: Document, Airline Company, Application Date,

Authorisation date, Settlement Period, Currency, Form of Payment or Status. It is also possible to decide whether the query is to be displayed in ascending or descending way.

- The user is also able to filter the query by **airline** code, **document** series and a range of **application** and **authorization dates**.

Finally, once all the parameters have been selected and the Query button has been clicked, a list with all the documents matching the filter of the query will be displayed. The user, then, will be able to query the document and print it. For further information, please refer to RA Query results section.

Note 1: The system will display information back to **24 months**.


Note 2: When selecting the *Query options* link, the form with different fields to be selected will not disappear, unless the user refreshes the page.

RA Query Results

The documents matching the query will be displayed.

- **Print marked documents:**
 1. To print several documents, **click** on the tick box beside each document, or **click** on the tick box in the header (beside the Document field) to select all the documents.
 2. **Click** on the *Print Marked documents* link at the top of the page, so that the system prepares the selected documents to be printed.
- **Authorize marked documents:** only applicable for supervisor users through option *RA Supervise*.
 1. To authorise several documents, **click** on the tick box beside each document, or **click** on the tick box in the header (beside the Document field) to select all the documents.
 2. **Click** the *Authorize Marked documents* link at the top of the page, so that the system will authorise the selected documents.
- **Mark as Read and Clean Up**¹: not applicable for *RA Queries per Reporting period*.
 1. To mark several documents as Read, click the tick box beside each document, or click the tick box in the header (beside the Document field) to select all the documents.
 2. **Click** the *Mark as Read* link at the top of the page.
 3. To store the marked documents in another page, **click** the *Mark as Read and Clean Up* link.
 4. To view the documents of point 3 above, **click** the *Cleaned up documents* link.
- **Other tips:**
 1. **Select** the document number to query the facsimile of the document.
 2. **Click** on the **Remark Airline** button to query the remark inserted by the airline, when applicable.
 3. **Click** on the **Remark Agent** button to query the remark inserted by the agent, when applicable.
 4. **Click** on the **Rejection Reason** button to query the airline's remark, when applicable.
 5. **Click** on the **See Remark** button to query the reason of the refund deletion, when applicable.
 6. **Click** on the **See History** button to query information about the status

changes of the document, the comments inserted or files attached, as well as the users that carried out those changes.

7. Click on the **Comments** button to query all the comments that have been introduced in the document.
8. **Click** on the **Internal Comment**  button to add a comment about the document.
9. **Click** on the **Download** and **Detailed Download** link, in order to generate a .txt file with the query results.

These are the available fields:

- ☐ : The check box beside each document displayed in the query allows the user to select the documents to be printed/authorized/marked as read and/or transfer documents to the Cleaned up documents page. **Note!** Only enhanced agents will be able to print and mark documents as read, and only supervisors are able to authorize documents.

When clicking the *Authorize Marked documents* link (available for supervisors only), the user is asked to confirm the issuance of the selected documents, and then, a list with the documents issued is shown.

When the user clicks the link *Mark as Read*, a pop-up window will be displayed to ask the user to confirm this action. Once confirmed, another message will inform the user that the documents have been marked. To view the documents, the user has to enter again the *RA Query* option. Marked documents will be marked in blue colour.

When the user clicks the link *Mark as Read and Clean Up*, the selected documents will be transferred to the *Cleaned Up Documents* page. To view these documents, the user will have to enter the option again and click the *Cleaned up Documents* link.

- **Document:** Refund number. By clicking on this, the user is able to query the facsimile of the document. Once within the document, it will be possible to print, delete, issue, insert comments, download to PDF. The link to query the facsimile will not be available for deleted documents.
- **Ticket Number:** The ticket number of the refunded document.
- **Status:** Draft, Pending, Pending Supervision, Under Investigation, Rejected, Resubmitted, Changed by Agent or Authorised.
- **Airline Company:** The airline code without the check-digit.
- **Application Date:** Issue date of the refund application.
- **Authorization Date:** The day when the refund application has been authorised by the airline, if applicable.
- **Rejection Date:** The day when the refund application has been rejected, if applicable.
- **Settlement Period:** The period when the refund is to be billed, once the airline has authorised it, if applicable.
- **Currency:** Currency in which the document was issued.
- **Form of Payment:** Credit (include CCAC and CCVA documents), cash or easypay
- **Fare:** The amount of the refund without taxes.
- **Passenger:** Passenger name.
- **ET:** Electronic Ticket, where 'Y' indicates that the refund application was issued for an Electronic Ticket. Otherwise, a blank space is indicated.
- **Remark Airline:** The airline's comment on the refund.

- **Remark Agent:** The agent's comments or reason for the refund issue.
- **Rejection Reason:** The airline's reason for the rejection.
- **See Remark:** Only available when querying *Deleted* refunds. It indicates the reason of the refund deletion.
- **See History:** The system gives the possibility to obtain information about the user that issued the refund and the user that accepted or rejected it, as well as the comments inserted and files that have been attached. There is a field displaying the document status and information on the date and time when this has been changed, ordering the actions from the latest to the oldest modification. If the refund application has been resubmitted, the number of the original refund application that was then rejected will be displayed as well.
- **Comments:** it displays all the comments that have been inserted in the corresponding document. The *Date* field provides information on the date and time in which a comment has been registered by a certain user.
- **Internal Comment:** The user is able to insert comments for the document. Once the comment inserted, the comment may be queried, modified or deleted. The comment may have a maximum length of five lines and 45 characters each.

It is possible to order the documents by the different fields that are displayed in the query. However, when only one document for the selected query is displayed, the arrows to order the query result will not appear.

The maximum number of documents that are displayed on the same page is 50. The system allows the user to go to the following page with more documents by clicking the link at the end of the screen with the page number. The user may also select the page the user wishes to go to, only by clicking on the drop-down menu and selecting the corresponding page.

Note 1: For links *Mark as Read*, *Mark as Read and Clean Up* and *Cleaned up documents*, and for the *Internal Comment* button, please be informed that actions made on these options by a main user do not affect the information viewed by the corresponding sub-user.

Also note that if something in a document is changed (not necessarily its status) via the *BSPlink* web-based application the document is removed from the *Cleaned up Documents* page.

Finally, **note** that when documents are marked as read, they cannot be unmarked, unless a modification on the document is carried out (as previously explained).

Note 2: When a document is paid both by cash and credit, the amount displayed in the fare field will refer to the total amount, and not only the credit amount.

Note 3: The EasyPay information is only displayed for those environments where this Form of Payment has been activated.

Note 4: It is possible to download the results of the query. The file generated via the Download button will contain the following information: Document, Ticket Number, Status, Airline Code, Application Date, Authorization Date (whenever it is available), Settlement Period, Currency, Form of Payment, Fare, Passenger and ET. In addition to these fields, the Detailed Download will include the Remark Airline, Remark Agent and See Remark (if available) information.

The user should click on the Download/Detailed Download button at the bottom right-hand corner of the screen. Then the file name is displayed. At this point the user is able to either visualise the file on the screen or save the file on his PC.

- *Visualise the file:* The user should only click on the file name, once it has been displayed on the screen.
- *Save the file:* The user should click the right-hand mouse button, once the name of the file is displayed. The user should now select the option 'Save target as' to save the file. Now, select the destiny folder in user's PC where the file is to be saved. The system will automatically save the file in this directory.

RA Supervise Results

Supervisors will see a list with documents waiting to be authorised.

- **Click** the document number to see the document facsimile.

A list with the documents that have been issued pending supervisor is displayed. The user can click the document number and query the Refund Application facsimile.

In case that the document cannot be authorized, the user will still be able to click the document to carry out other actions.

Find below several reasons why a document cannot be authorized without carrying out any modification first:

- The currency has an expiry date previous to the end of the billing period.
- The airline does not allow the agent to issue Refunds.
- The agent does not have Ticketing Authority for the airline.
- BSP has changed the value of certain parameters in the *Basic Configuration* option that affects the Refunds issue. Therefore, the original document information is not allowed by BSP when authorizing the document (for example, the refund was issued by credit and now, BSP does not allow Credit Refunds).

3.8 Refund Application Airline Permission

Enhanced agents will be able to query the airlines for which the agent can issue Refund Application/Authority.

These are the fields displayed in the query:

- **Code:** Airline IATA code without the check digit.
- **Name:** Airline's name.
- **Abbreviation:** Airline's abbreviation.


The following airlines have authorized you to issue Refund Application.

Code	Name	
001	AMERICAN AIRLINES	AA
005	CONTINENTAL AIRLINES	CO
037	US AIRWAYS	US
042	VARIG	RG
044	AEROLINEAS ARGENTINA	AR
045	LAN AIRLINES S.A.	LA
051	LOYD AEREO BOLIVIAN	LB
055	ALITALIA	AZ
057	AIR FRANCE	AF
075	IBERIA	IB
082	SN BRUSSELS AIRLINES	SN
125	BRITISH AIRWAYS	BA
127	GOL TRANSPORTES AERE	G3

4. Refund Notices

4.1 Refund Notice Issue

Enhanced Agents will be able to issue direct refunds - Refund Notices.

RN ISSUE																																						
Currency		NOK ▼																																				
FARE*Total Full Refund Value		0																																				
TAX		0																																				
GROSS REFUND Amount Approved		0																																				
Commission amount / %		0 %																																				
Tour Code or CAR/Value Code		State I																																				
Net Remit																																						
<div style="text-align: right;">A notice concerning Electronic Tickets refunds</div> <div style="text-align: center;">  BSP REFUND NOTICE </div> <div style="text-align: right;">Original Airline Copy 60-20565 5</div>																																						
Date of Issue of Refund		19/02/2018																																				
Passenger Name																																						
<table border="1"> <thead> <tr> <th>AirlineCode</th> <th>Form & Serial Number (s)</th> <th>Coupons</th> <th>Date of Issue Refunded Document (DDMMYYYY)</th> <th>Waiver Code</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>1 2 3 4</td> <td></td> <td></td> </tr> <tr> <td>CNJ</td> <td></td> <td>1 2 3 4</td> <td></td> <td></td> </tr> <tr> <td>CNJ</td> <td></td> <td>1 2 3 4</td> <td></td> <td></td> </tr> <tr> <td>CNJ</td> <td></td> <td>1 2 3 4</td> <td></td> <td></td> </tr> <tr> <td>CNJ</td> <td></td> <td>1 2 3 4</td> <td></td> <td></td> </tr> <tr> <td>CNJ</td> <td></td> <td>1 2 3 4</td> <td></td> <td></td> </tr> </tbody> </table>				AirlineCode	Form & Serial Number (s)	Coupons	Date of Issue Refunded Document (DDMMYYYY)	Waiver Code			1 2 3 4			CNJ		1 2 3 4			CNJ		1 2 3 4			CNJ		1 2 3 4			CNJ		1 2 3 4			CNJ		1 2 3 4		
AirlineCode	Form & Serial Number (s)	Coupons	Date of Issue Refunded Document (DDMMYYYY)	Waiver Code																																		
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Credit Card Number		Entry																																				
BP amount		0																																				
BP Number		Card Scheme																																				
MSCA		0																																				
MSCC		Amount: 0																																				
		Credit Card Number:																																				
		Card Type:																																				
REMARKS																																						

1. Enter all the fields required to correctly fill out the form.
2. Click on the Accept button.

There are three ways to issue Direct Refunds via BSP/link:

- 1) Refund Notice issue via Document Enquiry (TAIP) option

Issue Refund Notice via Document Enquiry option is the recommended and easiest way. Please find instructions below.

- 2) Refund Notice Issue on-line
- 3) Upload Refund Notice Files

4.2 Refund Notice issued via 'Document Enquiry (TAIP)' option

Choose from the main menu: Document Queries -> Document Enquiry -> Insert

Document number without Airline code -> Click "Basic or Detailed Query".

The user will find the "Issue Refund Notice" link at the bottom of the Document Enquiry. When clicking the links in the 'Document Enquiry (TAIP)' option a Refund Notice form is automatically displayed and ticket information copied. The cursor will be placed in the first field to be filled/modified by the Agent.

Several fields that can be modified will be automatically copied from the queried document whenever such information is available, in order to facilitate the issue of the new document: Airline Code, Passenger Name, Currency and Fare Area.

In case BSP has decided that credit refunds are not allowed, the queried document should not have been paid by credit, in order for the Agent to be able to refund it. Although credit refunds may be allowed, the refunded document cannot have been paid with more than one credit card, as it is not allowed in *BSPlink*.

Special attention has to be paid to the following areas:

Taxes

When issuing Refunds and ADM/ACMs from Document Enquiry a pop up window is displayed allowing users to select and deselect the tax fields to be 'Auto-populated'.

In case there are taxes in the queried document, these can be queried and copied to the new Refund Notice form. This is done with the three buttons that are displayed in the form:

Show: A query about the original document taxes. In this screen, the ISO tax, the amount and the currency of the taxes are displayed.

Populate: To copy the original document taxes to the new Refund Notice form. If the copied tax information is incorrect, such as incorrect format of ISO tax code, all the fields will be automatically deleted. If everything is OK, NO modifications are allowed.

Clear: To delete the copied taxes in order for the user to enter taxes manually.

There is one exception for taxes: If the currency selected in the form is different from that displayed in the *Show* button, the taxes will not be copied.

When the original ticket has two taxes with the same ISO Tax code, the system will calculate the total amount of both taxes. Therefore, the document will show only one tax with such amount. Also note that CP and MF taxes will be available in the populated form, whenever they are allowed in the BSP.

Note! If the original ticket has XF taxes that did not match with the correct *BSPlink* XF tax format, the system will transform it so that taxes can be copied. The format when transforming the taxes: XFZZZNN, where ZZZ corresponds to the Airport acronym, which may not appear in the original ticket. When more than two XF taxes does not have the *BSPlink* format in the original document, the system will transform each tax as follows:

XFZZZ1N, XFZZZ2N, XFZZZ3N and so on, where N would only have, now, a maximum of 2 digits.

Coupons

By default, all the used coupons in the queried document will be marked in the new form. However, the user is able to unmark those that are not going to be refunded. This field depends on a parameter set by BSP (Issue Refund without coupons). If no coupons have been selected, and the parameter has been set to yes, the user will be asked to confirm that the refund does not need coupons.

Conjunction Tickets

If the queried document has Conjunction Tickets, when copying the information from the queried document to the new Refund Notice form, all the conjunction documents and the used coupons will be displayed and marked, by default. However, as previously explained, the user is able to unmark those coupons that are not going to be refunded. Note that if all the coupons of a document are deactivated, such document will not be refunded.

Waiver Code

An authorisation code given by the validating airline to the refunding agent for a refund transaction, which authorizes the waiving of cancellation penalty. This field accepts up to 14 alpha-numeric characters.

Extra Fields

There are some fields that do not appear in the standard Refund Notice form. However, if the new document to be issued is copied from the one being queried, these fields, if available, will be displayed at the end of the form. Those fields are the following:

APLC: Credit Card Approval Code.

EXDA: Credit Card Expiry Date (available when the dish version is 20).

CSTF: Customer File Reference.

All the fields copied from the queried document can be modified. This means that although some of the fields in the form are copied from the original document, the user is able to enter the values that the user prefers. Note that if the user has modified certain fields and then, clicked the Cancel button, the values firstly copied from the queried document will be again displayed in the Refund Notice form.

When the user has finished filling the form, the Accept button should be clicked and the system will carry out the same controls as those done while issuing a Refund Notice on-line. The new issued Refund Notice can be now queried in the 'Refund Notice Query'.

There are several conditions for a user to be able to issue a new document from the queried document in 'Document Enquiry' option:

1. It is only possible whenever the user has issued the queried document,

- i.e., the user is the owner of the document.
2. When the document being queried is NOT a VOID ticket.
 3. When the queried document is NOT a Net-Remit deal. However, if the document were a Net-Remit deal and the BSP had decided that SPAM (additional commission) is shown separately from the standard commission, the links will be displayed to issue a document from an already billed ticket.
 4. The link to refunds would be available whenever the queried document is NOT another refund or an ADM/ACM.
 5. Whenever the user trying to issue Refunds from a queried document has permission to issue them, that is, IATA has given the user access permissions to issue documents via *BSPlink*.
 6. Whenever the document configuration is correctly set. This depends on the series and prefix of documents. In *BSPlink*, every document needs to have a series and a prefix well-defined. If some document type did not have them well configured, the system would consider that such document type cannot be issued through *BSPlink* and, therefore, the links in the '*Document Enquiry*' option would not appear.

4.3 Refund Notice issued on-line

- Currency: Clicking on the down arrow, the system will display the different active currencies available.
- Fare: A numerical value should be entered in this field indicating the total fare amount of the refund.
- ISO tax code and Taxes: The corresponding ISO code and the amount of tax should be entered, when there are taxes on the document. The Agent is able to enter up to seven different taxes. Please, find below an explanation about the different allowed taxes:
 - Standard Taxes: Two alphabetic characters.
 - Carrier Service Fees Taxes: Will be identified as two character code (OA/OB/OC) followed by up to 6 valid characters (A-Z, 0-9, ',', '/', '-' or blank).
 - XF Tax: There are two different ways to enter XF tax in *BSPlink* forms:

1. Specify the 3-character Airport location identifier to which the Airport or segment tax applies and the amount corresponding to such tax. XF taxes would have a maximum of 8 characters: XFAAANN, where: AAA refers to the Airport Acronym; it can be any alphabetical character; NNN refers to a code reflecting the amount collected in the currency of the country where the Airport is located. Example:

TAX	XFMIA100	10
TAX	XFBCN2	20

2. Another way is to follow DISH specifications. XF tax should indicate the total amount of all the XF taxes that are to be entered in the following boxes. The amount should be different from 0. It is compulsory to enter the XF taxes with format XFAAAN and without amount, just below the XF tax. Example:

TAX	XF	30
TAX	XFBCN2	20
TAX	XFMIA1	10

- o XT Tax: If any XT tax is to be entered, it should be done in the last tax box. XT tax will be allowed when the other tax boxes have been filled. Automatically, a new box will be displayed in order for the user to enter the breakdown of the XT taxes. When the complete amount has been entered a message will ask the user to finish entering values to continue with the issue of the document.
 - o CP & MF Taxes: Any taxes corresponding to the MF (Handling Fees) and CP (Penalty Charge) ISO codes will be allowed depending on the BSP decision. They should be registered in the 'Handling Fees' and 'Penalty Charge' fields, respectively.
 - o Usage of the same and duplicate tax codes is allowed and system will confirm it from the user.
- Gross Refund: Is the total of the ticket's fare + tax amount - penalty charges. The system automatically calculates the amount to be refunded.
- Commission: A number between 0 and 100. By default, it is considered as percentage (%). If the value entered is an amount the (%) box should not be selected.
- **Commission on CP and MF:** This field will be available in the form if the BSP has decided so. The user will have to enter the CP and/or MF rate or amount in the corresponding fields.
- Net Remit: This box will be ticked, if the refunded ticket is part of a net-remit deal.
- Passenger Name: This field is mandatory.
- Document Form and Serial Number (s): This field refers to the information about the refunded document:
 - o Airline Code: Airline code without the check digit. If so allowed by the DPC, alphanumeric Airlines can be entered in this field.
 - o Number: A ten-digit ticket number.
 - o Coupons: Tick the corresponding coupons that should be refunded. The system will check the coupons to be refunded, whenever the refunded ticket is within a series in the series table. Therefore, if the refunded ticket has been defined with 2 coupons and the user is trying to refund the 4th one, BSPlink will not allow the issue of such refund. This field depends on a parameter set by BSP (Issue Refund without coupons). If no coupons have been selected, and the parameter has been set to yes, the user will be asked to confirm that the refund does not need coupons.
- Date of Issue Refunded Document (DIRD): Is the date when the refunded document was issued. Note that it can only be entered for the first refunded document. The format is DD/MM/YYYY and it cannot be superior to the date of issue of the refund. This field is compulsory.
- Credit amount: Specify the amount corresponding to the credit payment.
- Credit card number: The credit card area will be completed if the original ticket was paid by credit card. Enter the credit card number and the corresponding entity. When the entity used is "AC" (Agent own Card) or "VA" (Virtual Account), the Credit Card Number should fulfil the CC controls for any valid credit card stored in the system.
- EP Amount: Specify the amount corresponding to EasyPay amount.
- EP Number: Enter the EasyPay card number and the corresponding Card Scheme.
- MSCA: if this field has been ticked, the user will have to enter the corresponding

- amount.
- MSCC: if the form of payment is *MSCC*, the corresponding fields at the right-hand side of the screen (Card Type, Number, and Amount) should be filled in.
 - Tour Code: Enter the tour code or CAR (Commercial Agreement Reference value code), if applicable.
 - Stat: The user can choose: 'International' or 'Domestic' or 'I' or 'D' depending on the BSP configuration. This field depends on both the status value defined when creating the document type and the value set in the BSP "Free Stat" parameter, configured by BSP:
 - o Free Stat set to No: When the document is defined as international or domestic, 'International' or 'Domestic' will be displayed without allowing the user to modify the value. If the document has been defined as neutral, the user can select between 'International' or 'Domestic' values.
 - o Free Stat set to Yes: When the document is defined as international or domestic, characters 'I' or 'D' will be automatically displayed. If the document has been defined as neutral, either 'I' or 'D' may be selected, allowing the user as well entering two additional characters (e.g. INT or DOM).
 - Remarks: up to 10 lines x 45 characters, to include any comment. The *Remarks* field does not accept any line breaks or other unauthorized characters, which are back slash (\) and double quotation marks (").

Upon completion of the form, the Agent/Airline will issue the document by clicking on the Accept button at the bottom of the screen. The system will not ask the user for confirmation. The issued Refund Notice can be now queried in the 'Refund Notice Query'

Please note! There are several fields that depend on parameters set by BSP. These fields have different configuration and they may affect to the Refund Notice issuance via *BSPlink*:

- o Date of Issue Refunded Document
- o Handling Fee MF
- o Penalty Charge CP
- o Credit Direct Refunds
- o Coupons
- o STAT International/Domestic
- o Commission on CP and MF
- o Allow CCVA and CCAC

There are also certain conditions that should be fulfilled so that the (direct) Refund Notice document can be issued in the *BSPlink*:

- o Ticketing Authority. Please refer to Other Services -> Ticketing Authority Query option to query the Airlines for which an Agent is able to issue refund notices.
- o The option will be available or not depending on the parameter set by BSP ("Allow all GDS Agents to issue Refund Notice")
- o If the Agent works with a GDS system that allows the Agent to issue direct refunds (recommendation).
- o It will also depend on the value of a parameter set by the Airline via the Airline Basic Parameters.

Contact your BSP and the Airline for which you wish to issue the direct refund for

further information.

Note 1: The user should only enter numbers and English alphabet characters in the following fields: Passenger Name, Taxes, Airline Code, Tour Code, Credit Card Number and Stat.

Note 2: If the refunded document is paid by credit, the credit card should be the same as the one used to pay the associated ticket. As well, the credit cards that can be used are those previously selected by the BSP. Only applicable if credit refunds are permitted by the BSP. "AC" and "VA" are allowed, as entities, if the BSP basic parameter "Allow CCVA and CCAC" is active.

Note 3: In case the original ticket has both standard and additional commission, the new document that is to be issued will only show the standard commission.

Note 4: In case the queried document is a conjunction ticket, and the user wishes to issue a new document from it, the information that is copied in the form would be that from the original document.

Note 5: if the BSP or the Airline have decided that validations over **E-tickets** will not be carried out while issuing refund notices, after clicking the *Accept* button, the system will display a pop-up message in order for the user to confirm if the document to be refunded is an E-Ticket or not.

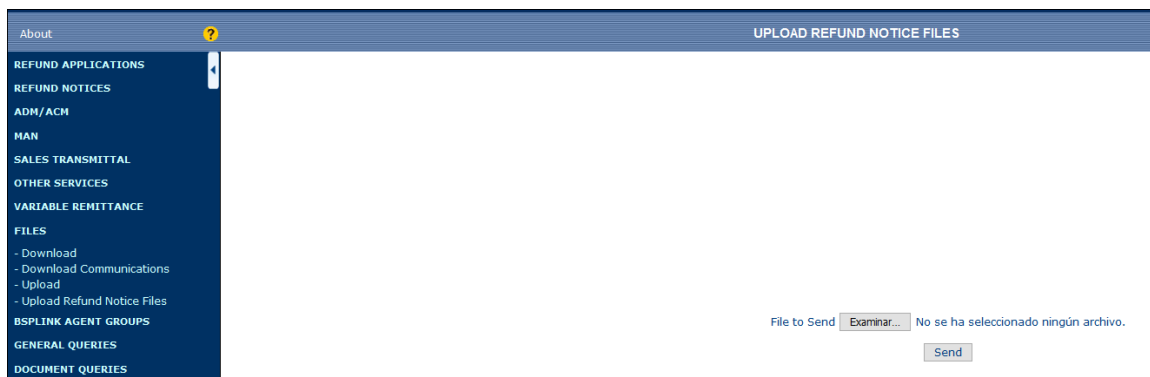
Note 6: when the document is auto populated from the TAIP option, the STAT value will be the one of the related document, regardless of the status value defined when creating the document type and the value set in the Free Stat parameter.

Note 7: Refund Notices now accept 1 CA, 1 CC, 1 MSCC, 1 MSCA and 1 EP per transaction.

Note 8: The EasyPay fields are only displayed for those environments where this Form of Payment has been activated.

4.4 Upload Refund Notice Files

Agents will be able to send Refund Notices in a RET file format generated in their back-office system.



1. Click the Browse button.
2. Look for the folder where the file to be uploaded is saved and select the corresponding file.
3. Finally, click the Send button to load the file.

The user will be able to send a RET file format with Refund Notice so that they are loaded and processed in BSP*link* Centre. Users will be able to query these direct refunds via the Refund Notice Query option in BSP*link*. There are several controls that are carried out, while sending a RET file format:

- The file name should have the following format:

CCedEARS_YYYYMMDD_sender_sequence

(no extension, like .dat, .txt, is allowed in the file name) where:

- o CC is the ISO Country code
 - o ed is the file descriptor
 - o EARS: as this file is sent to the BSP*link* Centre in order for it to be evaluated, the recipient should always be EARS.
 - o YYYYMMDD is the date when the file is sent.
 - o Sender will refer to an Agent user (the IATA Agent code plus the check digit).
 - o Sequence is a sequential number indicating the number of files that have been sent during the day. It always starts at 000.
- The user loading the file is the same as that in the file name.
 - The RPSI field in IT01 should always be MASS, thus indicating that the loaded file is a RET file format. Note that when BSP*link* Center generates the RET with these direct refunds to be sent to the corresponding DPC, the reporting system will be "BSP*link*" (abbreviation: "EARS"), i.e., the same as the rest of documents issued via BSP*link*.

The rest of controls related to format (syntactic errors) and content (semantic errors) of the file will be carried out in BSP*link* Centre. If any error is detected a new file is generated to inform the user about those errors. Note that any syntactic error detected implies the rejection of the complete file, whereas semantic errors imply the rejection of the transaction where the error was detected. The error file name will be as follows:

CCeqUSER_ID_YYYYMMDD_sequence

Where user_id refers to the Agent code plus the check digit.

The user should download the file and correct the errors to send a new file with the wrong documents already corrected.

Please refer to Manual - RET File Format to issue BSP*link* Refund Notices.

4.5 Issue Refund Notice Pending Authorization

Enhanced Agents are able to issue direct refunds - Refund Notices that should be reviewed by a supervisor before they are finally issued.

1. Fill in the form with the correct information in each field.
2. Click on the Issue Pending Authorization button to issue the document.
3. Agents will issue Refund Notice that must be reviewed by a supervisor before they are finally issued.

Agents are able to issue documents pending authorization. This means that there will be a supervisor user who will confirm the issuance of the document. The fields to

be filled in and the way to enter them is the same as when issuing documents on-line.




Please, refer to explanation Refund Notice Issue for further information.

The main difference between Refund Notice issues and Refund Notice Pending Authorization is that, once all the fields have been properly completed, the user should click the Issue Pending Authorization button. The document will be saved, but it will not be completely issued. A supervisor should check that everything is correct and if so accept the document.

Contact your BSP and the Airline for which you wish to issue the direct refund for further information.

4.6 Supervise Refund Notice

Enhanced Agents will be able to supervise the documents that have been previously issued under the Issue Refund Notice Pending Authorization option.

1. To print one document, **click** the ☐ tick box beside each document number.
2. To print all documents displayed in the query, **click** the ☐ tick box on the header.
3. **Click** the *Print Marked documents* link at the top of the page, so that the system prepares the selected documents to be printed.
4. **Click** the *Authorize Marked documents* link at the top of the page, so that the selected documents are finally issued.
5. **Click** the document number to query the facsimile of the document.
6. **Click** the  icon in order to delete the document.
7. **Click** the  icon, to supervise documents issued pending authorization in order to definitely issue them.
8. **Click** the  icon to query information about the status changes of the document and people who carried out those changes.
9. **Click on** the *Download* link, in order to generate a .txt file with the query results.

777771 TESTTRAVEL

INTERNATIONAL AIR TRANSPORT ASSOCIATION

RN SUPERVISE

[Print marked documents](#)

[Download Marked Documents to PDF](#)

[authorize marked documents](#)

Select the Document N° in order to view it or print it.

Found Records 1

	Document	Coupons	Airline Company	Issue Date	Settlement Period	Currency	Form of Payment	Fare	Delete Document	Modify Document	See History
	2135468522	1	035			EUR	CASH	0.00			

Download

- ☐ : The check box beside each document displayed in the query allows the user to select the documents to be printed/authorized. When clicking the *Authorize Marked documents* link, the user is asked to confirm the issue of the selected documents, and then, a list with the results is shown (see **RN Supervise Results** help page)
- Document:** Either the refunded ticket or the refund number (depending on BSP decision). If the ticket is an exchange ticket, the number of the original ticket will also appear.
- Coupons:** The coupons that are refunded (only if the BSP has decided that this information should be displayed).
- Airline Company:** The code of the airline the refund was issued for.
- Issue Date:** The issue date of the refund.
- Settlement Period:** The period when the refund is going to be billed. The direct refunds are billed in the reporting period right after the date of issue.
- Currency:** The currency the document was paid in.
- Form of Payment:** The form of payment for the refund: in cash, credit (when allowed include CCAC and CCVA documents) or easypay.
- Fare** ²: The amount of the refund without taxes.
- Delete Document** ¹: To delete the document if it is not finally issued.
- Modify Document** ¹: To supervise the document pending authorization. Once the document is shown, the agent should check that all data is correct and then, accept the document so that it is completely issued.
- See History:** Information about the users who issued the documents. The available information is related to the name of the contact person, the telephone number, the mail and the status of the document, i.e. pending, authorized or rejected. Similarly, this field will display information on the date and time in which a new status has been changed. Furthermore, this field will order the status according to its date, namely, from the latest to the oldest status modification.

It is possible to sort the documents by the different fields that are displayed in the query.

However, when only one document for the selected query is displayed, the arrows to order the query result will not appear.


The maximum number of documents that are displayed in the same page is 50. The system allows the user to go to the following page with more documents by clicking the link at the end of the screen with the page number. The user may also select the page the user wishes to go, only by clicking on the drop-down menu and selecting the corresponding page.

- Visualize the file:** The user should only click on the file name, once it has

been displayed on the screen.

- Save the file: The user should click the right-hand mouse button, once the name of the file is displayed. The user should now select the option 'Save target as' to save the file. Now, select a destiny folder in user's PC where a file is to be saved. The system will automatically save the file in a directory.

A supervisor will be able to accept a refund notice under supervision depending on the value of a parameter set by the Airline via the Airline Basic Parameters. Contact an Airline for which you wish to issue the direct refund for further information.

1. Click a document number to see the document facsimile.
2. When a document is not authorized, click the  icon to modify document information.

In case any document cannot be authorized, it will also be shown, thus allowing the user to enter the facsimile and modify the corresponding information (for example: currency) to complete the document issue.

Find below several reasons why a document cannot be authorized without carrying out any modification first:

- The currency has an expiry date previous to the end of the billing period.
- The Airline does not allow the Agent to issue Refunds.
- The Agent does not have Ticketing Authority for the Airline.
- BSP has changed the value of certain parameters in the BSP Basic Configuration option that affects the Refunds issue. Therefore, the original document information is not allowed by BSP when authorizing the document (for example, the refund was issued by credit and now, BSP does not allow Credit Refunds).

Note 1: Only Enhanced Agents are able to issue and supervise documents issued pending authorization. The Modify button will allow them to enter the document facsimile and check the data entered and modify what it is necessary. If everything is correct, the user should click the Accept button to complete the issuance of the document.

Note 2: When a document is paid both by cash and credit, the amount displayed in the fare field will refer to the total amount, and not only the credit amount.

Note 3: It is possible to download the results of the query. The file will contain the following information: Document Number, Coupons, Airline Code, Issue Date, Settlement Period, Currency, Form of Payment and Fare. The user should click on the download button at the bottom right hand corner of the screen. Then the file name is displayed. At this point the user is able to either display the file on the screen or save the file on his PC.

Note 4: The EasyPay information is only displayed for those environments where this Form of Payment has been activated.

4.7 Refund Notice Query

Enhanced Agents are able to query all the direct refunds previously issued.

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RN QUERY

☒ Pending Supervision
☐ By Period
☐ Deleted
☐ Refund by Number

ORDER BY: Document ascending
AIRLINE
DOCUMENT from to
ISSUE DATE from to
to:

Query Clear

1. Select one of the four options available depending on the kind of query to be carried out: Pending Supervision, By Period, Deleted or Refund by Number.
2. If the By Period option has been selected, choose a billing period from the drop-down list.
3. If the Refund by Number option has been selected enter the document number of the refund to be queried. The document number can be the Refund Notice Number or the document number. Please for further information contact your BSP.
4. For all options, click the Query Options link, if you wish to filter the query. Note that it is optional.
5. Enter the searching criteria.
6. Finally, click the Query button.

There are three possibilities to query the documents:

- Pending Supervision: The user is able to query the documents that are still pending supervision, i.e., documents that should be checked by a supervisor. A user will not be able to carry out any modification. It is only a query. In order to 'Accept' the Pending Refund Notice an Agent should enter to the Supervise Refund Notice option.
- By Period: The user should select the period to be queried.
- Deleted: To query deleted refunds.
- Refund by Number: The user will enter a document number in the Refund Number box, and click the Query button to execute the query. Please, note that deleted refunds may also be queried.


In all cases, it is also possible to make the query more specific, by selecting the 'Query options' link besides the 'Clear' button. When the user clicks this link, a form with different fields to be chosen is displayed. The different fields that can be used to order the query are the following:

- Order By: This field allows the user to sort the query depending on the

chosen parameter: Document, Coupons (if applicable), Airline Company, Issue Date, Settlement Period, Currency, Form of Payment, Fare. It is also possible to decide whether the query is to be displayed in ascending or descending way.

- Filter by: The user is also able to filter the query by Airline code, document series and a range of issue dates.

Mark as Read and Clean Up:

1. To mark several documents as Read, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
2. **Click** the *Mark as Read* link at the top of the page.
3. To store the marked documents in another page, **click** the *Mark as Read and Clean Up* link.
4. To view the documents of point 3 above, **click** the *Cleaned up documents* link.
5. **Click** the *Internal "Comment"*  button to add a comment about the document.

For links *Mark as Read*, *Mark as Read and Clean Up* and *Cleaned up documents*, and for the *Internal Comment* button actions made on these options by a main user do not affect the information viewed by the corresponding sub-user.

If something in a document is changed (not necessarily its status) via the *BSPlink* web-based application or via the ADM/ACM Mass loader the document is removed from the *Cleaned up Documents* page. When the user becomes a Basic user and there are documents marked as read, documents cleaned up and/or internal comments inserted, the user will be able to view the information available but the user will not be able to carry out further actions on these options. When documents are marked as read, they cannot be unmarked, unless a modification on the document is carried out (as previously explained).

4.8 Refund Notice Query by reporting period

Enhanced Agents are able to query all the Direct Refunds that have already been sent to the DPC in a RET file to be processed and billed.

1. Select a range of periods the query is to be executed for (only 1 month/query)
2. Choose a status to be queried.
3. Click the Query Options link, if you wish to filter the query. Note that it is optional.
4. Enter the searching criteria.
5. Press the Execute Query option to continue

The user should select a range of periods before executing the query and one status to filter the query: *Billed*, *Rejected*, and *Being Processed by DPC*, *Billed with Modifications*, *Not registered in corresponding HOT* and *All*.

- *Billed*: Documents that have been already processed and billed, i.e. they

appear in the corresponding HOT file.

- *Rejected*: Documents rejected by the DPC. These documents can be queried through the *Rejected Documents* query in BSPlink.
- *Being Processed by the DPC*: Documents that have been sent to DPC but have not been processed yet.
- *Billed with Modifications*: Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).
- *Not Registered in corresponding HOT*: Documents that are not in the corresponding HOT (they may have been rejected by DPC)

The user is also able to make the query more specific, by selecting the 'Query options' link besides the 'Clear' button. When the user clicks this link, a form with different fields to be chosen is displayed. The different fields that can be used to order the query are the following:

- **Order By**: This field allows the user to sort the query depending on the chosen parameter: Document, Coupons (If applicable), Issue Date, Settlement Period, Currency, Form of Payment, Fare, Status. It is also possible to decide whether the query is to be displayed in ascending or descending way.

777771 TESTTRAVEL INTERNAT

RRI QUERY BY REPORTING PERIOD

Period From: 1 Period To: 1 Month: January Year: 2014

☒ All ☐ Being processed by the DPC
☐ Billed ☐ Billed with modifications
☐ Rejected ☐ Not registered in corresponding HOT

ORDER BY: Document ascending

AIRLINE:

DOCUMENT: from: to:

ISSUE DATE: from: to:

Query Clear

- The user is also able to filter the query by Airline code, document series and a range of issue dates.

Once having selected the parameters for the query, the user should click on the 'query' button in order to execute the query.

Note 1: It is only possible to query a month, i.e., if the user tries to carry out the query for 1st period March until 3rd period April, the system will automatically change the month to the last month entered in the query, (in this example, it would be changed to April). Likewise, the selected period cannot be equal or greater to/than the current one.

Note 2: The system will display information for the previous 13 months.

Note 3: When selecting the Query options link, the form with different fields to be selected will not disappear, unless the user refreshes the page.

Refund Notice per reporting period Query Results

1. To print several documents, click the tick box beside each document, or click the tick box in the header (beside the Document field) to select all the documents.
2. Click the Print Marked documents link at the top of the page, so that the system prepares the selected documents to be printed.
3. Click the document number to query the facsimile of the document.
4. Click the See History button to query information about the status changes of the document and people who carried out those changes.
5. Click on the Download link, in order to generate a .txt file with the query results.

The system will then display a list of the refund notice found for this query:

- Tick Box to select documents for printing: The check box beside each document displayed in the query allows the user to select the documents to be printed.
- Document: Either the refunded ticket or the refund number (depending on BSP decision).
- Ticket Number: The ticket number of the refunded document. Note that this field may be equal to the ticket number indicated in the *Document* field above, depending on the value set by BSP in the *Consider Refund Notice Number* parameter.
- Coupons: The coupons that are refunded (only if the BSP has decided that this information should be displayed).
- Status: Document status.
- Airline: The Airline code without the check-digit.
- Issue Date and Settlement Period: The issue date of the document and the period when the document was billed, respectively.
- Currency: The currency in which the refund was issued.
- Form of Payment: The way the refund is to be paid.
- Fare: The total amount of the refund.
- See History: The user is able to visualize information about the person that issued the document: User, Name, Phone, Mail and the Status of the document. Similarly, this field will display information on the date and time in which a new status has been changed. Furthermore, this field will order the status according to its date, namely, from the latest to the oldest status modification.

The maximum number of documents that are displayed in the same page is 50. The system allows the user to go to the following page with more documents by clicking the link at the end of the screen with the page number. The user may also select the page the user wishes to go, only by clicking on the drop-down menu and selecting the corresponding page.


It is possible to download the query results by clicking on the link at the bottom of the page. The system will generate a file to directly be queried on the screen or saved to the user's PC.

Note 1: It is possible to sort the documents by the different fields that are displayed in the query. However, when only one document for the selected query is displayed, the arrows to order the query result will not appear.

Note 2: When a document is paid both by cash and credit, the amount displayed in the fare field will refer to the total amount, and not only the credit amount.

Note 3: The Coupons and Document fields depend on the value set by BSP. Please, for further information, contact your local IATA office.

Mark as Read and Clean Up:

1. To mark several documents as Read, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
2. **Click** the *Mark as Read* link at the top of the page.
3. To store the marked documents in another page, **click** the *Mark as Read and Clean Up* link.
4. To view the documents of point 3 above, **click** the *Cleaned up documents* link.
5. **Click** the *Internal "Comment"*  button to add a comment about the document.

For links *Mark as Read*, *Mark as Read and Clean Up* and *Cleaned up documents*, and for the *Internal Comment* button, actions made on these options by a main user do not affect the information viewed by the corresponding sub-user.

If something in a document is changed (not necessarily its status) via the *BSPlink* web-based application or via the ADM/ACM Mass loader the document is removed from the *Cleaned up Documents* page. When the user becomes a Basic user and there are documents marked as read, documents cleaned up and/or internal comments inserted, the user will be able to view the information available but the user will not be able to carry out further actions on these options. When documents are marked as read, they cannot be unmarked, unless a modification on the document is carried out (as previously explained).

4.9 Airline Permission for Refund Notice Issue

Enhanced agents will be able to query the airlines for which the agent can issue Refund Notice.

These are the fields displayed in the query:

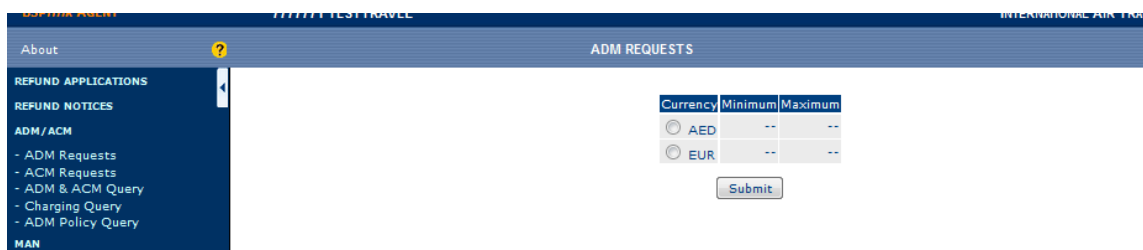
- **Code:** Airline IATA code without the check digit.
- **Name:** Airline's name.
- **Abbrev:** Airline's abbreviation.

5. ADM/ACM Requests

1. **Enter** the three-digit airline IATA Code.
2. **Click** the *Submit* button to continue.



Users will enter the airline for which one of the following transactions is to be issued: Minor Adjustment Notice (MAN) Debit, MAN Credit, ADM Request or ACM Request.



Currency	Minimum	Maximum
<input type="radio"/> AED	--	--
<input type="radio"/> EUR	--	--

The system will check whether these transactions are allowed in such BSP. There are certain parameters that must be correctly configured before the issuance. The following messages will be displayed if one of those parameters is not configured:

- **The BSP has not configured the MAN Debit/Credit Setting:** This message is shown for MAN transactions.
- **The airline has not authorised ADM/ACM Requests. Please contact the Airline:** This message is shown for ADM/ACM Requests.

The issue of these transactions will only be possible whenever the BSP or the airline have decided so, via BSP's and Airline's basic parameters. The user must, then, contact either the BSP or the Airline so that the configuration is correctly set in order to continue the issue of the transaction.

6. ADM/ACM Query

Agents will be able to query ADM (Agent Debit Memo), ACM (Agent Credit Memo), MAN Debit, MAN Credit (Minor Adjustment Notice), ADM Request, ACM Request, ADNT (Airline Debit Non-Ticket), ACNT (Airline Credit Non-Ticket), ADMD (Agent Memo Debit Default), ACMD (Agent Credit Memo Default), SPDR and SPCR (BSP Adjustments) documents issued through BSPlink, depending on the status they have or

the document number they were assigned.

Note that some of these document queries may not be displayed, depending on the configuration performed by the BSP.

1. **Select** one of the options available: *ADM, ACM, MAN Debit, MAN Credit, ADM Requests, ACM Requests, ADNT, ACNT, SPDR, SPCR, ADMD, ACMD* or *ADM/ACM by Number*.
2. If *ADM, ACM, MAN Debit, MAN Credit, ADM Requests, ACM Requests, ADNT, ACNT, SPDR, SPCR, ADMD* or *ACMD* have been selected, **choose** a status from those available in the query.
3. **Select** *Read* and/or *Unread*, or *Cleaned Up* options, as desired.
4. **Click** the *Query Options* link, if you wish to filter the query. Note that it is optional.
5. **Enter** the searching criteria.
6. If *ADM/ACM by Number* has been selected, **enter** a document number.
7. Finally, **click** the *Submit* button.

The screenshot displays a web-based query interface for ADM/ACM. At the top, there is a horizontal menu with radio buttons for selecting a document type: ADM, MAN Debit, ADM Requests, ADNT, ADMD, SPDR, and ADM/ACM by Number. Below this, a dropdown menu is open, showing a list of statuses: ADM to be billed in the current period, ADM Pending settlement, ADM Deactivated, ADMs per reporting period, Deleted ADM Query, Disputed ADM, Forwarded to GDS, Billing Disputed ADMs, and Post-Billing Disputes. Below the status list are checkboxes for 'Read', 'Unread', and 'Cleaned Up'. Further down, there is a section for filtering the results, including a dropdown for 'Order By' (set to Document) and a dropdown for 'ascending'. Below this, there are input fields for 'Filter By:', 'AIRLINE:', 'Document:', 'Memo Issue Date' (with 'from' and 'to' dropdowns), 'Reason for memo:', 'Forward to GDS:', 'Primary Reason', and 'Sub Reason'. At the bottom of the filter section are 'Submit' and 'Reset' buttons.

The query can be carried out by document type and status or by document number.

These are the available statuses for ADM/ACM (note, however, that some of them may not be available to all the users because of the restriction in access permissions. In that case, please contact your BSP).

- o **ADM/ACM to be Billed in the current period:** This query will show the active ADM/ACMs that are going to be billed in current period. Also, disputed ADMs that have been rejected during the current period will appear in this query.
- o **ADM/ACM Pending Settlement:** This query will show the active ADM/ACMs that have not been billed yet. Their billing period is either equal to the current one or greater. This means that also ADM/ACM that are displayed in the *ADM/ACM to be Billed in the current period* status will also be displayed here. As in the previous status, disputed ADMs that have been rejected will also appear in here.
- o **Deactivated ADM/ACM:** This query will show all the deactivated ADM/ACM. Disputed ADM with a status different to 'rejected' will be also displayed.
- o **ADM/ACM per Reporting Period:** This query will show the ADM/ACMs

that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and a status to filter the query: *All, Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT*.

- *Being Processed by the DPC*: Documents that have been sent to DPC but have not been processed yet.
- *Billed*: Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
- *Billed with modifications*: Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).
- *Rejected*: Documents that have been rejected by the DPC.
- *Not Registered in corresponding HOT*: Documents that are not in the corresponding HOT.

The system will display information **back to 13 months**.

- o **Deleted ADM/ACM Query**: When executing this query, all the ADM/ACM that have been deleted will be displayed. Note that the document number does not have any link in order to query the document, as it does not exist anymore. From here, the user is able to query the remarks made on the document when it was deleted. Deleted documents remain in the system for a period of **13 months**
- o **Disputed ADM /ACM**: When selecting this query, three new buttons are displayed in order for the user to select the status of disputed ADM/ACM: *Pending, Rejected* and *Approved*. The results are sorted by the last taken action over the disputed ADM/ACM, whenever no other kind of order has been established.
- o **Forwarded to GDS**: When selecting this query, all the ADMs that have been forwarded to the GDS for investigation are displayed.
- o **Billing Disputed ADMs**: This query is only available when querying ADM. When executing this query, all the ADM that had been billing disputed will be displayed.
- o **Post-Billing Disputes**: This query is only available when querying ADMs. When executing this query, all the ADMs that have been post-billing disputed, before the release of the new Post Billing Dispute Module for all type of documents, will be displayed.

MAN Debit/Credit by Type and status

These are the available status for MAN Debit/Credit:

- o **MAN (Debit/Credit) to be billed in the current period**: This query will show the MAN Debit/Credit that are going to be billed in current period.
- o **MAN (Debit/Credit) per reporting period**: This query will show the MAN Debit/Credit that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and one of status to filter the query: *All, Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT*.

- *Being Processed by the DPC*: Documents that have been sent to DPC but have not been processed yet.
- *Billed*: Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
- *Billed with modifications*: Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).
- *Rejected*: Documents that have been rejected by the DPC.
- *Not Registered in corresponding HOT*: Documents that are not in the corresponding HOT.

The system will display information **back to 13 months**.

ADM/ACM Requests by Type and status

These are the available status for ADM/ACM Requests:

- o **Pending ADM/ACM Requests**: This query will show the ADM/ACM Requests that are pending to be reviewed by the airline.
 - o **Authorised ADM/ACM Requests**: This query will show the ADM/ACM Requests that have been authorized by the airline and are pending to be billed.
 - o **Rejected ADM/ACM Requests**: This query will show the ADM/ACM Requests that have been rejected by the airline.
 - o **ADM/ACM Requests per reporting period**: This query will show the ADM/ACM Requests that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and a status to filter the query: *All, Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT*.
-
- *Being Processed by the DPC*: Documents that have been sent to DPC but have not been processed yet.
 - *Billed*: Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
 - *Billed with modifications*: Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).
 - *Rejected*: Documents that have been rejected by the DPC.
 - *Not Registered in corresponding HOT*: Documents that are not in the corresponding HOT.

The system will display information **back to 13 months**

ADNT/ACNT by Type and Status

These are the available status for ADNT/ACNT:

- o **ADNT/ACNT to be Billed in the current period**: This query will show the active ADNT/ACNTs that are going to be billed in current period.
- o **ADNT/ACNT Pending Settlement**: This query will show the active ADNT/ACNT that have not been billed yet. Its billing period is either equal to the current one or greater. This means that also ADNT/ACNT that are displayed in the *ADNT/ACNT to be Billed in the current period* status will also be displayed here.
- o **Deactivated ADNT/ACNT**: This query will show all the deactivated

ADNT/ACNT.

- o **ADNT/ACNT per Reporting Period:** This query will show the ADNT/ACNT that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and one of status to filter the query: *All, Being Processed by DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT.*
 - *Being Processed by the DPC:* Documents that have been sent to DPC but have not been processed yet.
 - *Billed:* Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
 - *Billed with modifications:* Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).
 - *Rejected:* Documents that have been rejected by the DPC.
 - *Not Registered in corresponding HOT:* Documents that are not in the corresponding HOT.

The system will display information **back to 13 months**.

- o **Deleted ADNT/ACNT Query:** When executing this query, all the ADNT/ACNT that have been deleted will be displayed. Note that the document number does not have any link in order to query the document, as it does not exist anymore. From here, the user is able to query the remarks made on the document when it was deleted. Deleted documents remain in the system for a **period of 13 months**

ADMD/ACMD by Type and Status

These are the available status for ADMD/ACMD:

- o **ADMD/ACMD to be Billed in the current period:** This query will show the active ADMD/ACMDs that are going to be billed in current period.
- o **ADMD/ACMD Pending Settlement:** This query will show the active ADMD/ACMD that have not been billed yet. Its billing period is either equal to the current one or greater. This means that also ADMD/ACMD that are displayed in the *ADMD/ACMD to be Billed in the current period* status will also be displayed here.
- o **ADMD/ACMD per Reporting Period:** This query will show the ADMD/ACMD that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and one of status to filter the query: *All, Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT.*
 - *Being Processed by the DPC:* Documents that have been sent to DPC but have not been processed yet.
 - *Billed:* Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
 - *Billed with modifications:* Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).

- *Rejected*: Documents that have been rejected by the DPC.
- *Not Registered in corresponding HOT*: Documents that are not in the corresponding HOT.

The system will display information **back to 13 months**.

- o **Deleted ADMD/ACMD Query**: When executing this query, all the ADMD/ACMD that have been deleted will be displayed. Note that the document number does not have any link in order to query the document, as it does not exist anymore. From here, the user is able to query the remarks made on the document when it was deleted. Deleted documents remain in the system for a period of **13 months**.

SPDR/SPCR by Type and Status

- o **SPDR/SPCR to be Billed in the current period**: This query will show the active SPDR/SPCRs that are going to be billed in current period.
- o **SPDR/SPCR Pending Settlement**: This query will show the active SPDR/SPCRs that have not been billed yet. Its billing period is either equal to the current one or greater. This means that also SPDR/SPCRs that are displayed in the *SPDR/SPCRs to be Billed in the current period* status will also be displayed here.
- o **SPDR/SPCR per Reporting Period**: This query will show the also SPDR/SPCRs that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and one of status to filter the query: *All, Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT*.
 - *Being Processed by the DPC*: Documents that have been sent to DPC but have not been processed yet.
 - *Billed*: Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
 - *Billed with modifications*: Documents that have been processed and billed, but certain modifications have been carried out on them in the DPC (i.e. RET and HOT file contain different information about the same document).
 - *Rejected*: Documents that have been rejected by the DPC.
 - *Not Registered in corresponding HOT*: Documents that are not in the corresponding HOT.

The system will display information **back to 13 months**.

- o **Deleted SPDR/ SPCR Query**: When executing this query, all the SPDR/SPCRs that have been deleted will be displayed. Note that the document number does not have any link in order to query the document, as it does not exist anymore. From here, the user is able to query the remarks made on the document when it was deleted. Deleted documents remain in the system for a period of 13 months.

- **Non-Actioned SPDR/SPCR:** SPDR/SPCR issued by BSP airlines that have not been authorized yet by agents (these transaction will only be available to be queried during the first 30 days after the day of issuance).
- **Actioned SPDR/SPCR:** SPDR/SPCR authorised by agents and that will be billed in the next period (status 'Actioned').

ADM/ACM by Number

The user will enter a document number in the *ADM/ACM Number* box, and press the *submit* button to execute the query.

For all the options (except ADM/ACM by number), the user can filter the query by selecting ***Read/Unread*** to query the documents marked as read and/or unread, or by selecting ***Cleaned Up*** to query the documents that have been marked as read and transferred to the *Cleaned Up* page.

Read/Unread check boxes are selected by default. The user is able to tick/untick the corresponding option as desired. Note that both the *Read/Unread* and *Cleaned Up* options cannot be selected at the same time.

The ***Query options*** link beside the 'Reset' button allows the user to make the query more specific:

- ***Order By:*** This field allows the user to sort the query depending on the chosen parameter: Document, Airline, Issue/Refund, Currency, Amount, etc. It is also possible to decide whether the query is to be displayed in ascending or descending way.
- ***Filter By:*** The user is also able to filter the query by Agent, document series or a range of issue dates.

The user can also enter any text in the *Reason For Memo* field, with a maximum of 50 characters (only alphanumeric characters and blanks, as any other character is not allowed). It is case-sensitive. The system will only search in those documents that have been issued with current forms. The *Reason for Memo* field is not displayed for deleted documents.

It is important to mention that when selecting the '*Query options*' link, the form with different fields to be selected will not disappear, unless the user refresh the page.







Finally, once all the parameters have been selected to carry out the query and the *Query* button has been selected, a list with all the documents matching the filter of the query will be displayed. The user, then, will be able to query the document and carry out certain operations, such as dispute, print... For further information, refer to **ADM & ACM Query Results** section.

Note 1: Please note that if there are new ADM/ACM type documents issued for the user since the last time the user logged into the application, a message will be displayed when entering *BSP/link* informing on the number and exact type of new documents.

Note 2: SPDR/SPCR/ADMD/ACMD/ADNT/ACNT are non-disputable and have no latency days.

6.1 ADM/ACM Query Results

Agents will be able to query the ADM/ACM, MAN Debit/Credit, ADM/ACM Requests, ADNT/ACNT, SPDR/SPCR, ADMD/ACMD that match the searching criteria, previously selected.

- **Print marked documents:**
 1. To print several documents, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
 2. **Click** the *Print Marked documents* link at the top of the page, so that the system prepares the selected documents to be printed.
- **Download marked documents to PDF:**
 1. To download several documents, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
 2. **Click** the *Download documents to PDF* link at the top of the page, so that the system prepares the selected documents to be downloaded to PDF.
- **Download attachments of marked documents:**
 1. To download several attachments of marked documents **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
 2. Click the *Download attachments of marked documents* link at the top of the page, so that the system prepares the selected documents' attachments to be downloaded into a zip file.
- **Mark as Read and Clean Up¹:**
 1. To mark several documents as Read, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
 2. **Click** the *Mark as Read* link at the top of the page.
 3. To store the marked documents in another page, click the *Mark as Read and Clean Up* link
 4. To view the documents of point 3 above, click the *Cleaned up documents* link.
- **Other tips:**
 1. **Click** the document number to query the facsimile of the document and carry out the action required: delete, deactivate, dispute, print, comment...
 2. **Click the See History**  button to query information about the status changes of the document, as well as the comments inserted and users that carried out those actions.
 3. **Click** the *Comments*  button to query all the comments that have been registered in the document.
 4. **Click** the *Internal Comment*  button to add a comment about the document.
 5. When querying deleted documents, **click** the *See Remark*  or *See Reason for Memo*  buttons. (only applicable for ADM / ACM / ADMD / ACMD / SPDR / SPCR).
 7. **Click** the *Forward Reason*  button to query the reason for forwarding.
 8. **Click on** the *Download* and *Download Detail* links, in order to generate a .txt file with the query results.

These are the fields shown:

- ☐ **to print or mark documents as read:** The check box beside each document displayed in the query allows the user to select the documents to be printed/marked. Please note that only enhanced agents will be able to print or mark documents and the print option will not be available for deleted documents.

When the user clicks the link *Mark as Read*, a pop-up window will be displayed to ask the user to confirm this action. Once confirmed, another message will inform the user that the documents have been marked. To view the documents, the user has to enter again the ADM & ACM Query menu and select again the option. Marked documents will be marked in blue colour.

When the user clicks the link *Mark as Read and Clean Up*, the selected documents will be transferred to the *Cleaned Up Documents* page. To view these documents, the user will have to enter the option again and click the *Cleaned up Documents* link.

- **Type:** ADM, ACM, MAN Debit, MAN Credit, ADNT, ACNT, SPDR, SPCR, ADMD or ACMD.
- **Document:** It displays the facsimile of the transaction, through which the user can perform any necessary action (delete, dispute, comment, print ...). The link to query the facsimile is not available for deleted documents. For further information on how to carry out the corresponding action, refer to **ADM & ACM Query: Actions to be taken** section.
- **Status:** Only displayed either when the query has been carried out by number or when the *ADM/ACM/ADNT/ACNT/ADMD/ACMD/SPDR/SPCR per Reporting Period* query has been selected.
- **Airline:** Airline code.
- **Related Document Type:** If the transaction concerns an issue, a refund, an exchange or an EMD.
- **Currency:** Currency code in which the document was issued.
- **Amount:** Amount of the document that is due to the airline or to the agent, depending on the queried document type.
- **Memo Issue Date:** Date when the document was issued. The format is **DDMMYYYY**, where DD is the date, MMM is the month in English, and YYYY is the year.
- **Reason For Issue:** An optional field consisting of 5 alphanumeric characters for Airline's internal purposes.
- **Dispute Status/Status:** Status of an ADM/ACM/ that has been disputed: *Pending airline's decision, rejected or accepted*. **Note** that if it has not been part of a disputing process, this field will be blank.
- **Billing Period:** Period when the transaction is to be billed. If the queried document is a deactivated or a deleted document, this field will show the billing period when the document was supposed to be billed.
- **Dispute Date:** Date when the document was disputed. The format is **DDMMYYYY**, where DD is the date, MMM is the month in English, and YYYY is the year.
- **Forward to GDS:** List of GDSs that have received the ADM information when it was forwarded.
- **Forward to GDS Date:** Date when the ADM was forwarded. The format is **DDMMYYYY**, where DD is the date, MMM is the month in English, and YYYY is the year.

- **See History:** The system gives the possibility to query information on the user name, e-mail and status of the document. The status field will display information on the date and time in which a new status has been changed and the actions performed on it, i.e. issued, deactivated, reactivated, disputed, rejected / authorized dispute, comments registered or files attached... Furthermore, this field will order the status according to its date, namely, from the latest to the oldest status modification. For files attached, the name and the size of the file will be also displayed.
- **Comments:** It displays all the comments that have been inserted in the corresponding document. The *Date* field provides information on the date and time in which a comment has been registered.
- **See Remark:** Only for deleted documents. The user is able to query the reasons why a document has been deleted.
- **See Reason for Memo:** Only for deleted documents. The user is able to query the reason to issue the document.
- **Internal Comment:** The user is able to insert comments for the document. Once the comment inserted, the comment may be queried, modified or deleted. The comment may have a maximum length of five lines and 45 characters each. *Please note that 'Internal Comments' are meant for each user's own tracking, i.e., only viewable by the user who enters the information.*

It is possible to order the documents by the different fields that are displayed in the query. However, when only one document for the selected query is displayed, the arrows to order the query result will not appear.

The maximum number of documents that are displayed on the same page are 50. The system allows the user to go to the following page with more documents by clicking the link at the end of the screen with the page number. The user may also select the page the user wishes to go, only by clicking on the drop-down menu and selecting the corresponding page.

Note 1: For links *Mark as Read*, *Mark as Read and Clean Up* and *Cleaned up documents*, and for the *Internal Comment* button, please be informed that actions made on these options by a main user do not affect the information viewed by the corresponding sub-user.

Also note that if something in a document is changed (not necessarily its status) via the *BSPlink* web-based application or via the ADM/ACM Massloader, the document is removed from the *Cleaned up Documents* page. Be informed as well that when the user becomes a Basic user and there are documents marked as read, documents cleaned up and/or internal comments inserted, the user will be able to view the information available but the user will not be able to carry out further actions on these options.

Finally, **note** that when documents are marked as read, they cannot be unmarked, unless a modification on the document is carried out (as previously explained).

Note 2: The *Status* column will only be available for Deactivated ADMs.

Note 3: It is possible to download the results of the query. There are two icons to download the results:

- **Download:** It shows the results on the screen: *Type of Document, Number, Status (only for ADM/ACM/ADNT/ACNT/ADMD/ACMD/SPDR/SPCR per Reporting Period query), Agent, Issue/Refund, Currency, Amount, Memo Issue*

Date, Reason for Issue, Dispute Status, Billing Period and Dispute Date .

- **Download Details:** It shows the detailed information about the ADM/ACM facsimile: *Type of Document, Issue Date, Document, Date of Issue, Reason for Issue, Status (only for ADM/ACM/ADNT/ACNT/ADMD/ACMD/SPDR/SPCR per Reporting Period query), Related Document, Airline, Agent, Fare, Tax, Commission, Tax on Comm., CP, MF, Total, Currency, STAT, Issue/Refund, Dispute Status, Reason for Memo, Billing Period, Dispute Date, User's Name/e-mail/Telephone and Dispute Reason, Rejection Reason and Approval Reason.* This link will **not** be available **for Deleted ADM / ACM / ADNT / ACNT / ADMD / ACMD / SPDR / SPCR**, as there is no facsimile available.

The user should click on the one of the two download buttons at the bottom right hand corner of the screen. Then the file name is displayed. At this point the user is able to either visualize the file on the screen or save the file on the user's PC.

- *Visualize the file:* The user should only click on the file name, once it has been displayed on the screen.
- *Save the file:* The user should click the right-hand mouse button, once the name of the file is displayed. The user should now select the option 'Save target as' to save the file. Now, select the destiny folder in user's PC where the file is to be saved. The system will automatically save the file in this directory.

6.2 ADM/ACM Query – Actions to be Taken

Agents will be able to action (dispute, print, comment) the document previously selected.

1. **Click** the corresponding button depending on the action to be carried out.
2. **Enter** the reason to carry out each action, whenever it is necessary.
3. If a reason has been entered, **click** again the available button to finish the operation.

Only for ADM/ACM and ADM/ACM Requests, if the *E-mail Alert* option is active, automatic messages will be received whenever any action is carried out over the documents. Agents will also be informed about new issued ADM/ACM.

The contact details specified in the form will correspond to the data defined in the *Modify Address* option within the *Address Maintenance* module, for the ADM/ACM category. If it is not defined, the contact details shown will correspond to data from the *BSPlink* users table and Master tables.

When the user clicks on the document number, a facsimile of the document is displayed with all the detailed information about the document, such as reason for issue, related document number/s or the taxes breakdown.

Print marked documents Cleaned up Documents

Download marked Documents to PDF
Download attachments of marked documents
Mark as Read
Mark as Read and Clean Up
(only available for users with enhanced level)

Found Records 8

Type	Document	AIRLINE	Related Document Type	Currency	Amount	Memo Issue Date	Reason For Issue	Dispute Status	Billing Period	Dispute Date	Forward to GDS	Forward to GDS Date	See History	Comments	Internal Comment
ADM	6225154512	076	ISSUE	GBP	90.00	21JUN2017			2017063						

The facsimile shows all the fields and information entered when issuing the document. Moreover, if the *Reason for Memo* entered while issuing the document via mass loader version 2.0 is longer than the minimum allowed by the on-line issue , a link will open a new window where the rest of the reason for memo will be displayed. Likewise, when more than 20 related documents are entered in the mass loading file, another link will also open a window to show the rest of related documents.

The document facsimile also includes a field in which the document status is shown (this field is found below the passenger name). Some of the statuses are: Dispute Rejected, Pending Airline's Investigation, Dispute Approved, Deactivated Document...

There are some BSPs that allow having more than 20 documents related to the same document. In that case, a button to display the rest of related documents that cannot be visualized in the **related** documents field will be displayed. There is also a **Show XT** button that would display the XT taxes, in case the document had any.

These are the different actions that can be taken depending on the document type:

Print:

The user is able to print the document from the facsimile.-Note that the document is printed without rejection reasons and without remarks.

Print with history:

This option allows the user to print the document with its history, i.e. actions carried out on the document. This includes the comments inserted and log of files attached.

Download to PDF:

The user is able to download to PDF the document from the facsimile. Note that the document is printed without rejection reasons and without remarks.

Comment:

The user is able to insert a comment to the document, regardless of the status of the BSP/link transaction, with the exception of deleted ones.

Once a comment is registered by the user, if the recipient has configured the corresponding e-mail alert, the system will send an immediate automated e-mail to the configured address containing the text of the last comment inserted, and the transaction will be marked as unread to the recipient.

If there are previous messages registered in the system, these will also show when pressing on the "*Comment*" button.

Please note that if the recipient does not have the corresponding e-mail alert configured, the notification will not be generated and the comment(s) will only be available for viewing within the corresponding sections of the BSPlink application.

Dispute:

When clicking the 'dispute' button, a '**dispute reason**' field is displayed, thus allowing the user to enter the reason of disputing (a maximum of 10 lines and 45 characters in each). Note that this field is **compulsory**. After filling '**dispute reason**' field, it is mandatory to enter Agent Email/Contact details for Dispute correspondence (a maximum of 70 characters).

It is also possible to attach files to the dispute. There is **no limit on the amount of files** sent, and two files with the same name are not allowed. The file name does not follow any file **name** convention, although it should be **inferior to 85 characters** long. In case the system detects an error in some of the files that have been uploaded, a message will inform the user about it. If pressing 'ok', the system will continue uploading the rest of files sent.

For the document to be completely disputed, the user should click on the 'dispute' button. The disputed document can be, now, queried in the '**Pending Disputed ADM/ACM**' and '**Deactivated ADM/ACM**' options. The **remark** and the **sent files** would be visualized within the facsimile next time the document is queried.

If the user clicks on the 'reset' button, before completely disputing the ADM/ACM, both the dispute reason and the attached file will be deleted.

ADM TO BE REFILED IN THE CURRENT PERIOD							
Currency Code : EUR		REFUND				Stat ID	
	Fare	Tax	Commission	Tax on Commission	CP	MF	Total
Airline's Calculation	0.00		64.14	0.00	0.00	0.00	64.14
Agent's Calculation	27.00		84.14	0.00	0.00	0.00	111.14
Difference	27.00		0.00	0.00	0.00	0.00	27.00

Fare	27.00
Commission	0.00
Tax on Commission	0.00
Tax i Tax	
Tax i Tax	
Tax i Tax	
Tax i Tax	
Tax i Tax	
Tax i Tax	
Tax i Tax	
Tax i Tax	
Show XT	

DUE TO AN AIRLINE 27.00

Dispute Print

The conditions for an ADM/ACM to be disputed are the following:

- The user who is disputing the ADM/ACM is an agent, an airline, an agent group or BSP.
- The ADM/ACM is within the latency days (disputing period).

Forward to GDS (not available in all BSPs):

Agents will be able to forward a copy of an ADM to the GDS through which the original document was issued for verification purposes.

Note 1: If the *Reason for Memo* entered while issuing the document via mass loader version 2.0 is longer than the minimum allowed by the on-line issue (20 lines per

45 characters each), both the document facsimile and an additional page containing the complete reason for memo will be printed.

Note 2: The **files** that are uploaded can be downloaded and saved on the user's PC, when querying the document again by all the users. To save the file, the user should click the right mouse button, and select '*save target as*'. Select a folder and accept it. Automatically, the file is saved in the user's PC. The uploaded files remain available during **two months** since they have been uploaded.

Note 3: In case the parameter *ADM forward to GDS* has been activated by the BSP, agents will be able to forward a copy of the ADM to an active (and non blocked by BSP) GDS for verification purposes, as far as the document has not been deactivated, deleted, or a dispute has been accepted by the airline. The *Reason for forwarding (Remark)* field is mandatory.

Note 4: Please note that SPDCR/ ADCMD/ ADCNT are non-disputable and have no latency days.

7. ADM Policy Query

Agent users are able to query the ADM policies configured by the airlines present in the BSPlink environment.

About

?

ADM POLICY QUERY



REFUND APPLICATIONS

ADM/ACM

- ADM Requests

- ACM Requests

- ADM & ACM Query

- Charging Query

- ADM Policy Query

SALES TRANSMITTAL

OTHER SERVICES

FILES

BSPLINK AGENT GROUPS

GENERAL QUERIES

DOCUMENT QUERIES

Found Records 190

Airline Code	Designator	Airline Name	Link	Last Update
001	AA	AMERICAN AIRLINES	ACDM POLICY	14/04/2014
006	DL	DELTA AIR LINES, INC	ACDM POLICY	22/12/2015
014	AC	AIR CANADA	ACDM POLICY	09/05/2014
016	UA	UNITED AIRLINES	ACDM POLICY	02/06/2014
030	VY	VUELING AIRLINES	ACDM POLICY	27/05/2014
031	PW	PRECISIONAIR		
033	F7	DARWIN AIRLINE SA	ACDM POLICY	28/05/2014
040	QC	CAMEROON AIRLINES CO	ACDM POLICY	17/03/2016

The following information is displayed:

- **Code:** airline 3-character IATA code.
- **Designator:** airline 2-character designator
- **Name:** airline's name.
- **Link:** the URL set by the airline, leading to the page containing the ADM policy.
- **Last update:** date of the last modification performed by the airline on the URL.

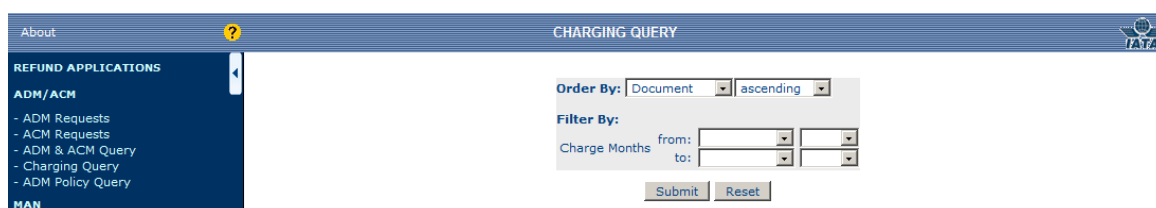
Note 1: When the link is clicked, the corresponding page containing the airline's ADM

policy will be opened in a new window.

Note 2: At the bottom of the page, a *Download* link is available, allowing the user to download the results to a .txt file.

8. Charging Query

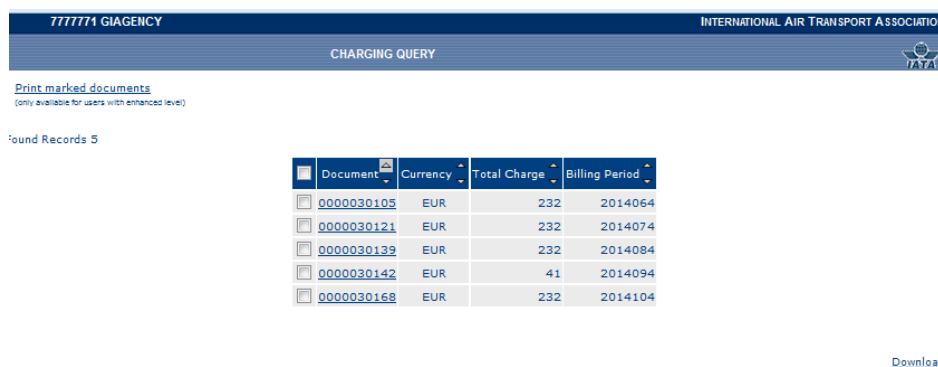
Enhanced Agents are able to query the charging ADMs that have been generated for the usage of the BSPlink (*Enhanced users and Basic/Enhanced sub-users*).



1. **Enter** the searching criteria.
2. **Click** the *Submit* button, to continue.

Order By: By default, the query will be sorted by *document number*, in an ascending way. However, it is possible to select other parameters the query will be sorted by, such as, *currency*, *amount*, *memo issue date* and *billing period*.

Filter By: The User will select a range of months to query the generated documents, in a certain period.



Document	Currency	Total Charge	Billing Period
<input type="checkbox"/> 0000030105	EUR	232	2014064
<input type="checkbox"/> 0000030121	EUR	232	2014074
<input type="checkbox"/> 0000030139	EUR	232	2014084
<input type="checkbox"/> 0000030142	EUR	41	2014094
<input type="checkbox"/> 0000030168	EUR	232	2014104

The following information will be available for the documents that match the query:

- **Tick Box to select documents for printing:** The check box beside each document displayed in the query allows the User to select the documents for printing. **Note!** This option will not be available for deleted documents and only Enhanced Agents are allowed to print documents.
- **Document:** ADM number. By clicking on the document number, the User is able to query detailed information about each document.
- **Currency:** Currency in which the document has been generated.

- **Total Charge:** The total amount charged to the Agent.
- **Billing Period:** The period when the document is billed. Note that fields can be sorted, by pressing the arrows on each field.

9. MAN Minor Adjustment Notice

MAN (Agent Debit/Credit) Maximum & Minimum Values

Users can query the maximum and minimum values allowed for the currencies used in the corresponding BSP. Moreover, when issuing a MAN transaction, the user will be able to select the currency in which the transaction will be issued.

MAN (AGENT DEBIT) MAXIMUM & MINIMUM VALUES				
Page 2 of 7 Found Records 165				
Airline Code	Airline Name	Currency	Minimum	Maximum
026	KEN AIRWAYS	The airline has not authorised MAN Debit issuance.		
027	ALF AIRLINES INC.	The airline has not authorised MAN Debit issuance.		
028	NAME	The airline has not authorised MAN Debit issuance.		
030	AIR MARCUS	The airline has not authorised MAN Debit issuance.		
031	VILLA A	EUR	0.00	10.00
032	JOHNSON & JOHNSON	The airline has not authorised MAN Debit issuance.		
035	TEST AIRLINE	EUR	10.00	30.00
036	ALTEA AIRLINES	The airline has not authorised MAN Debit issuance.		

This query will show airline's code and name along with the maximum and minimum values allowed per airline, whenever the MAN Debit/Credit issue is configured by airline. If the BSP configures the issue of these transactions, only the maximum and minimum values allowed are displayed.

- Only when issuing a MAN transaction

1. **Select** the currency in which the transaction is to be issued.
2. **Click** the *Submit* button to continue.

The screenshot shows the 'MAN (AGENT DEBIT)' interface. On the left is a sidebar menu with options: About, REFUND APPLICATIONS, REFUND NOTICES, ADM/ACM, MAN, SALES TRANSMITTAL, OTHER SERVICES, VARIABLE REMITTANCE, and FILES. The 'MAN' option is selected. The main area has a header 'MAN (AGENT DEBIT)' and a search bar labeled 'Insert the Airline Code'. Below the search bar are 'Submit' and 'Reset' buttons.

The currencies displayed in this option are the currencies that can be used to issue MAN (Debit and Credit) transactions. The currencies will be shown along with the minimum and maximum values allowed.

10. Sales Transmittal

Enter Sales Transmittal

Agents can issue Sales Transmittal Forms (STF) to indicate the number of documents and the total amounts included in each reporting period.

1. **Select** one of the available sales codes.
2. If available, **enter** the amount and transaction values.
3. If available, **enter** the from/to document range.
4. **To add** more lines to enter document ranges, click *Add* once all the available lines are completed.
5. **To delete** a line, click *Delete* button beside the line to be removed.
6. **Click Submit** to save the STF transaction.

An agent can issue a STF from the maximum date of the previous period to the maximum date of the current period.

An example:

Period	From	To	Max Date
2014013	16/01/14	23/01/14	26/01/14
2014014	24/01/14	31/01/14	03/02/14

An agent will be able to issue the STF for period 2014014 from 27th January to 3rd February.

Sales Transmittal Form shows information about the agent issuing the transaction. No modification can be carried out.

There are four Sales Codes (ASCC - Agent Submission Control Code) available. It is compulsory to select one of them:

Nil Sales, Automated Documents only, Manual Documents only, Automated and Manual Documents, indicating the kind of documents that are reported to the DPC.

Depending on the BSP's decision, agents will indicate the number of TKT, ACM, ADM, RFND that are included in each reporting period along with the total/individual amounts and ticket ranges.

These are the fields that may be available (depending on BSP's configuration):

- **TOTAL:**
 - o **TKT/ACM/ADM/RFND:** indicate the total number of each document type included in the reporting period.
 - o **Cash/Credit/Tax:** if the *insert only totals* check box is selected, the agent will enter the total amount corresponding to the TKTs.
- **TICKET RANGES:**
 - o **From/To Ticket:** enter the ticket ranges. The check-digit is automatically calculated. The From/To fields should contain up to 10 digits. The three first digits must be equal, i.e., the ticket range must have the same form code.
 - o **Count/Cash/Credit/Tax:** if the *insert only totals* check-box is not selected, the agent will indicate the number of TKT and amount per each ticket range. In this case, the total values for TKT, Cash, Credit and Tax in the *TOTAL* section above will be automatically updated.
 - o **Delete/Add:** remove lines or add new ones by clicking the corresponding buttons. Note that to add new lines, the user must have entered the five lines that are displayed by default. The user can enter as many lines as desired.

Note that although the TOTAL and TICKET RANGES sections are available, it is not compulsory to fill them in.

Finally, the user will click *Submit* to save the transaction. Then, if everything is correct, the system will show two links, thus allowing the user to either query the STF or to print it.

The agent cannot issue another STF within the same reporting period. If entering again in the option, three links will be shown instead of the STF form to query, print or modify the current STF. Then, once the maximum period date is over, a file will be generated and sent to the corresponding DPC.

Modify Sales Transmittal

Agents can modify already issued Sales Transmittal Forms (STF).

The fields to enter the amount and transaction values and to indicate the ticket ranges will only be displayed, whenever BSP has set the '*Report Values?*' and '*Report Ticket Ranges?*' Parameters, respectively, in *Basic Configuration* option to **Yes**.

Contact your BSP for further information on how these parameters are configured.

1. **Modify** the corresponding fields.
2. **Click Submit** to save the STF modification.

The agent is able to modify a registered STF until the maximum date of the current period, i.e., until the file to be sent to the DPC is generated.

Let's take an example:

Period	From	To	Max Date
2014013	16/01/14	23/01/14	26/01/14
2014014	24/01/14	31/01/14	03/02/14

The STF issued for period 2014014 between 27th January and 3rd February can be modified until 3rd February, as the DPC file will be generated the 4th February.

Finally, the user will click *Submit* to save the modifications. Then, if everything is correct, the system will show two links, thus allowing the user to either query the STF or to print it.

11. Other Services

11.1 Sales Summary

This Enhanced option provides detailed information about all sales on transaction level.

SALES SUMMARY

Last date for which HOT data is available : 21/11/2016

Period From / Period To

Year

Month

Period From/To

2016

November

4

4

Order by

If all the fields are left blank, the system will apply the established default order
(Airline Code, Settlement Period, Type of Document, Document)

1^o

2^o

3^o

4^o

5^o

Airline Company

IATA Code

Query


Clear

1. **Select** a period "from" and "to". Please note that it depends on the BSP if the query can be made per whole month or per period.
2. If desired, sort the query results by **selecting** the searching criteria: *Airline Code, Settlement Period, the type of the document, Document*.
3. If you wish to make the query more specific, **enter** an Airline code without the check-digit.
4. Finally, **click** the *Query* button.

The system will display the date of the latest correctly loaded data. The system will display information back to **24 months**.

Sales Summary - Detailed

This option provides the user detailed information about all the documents issued by the Agent.

1. **Click** the document number to see detailed information in form of a ticket facsimile.
 2. **Click** the icon  for further information about the user
- **Airline:** The three-digit Airline code of the Airline for which the documents have been issued.
 - **Document No.**
 - **Issue Date**
 - **Currency**
 - **Settlement Period:** The period when the document is to be billed.
 - **Stat:** International (I) or Domestic (D).
 - **Cash:** Cash amount.
 - **Credit:** Credit amount (when allowed includes CCAC and CCVA amounts).
 - **Easypay:** EasyPay amount.
 - **Taxes:** CA taxes paid in cash; CR taxes paid by credit; EP taxes paid by EasyPay.
 - **% Commission:** Commission percentage.
 - **Commission Amount**
 - **VAT/Commiss:** VAT amount applied to the commission.
 - **Cancel Fees:** The charge applied when the document is cancelled.
 - **TCN Number:** (if applicable). Transaction Control Number, generated by the Servicing Airline's/ System Provider's computer system for control purposes.
 - **Reporting System:** Abbreviation of the GDS used to issue the document.
 - **Destination:** Destination of the ticket issued.
 - **Remarks:** Extra data about the document, such as, the credit card entity, the tour code, RF for refunds, CNJ for conjunction tickets.
 - **See History:** Information about the user who issued the documents, if available.

Information displayed contains the sales at the moment of the query. Therefore the Billing Analysis may have different data about the same ticket/document. Any changes made by DPC (like recapture of a document or ticket, modify a wrongly submitted) may change the data of the same ticket/document. The information presented in the Sales Summary is not a final invoice.

Note 1: The EasyPay information is only displayed for those environments where this Form of Payment has been activated.

11.2 Ticketing Authority Query

The Enhanced Agent can query the Ticketing Authority for all of the Airlines for which he has permission to issue tickets/documents, i.e. the Ticketing Authority. When the Agent clicks on Ticketing Authority Query the user immediately sees all Airlines for which he has the Ticketing Authority. The list contains the Airline code, name and the

designator.

If the *E-mail Alert* option is active (for Enhanced users), automatic messages will be received whenever any change in the Ticketing Authority is carried out.

- o **Download** the query results, by clicking the **Download** link at the bottom of the page.
- o **If the displayed information is not correct, please contact your local IATA office.**

TICKETING AUTHORITY QUERY		
	Airline Code	
001	American Airlines In	AA
006	Delta Air Lines Inc.	DL
014	Air Canada	AC
016	United Airlines, Inc	UA
027	Alaska Airlines Inc.	AS
031	Precision Air Servic	PW
041	Jetstar Airways Pty	JQ
044	Aerolineas Argentina	AR
045	LATAM AIRLINES GROUP	LA
047	TAP Portugal	TP
050	Olympic Air	OA
053	Aer Lingus Limited	EI
055	Alitalia Societa Aer	AZ
057	Air France	AF
061	Air Seychelles Limit	HM
063	Air Caledonie Intern	SB
064	Czech Airlines a.s.,	OK
068	LAM - Linhas Aereas	TM
071	Ethiopian Airlines E	ET
072	Gulf Air B.S.C. (c)	GF
074	KLM Royal Dutch Airl	KL
077	Egyptair	MS
079	Philippine Airlines,	PR
080	LOT - Polish Airline	LO
081	Qantas Airways Ltd.	QF

Page2 Page6

Go to airline: Search

11.3 GDS Query

The Enhanced Agent can query all GDSs that he has access to.

About

REFUND APPLICATIONS

ADM/ACM

MAN

VIRTUAL MPD

SALES TRANSMITTAL

OTHER SERVICES

- Sales Summary

- Ticketing Authority Query

- GDS Query

GDS QUERY

It is possible to issue via the following GDS systems

GDS

AMADEUS

SABRE

WORLDSPAN

Download

- o **Download** the query results, by clicking the **Download** link at the bottom of the page.
- o **If the displayed information is not correct, please contact your local BSP.**

12. Variable remittance (available only in BSP NL)

Remittance Frequency Query

This query shows the remittance frequency assigned by the airline, i.e., the number of billing periods per remittance.

Airline Code	Airline Name	Frequency
001	AMERICAN AIRLINES	4
006	DELTA AIR LINES	1
014	AIR CANADA	1
016	UNITED AIRLINES	2
030	VUELING AIRLINES S.A	4
031	PRECISION AIR	4
044	AEROLINEAS ARGENTINA	4
045	LATAM AIRLINES GROUP	4
047	TAP AIR PORTUGAL	4
050	OLYMPIC AIR	4
053	AER LINGUS	4
055	ALITALIA SOCIETA AER	1
061	AIR SEYCHELLES	4
063	AIR CALEDONIE INTERN	4
064	CZECH AIRLINES	4
065	SAUDIA ARABIAN ARL	4
066	ONUR AIR TASIMACILIK	4
068	LAM-LINHAS AEREAS DE	4
071	ETHIOPIAN AIRLINES	4
072	GULF AIR	4
074	KLM ROYAL DUTCH ARL	1
075	IBERIA LAE SA OPERAD	4
077	EGYPTAIR	4
079	PHILIPPINE AIRLINES,	4
080	LOT POLISH AIRLINES	4

13. Files

13.1 Upload Files

Users will be able to send files to other BSPlink users.

1. **Enter** the login and password required if it is the first time you enter this option within the same session. Contact your BSP if you do not know the Upload login and password. Note that they are **not** the same as the login and password you use to enter BSPlink.
2. **Click** the *Browse* button.
3. **Look for** the folder where the file to be uploaded is saved and **select** the corresponding file. You can upload up to three files at the same time.
4. Finally, **click** the *Send* button to load the file.

The user is able to send up to three files at the same time. The system will inform the user about the success of the loading. It is important to check that the file size is correct, i.e., that it is different from 0. If the file size = 0, please send the file again as it may not be correctly loaded. The reasons why the file size of a sent file may be 0 is because the path of the file was manually written and, therefore, any mistake in the path was made, or because the user only wrote the name of the file, without indicating any path.

Files sent via BSPlink should follow a file naming convention so that the system can identify and distribute them to the corresponding users. Find below the format that should follow all the files send via BSPlink:

CCddRecipient_date_freetext

Where:

- **CC** refers to the ISO country code.
- **dd** refers to the file descriptor, i.e., the file identification. It is formed by two lowercase characters from aa to zz maintained by BSP. Contact your BSP to obtain the file descriptors list.
- **Recipient** refers to the user the file is sent to. Find below a table with the different recipients and their corresponding codes.
- **date** in YYYYMMDD format.
- **freetext** indicates the name or kind of the file. **Note** that the admitted characters in the file name are the standard ASCII characters from 32 to 126 except the ASCII codes 34 ("), 42 (*), 47 (/), 58 (:), 60 (<), 62 (>), 63 (?), 92 (\) and 124 (|).


Destination	Identifying Code	Example
Airline	IATA three character numeric code (3 digits) + check digit	ESdd0766_20040127_testfile
Agent	IATA numeric agent code (7 digits) + check digit	ESdd86240453_20040127_testfile
BSP	BSP	ESddBSP_20040127_testfile
DPC	DPC	ESddDPC_20040127_testfile
GDS	CRSxxxx (where xxxx indicates the GDS system)	ESddCRSGDSL_20040127_testfile
Third Parties	TTT + user id (from 1 to 10 characters)	ESddTTTthird_20040127_testfile
Agent Groups	GRP + group name/ID code (from 1 to 7 characters)	ESddGRPHalcon_20040127_testfile
IATA	IATA	ESddIATA_20040127_testfile

Note 1: BSPlink will automatically reject all the files with the following extensions: CMD, EXE, BAT, PIF, COM, VBS, JS, SCR, SHS, HTML, ASP and HTM.

Note 2: when the recipient is an airline with an alpha-numeric code, the code should always be written in uppercase letters and the check-digit has to be set as 0 (zero).

13.2 Download

Users will be able to download files that have been made available in BSPlink (e.g. BSP- reports and information from BSP).

1. **Sort** the files, by clicking on the arrows in the headers, and sort them by File, Date, File Type and/or Size.
2. **Click** the  icon, to download the file (further information below).
3. **Tick** the check box beside the *Delete File* text of those files to be deleted.
4. Then, **click** the Delete Marked Files to remove the selected files above.
5. **Click** the Eliminated Files to query the deleted files.

Files available in the query are the files that have been processed by the DPC and loaded into BSPlink for the respective user.






Please note that files are only available for download for 2 months.

20/03/2007 11:00:18

Total Files Available: 12

File not downloaded with the visible mark.

File	Date	File Type	Size	Download	Delete File
ESze0000000_20070716_Qatar Airways.docx.pdf	16/07/2007 11:58:27	Circulars Agencias	41.07Kb		<input type="checkbox"/>
ESze0000000_20070709_BSPlink_Newsletter.pdf	09/07/2007 19:56:28	Boletín Informativo IATA	54.98Kb		<input type="checkbox"/>
ESze0000000_20070709_BSPlink_Newsletter.pdf	09/07/2007 10:36:56	Boletín Informativo IATA	105.50Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
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ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
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ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
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ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>
ESze0000000_20070630_bspR2001.pdf	03/07/2007 22:45:17	LISTADO AEROLINEAS (DIRECTIVA U.E.) (2001)	22.71Kb		<input type="checkbox"/>


Downloaded file with the visible mark.

Note 1: The files will be available in BSPlink (either in the download or the eliminated pages) for a period of **two months** from the upload date onwards.

Note 2: To allow the enhanced Agent user to easily manage the files under the *Download Files* option, the ones which are neither read nor downloaded will show in bold letters.

The available information is as follows:


- **File:** File name following BSPlink file naming convention
- **Date:** Date and time when the file has been uploaded.
- **File Type:** Description of the available file.
- **Size:** File size.

-  : Icon to download the file.
- ☐ : Check box to select the files that will be deleted once the *Delete Marked Files* is clicked.

13.3 Download Communications


Within this option the user will find communication files sent out by the BSP. **Note** that the files will be available in BSP*link* (either in the download or the eliminated pages) for a period between **two and twelve months** from the upload date onwards.

The available information is as follows:


- **File:** File name following BSP*link* file naming convention.
- **Date:** Date when the file has been uploaded.
- **File Type:** Description of the available file.
- **Size:** File size.
-  : Icon to download the file
- ☐ : To select the files that will be deleted once the *Delete Marked Files* is clicked.

13.4 Download: Eliminated Files

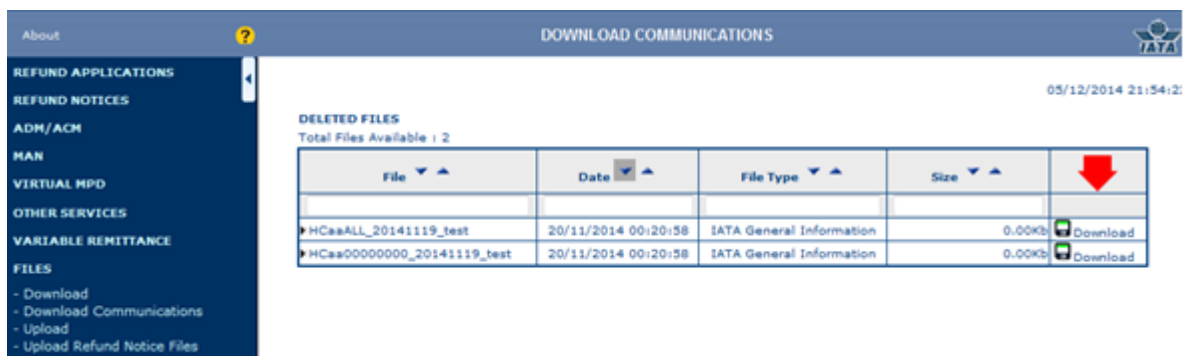
The user is able to query and download the files that have been eliminated from the *Download* option.

1. **Sort** the files, by clicking on the arrows in the headers, and sort them by File, Date, File Type and/or Size.
2. **Click** the  icon, to download the file.

The available information is as follows:

- **File:** File name following BSP*link* file naming convention
- **Date:** Date when the file has been uploaded. The system will count 2 months* from this date and then the files will be automatically deleted from the system.
- **File Type:** Description of the available file.
- **Size:** File size.
-  : Icon to download the file.

*Or up to twelve months in the case of deleted communications.



13.5 File naming convention

Note that the file name convention is as follows:


<ISO><File Descriptor><Recipient>'_<Date>_<Free text>

For example: **ESbb0011_20010718_file**

Note 1: If the *E-mail Alert* option is active (available for Enhanced users), automatic messages will be received whenever a new file is available to be downloaded.

Note 2: The file type description is taken from the description entered in the *File Descriptor* option within BSP main menu where the different file descriptors are defined. Please contact your local IATA office for more details.

13.6 Steps to download a file

1. **Click** on the  icon. A new screen is displayed informing the user that the file is ready to be downloaded.
2. If you wish to see the file data on the screen, **click** the link on the file name. Automatically, the file is opened.
3. If you prefer to save the file in your PC, **click** the right mouse button.
4. **Select** the *Save Target As* option in the displayed menu.
5. **Choose** the folder in your PC to save the file.
6. Finally, **click** the Save button.

Note 1: the dynamic filters 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 certain files in order to meet a specific criteria.


Note 2: The user is able to download the programs needed for visualizing the files (Adobe Acrobat Reader and/or WinZip) by going to the main BSPlink page (www.bsplink.iata.org) and accessing 'Requirements'.

14. BSPlink Agent Groups

Agent Group Query

This option enables the user to query the information about the BSPlink Agent Groups they belong to and the corresponding members.

AGENT GROUPS QUERY



If you wish to view the members of a group, select the group, please.

Found Records 1

User Id	Creator	Organisation	Name	e-mail	Telephone	Address	Locality	Postcode	Country	Number of members	Active
000011a	BSP	Test	Test	testgroup@test.com	12345678901	Test address	MADRID	12345	Test country	1	Active

[Download](#)

1. **Click** the agent group's data to query the agents belonging to the group.
2. Download the query results, **by clicking** the *download* link.

The available information is the following:

- **User Id:** The group identification.
- **Creator:** It refers to the group creator, i.e., an agent or BSP.
- **Organisation**
- **Name:** Person in charge.
- **E-Mail/Telephone/Address/Locality/Post Code/Country:** Agent group contact information.
- **Number of members:** Shows the total number of agents belonging to the group, at the time of the query.
- **Active:** Shows the status of the BSPlink Agent Group, i.e. whether it is active or not.

To query the members of the agent group, the user should click on the group's data. Note that this information is only available for active agent groups as BSPlink users.

15. General Queries

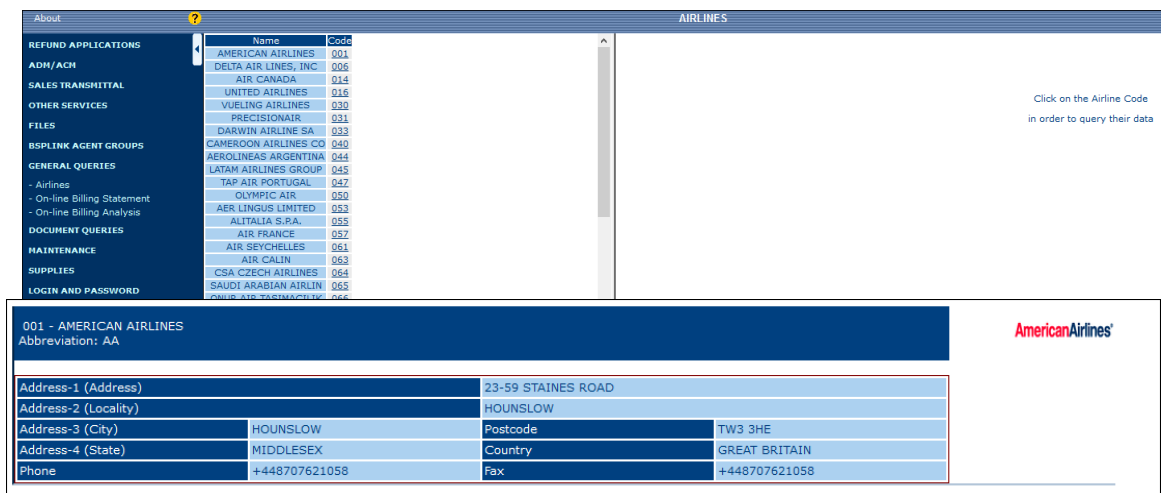
15.1 Airlines

Enhanced Agents can query the Airlines that are active in the corresponding BSP, i.e. in the BSPlink Master Tables.

1. **Click** the Airline code to query detailed information.
2. **Click** the *Download* link at the bottom of the page, to download the Airline code list.

This is the information per Airline:

- **Airline Code**, without the check-digit, and **Name**.
- **Abbreviation**: A two-digit code provided by IATA.
- **Address/Phone/Postcode/Country/Fax**



The screenshot shows the BSPLINK AIRLINES interface. On the left is a navigation menu with options like REFUND APPLICATIONS, ADH/ACH, SALES TRANSITTAL, OTHER SERVICES, FILES, BSPLINK AGENT GROUPS, GENERAL QUERIES, MAINTENANCE, SUPPLIES, and LOGIN AND PASSWORD. The main area displays a table of airlines with columns for Name and Code. Below this, a detailed view for American Airlines (001) is shown, including its abbreviation (AA) and contact information.

Name	Code
AMERICAN AIRLINES	001
DELTA AIR LINES, INC	006
AIR CANADA	015
UNITED AIRLINES	016
VUELING AIRLINES	030
PRECISIONAIR	031
DARWIN AIRLINE SA	033
CANADON AIRLINES CO	040
AEROLINEAS ARGENTINA	044
LATAM AIRLINES GROUP	045
TAP AIR PORTUGAL	047
OLYMPIC AIR	050
AER LINGUS LIMITED	053
ALITALIA S.P.A.	055
AIR FRANCE	057
AIR SEYCHELLES	061
AIR CALIN	063
CSA CZECH AIRLINES	064
SAUDI ARABIAN AIRLIN	065
QATAR AIRWAYS	066

001 - AMERICAN AIRLINES
Abbreviation: AA

Address-1 (Address)	23-59 STAINES ROAD		
Address-2 (Locality)	HOUNSLOW		
Address-3 (City)	HOUNSLOW	Postcode	TW3 3HE
Address-4 (State)	MIDDLESEX	Country	GREAT BRITAIN
Phone	+448707621058	Fax	+448707621058

15.2 On-line Billing Statement

The Enhanced Agent user obtains information on the net amount to be paid to the Airlines.



The screenshot shows the BSPLINK ON-LINE BILLING STATEMENT interface. It includes a navigation menu on the left and a form for querying billing statements. The form has fields for Year, Month, and Period From/To, and radio buttons for Document Type (Domestic, International, Both). There is also a field for selecting an additional currency.

Please fill the form in order to execute a query.

Year	Month	Period From/To
2016	November	2 / 2

Document Type ☐ Domestic ☐ International ☒ Both

You can select an additional currency for the total amounts. EUR

[Maintenance / Insert / Delete Currency](#)

1. **Select** a period "from" and "to".
2. **Select** the type of document to be queried: *Domestic*, *International* or *Both*.
3. **Choose** an additional currency to execute the query.
4. Finally, **click** the *Execute Query* button.

Net sales are equal to cash amounts (gross) - commission + taxes.

- Commissions = commissions from issues + commissions from Refunds.
- Taxes = taxes from issues - taxes from refunds + cancellation fees - commission from cancellation fees - VAT from issues + VAT from refunds.
 - o The cancellation fees and the commission from cancellation fees apply to refunds only.
 - o Depending on the country, the VAT from issues and the VAT from refunds may not apply.

The system will display the date of the latest correctly loaded data.

It is not possible to query data greater than or equal to the current billing period.

Also, note that the system will display information for the previous **24 months**.

Note that there is a link to the currency maintenance available where the user is able to register a new currency and update or delete an existing currency.

On-line Billing Statement - Detailed

When executing this query, the user obtains information on the net amount to be paid to the Airlines.

The screenshot shows the 'ON-LINE BILLING STATEMENT' interface. At the top, it says 'Period from 2014114 to 2014114'. Below that, there are tabs for 'Routing: Domestic', 'International', and '>>Both<<'. It indicates 'Found Records 4'. The main table has columns: Currency, Airline Code, Airline Name, Net to be Paid, and Net to be Paid Currency EUR Exchange Rate = 1. The data rows are: EUR 030 VUELING AIRLINES 212.44 0.00, EUR 075 IBERIA, LAE SAO, S.U. 345.77 0.00, EUR 474 BINTER CANARIAS 254.28 0.00, and EUR 996 AIR EUROPA L.A., S.A. 1,500.79 0.00. At the bottom, there is a 'TOTALS' section with a table showing Currency EUR, Net to be Paid 2,313.28, and Net to be Paid Currency EUR Exchange Rate = 1 0.00. A 'Download' link is visible on the right.

Currency	Airline Code	Airline Name	Net to be Paid	Net to be Paid Currency EUR Exchange Rate = 1
EUR	030	VUELING AIRLINES	212.44	0.00
EUR	075	IBERIA, LAE SAO, S.U.	345.77	0.00
EUR	474	BINTER CANARIAS	254.28	0.00
EUR	996	AIR EUROPA L.A., S.A.	1,500.79	0.00

Currency	Net to be Paid	Net to be Paid Currency EUR Exchange Rate = 1
EUR	2,313.28	0.00

Download the query result, by clicking the *Download* link. This is the available information:

- **Currency:** Currency in which the information is provided.
- **Airline Code:** The Airline code without the check-digit.
- **Airline Name**
- **Net to be Paid:** Net amount the Agent must pay to the Airline.
- **Net to be Paid- Currency CUTP Exchange Rate:** The results have an additional column where the net amount is shown in the selected additional currency. The Exchange Rate is also indicated.

At the bottom of the page, there is a table showing the total net amounts of the Agent.

*It is not possible to query data greater than or equal to the current period. Also note that the system will display information for the previous **24 months**.*

15.3 On-line Billing Analysis

Enhanced Agents can query sales information per Airline. The analysis displays the total amount payable.

1. **Enter** a three-digit Airline code, if the query is to be carried out for a specific Airline. If the field is left blank the query will be executed for all Airlines.
2. **Select** a period "from" and "to".
3. **Choose** the type of document to be queried: *International, Domestic or Both*.
4. If desired, **select** an additional currency to execute the query.
5. Finally, **click** the "Execute Query" button.

About
REFUND APPLICATIONS
ADH/ACH
SALES TRANSMITTAL
OTHER SERVICES
FILES
BSPLINK AGENT GROUPS
GENERAL QUERIES
Airlines
On-line Billing Statement
On-line Billing Analysis
DOCUMENT QUERIES
MAINTENANCE

ON-LINE BILLING ANALYSIS

Please enter the Airline code:

Please select the from and to periods in order to carry out your query:

Year

Month

Period From To

2016

November

2

2

Type of Document: ☐ International ☐ Domestic ☐ Both ☒

You may select an additional currency for the total amounts

Maintenance / Insert / Delete Currency

Execute Query Clear

The system will display the date of the latest correctly loaded data.

It is not possible to query data greater than or equal to the current billing period. Also, note that the system will display information for the previous **24 months**.

Note that there is a link to the Currency maintenance available, where the user needs to register a new currency and update or delete an existing currency.

On-line Billing Analysis – Detailed

Users can query sales information per Airline. The query shows the total amount payable.

- Click the document number to query the facsimile.

The Net to be paid in On-Line Billing Analysis may not reflect exactly the same amount as that in the Document Enquiry option, as the net to be paid in On-Line Billing Analysis option only refers to cash, that is, the amount the Airline is going to receive from the Agent.

ON-LINE BILLING ANALYSIS													
Airline: 001 AMERICAN AIRLINES IN Period From 1/01/2018 to 4/01/2018 Routing: International Domestic >>Both<<													
INTERNATIONAL													
Document Number	Issue Date	Void Coupons	Cash	Credit	EasyPay	Taxes	Commission %	Commission Amount	VAT/Commission	Cancellation Fees	Net to be Paid	Net to be Paid Currency SEK	Destination/Comments
CURRENCY SEK													
16 Electronic Ticket (TKTT)													
5186511702.5	19/01/2018	FFFF	3,274.00	0.00	0.00	0.00CR 2,338.00CA 0.00EP	0.00%	-0.00	-0.00	-0.00	5,612.00		YYZ
5186511714.3	19/01/2018	FFFF	1,763.00	0.00	0.00	0.00CR 2,745.00CA 0.00EP	0.00%	-0.00	-0.00	-0.00	4,508.00		ORD NOTO
5186511715		FVVV											CNJ
5957421020.2	05/01/2018	FFFF	677.00	0.00	0.00	0.00CR 2,550.00CA 0.00EP	0.00%	-0.00	-0.00	-0.00	3,227.00		PHX NOTO
5957421021		FVVV											CNJ
5957421083.2	10/01/2018	FFFF	4,588.00	0.00	0.00	0.00CR 2,829.00CA 0.00EP	0.00%	-0.00	-0.00	-0.00	7,417.00		HNL NOTO
5957421084		FFVJ											CNJ
5957421085.4	10/01/2018	FFFF	4,588.00	0.00	0.00	0.00CR 2,829.00CA 0.00EP	0.00%	-0.00	-0.00	-0.00	7,417.00		HNL NOTO
5957421086		FFVJ											CNJ
TOTAL CASH			14,890.00			13,291.00		0.00	0.00	0.00	28,181.00		
TOTAL CREDIT				0.00		0.00				0.00			
TOTAL EASYPAY					0.00	0.00				0.00			
TOTAL			CASH			14,890.00		13,291.00	0.00	0.00	28,181.00	0.00	
INTERNATIONAL			CREDIT			0.00		0.00		0.00			
			EASYPAY			0.00		0.00		0.00			

Available fields:

- Document No.
- Issue Date

- **Void Coupons:** Coupons are Flown (F) or/and Void (V = not used)
- **Cash:** The document fare has been partially or totally paid by cash.
- **Credit:** The document fare has been partially or totally paid by Credit Card (When allowed includes CCAC and CCVA fare).
- **EasyPay:** The document fare has been partially or totally paid by EasyPay.
- **Taxes:** The tax amount, followed by 'CA' (Cash) or 'CR' (Credit) or 'EP' (EasyPay).
- **Commission %:** The commission percentage.
- **Commission Amount:** The commission amount.
- **Fare Adjustment Amount (SPAM):** This is the additional commission. It is displayed whenever the BSP has established that this amount (if any) has to be indicated separately from the standard commission.
- **VAT/Commission:** The VAT the Agent needs to pay on the commission amount.
- **Cancel Fees:** The charge applied when the document has been cancelled.
- **Net Fare Amount (NTFA):** The fare (Cash+Credit+EasyPay) - commission (including the additional commission, if any). It will be displayed whenever the BSP has established that this information should be shown.
- **Net to be Paid = Fare (Cash) + Taxes - Commission.** The net to be paid is also shown in the selected additional currency. The exchange rate is indicated: *Currency CUTP Exchange Rate: n*
- **Destination:** Destination airport.
- **Comments:** Extra data about the document, such as, the credit card entity, the tour code, RF for refunds, CNJ, for conjunction tickets.

The total amount paid by credit, cash, easypay and depending on the document type (Domestic or International) is also displayed at the bottom of the page. Fare Adjustment Amount (SPAM) and Net Fare Amount (NTFA) fields depend on the Include SPAM in Commission and Show NTFA parameter values set by BSP, respectively. For further information, please contact your BSP.

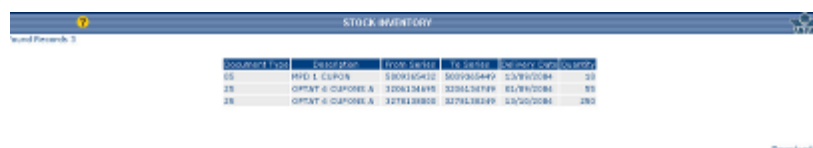
Please note! It is not possible to query data greater than or equal to the current period. Also, note that the system will display information for the previous **24 months**.

Note 1: The EasyPay information is only displayed for those environments where this Form of Payment has been activated.

16. Document Queries

16.1 Stock Inventory

By selecting this function the system will provide Enhanced Agent users updated information on the Agents **Stock Inventory**.



Document Type	Fare Basis	Fare	Taxes	Commission	Net Fare
05	WPEL 1 CASPA	3306134432	3306134432	3306134432	3306134432
25	OPTMT 6 CASPORA	3306134432	3306134432	3306134432	3306134432
25	OPTMT 6 CASPORA	3306134432	3306134432	3306134432	3306134432

1. **Download** the query results, by clicking the *download* link at the bottom of the page.
2. **Move** around the results, by clicking the page numbers below the table.

The available fields are the following:

- **Document Type** and **Description**
- **From/To series** of the available documents in the Agent's stock.
- **Delivery Date:** Date when the supply was delivered.
- **Quantity:** Amount of documents the Agent has in stock.

Note! This information is provided by DPC.

16.2 Last Supplies

This gives Enhanced user the latest 30 movements of the Agents' Stock.

LAST SUPPLIES								
Information available about the last 30 stock movements registered for your agency.								
Page 3 of 3 Found Records 70								
Document Type	Description	From Ticket	To Ticket	Quantity	Date	Movement	Delivery Note	Delivery Mode
26	OPET	2587054800	2587054899	100	27/11/2012	Manual Assignment 0		
26	OPET	2586289100	2586289199	100	06/11/2012	Manual Assignment 0		
26	OPET	2585514300	2585514399	100	15/10/2012	Manual Assignment 0		
26	OPET	2214775000	2214775099	100	26/09/2012	Manual Assignment 0		
26	OPET	2214160400	2214160499	100	11/09/2012	Manual Assignment 0		
26	OPET	2213440200	2213440299	100	21/08/2012	Manual Assignment 0		
26	OPET	2212894200	2212894299	100	02/08/2012	Manual Assignment 0		
26	OPET	2212390100	2212390199	100	19/07/2012	Manual Assignment 0		
26	OPET	2211567500	2211567599	100	30/06/2012	Manual Assignment 0		
26	OPET	9567823600	9567823699	100	16/06/2012	Manual Assignment 0		

1. **Download** the query results, by clicking the **download** link at the bottom of the page.
2. Once there is significant data stored in this function, you will be able to move from **page to page** by the numbered buttons at the bottom of the list.

- **Document Type** and **Description**
- **From/To ticket:** Supplied series.
- **Quantity:** Amount of supplied documents.
- **Date:** Delivery date.
- **Movement:** The way the documents were delivered:
 - o *Automatic Supply:* documents delivered automatically according to the system calculation of the requirements.
 - o *Urgent Supply:* more documents are needed before the next automatic supply.
 - o *Manual Assignment:* documents manually assigned by BSP.
 - o *Destruction:* documents sent back to BSP for destruction.
 - o *Transfer:* documents transferred from other Agent.
- **Delivery Note:** Invoice number. / **Delivery Mode:** Supply status. Note! This information is provided by DPC.

16.3 Rejected Documents

The user is able to query the documents that have been rejected by the DPC.

1. **Select** the "Period from" and "Period to", the "Month" and the "Year" the query is to be carried out for.
2. **Click** the *Query Options* link, if you wish to filter the query. Note that it is optional.

3. Click the *Execute Query* button.

This option will only show the rejected documents at DPC level.

A list showing all the documents rejected in the selected period will be displayed once the query has been executed.

Note! The system will display information back to **24 months**.

The **Query options** link beside the 'Reset' button allows the user to make the query more specific. The following are the most important fields:

- *Airline Code*
- *GDS*: The user can filter the query by selecting one of the GDS.
- *Document type*: It is also possible to carry out the query for a particular document type.
- *Rejection date*: The rejection date can also be specified, if known.
- *Rejection type*: The user can select between *W* (Warning), *M* (Modify) and *R* (Rejection).

When selecting the 'Query options' link, the form with different fields to be selected will not disappear, unless the user refreshes the page.

Finally, once all the parameters have been selected to carry out the query and the *Execute Query* button has been selected, a list with all the documents matching the filter of the query will be displayed.

REJECTED DOCUMENTS											
Period From 2019081 to 2019083											
Found Records 5											
Document Number	Transaction Code	Agent Code	Airline Code	Error Level	Error Code	Error Message	Related Document Number	GDS Name	Period	Date	Billing period
2301212307	RFND	4230168	652	R	RET-057	Refund Form of payment type differs	2301212307	WEBL	2019082	12/08/2019	-- --
-- --	RFND	4230168	652	R	RET-070	Total doc amount differs from Orig tkt	2301212307	WEBL	2019082	12/08/2019	-- --
-- --	RFND	4230168	652	R	RET-081	Taxes differ	2301212307	WEBL	2019082	12/08/2019	-- --
2301233985	RFND	4230607	652	M	RET-053	Original ticket not found	2301233985	WEBL	2019082	12/08/2019	-- --
2301233355	RFND	4231122	652	W	RET-053	Original ticket not found	2301233355	WEBL	2019082	12/08/2019	-- --

Find below information on each field:

- **Document Number**: Rejected document number.
- **Transaction Code**: Indicates the code of the transaction
- **Agent Code**
- **Airline Code**
- **Error Level**: Where *W* indicates *Warning*, *M* indicates *Modify* and *R* indicates *Rejection*
- **Error Code**: Code of the error that triggered this rejection
- **Error Message**
- **Related Document Number**: The number of the associated document, if any.

- **GDS Name**
- **Period:** The period when the document was rejected.
- **Date:** The date when the document was rejected.
- **Billing Period:** The period when the document has been billed.

It is possible to order the documents by the different fields that are displayed in the query. However, when only one document for the selected query is displayed, the arrows to order the query result will not appear.

16.4 Net-Remit Documents

The Enhanced Agent can query all the net-remit deals per Airline by period.

1. **Enter** an Airline code.
2. **Select** a period "from" and "to".
3. **Choose** an additional currency to execute the query.
4. **Click** the 'Execute Query' button to continue.
5. Tickets that have been issued via a net-remit deal will be displayed.

There is also a download link underneath the list of documents that match the net-remit deals for the selected Airline and period. Click on the file to view the .txt file or right click on the file and "Save target as" to your personal folders.

Note 1: there is a shortcut to the Currency maintenance, where the user can register a new currency, update or delete an existing currency.

Note 2: It is not possible to query greater than or equal to the current period and note that the system will display information not older than **24 Months**.

Note 3: This information is provided by DPC.

16.5 Document Enquiry (TAIP)

This function will allow the Enhanced Users to query documents with the document number.

The User can select whether he wants a Basic Query or Detailed Query depending on the type of query the system will display the following screen with the detailed information:

- **Enter** the document number without Airline code
- **Select** whether a '**Basic**' or '**Detailed Query**'

The system will display the date of the latest correctly loaded HOT data.

Note 1: The user can query data back to **24 months**.

Note2: This information is provided by DPC.


Note 4: certain user's information will be concealed when other users than the owner of the document *Query* that same document.

Basic Query – this option allows the user to see information such as the settlement date, accounting data and net to be paid.

Detailed Query – this option is also accessible from the Basic Query option and it will give the user a more detailed description. The user will view from the facsimile the ISO codes as well as accounting information and detailed information about the document fare.

16.6 Document Enquiry (TAIP): Basic Query

The Enhanced user is able to see basic information about the queried document.

1. **Click** the  icon to query detailed information on the Agent.
2. **Click** any of the links at the bottom of the page to execute detailed queries about the document and its related documents (Refunds or ADM/ACM).
3. **Click** the corresponding links (if available) to issue new Refunds from the queried document.

DOCUMENT ENQUIRY				Emirates	
Document	1798816223 1				
Status	DOCUMENT SETTLED				
Date / Current Time	20/02/2018 22:15:39				
Document	1798816223 1	Settlement Period:	2017021		
Agent	6020565 - TRAVELLINK NO1				
Type of Document	16-Electronic Ticket				
Airline Code	176 EMIRATES	Issue Date:	06/02/2017		
		Capture Date:	28/02/2017		
Form of Payment	CC CREDIT	Coupons:	FFFF		
Cash Amount	0.00	Cancellation Fees:	0.00		
Credit Amount	94.85	Commission on Cncl. Fees:	0.00		
EasyPay Amount	189.79	GDS System	Amadeus Central Tick		
Sum of Taxes	551.33	Tour Code:			
Currency	NOK	Net Remit Indicator:			
Commission Amount	0.00	Transaction Code	TKTT		
% Commission	0.00				
VAT/GST Amount:	0.00				
Balance Payable to Airline:			835.97		
On-line Billing Statement for the Agent:			0.00		

[See Detailed Information](#)
[Related BSPlink ACM/ADM/BFND](#)
[Print](#)
[Related Billed ACM/ADM/BFND](#)
[Rejected Related Documents](#)

[Issue Refund Notice](#)
[Issue Refund Notice Pending Authorisation](#)

[Issue Refund Application/Authority](#)
[Issue Refund Application/Authority Pending Authorisation](#)

These are the available fields:

- **Document:** The document number.
- **Agent:** Agent code without the check-digit plus the Agent name.
- **Type of Document:** The number ID and description of the document.
- **Airline:** The Airline code without the check-digit and Airline name.
- **Settlement Period:** The period when the document was settled.
- **Issue Date:** The date when the document was issued.
- **Capture Date:** The date when the ticket was processed by DPC.
- **Form of Payment:** Cash (CA), Credit (CC, CCAC, CCVA) or EasyPay (EP). When documents are paid with CCAC (Agent own card), or CCVA (Virtual Account Number), the Form of Payment will be displayed as follows:
 Document with FOP CCVA: "CC CREDIT CCVA <MASKED CREDIT NUMBER>"
 Document with FOP CCAC: "CC CREDIT CCAC <MASKED CREDIT NUMBER >".
 Refund with FOP CCVA: "CREDIT REFUND CCVA <MASKED CREDIT NUMBER>"
 Refund with FOP CCAC: "CREDIT REFUND CCAC <MASKED CREDIT NUMBER >"
- **Cash/Credit/EasyPay Amounts:** Fare of the document.
- **Sum of Taxes:** The total amount of taxes.
- **Currency:** The currency used when paying the document.
- **Coupons:** flight (F) or void (V).
- **Cancellation Fees:** The charge applied when the document is cancelled.
- **Commission on Cncl. Fees:** The commission on cancellation fees.
- **Commission amount**
- **Fare Adjustment Amount (SPAM):** The additional commission, displayed whenever the BSP has established that this amount (if any) has to be indicated separately from the standard commission.
- **Commission%:** The commission percentage.
- **VAT/GST Amount:** Value Added Tax amount.
- **Tour Code:** If applicable.
- **Net Remit Indicator:** Indicated whenever the ticket was issued with the NR indicator.
- **Balance Payable to Airline:** The NET amount the Airline is going to receive from this ticket (by credit, cash and easypay). No matter the amount has been paid by cash or credit.

- **On-Line Billing Statement for the Agent** = Cash + Tax cash - Commission.
- **Net Fare Amount (NTFA):** Fare (cash+credit+easypay) - commission (including the additional commission, if any). It will be displayed both in the detailed and the basic query whenever the BSP has established that this information should be shown.

Please Note! The Net for the Airline in Document Enquiry may not reflect exactly the same amount as that in the On-line Billing Analysis, as the net for the Airline in the Document Enquiry option may refer to cash, credit or easypay amounts, that is, the total amount the Airline is going to receive.

There may be some links at the end of the page that allow the user to issue **new documents** (Refunds) from the information of the queried document: *Issue Refund Application/Authority/RefundNotice*.

The following requirements the document should fulfill in order for the links to appear in the query:

1. The links will appear whenever the user has issued the queried document, i.e., the user is the owner of the document. The user is able to enter and visualize any document number in the *BSPlink* but if the user is not the owner of the document the fare amounts and sums will not be displayed.
2. When the document being queried is **NOT** a **VOID** ticket.
3. When the queried document is **NOT** a **Net-Remit** deal. However, if the document **were** a **Net-Remit** deal **and** the BSP had decided that **SPAM** (additional commission) **is shown separately** from the standard commission, the links will be displayed to issue a document from an already billed ticket.
4. The link to refunds would be available whenever the queried document is **NOT** another refund or an ADM/ACM.
5. Whenever the user trying to issue Refunds from a queried document has the Enhanced template assigned as well as permission to issue them, that is, BSP has given the user access permissions to issue documents via *BSPlink*.
6. The link to refunds will not appear when the document being queried has been paid with more than one credit card.
7. Whenever the document configuration is correctly set. This depends on the series and prefix of documents. In *BSPlink*, every document needs to have a series and a prefix well defined. If some document type had them not well configured, the system would consider that such document type cannot be issued through *BSPlink* and, therefore, the links in the '*Document Enquiry*' option would not appear.
8. For credit and credit NR documents, RAs will be allowed whenever permitted by BSP and the airline.

For further details, please refer to Refund Application/Authority Issues and Refund Notice Issues pages (*BSPlink* Manual Agent Refunds).

It is possible that the user is querying a **charging document**, i.e., a document issued to charge Agents for the use of *BSPlink*. If this is the case the following information will be displayed in the '*Charging Information Summary*' section:

- *Invoice Number:* Number assigned to the charge.
- *Remarks:* The reason of charging.
- *Enhanced User:* Amount of Price 2 or Special price.
- *Enhanced/Basic Sub-users:* Amount resulting from applying the algorithm of

- Price 1 or Price 3.
- ** *Sub Total* = Enhanced user amount + Enhanced/basic sub-users amounts (gross amount)
- Discount 0.00 %*: Discount to be applied to the gross amount if any. The field will indicate the % and the amount of the discount.
- Sub Total* = gross amount - discount amount.
- ** *VAT/GST*: VAT to be applied to the result in the previous field (*Sub Total* = gross amount - discount).
- Total Charge*: The total amount to be paid by the Agent = gross amount - discount + VAT.

Note that all amounts will have as many decimals as the currency applicable in the market.

Note 1: At the bottom of the 'document query' page, the system gives the user the possibility to query associated documents (refunds, rejected refunds, ADM and ACM) related to the one that is being queried. It is also possible to visualize a facsimile of the document, that is, there is a link to **'Detailed Query'**. Note that this link will only be available whenever the user is the owner of the document or it is not a **VOID** document. The user is able to enter and visualize any document number in the *BSPlink* but if the user is not owner of the document the fare amounts and sums will not be displayed.

Note 2: In case the user is trying to issue a document from an already billed ticket, and the original ticket has both standard and additional commission, the new document that is to be issued will only show the standard commission. *Fare Adjustment Amount (SPAM)* and *Net Fare Amount (NTFA)* fields depend on the *Include SPAM in Commission* and *Show NTFA* parameter values set by the BSP, respectively. For further information, please contact your BSP.

16.7 Document Enquiry (TAIP): Detailed Query

Enhanced Agents are able to see detailed information about the entered document.

1. **Click** the link at the bottom of the page to execute detailed queries about the document and its related documents (Refunds or ADM/ACM).
2. **Click** the corresponding links (if available) to issue new documents from the queried document.



The user will see a facsimile of the document, if available, along with detailed accounting information.

When the document has been paid with a credit card, the details regarding the credit card (CC) are also listed: **CCXX (e.g. CCVI)** or **MSCCXX**, where **CC/MSCC** refers to the *FPTP (Form of Payment Type)* field received in the BKP84 record of the HOT (please refer to DISH), and **XX** refers to the entity code. They will be shown in the *Form of Payment* field, whereas in the *Entity* field, the corresponding entity code (**XX**) will be displayed (Entity = e.g. VISA = VI).

The documents paid with CCAC, or CCVA, are credits and they will be displayed as a credit document. Although 'AC'/'VA' are not entities these values will be displayed in the Entity field.

Also, when the document has been paid with EasyPay, the details regarding the payment network are displayed: **EPXX1234 (e.g. EPCA5535)**, refers to the *FPTP* (*Form of Payment Type*) field received in the BKP84 record of the HOT (please refer to DISH); where **XX** refers to the card scheme and 1234 refers to the first four numbers of the EasyPay account number. These details will be shown in the *Form of Payment* field, whereas in the *Payment Network* field, the corresponding card scheme will be displayed.

In case the queried document has associated **SCN** (Stock Control Number) numbers, the query will display the following information: a table with the **SCN** numbers **From/To** will be shown. Likewise, the **ALNC** (Approved Location Numeric Code) and the **FCMI** (Fare Calculation Mode Indicator) information will also be displayed whenever the document being queried is a ticket. Moreover, if the document to be queried is a refund that has been automatically generated via CANR (Cancellation with Reversal), the **RFNC** (Refund of Cancellation with Reversal) code will be shown along with the document number (for further information to this code, refer to DISH, see TRNC (Transaction Code) Glossary, note 4). There may also be some links at the end of the page that allow the user to issue **new documents** (Refunds) from the information of the queried document: *Issue Refund Application/Authority/ Refund Notice*.

Document Description		1798816223 1 16-Electronic Ticket	
Owner			
BSP NORWAY (TEST)		Ticket Image	
ISSUED BY: EMIRATES		PERIOD: 2017021	
CONJUNCTION TICKETS		PASSENGER TICKET AND BAGGAGE CHECK	
ENDORSEMENTS/RESTRICTIONS NONENDONONREF		ORIGIN/DESTINATION HAMHAM BOOKING REF. 4PECZV/1A DATE OF ISSUE 06Feb17 ISSUE IN EXCHANGE FOR 00000000	
PASSENGER NAME: NOT TRANSFERABLE GARDINI/MARC MR		 TRAVELLINK NO1 6020565-5	
K/O	NOT GOOD FOR PASSAGE FROM	CARRIER	FLIGHT
	HAM-HAMBURG	KL	1776
X	TO AMS-AMSTERDAM	KL	1421
O	TO BHX-BIRMINGHAM	KL	1432
X	TO AMS-AMSTERDAM	KL	1789
O	TO HAM-HAMBURG		
FARE CALCULATION HAM KL X/AM'S KL BHX MITT KL X/AM'S KL HAM MITT END			
EQUIV			
TAX NOK 61.80 CP			
TAX NOK 39.16 DR			
TAX NOK 450.37 XT			
TOTAL			
EUR IT			
CASH NOK 0.00 CREDIT NOK 94.85 EASYR NOK 189.79 COMM% 0.00 TAX NOK 61.80 CP TAX NOK 39.16 DR TAX NOK 450.37 XT			

Transaction Code		Additional Information	
TKTT			
BDS System		Amadeus Central Tick	
Taxes - ISO		Account Info.	
CP	61.80	VAT/GST Amount	0.00
DR	39.16	Agent Commission:	(0.00%) 0.00
VV	5.19	Cancellation Fees:	0.00
GB	100.56	Cancellation Fees Commission:	0.00
UB	26.63	Online Billing Statement for the Agent:	0.00
RN	3.51	Balance Payable to Airline:	835.97
OY	88.79		
RA	16.97		
RR	200.06		
OBFC000	8.66		
Total	551.33		
		Credit Info.	
Entity	Card Number	Approval Code	Expiry Date
VI	456997XXXXX8419		
		LCCB Invoice Number	Amount Paid
			646.18
		EasyPay Info.	
Payment Network	EP Number	Amount Paid	
CA	553568XXXXX9886	189.79	
Related BSPlink ACM/ADM/RFND		Related Billed ACM/ADM/RFND	
		Rejected Related Documents	
		Issue Refund Notice	
		Issue Refund Application/Authority	
		Issue Refund Notice Pending Authorisation	
		Issue Refund Application/Authority Pending Authorisation	

Following requirements the documents should fulfil in order for the links to appear in the query:

1. They will only appear whenever a user has issued the queried document -> a user is the owner of the document.
2. When the document being queried is **NOT** a **VOID** ticket.
3. When the queried document is **NOT** a **Net-Remit** deal. However, if the document **were** a **Net-Remit** deal **and** the BSP had decided that **SPAM** (additional commission) **is shown separately** from the standard commission, the links will be displayed to issue a document from an already billed ticket.
4. The link to refunds will be available whenever the queried document is **NOT** another refund or an ADM/ACM.
5. Whenever the user is trying to issue Refunds from a queried document has the Enhanced template assigned as well as permission to issue them, that is, BSP has given the user access permissions to issue documents via **BSPlink**.
6. The link to refunds will not appear when the document being queried has been paid with more than one credit card.
7. Whenever the document configuration is correctly set. This depends on the series and prefix of documents. In **BSPlink**, every document needs to have a series and a prefix well defined. If some document type had them not well configured, the system would consider that such document type cannot be issued through **BSPlink** and, therefore, the links in the '*Document Enquiry*' option would not appear.
8. For credit and credit NR documents, RAs will be allow whenever permitted by BSP and the airline.

For further details please refer to Refund Application/Authority Issue and Refund Notice Issue pages.

Note 1: At the bottom of the 'document query' page, the system gives the user the possibility to query associated documents (related **BSPlink** ACM/ADM/RFND, related **BSPlink** MAN (Minor Adjustment Notice), related billed ACM/ADM/RFND, rejected related documents) The related documents are available for a period of **16 months** (or 24 months for Refund Applications).

Note 2: In case the user is trying to issue a RN from an already billed ticket, and the

original ticket has both standard and additional commission, the new document that is to be issued will only show the standard commission. However, for RA if BSP had decided that SPAM is shown separately from the standard commission and whether Fare Adjustment Amount is permitted, the additional commission would be shown on "Discount Amount" field.

Note 3: Please note that the FPIN field will be displayed in the TAIP queries only when FPTP is CA, MSCA or CCGR.

Note 4: The EasyPay fields are only displayed for those environments where this Form of Payment has been activated.

16.8 Credit Cards

An Enhanced Agent can query tickets paid by credit card or an easypay number for a given period.

1. **Enter** the credit card number, or easypay number, for which you wish to carry out the query.
2. **Select** a period "from" and "to".
3. **Click** the 'Execute Query' button.

Year	Month	Period From/To
2016	November	2 2

Execute Query Clear

The system will look for those tickets that match the search criteria, i.e. those tickets issued within the selected period and paid by a selected credit card or easypay number.

*Please note that the user cannot query two different billing periods at the same time. The system will display information for the previous **24 months**.*

Credit Cards – Detailed

The user is able to query the tickets paid by credit card or easypay number for a given period.

1. **Click** the document number to query detailed information.
2. **Click** the *download* link to get the query results in a **.txt** file.

A list with the tickets issued in the selected period and paid with the selected credit card will be displayed:

- **Document Number**
- **Approval Code:** The code given by the credit card company to approve the transaction.
- **Expiry Date:** Credit card expiry date.
- **Entity:** Credit card entity code or easypay card scheme.

- **Total Amount:** Total amount paid by the selected credit card.
- **Period:** Period when the document was processed.

The fields below are only applicable whenever the LCCB (Local Credit Card Billing) process is used:

- **Invoice date (LCCB):** Invoice date for the credit card payment
- **Invoice Number:** Invoice number under which the credit card payment was included.

Note 1: EasyPay information is only available for those environments where this Form of Payment has been activated.

17. Maintenance

Through this option the user can maintain the different currencies to be used.

- *Update a registered currency*
 1. **Enter** the new exchange rate for the corresponding currency.
 2. **Click** the *Apply Changes* button, to update the rate.
- *Add/Delete a currency*
 1. **Enter** the code (in upper case), International code (in upper case) and exchange rate of the currency to be added or deleted.
 2. **Click** the corresponding button (*Add/Delete*), depending on the action to be carried out.

The available fields to add or delete a currency are:

- **Code:** One character code to recognise the currency.
- **International Code:** Three- digit ISO currency code.
- **Exchange Rate:** Exchange rate

18. Login and Password

18.1 Change Login and Password

A Basic or Enhanced User is able to change their current Login and Password.

1. **Enter** the current password.
2. **Enter** new login.
3. **Enter** new password, and confirm new password in the *Confirm your new password* field.
4. **Click** the *Continue* button to save the changes.


Please note!

The login has a minimum of 6 characters, whereas passwords must have a minimum of **8** characters. Both login and password have a maximum of **10** characters. They can contain any character except inverted comas ("). **Blanks** are not allowed. Passwords should be alphanumeric, i.e., they must contain both numbers and letters (example: Agent1234). They are case sensitive.

For Sub-Users entering this option, the system will only allow them to modify the password, thus allowing creators to always identify their Sub-Users.

When changing the login and password the system will force the user to access *BSPlink* again to confirm that the change has been correctly registered.

CHANGE LOGIN AND PASSWORD



Please enter your new access details in the following form:

Enter your current password	<input type="password"/>
Enter your new login	<input type="text"/>
Enter your new password	<input type="password"/>
Confirm your new password	<input type="password"/>

Continue

Please note:
A password may consist of a minimum of 8 and a maximum of 10 characters.
Both login and password may contain any character except for quotation marks and blank spaces.
Passwords are alphanumeric as they must contain both numbers and letters.
Also note that passwords are case sensitive.
For further information, please refer to the help pages.

Please note that in some cases the chosen login and password might already exist in *BSPlink*. In that case the user is prompted to choose another login and/or password.

If the user doesn't remember the current password, they can reset it by using the 'Forgotten Password?' link on the application's main page. If the user doesn't remember both the login and password, then they should request to have their credentials reset by the BSP.

18.2 Edit User Profile

Users and sub users are able to modify their personal data through this option. Please note that all fields are mandatory, therefore make sure to include updated information in all of them.

A message confirming the changes/updates will be shown on the screen, i.e, "Operation successfully completed."

The *Portal Access Email* field is the login information to IATA's Customer Portal. The information entered here cannot be changed by the user, therefore if it is no longer valid (it has to be changed) you should contact IATA Customer Service.

*Until the user validates their *Portal Access Email*, the field *e-mail* will still be visible and it will be possible to configure in it several e-mail addresses (up to 200 characters) separated by semicolon (;).

18.3 IP Address Configuration

Basic and Enhanced Users will be able to configure the IP address from where they and their Sub-Users must access to *BSPlink*. IP address is the home address for the User's PC or for the entire network. If the IP address is configured it is not possible to login from any other IP addresses.

IATA should have activated this option. Otherwise, it will not be available in the User's main menu.

1. **Select** one of the two available options: *IP Permanent* or *IP address range*
2. If selected *IP Permanent*, **enter** up to three IP address.
3. If selected *IP address range*, **enter** the IP range from and to.
4. Finally, **click** the *Continue* button to save the changes.

This option ensures the security of the system, because if this option is set, the User who has configured it and the User's Sub-Users will only be able to enter *BSPlink* via computers with the IP addresses configured.

There are two ways to set the IP address:

- **Permanent IP:** If the User enters a permanent IP address, it is very important to enter the correct IP address. Otherwise, the User will not be able to enter *BSPlink*. It is possible to enter up to three permanent IP address.
- **IP Address Range:** If the User needs more than 3 IP address, it is possible to enter a range of IP address. Users will, then, only be able to enter *BSPlink* through an IP address included in the range. Otherwise, Users will not be able to enter the application.

Please enter your new access details in the following form:

☒ IP permanent ☐ IP address range

IP address 1					
IP address 2					
IP address 3					

19. Sub-Users Management

19.1 Sub-Users Query

A Basic and Enhanced Agent User is able to query both active and deactivated Sub-Users created by the main User.

- All sub-users:** Both active and non-active sub-users will be displayed in the results.
- Active sub-users:** The results will only include the active sub-users.
- Non-active sub-users:** The results will only include the non-active sub-users.

SUB-USERS QUERY

☐ [All subusers](#)

☐ [Active subusers](#)

☐ [Non-active subusers](#)

These are the available fields:

- User Type**
- Register Date:** Date when the Sub-User was registered.
- Expiry Date:** If applicable, date from which the Sub-User is not active.
- Login:** Sub-User's login.
- Organization:** By default, it is the same as the creator.
- Name:** Name entered when creating the Sub-User.
- E-mail:** Sub-User's email.
- Telephone/Address/Locality/Postcode/Country:** Sub-User's contact data. By default, it is the same as the creator.

There is a '**New password Sub-Users query**' link at the top right-hand corner of the screen that will show new Sub-Users that have **not yet** entered BSPlink, or created Sub-Users that have a new password generated. The information displayed in this query is exactly the same as that shown when querying Sub-Users. The only difference is that in this query the Sub- User's password is also displayed.

The User can go back to the 'normal' Sub-Users query, by clicking on the '**Sub-Users**

Query' link, at the top right-hand corner.

The main user who created the sub-users can modify the fields and is able to **change the password** in case the sub-user has forgotten the password. By clicking the tick box, the system will generate a new password that will be sent to the sub-user via an e-mail message.

Also note that if the sub-user to be modified is deactivated, the main user can reactivate it via the tick box at the bottom of the table.

19.2 Query All Sub-Users

Users will be able to query all the Sub-Users that have been created both active and deactivated Sub-Users.

When there is significant data stored in this function **move from** page to page from the numbered buttons at the bottom on the list.

The data shown is as follows:

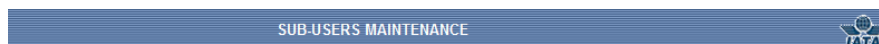
- **Level 1/Level 2/Level 3 Login:** The level and login of the Sub-User.
- **Name:** Sub-User's name.
- **E-mail:** Sub-User's login.
- **Register Date:** Date when the Sub-User was registered in the system.
- **Expiry Date:** If applicable, date when the Sub-User was signed off. Deactivated Users will be indicated in bold red color.

No modification can be carried out from this option.

19.3 Sub-Users Maintenance

The Basic or Enhanced Agent User will be able to create new sub-users. The new sub-user will have the same features available in the *BSPlink* as their creator.

1. From the drop down menu choose whether you want to Add, Modify or Delete a Sub- User.
2. Click **Confirm**.



Please select the action you wish to perform.

A screenshot of a web interface showing a dropdown menu. The menu is titled "Action" and has a dark blue header. The dropdown list is open, showing four options: "Choose action", "Add User", "Modify User", and "Deactivate User". The "Modify User" option is highlighted in blue. Below the dropdown are two buttons: "Confirm" and "Restore".

Add User

The user is able to register new sub-users with different logins.

Modify User

The user is able to modify previous information on an existing sub-user.

Deactivate User

It's possible to deactivate created sub-users from this option

Once you have Added, Modified or Deactivated a Sub-User, please click on the 'Confirm' button to continue.

Users will be able to create sub-users of the same type as them and with the same access permissions.

Moreover, sub-users will be able to create sub-users, and so on, up to three sub-levels:

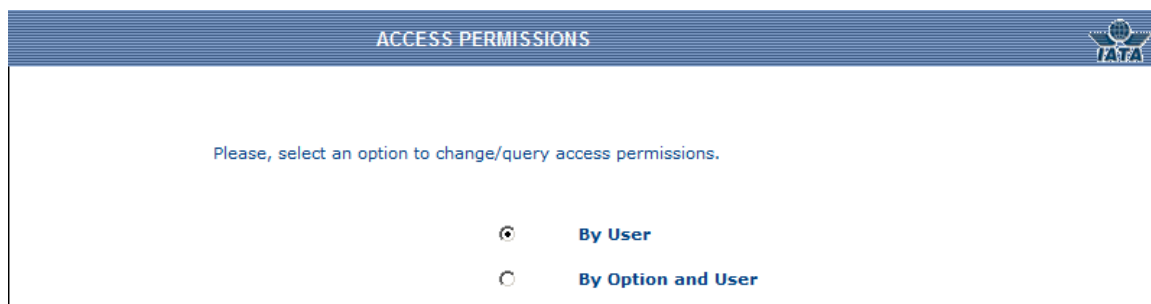
Main User → First Level Sub-User → Second Level Sub-User → Third Level Sub-User (The 'Third level sub-user' will not be able to create new sub- users.)

19.4 Access Permissions

The Basic and Enhanced Agent User will be able to control the Access Permissions of their sub-users.

Please note that the sub-users have to be the same user type as their creator, for example, an Airline User can only create Airline sub-users.

There are possibilities to query and modify Sub-Users through Access Permissions, **'By User'** and **'By Option and User'**.



By User

1. **Click** on the *'By User'* option
2. A list of all sub-users created will appear. Click on the necessary sub-user in order to query or modify its Access Permissions.
3. A list of access permissions will appear, simply **tick** a box to **Enable** access to that function or **tick** the box again to **disable** access to that particular function.

- Once finished, **click** the **confirm button** at the bottom of the page to complete the operation.

Enabled: options that are **allowed** for the queried Sub-User.

Disabled: options are **not allowed** for the queried Sub-User.

By Option and User

- Click** on the *'By Option and User'* option
- Click** on the *'Confirm'* Option
- The system will then give you a list of all Sub-Users and their **Access Permissions** on one screen
- Once add a tick or removing a tick from the functions **click** on the *'Confirm'* button for this action to be carried out.

If the Users selects **Disable** from the drop down menu, all functions from that category will be **disabled** once the *'Confirm'* button has been pressed.

If the User selects the **Enabled** option from the drop down menu, all functions from that category will be **enabled** once the *'Confirm'* button has been pressed.

Note! Disabled options (via BSP Access Permissions) will not be displayed under Sub-users 'Access Permissions'. User can't enable features that are not active.

ACCESS PERMISSIONS	
Change login and password	<input type="checkbox"/>
Edit User Profile	<input type="checkbox"/>
SUB-USERS MANAGEMENT	
Option	Disabled ▾
Sub-users Query	Enabled
Sub-users Maintenance	<input type="checkbox"/>
Access Permissions	<input type="checkbox"/>
Query All Subusers	<input type="checkbox"/>
ADD AGENT GROUP	
Option	Disabled ▾
Add Agent Group Primary Account	<input type="checkbox"/>
ADDRESS MAINTENANCE	
Option	Enabled ▾
Query Address	<input checked="" type="checkbox"/>
Address Query Airlines	<input checked="" type="checkbox"/>
REFUND APPLICATIONS	
Option	Undefined ▾
RA Issue	<input checked="" type="checkbox"/>
RA Query	<input checked="" type="checkbox"/>
RA Query By Reporting Period	<input checked="" type="checkbox"/>
RA Issue Pending Authorisation	<input type="checkbox"/>
RA Supervise	<input type="checkbox"/>
RA Airline Permission	<input checked="" type="checkbox"/>
REFUND NOTICES	
Option	Undefined ▾
RN Issue	<input checked="" type="checkbox"/>
RN Query	<input checked="" type="checkbox"/>
RN Query By Reporting Period	<input checked="" type="checkbox"/>
RN Issue Pending Authorisation	<input type="checkbox"/>
RN Supervise	<input type="checkbox"/>
RN Airline Permission	<input checked="" type="checkbox"/>
<input type="button" value="Confirm"/> <input type="button" value="Reset"/>	

19.5 File Descriptors

The Basic or Enhanced Agent Users have the possibility to restrict the access to the files containing credit card information to their sub-users. These files are normally sent by the DPC with the file descriptor “mk”. These files will only be visible for the users that have been selected by the main user. By default, no subuser has access to this type of files.

Select which sub users can have access to the files with the following file descriptors: mk.

Login	Name	Visible
Javier2019	Javier martínez	<input checked="" type="checkbox"/>
Adrian2019	Adrián Rodríguez	<input type="checkbox"/>

Confirm

Reset

20. Add Agent Group Primary Account

Add Agent Group

Enhanced agents are able to add new agent group as BSP/link users.

ADD AGENT GROUP PRIMARY ACCOUNT

Please enter the data for the user you wish to add

User Type:

8 - Agent Group Primary Account

User Id:

Login:

Password:

Collect the rest of the data from existing tables

Enter the rest of the data manually

Organisation:

Name:

Address:

Locality:

Postcode:

Country:

Portal Access Email:

Telephone:

Confirm Portal Access Email:

The new group should have at least two members. One of them will be the current agent.
In order to create the new group, you should enter the user below and
at least, the login and password of one more agent.

Enter the new member's login:

Enter the new member's password:

Individual Access Permitted

Add

Delete

Confirm

Reset

When adding members to the new Agent Group, the system may check whether the agent to be added is a Satellite Ticket Printer agent (STP) or not. This control will only be carried out whenever the *STP controls and validations* parameter is set to Yes in the *Basic Configuration* option in BSP's main menu.

Likewise, if the agent trying to create an Agent Group is a STP agent and the parameter is set to Yes, the following message will be displayed, thus indicating that it is not possible to create an Agent Group: **Note! This operation is not allowed for STP agents (Satellite Ticket Printer).**

The fields to be entered are the following:

- **User Type:** Filled in by default (Agent Group). It cannot be modified.
- **User ID:** The group identification code from 6 to 7 alphanumeric characters. It cannot be an IATA code. Blanks are not allowed.
- **Login/Password:** Group's login and password, from 8 to 10 alphanumeric characters. These fields can contain any character except for inverted commas (").

Now, the user should fill in data contact for the new agent group. The user should select one of the following options:

1. *Collect the rest of the data from the existing tables:* The group will have the same contact data as the agent user that is creating the agent group.
2. *Enter the rest of the data manually:* The system would display the following fields in order to complete the agent group data:

- **Organisation:** Agent Group Name.
- **Name:** Name of the person in charge.
- **Address/Post Code/Telephone/Locality/Country:** Agent Group address information.
- **E-mail:** Agent Group e-mail address with a maximum of 200 characters. More than one e-mail address can be entered whenever a semicolon separates them (;).

Once all the contact information is filled in, the user needs to add at least one member to the new agent group. This new member will be different from the creator, i.e., the agent group will have, at least, two members: the creator and another agent. The agent/s to be added to the new agent group should be BSPlink members, i.e., they need to have an individual login and password to enter BSPlink.

- **Enter a new member's login:** The member BSPlink login.
- **Enter a new member's password:** The member BSPlink password.
- **Individual Access Permitted:** To indicate whether the new member will have permission to access BSPlink as an individual user:
 - o If **N** is selected, the agent won't be able to connect anymore to BSPlink with its own login and password. If the agent tries to connect, a message will inform the agent about it: *"At this moment, it is not possible for you to individually log in. The Agent Group Primary Account user has not given you individual access. Thank you."* The only way to enter the agent's web-based application will be by means of an option in the Agent Group Primary Account main menu.
 - o If **Y** is selected, the agent will access the application in the usual way.

Then, click the *Add* button to register the agent as a new member of the agent group. Automatically, the new member will be added to the text-box at the bottom of the screen.

If the user wishes to modify information about any of the added members, the user should firstly delete the member and then, add it again. To delete the member, the user should enter the number beside the login in the field next to the *Delete* button and click such button. Automatically, the member is deleted from the text-box.

Finally, when all the members are correctly added, click the *Confirm* button to finish the operation.

Note 1: Note that if an agent that created a BSPlink Agent Group user is switched from Enhanced to Basic, or is deactivated (either in the BSPlink users table or in the agent master table), the corresponding BSPlink Agent Group user will be automatically deactivated as well. If later on this agent user is reactivated again, or its template is changed back to Enhanced, the BSPlink Agent Group user will remain deactivated until the agent reactivates it again.

Note 2: An agent can only create one agent group. Once created, next time the user enters the option, the following message will be displayed: *"PLEASE NOTE!! Sorry, but it is not possible for the current agent to create a new agents group. The current agent has already created a group or is member of one of them. Thank you."* This message will be also displayed to those agents belonging to a group created by another agent.

21. E-mail Alert

Enhanced Agents will be able to indicate the email notifications they wish to automatically receive, like for example when there are new files available for downloading in BSPlink.

1. **Tick** the check box beside the option name.
2. **Enter** the e-mail address to which the notifications will be sent.
3. **Click** the *Apply* button, in order to accept the operation

The e-mail field contains a maximum of **200** characters. Additional e-mail addresses can be entered separated by semi-colons (;). No inverted commas are allowed (" or ').

Once the user has activated the option, an automatic e-mail message is sent to all the e-mail addresses entered, in order to inform them that the service has been activated.

The service will always be active, unless the user deactivates it. However, every six months, a message will be automatically shown when entering BSPlink to inform the user to check the e-mail addresses configured in order to update them.

EMAIL ALERT MAINTENANCE

☐ Ticketing Authority Modifications

☐ ADM/ACM

☐ Refund Application/Authority

☒ New file downloads

e-mail:

☐ ADM/ACM Request

☐ ADNT/ACNT

☐ Deleted Disputed ADMs

☐ SPCRs/SPDRs, ACMDs/ADMDs

☐ BSPlink Transaction Comments

☐ Exceptional Remittance Notices Communications

☐ IATA Communications

☐ Post Billing Dispute

☐ FOPs

[Home](#) | [Back](#) | [Country/Territory](#) | [Log off](#)

These are the available options to decide whether an e-mail message should be sent out whenever modifications take place:

- *Ticketing Authority Modifications*: To inform users about any modification related to the Ticketing Authority.
- *ADM/ACM*: To inform Agents about new documents issued by Airlines, as well as any modification (deactivation, reactivation, file attaching, dispute rejection / authorization) carried out by the Airline on such documents.
- *Refund Application/Authority*: Agents will be informed about the authorization or rejection of such documents taken by Airlines.
- *New File Downloads*: To inform users about the new BSP Reports and files.
- *ADM/ACM Requests*: To inform the user about the modifications carried out by the airline in the ADM/ACM Requests.
- *ADNT/ACNT*: To inform the user about the modifications carried out by the airline in the ADNT/ACNT documents.
- *Deleted Disputed ADMs*: To inform the agents about deleted disputed ADMs.
- *Variable Remittance*: To inform the agents about changes on the Remittance Frequency.
- *SPCRs/SPDRs, ACMDs/ADMDs*: To inform agents about SPDR/SPCR and ADMD/ACMD transactions issued by a BSP airline user.
- *SPDR/SPCR Request for Authorization*: This email alert will be sent out to users whenever a BSP Airline issues an SPDR/SPCR in those countries where

the value for "SPDR/SPCR Authorization" parameter from the BSP Basic Configuration is set to Yes.

- *BSPlink Transaction Comments*: To inform the Agent about a comment that has been inserted by an Airline in a document.
- *Exceptional Remittance Notices Communications*: To inform the Agent that a remittance notice file has been received.
- *IATA Communications*: To inform the user of an IATA Communication received, i.e. files sent to all agents (00000000) or all BSPlink users (ALL).
- *Post-Billing Disputes*: to inform the user of any modifications brought to a PBD they previously launched.
- *FOPs**: To inform the agent about modifications in the Form of Payments authorized for the agent.
- *Payment Card Acceptance**: To inform of any changes in the card acceptances defined by the airlines for which the agency has TA.
- *TIP Products & Consents**: When configured, an alert will be sent in the following cases (if there is a TA relationship between the agency and the airline):
 - monthly, for products added during the previous month
 - daily, for products removed during the previous day.
 - for each product consent of the type *Yes* or *Cost recovery* that is added or removed.
- *ADM Policy changes*: To inform the agents if there is any change in the Airlines' ADM Policy (new URL or Remarks from the Airlines regarding to their ADM policies).

*These email alerts will only show in the environments where the respective functionality is available or has been enabled by IATA.

Note that when none of the options is selected, the system will consider that no notifications should be sent. By default, notifications will be sent during the night, according to the local time. However, certain messages are sent out immediately, i.e. modifications related to ticketing authority, post-billing disputes actions and comments inserted in documents, while new downloads notifications are sent every 15 minutes.

Note 1: Messages will be sent to the corresponding users according to the following:

- The user has not expired, i.e. the user is still active as BSPlink user.
- The user has activated the e-mail alert service.

Note 2: An alert message will include a file type in e-mail alert message for new file downloads when BSP has configured different file types in BSP browser.

Note 3: Although the majority of the alerts are available to enhanced users only, the *BSPlink Transaction Comments*, *Exceptional Remittance Notices Communications*, *Post-Billing Disputes*, *FOPs*, *TIP Products & Consents*, *Payment Card Acceptance* and *IATA Communications* alerts are also available to basic agent users.

22. Address Maintenance

Agents are able to maintain a contact list with all the addresses that will appear in the Refunds and ADM/ACMs in BSPlink.

Select the option to be carried out:

- o Modify Address
- o Query Address
- o Address Query Airlines


Modify Address

Users will have the possibility to specify their own address to be displayed on Refunds and/or ADM/ACM forms.

Address categories:

Refunds, ADM/ACMs and Generic Address

The user is able to decide to use the same address for all categories, by clicking the '*Use same address for all categories*' checkbox at the top of the page.

MODIFY ADDRESS 

Use same address for all categories: ☐

ADM/ACMs:

Agent Name	TEST
Address	
Address	
Locality	
City	
State	
Postcode	
Country	
Telephone	
Fax	
Email	
Contact Person	
Comments	

Refunds:

Agent Name	TEST
Address	
Address	
Locality	
City	

The fields that can be entered for each category are the following:

- **Agent Name:** This field cannot be modified and displays the information defined for the corresponding field in the BSP's Agents Master table.
- **Address (2 fields):** The 1st *Address* field is mandatory
- **Locality**
- **City:** This field is mandatory.
- **State**
- **Postcode:** This field is mandatory.
- **Country:** This field is mandatory.
- **Telephone:** Contact telephone number. This field is mandatory.
- **Fax**
- **Email:** up to 50 characters. More than one e-mail address can be entered whenever separated by a semi-colon (;). This field is mandatory.
- **Contact Person:** The name of the contact person. This field is mandatory.
- **Comments:** A free text field that can be used as required.

Query Address

User will be able to query address per document category, whenever it has been previously entered. Fields available are specified above.

If there is no information available for the agent, a message will be displayed informing the user about it. The user will be able to click the *View Data* link to query the agent contact details in the BSP's Agent's Master table.

Address Query Airlines

Agents will be able to query the selected Airlines' contact information for the different documents categories, if available. Please note that the contact information to be displayed corresponds to the one registered for the main airline user queried.

The fields that can be queried for each category are the following:

- **IATA Code**
- **Airline Name**
- **Address (2 fields)**
- **Locality**
- **City**
- **State**
- **Postcode**
- **Country**
- **Telephone:** Contact telephone number.
- **Fax**
- **Email:** up to 50 characters. More than one e-mail address can be entered whenever separated by a semi-colon (;)
- **Contact Person:** The name of the contact person.
- **Comments:** A free text field that can be used as required.

If there is no information available for the airline queried, a message will be displayed informing the user about it. The user will be able to click the *View Data* link to query the airline contact details in the BSP Airlines Master table.

Note 1: If no updates have been carried out through this option in the last 6 months, a pop-up message will be displayed informing the user to verify the addresses through Address *Maintenance* option.

23. TIP – Consents Query

Through this option the agents can query the enrolled products authorised by active airlines, having a consent value of *Yes* or *Cost recovery*. The consents are automatically withdrawn when an airline is suspended by IATA.

1. Insert the Airline code for which you wish to execute the query. Please note that this is a mandatory field.
2. Filter the list by *Provider* or *Product* if needed.

CONSENTS QUERY

Filter By:

Per Airline:

Per Provider:

Per Product:

By executing the query, whenever there is data available, the following information will be displayed:

- **Airline code**
- **Airline name**
- **Provider code**
- **Provider name**
- **Product code**
- **Product name**
- **Consent type**
- **Cost recovery type:** if a Cost recovery consent was given by the airline to the product, the chosen value will be displayed here. The possible values are: Fixed amount and Percentage.
- **Cost recovery amount:** depending on the type of the cost recovery, the value will either be a fixed one (including currency) or a percentage.
- **Effective From**
- **Effective To**

CONSENTS QUERY

Airline code	Airline name	Provider code	Provider name	Product code	Product name	Consent type	Cost recovery type	Cost recovery amount	Effective From	Effective To
176	EMIRATES	AICA	Air Canada5	A1	ACGlobe (Travel Partners Payme	Cost recovery	Fixed amount	2.00 NOK	14AUG2018	
176	EMIRATES	ERCP	Edenred Corporate Payment	ER	Edenred vPay	Cost recovery	Fixed amount	3.00 NOK	14AUG2018	15AUG2018

24. Suspended Airlines

RA Issue

Via this option, agents will be able to issue Refund Application for suspended airlines as long as it has been set up by the BSP.

RA Query

Via this option, agents will be able to query Refund Applications issued for suspended airlines as long as it has been set up by the BSP.

About

REFUND APPLICATIONS

REFUND NOTICES

ADM/ACH

OTHER SERVICES

FILES

BSPLINK AGENT GROUPS

GENERAL QUERIES

DOCUMENT QUERIES

MAINTENANCE

LOGIN AND PASSWORD

SUB-USERS MANAGEMENT

ADD AGENT GROUP

EMAIL ALERT

ADDRESS MAINTENANCE

SUSPENDED AIRLINES

- RA Issue

- RA Query

RA QUERY

☐ Pending Supervision

☐ By Status

☐ Refund by Number

☐ Deleted

☒ International

☒ Domestic

25. Form of payments

EasyPay Query

Via this option, agents will be able to query the Easy Pay status of the different airlines that are registered in the corresponding BSP.

Easy Pay as Form of Payment

[EasyPay Query](#)

Airline

Query

FOP Query

Via this option, agents will be able to query the forms of payment they are being authorized to use in the BSP.

Authorized Forms of Payment	
Cash	Yes
Credit	Yes
EasyPay	Yes

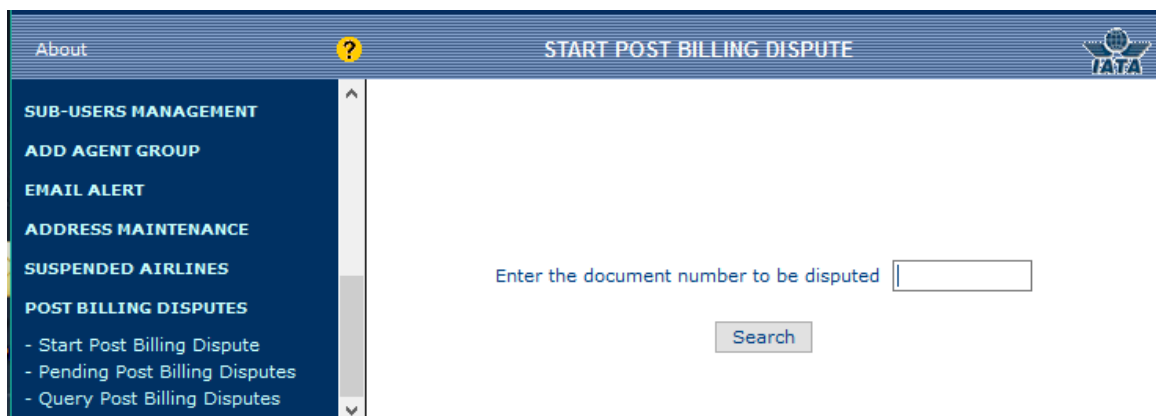
26. Post Billing Disputes

26.1 Start Post Billing Dispute

Through this new option, the agents will be able to initiate a Post Billing Dispute (PBD) process.

Please note that a PBD can be issued on any document belonging to the following transaction types: TKTT (tickets), EMDA & EMDS and ADMA (ADMs).

A search form will be displayed where the user should introduce the number of the document to be disputed.

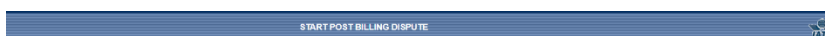


The system will only take into account and display documents that have an issue date equal to or lower than the maximum period allowed for initiating a post-billing dispute. This period is configured by IATA and has a default value of 12 months.

The query can return any of the following results:

- **More than one document found:** a list of all documents found, with their respective transaction type/code (TRNC) will be displayed. The user will have to select the one they want to dispute and only afterwards the PBD form will be displayed.
- **Only one document is found in the system:** When only one document matching the search criteria is found, the PBD form will be automatically displayed.
- **No document matches the criteria.**
This situation can be given if:
 - The document was not reported to BSP/link and it was not found.
 - The document belongs to a different agent.
 - The issue date is superior to the maximum period for initiating post billing disputes configured in the BSP (by default, 12 months).
 - The transaction type of the document is different from the accepted codes.
 - The document was issued for a suspended airline.
 - The document was already post billing disputed through the previous functionality

Should any of these situations be given, an explanatory message will be returned by the system and the user will not be able to initiate a PBD over the document.



Document not found

Once opened, the Post Billing Dispute (PBD) form will display the following fields and buttons:

IMPORTANT: Please note that you must remit the total billing amount due to the BSP, including any disputed amounts.

TRNC	TDNR	DAIS	Maximum Disputable Amount	Currency	Airline Code	Airline Name	PBD Amount
ADMA	0615798481	10NOV2017	30,731	BDT	157	QATAR AIRWAYS COMPAN	<input type="text"/>

PBD Reason

^

v

Files can be attached to provide further information.

Attach File

Issue

- **TRNC:** Indicates the type of transaction to be disputed.
- **TDNR:** Indicates the document number.
- **DAIS:** The document's date of issue
- **Maximum Disputable Amount:** The maximum amount to be post billing disputed, REMT for ADMs and TDAM for Tickets and Refunds.
- **Currency**
- **Airline Code:** 3 characters airline prefix code.
- **Airline Name**
- **PBD Amount:** Within this field, the Agent should input the value to be disputed. The amount entered within this field must be greater than 0 and less

or equal to the Maximum Disputable Amount value. This will not apply for ADMs with TDAM=0, in that case, the agent will be allowed to input any amount.

- **PBD Reason:** This field cannot be left blank: a reason must be given for the PBD otherwise the PBD will not be issued.
- **Attach File:** When pressed, files can be attached to provide further information on the PBD initiated.
- **Issue:** The post-billing dispute is only initiated after this button is clicked. As result of a PBD issued, the corresponding email alert will be sent to the airline and the BSP users (if this was accordingly configured).

Note 1: Notice that only documents with a date of issue (DAIS) less or equal to the maximum period for initiating Post Billing Disputes set in the BSP (by default, 12 months) will be taken into account.

Note 2: In case the transaction to be post billing disputed has any related documents, the system will return a pop-up window with the corresponding document number and date of issue. By clicking the Accept button, the user states that the related documents have been reviewed before issuing the PBD.

Note 3: IATA can disable a specific TRNC for post-billing dispute issuances so, if the agent tries to issue a post-billing dispute for a transaction with that TRNC, the system will not allow it and will return an error message instead.

26.2 Pending Post Billing Disputes

The agent will be able to query and action the Post Billing Disputes initiated by agents, that are still pending to be resolved.

PENDING POST BILLING DISPUTES

Airline Code	TRNC	TDNR	DAIS	Currency	Maximum Disputable Amount	PBD Amount	PBD Date	Resolution Date
157	ADMA	0615798480	10NOV2017	BDT	169,189	169,189	21DEC2017	20JAN2018

Upon clicking on a post-billing dispute's details, the following details will be displayed in a separate page:

- **PBD Agreement:** The agent will be able to indicate if they agree or not with the airline's PBD decision/reason. Please note that if the '*Agree with Airline*' status is chosen, the PBD will be finalized and classified as resolved in favour of the airline. If the agent chooses '*Disagree with the Airline*' the PBD continues. Please also note that there is **a maximum of 2 disagreement actions allowed per user**, within the timeframe permitted by IATA for the PBD resolution.
- **PBD Reason:** A reason can be added to provide more information on the pending PBD. Please note that the field can also be used to simply send more information (as comments) to the airline and can be used outside of the PBD updating process.
- **Attach File:** When pressed, files can be attached to provide further information.

- **Send Reason:** this button is only for sending a new reason and will not update the PBD status.
- **Update PBD:** it will update the PBD with the selected “PDB Agreement status” and the corresponding email notification will be sent to the airline, as well as the BSP user (if they configured the corresponding email alerts).

PENDING POST BILLING DISPUTES											
Airline Code	Airline Name	TRNC	TDNR	DAIS	Currency	Maximum Disputable Amount	PBD Amount	PBD Date	Resolution Date	PBD Agreement Status	PBD Agreement
157	QATAR AIRWAYS COMPAN ADMA	0615798480	10NOV2017	BDT		169,189	169,189	21DEC2017	20JAN2018		<div style="border: 1px solid #ccc; padding: 2px;">▼</div>

User	Action	Attachments
4230206	2017-12-21 16:53:44 PBD Issued test	

PBD Reason

Files can be attached to provide further information.

Attach File

Send Reason

Update PBD

Note 1: All disputes must be resolved within a period of 30 days (or whatever resolution period was configured in the BSP). However, if a disagreement is expressed by any of the parts between the 24th and the 30th day of the period, seven extra days are granted for the other part to reply.

Note 2: Should the airline not reply within the allowed 30 days or if the 2-disagreement limit is reached for both parties, the dispute will have an automatic status set in favour of the agent, by the system. The dispute then should be resolved outside of the BSP, between the agent and airline.

Note 3: Every PBD update will be notified to the concerned users, as long as they have corresponding email alert set up.

26.3 Query Post Billing Disputes

This option gives the agent user the possibility to query all the post billing disputes for which an agreement has already been reached. By clicking on the *Submit* button the system will return all the available results.

The user also has the possibility to filter the query by using any of the following fields as filters:

- Airline Code
- TDNR
- DAIS
- PBD Date
- Resolution Date
- PBD Agreement Status.



Filter By:

Airline Code:

TDNR: from to

DAIS from: to:

PBD Date from: to:

Resolution Date from: to:

PBD Agreement Status:

The following sortable fields will be displayed in the results page:



Airline Code	Airline Name	TRNC	TDNR	DAIS	Currency	Maximum Disputable Amount	PBD Amount	PBD Date	Resolution Date	PBD Agreement Status
157	QATAR AIRWAYS COMPAN	ADMA	0615798480	10NOV2017	BDT	169,189	169,189	21DEC2017	26DEC2017	Agree to Agent

[Download](#)

- **Airline Code:** 3-character airline code.
- **Airline Name**
- **TRNC:** Indicates the disputed transaction's type.
- **TDNR:** Indicates the document number.
- **DAIS:** date of issue of the post-billing disputed document
- **Currency**
- **Maximum Disputable Amount:** The maximum amount to be post billing disputed, REMT for ADMs and TDAM for Tickets and Refunds.
- **PBD Amount:** Amount being disputed in the PBD.
- **PBD Date:** Date of issue of the PBD.
- **Resolution Date:** Resolution date of the PBD.
- **PBD Agreement Status:** final status of the PBD, which can be:
 - "Agree to Agent": Airline agreed with the agent's dispute.
 - "Agree to Airline": Agent agreed with the airline's reason for rejecting of the PBD or the agent didn't reply to the airline's disagreement.
 - "Agreement not reached - to Agent": Airline did not take any action during the Maximum Resolution period (as configured by the BSP) or the maximum of 2 disagreement actions allowed per user was reached.

Note 1: The results of this query can be downloaded to an excel file, by clicking on the Download link located at the bottom right part of the page.

Note 2: For the date filters the user can choose any range in the last 2 months.

If the agent clicks on the PBD, the history of the dispute will be displayed, with the following details:

Airline Code	Airline Name	TRNC	TDNR	DAIS	Currency	Maximum Disputable Amount	PBD Amount	PBD Date	Resolution Date	PBD Agreement Status
157	QATAR AIRWAYS COMPAN	ADMA	0615798480	10NOV2017	BDT	169,189	169,189	21DEC2017	26DEC2017	Agree to Agent

User	Action	Attachments
4230206	2017-12-21 16:53:44 PBD Issued test	
157	2017-12-26 20:14:16 Agree with Agent	

- **User:** IATA code of the user.
- **Action:** Action taken by the user.
- **Attachments:** Files attached to the PBD during the corresponding action, if any.

Note 3: Please note that no action, apart from displaying historical information, is possible on these disputes.

27. Card Acceptance: Query Setup

This option allows the user to query the card acceptances that have been set by the airlines.

Card Brand	Status	Airline Code	Effective From	Effective To
CA	Active	001	29/12/2015	
CA	Active	014	29/12/2015	
CA	Active	045	29/12/2015	
CA	Active	050	29/12/2015	
CA	Active	057	29/12/2015	
CA	Active	063	29/12/2015	
CA	Active	066	29/12/2015	

The query only displays the card acceptances of the airlines that granted Ticketing Authority to the agent. The following fields are displayed in this query:

- Card Brand: 2-characters code identifying the credit card entity (e.g. VI).
- Status: Active or Expired.
- Airline Code: 3-characters IATA Code of the airline.

- Effective From: the date when the card acceptance becomes effective.
- Effective To: the date when the card acceptance stops being in use.