BSP*link* Manual Airlines

1   What is BSPlink

BSP*link* 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.

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

Keep up to date on the latest developments in the "Latest 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 date relating to their dealings with the BSP. For example:

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

Please contact local IATA Customer Service for BSP*link* 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.
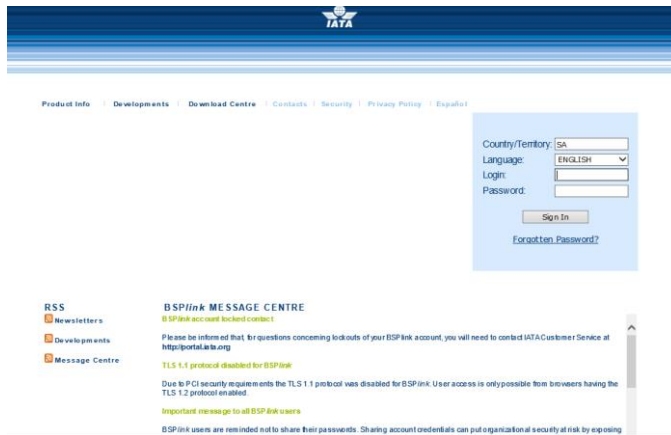
Access is now through portal.iata.org

On the login page, enter your IATA Customer Portal username (email address)
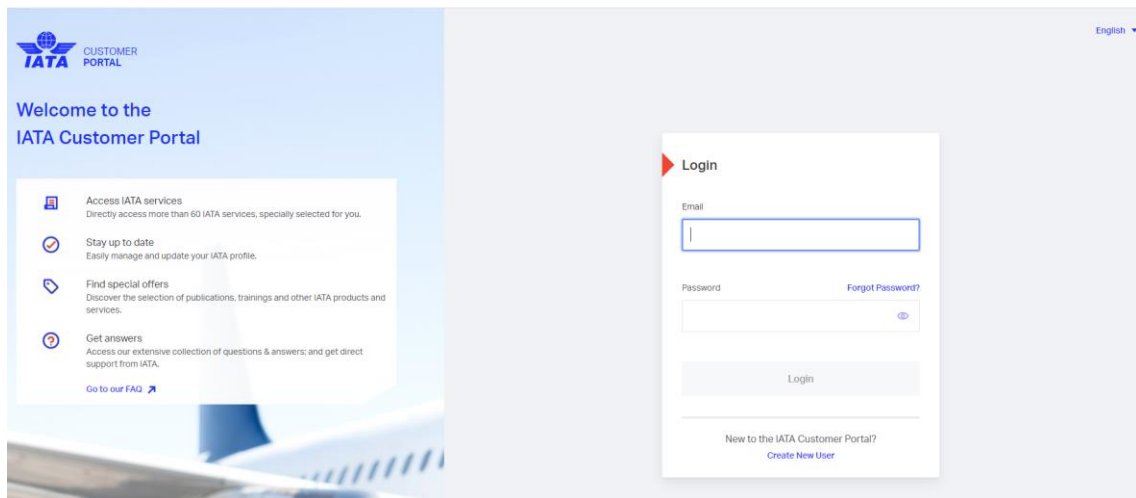
Go to "**Favorite Services**" and click on "**BSPlink**"
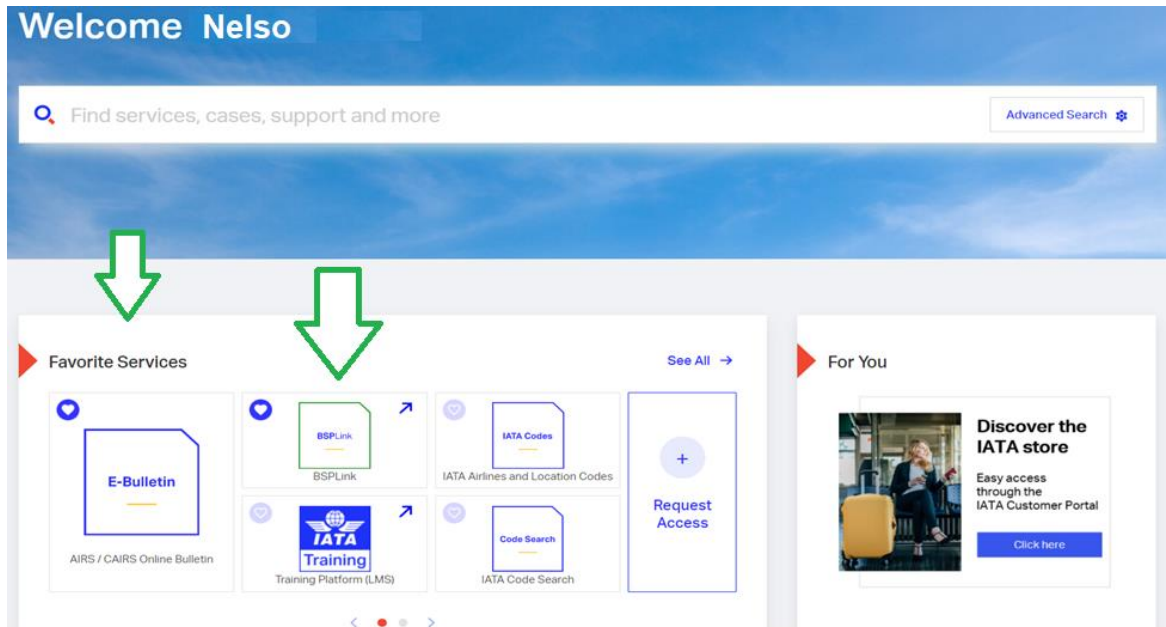
You will directly access your account without entering additional access details
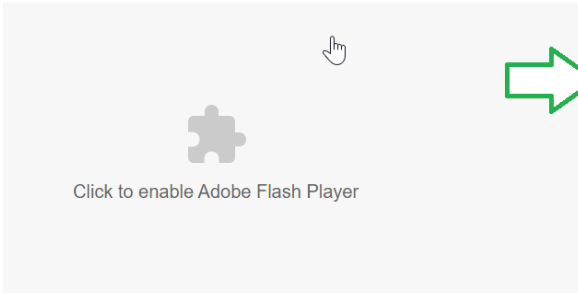
If you have more than one account, you will get the below screen with the options to choose which access you want to use and then get access to the above screen.

Product Info : Developments : Download Centre : Contacts : Security : Privacy Policy : Español

Language: ENGLISH

	ISOC	User Id	Name	User Type	Template
○	FJ	1130000	John Doe	Main-User	Basic
○	MO	1930000	John Doe	Main-User	Enhanced
○	MZ	5648034	- John Doe	Main-User	Basic

Submit

Click to enable Adobe Flash Player

3   Basic Configuration

3.1   Basic Parameters

BASIC PARAMETERS	
ADM/ACM SETTINGS	
Can ADMs/ACMs be modified on-line?	Yes
Daily download of ADMs/ACMs issued on-line	No
Daily download of ADMs/ACMs issued by BSP on behalf of the airline	No
Daily download of status changes made online	No
Daily download of on-line disputed ADMs/ACMs	No
Download Attachments?	No
Daily download of ADM/ACM Requests	No
Daily download of Minor Adjustment Notices	No
Daily download of ADM Post-billing disputes	Yes
Currency Conversion	Round Up
MAN SETTINGS	
MAN (Agent Debit) available for all agents?	Yes
ADM/ACM REQUEST	
ADM Request available for all agents?	Yes
ACM Request available for all agents?	Yes
REFUND SETTINGS	
Are all agents allowed to issue online Refund Notices via BSPlink?	No
Are all agents allowed to issue online Refund Applications via BSPlink?	Yes
Are E-ticket Refund issues permitted?	Yes
Are CCNR Refunds allowed? This parameter indicates whether the airline allows the issue of credit refunds of NR tickets.	No
Receive Daily Refund Application File?	Yes
Handling fee on refunds	No
Penalty charge on refunds	No
Commission on CP and MF	No
FILE SETTING	
Reject whole file or transactions with errors only?	File
TICKETING AUTHORITY	
Assign Ticketing Authority automatically to all new agents?	Yes
ADNT/ACNT SETTINGS	
Daily download of disputed Non-ticket related debits and credits	No
Is Fully Automated Disputing Mechanism allowed for all agents?	No
Daily download of ADNT/ACNT status changes made online	No

Confirm   Cancel

The modules present in this option will allow the airline to configure the issue of documents via BSP*link* for all active agents registered as users of the application. They can also configure receiving daily files with information on these documents, decide to automatically assign Ticketing Authority to new agents and configure the consents of enrolled products active in the environment.

ADM/ACM Settings
MAN Settings
ADM/ACM Request
Refund Settings
File Setting
Ticketing Authority

ADNT/ACNT Settings
TIP

There are certain parameters in this option that may appear or work in a different way depending on other options:

The options in *MAN Settings* module will only be displayed whenever the BSP has defined the *MAN Available? (Agent Credit) specified per Airline/Country* and *MAN Available? (Agent Debit) specified per Airline/Country* parameters in BSP's *Basic Configuration* as *Airline*.

The *Daily download of Minor Adjustment Notices* parameter will only be displayed in the *ADM/ACM Settings* section whenever BSP has set to *Airline* at least one of the parameters above.

The possibility to authorise agents to issue refunds is related to a series of parameters and configurations performed by IATA.

The "*Are E-Ticket Refund issues permitted*"? parameter will only be displayed in the *Refund Settings* section whenever BSP has defined the *Refund Validations* parameter in BSP's *Basic Configuration* as *Per Airline*.

The "*Are CCNR Refunds allowed?*" parameter will only be displayed in the *Refund Settings* section whenever BSP has defined the *NR Refunds permitted?* parameter in BSP's *Basic Configuration* to *Yes*.

If the *Ticketing Authority* parameter below is set to Yes and the *E-mail Alert* option is active, automatic messages will be received whenever the new agents are added to Master Tables by BSP.

The *ADNT/ACNT settings* section will only be displayed whenever BSP has defined the *ADNT/ACNT* parameter in BSP's *Basic Configuration* to *Yes*.

The *TIP* module will only be displayed when IATA has enabled the development in the BSP*link* environment and the airline's HOMU (if it depends on one) has configured that the product consents are not approved globally.

ADM/ACM Settings: To configure basic settings related to ADM/ACM

- *Can ADM/ACMs be modified on-line?*: Whether the ADM/ACM can be modified or not by the airline, once they have been issued. By default, it will have the **No** value.

- *Daily download of ADMs/ACMs issued on-line:* To download on a daily basis a file including all the ADM/ACM issued on-line via BSP*link.*

- *Daily download of ADMs/ACMs issued by BSP on behalf of the airline:* To download on a daily basis a file including all the ADM/ACM issued on-line by the BSP.

- *Daily download of status changes made online:* To download on a daily basis a file including the modifications carried out on the issued ADM/ACM.

- *Daily download of on-line disputed ADM/ACM transactions:* To download on a daily basis a file including all the ADM/ACM disputed on-line via BSP*link.*

In the above mentioned parameters, if **Yes** is selected, a daily file "eh" (V2.0 format of massload) will be generated including the last action carried out on each transaction. If **No** is selected, then, no file will be generated.

- *Download Attachments?:* To decide whether the attached files to the document can be downloaded or not. By default, it is set to **Yes***.*

- *Daily download of ADM/ACM Requests:* To download on a daily basis a file including all the ADM/ACM Requests issued on-line via BSP*link.* The transaction code in the **eh** file generated is ADMQ for ADM Requests, and ACMQ for ACM Requests.

- *Daily download of Minor Adjustment Notice:* To download on a daily basis a file including all the MAN, both Debit and Credit issued on-line via BSP*link.* The transaction code will be SSAD and SSAC, respectively.

MAN Settings: To define whether MAN Debit and MAN Credit transactions can be issued via BSP*link.*

- *MAN (Agent Debit) available for all agents?*
- *MAN (Agent Credit) available for all agents?*

Via these two parameters, the airline decides whether all agents are able to issue Minor Adjustment Notice (Credit/Debit) via BSP*link.* By default, they are set to **No**. If set to **Yes**, the airline will also have to define the maximum and minimum values allowed for each currency used in such BSP. For further information, please refer to **MAN Debit/Credit Configuration.**

ADM/ACM Requests: To define whether ADM/ACM Requests can be issued via BSP*link.*

- *ADM Request available for all agents?*
- *ACM Request available for all agents?*

Via these two parameters, the airline can give permissions to all agents to issue ADM/ACM Requests via BSP*link.* By default, it is set to **No**

Refund Settings: To configure basic settings related to Refunds

- *Are all agents allowed to issue online Refund Notices via BSPlink?:* To allow all agents registered in the system to issue direct refunds via BSP*link.* By default is set to **No**, which means that the airline will have to decide individually which agents are able to issue Refund Notice for such airline via BSPlink through the Document Settings option, within the Basic Configuration module in the airline main menu. If set to **Yes**, all agents will be able to issue RN via BSPlink.

- *Are all agents allowed to issue online Refund Applications via BSPlink?* To allow all agents registered in the system to issue indirect refunds *via* BSP*link*. By default is set to **No**, which means that the airline will have to decide individually which agents are able to issue RA for such airline via BSPlink through the Document Settings option, within the Basic Configuration module in the airline main menu. If set to **Yes**, all agents will be able to issue RA via BSPlink.

- *Are E-Ticket Refund issues permitted?* To define whether to refund E-tickets is allowed.

    o **Yes:** Default value. No validation for E-tickets will be carried out when issuing refunds. For RN issues a message will be displayed informing the user that the refunded document is defined as E-ticket.
    o **No:** The refunded document number will be validated against the document series and types defined in BSP*link,* to assure that it is not an E-ticket.

        ▪ RN Issue: If the refunded ticket number is defined as E-ticket, the issue is not saved. The user will, then, have the option to issue a Refund Application instead. **Note** that the agent may have restrictions to issue indirect refunds. In such case, the document cannot be refunded via BSP*link.*
        ▪ RA Issue*:* If the refunded ticket number is defined as E-ticket, the issue will only be saved if the *ET* check box is selected.

- *Are CCNR Refunds allowed? (only when allowed by BSP):* This parameter indicates whether the airline allows the issuance of credit refunds of NR tickets.

- *Receive Daily Refund Application File?:* To define whether the airline wants to receive a file that includes the results of Refund Application query on daily basis. By default, it will have the **No** value.

- *Handling fee on Refunds* (only when allowed by BSP): Define whether MF taxes are allowed on refunds or not. This parameter affects Refund Notice, Refund Application/Authority issue and ADM/ACM issue concerning refunds.

- *Penalty charge on refunds* (only when allowed by BSP): Define whether CP taxes are allowed on refunds or not. This parameter affects Refund Notice, Refund Application/Authority issue and ADM/ACM issue concerning refunds.

- *Commission on CP and MF* (only when allowed by BSP): To activate the field *Commission on CP and MF* in Refund Application / Authorization. Note that this parameter applies only if CP in Refunds is allowed, i.e. if the ***Penalty charge on refunds*** is set to *Yes*.

File Setting: To set the way to process ADM/ACM/ADNT/ACNT file.

- *Reject whole file or transactions with errors only:*

- **Errors:** Value by default. The correct ADM/ACM included in a mass loader file will be processed, whereas the incorrect documents will be rejected and reported to the Airline in an evaluation file so that they are modified. Afterwards, only the modified documents should be sent again to BSP*link* Center.

- **File:** The whole file will be rejected when an error is found within it. The Airline will be informed of the rejections in an evaluation file and after correcting the error they should include all the documents (both the correct documents and the modified documents) in a new file to be sent for processing.

Ticketing Authority: To automatically set the Ticketing Authority assignation to all new Agents.

- *Assign Ticketing Authority automatically to all new Agents?* If "**Yes"** value is selected, all new Agents registered by BSP in the Master Agent will automatically be given Ticketing Authority for this Airline. Otherwise, if set to **No** (default value), the Airline or BSP should assign Ticketing Authority manually to all new Agents via the *Ticketing Authority* options.

ADNT/ACNT Settings: To define whether ADNT/ACNT transactions can be issued via BSP*link*.

- *Daily download of disputed Non-ticket related debits and credits?:* To download on a daily basis the "eh" file (V2.0 format of massload) including all the ADNT/ACNT, both Debit and Credit issued via BSP*link*. The transaction code will be ADPN and ACPN, respectively.

- *Is Fully Automated Disputing Mechanism allowed for all agents?*: To indicate whether all the agents will be able to dispute ADNT/ACNTs via BSP*link* for such airline.

- *Daily download of ADNT/ACNT status change made online*: To download on a daily basis the "eh" file (V2.0 format of massload) including all the changes made online.

TIP: To define the airline's approval of enrolled products, active in the environment.

- *Automatic Consent to Enrolled Products:* the possible values are:
  - *Manual Configuration:* when this value is configured, the option ***Consents Management*** will be made available in the TIP menu and the user will be able to manually authorise each product in the environment.
  - *No consent to all:* with this value selected, all products in the environment are considered as rejected.
  - *Accept all (without cost recovery):* when this value is configured, the consents will be automatically given to every active product in the environment. The rest of the parameters don't have to be configured in this case.
  - *Accept all (with cost recovery):* when this value is configured, the consents will be automatically given to every active product in the

environment, but the user will have to configure the values of the cost recovery.

- *VAN Products Cost Recovery Type*: this parameter will have to be configured only if the user chose Accept all (with cost recovery) in the previous parameter. The possible values are Fixed Amount and Percentage. It also requires the configuration of the next parameter in the list.
- *VAN Products Amount:* this parameter will have to be configured either with the fixed amount or the percentage (always in the 0.00-100.00 format) required for the consents.
- *VAN Products Currency:* this parameter will have to be configured whenever the cost recovery type is Fixed Amount.

3.2   Document Settings

Airlines are able to configure certain parameters per individual active Agent that will then affect to the documents issued via BSP*link.*

This option will only contain information to be configured whenever the parameters below within the *Basic Parameters* option in the Airline main menu are set to **No.**

- Are all Agents allowed to issue online Refund Notices via BSP*link*
- Are all Agents allowed to issue online Refund Applications via BSP*link*

If they were set to **Yes**, the following message would be shown instead: "You have authorized all agents to issue Refunds. If you want to change any of the settings, please go to the Basic Parameters option."

1. **Click** the links at the top of the page (*Refund Notice/Refund Application)* to authorize all active Agents to issue Refunds via BSP*link*.
2. **Click** the Agent code to query detailed information about the Agent.
3. **Deactivate** the ☑ check box of the corresponding header column to remove authorization to issue refunds to all the Agents displayed in the page.
4. **Click** the ☐ check box of the corresponding header column to give permission to issue refunds to all the Agents displayed in the page.
5. **Deactivate** the ☑ check box of the corresponding Agent and column to remove authorization to issue refunds.
6. **Click** the ☐ check box of the corresponding Agent and column to give permission to issue refunds.
7. **Click** the *Click here to save the changes* link at the top of the page, to save the changes.
8. When there is significant data stored in this function, **move** from page to page from the numbered buttons at the bottom on the list.
9. **Enter** an Agent code without the check-digit in the *Search* field to look for a specific Agent, and then, **click** *Search*.
10. **Download** the page by clicking on the *download* link at the bottom of the page.

DOCUMENT SETTINGS

Click the links to the right to enable all agents to issue   Refund Notice

Please, click the corresponding tick boxes below in order to authorize the agents to:
- Issue Refund Notice via BSPlink

Click here to save the changes.

Agent Code	Agent Name	Refund Notice ☐
00-00001 1	TEBURCIA	☐
00-00005 5	HOY	☑
03-05198 5	AGENCY TEST	☐
11-11111 1	VIAJES INTI	☐
12-23344 3	IFLY	☐
33-33333 3	TEST	☐
77-77771 1	TESTAGENCY	☑
99-19923 6	SUBAGENCIAHC	☐
99-19925 1	AGENTE1102	☐
99-19926 2	VIAJES TURIBUS	☐

| Search Agent: | ☐-☐ | Search |

The user is able to assign or remove authorization to issue refunds via BSP*link* to individual Agents (by clicking the check box beside each Agent) or to several Agents at the same time (by clicking the header column check box). The Airline may also remove authorization to issue refunds to **all active** Agents, considering active Agents as active in BSP*link* user's table.

Only active Agents in BSP*link* users table will be displayed in this option. The available fields are the following:

- **Agent Code**
- **Agent Name**
- **Refund Notice:** Check box that, if selected, indicates that the Agent in the *Agent Code* field can issue direct refunds for the specific Airline.
- **Refund Application:** Check box that, if selected, indicates that the Agent in the *Agent Code* field can issue indirect refunds for the specific Airline.

The last two fields may not appear at the same time; each field will be displayed depending on the value set in the parameters above.

3.3   Minor Adjustment Notice (MAN) Debit/Credit Configuration

Airline decides whether MAN, Minor Adjustment Notice is available for ALL agents or NONE under Basic Configuration – Basic Parameters.

Airline sets MAN max/min values if BSP has selected so under Basic Configuration – MAN Debit/Credit Configuration. If these values are defined by a BSP, then this feature is not shown under Airline browser.

Please refer to MAN, Minor Adjustment Notice Manual for further information.

About	?			MAN DEBIT CONFIGURATION

BASIC CONFIGURATION
- Basic Parameters
- Document Settings
- MAN Debit Configuration
- MAN Credit Configuration
- Third Party Authorization

MAINTENANCE

VARIABLE REMITTANCE

REFUND APPLICATIONS

REFUND NOTICES

ADM/ACM

TICKETING AUTHORITY

FILES

BSPLINK AGENT GROUPS

TRAVEL AGENTS

Currency	Minimum	Maximum
EUR	10.00	30.00
GBP	0.00	0.00
IVT	0	0
KLJ	0.0	0.0
OIU	0	0
PHP	0	0
USD	0	0

Submit   Reset

3.4 Third Party Authorization

Through this option, the Airline user (including HOMU, HOSU, LOMU and LOSU for basic and enhanced airlines) will decide which Third Party users can issue ACDMs on their behalf.

A list with the current THIRD PARTY users, active and non-active, will be displayed and the airline user will be able to assign or deny authorization to each THIRD PARTY user. The default values will be "ISSUE ADM=Yes" and "ISSUE ACM=Yes" for all THIRD PARTY users already created. However, any new THIRD PARTY user created afterwards will have a default value set to NO for both ISSUE ADM and ISSUE ACM so that the responsibility to activate this feature or not would be on the airline's side.

THIRD PARTY AUTHORIZATION

Found Records 6

Third Party	Organization	Name	Active	Issue ADM ☐	Issue ACM ☐
001TEST			No	☑	☑
002TEST			No	☐	☐
Sophie01	MABILLE		No	☑	☑
THIRD01	test	.	No	☐	☐
asd3rd	ASD		No	☑	☑
zeroocta1			No	☑	☑

Submit   Reset

4 MAINTENANCE

4.1 Currency maintenance (for queries)

The user can maintain the different currencies to be used for querying documents in BSPlink.

Update a registered currency

Enter the new exchange rate for the corresponding currency.
Click the *Apply Changes* button, to update the rate.

Add/Delete a currency

Enter the code (in upper case), International code (in upper case) and exchange rate of the currency to be added or deleted.
Click the corresponding button (*Add/Delete*), depending on the action to be carried out.

5 Variable Remittance (Available only in BSP NL)

5.1 Default Frequency

Through this option, the Airline users are able to configure the variable remittance (number of billing periods per remittance) for their agents. Remittance frequencies are to be transmitted in a file to the DPC on a periodic basis.

5.2 Configuration

Airlines can individually configure the variable remittance for the agents they have granted TA to.

1. Select the "remittance frequency" by marking one out the two radio buttons for each agent.

2. Optionally, you can find a specific agent through the *Search Agent box.* Also, it is possible to select all agents by clicking the corresponding "Mark All" button.
3. Click on *"Click here to save the changes"* to save the configuration.

6   Refund Applications

6.1   RA Query

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

1. **Select** one of the available options, depending on the kind of query to be carried out: *By Status*, *Refund by Number* or *Deleted*
2. If you select *By Status*, **choose** at least one status of those available *(Pending, Rejected, Under Investigation, Authorised).*
3. **Select** *International* 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. If selected *Refund by Number*, **enter** the document number of the refund to be queried.
7. **Click** the *Query* button, to continue.

There are three possibilities to query the documents:

- **By Status:** The status of the document refers to the current situation of the refund:

  - *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.

  - *Rejected:* when the indirect refund has been rejected.

  - *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.

  - *Authorised:* when the airline has accepted the indirect refund.

- **Refund by Number:** The user will enter a document number in the *Refund Number* box, and click the *Query* button to execute the query.

- **Deleted:** To query deleted Refunds.

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

- o *Read/Unread/Cleaned Up:* The user can filter the query by selecting one of the check-boxes at the top of the *Query Options*:

  - *Read/Unread:* to query the documents marked as read and/or unread.
  - *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 check/uncheck 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: Document, Status, Agent, Application Date, Authorization Date, Settlement Period, 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 **agent** code, **document** series and a range of **application** and **authorization dates** (the latter only applies to Authorized Refund Applications).

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 refreshes 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...

Note: When the airline user has Refund Applications in *Pending* status that were issued more than 30 days ago, a message will be automatically shown when entering BSP*link* to inform the user about it.
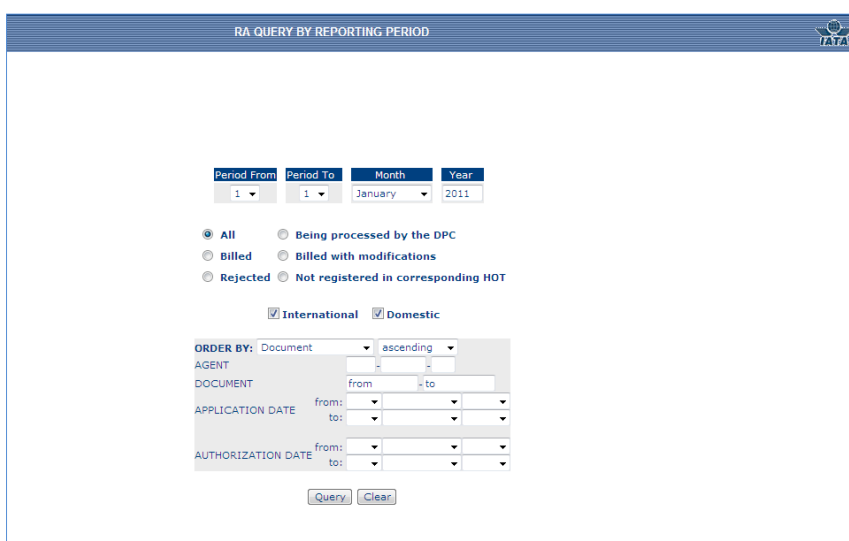
6.2   Refund Application Query By Reporting Period

Airline 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.

The user should select a range of periods before executing the query and one of the following statuses, in order to filter the query: *Billed, Rejected, Being Processed by the 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 BSP*link*.
- *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 a '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, Status, Airline Company, Agent, Application Date, Authorization Date, Settlement Period, Currency, Form of Payment and Fare. 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 **agent** code, **document** series and a range of **application dates** 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.

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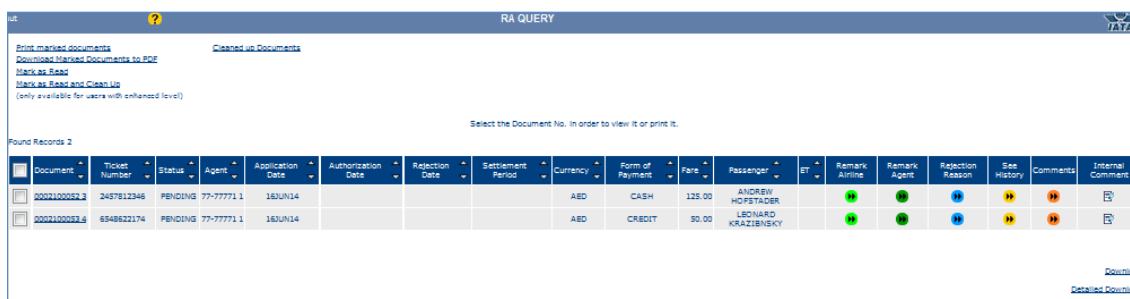
Note 1: The system will display information back to 24 months.

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. The following are the actions that can be taken:

- **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 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.
- **Mark as Read and Clean Up**: 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** the *Remark Airline* ⏩ button to query the remark inserted by the airline, when applicable.
  3. **Click** 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** the *See History* ⏩ button to query information about the status changes of the document and users that carried out those changes.
  6. Click the *Comments* button to query all the comments that have been registered in the document.
  7. **Click** the *Internal Comment* 🖉 button to add a comment about the document.
  8. **Click on** the *Download* and *Detailed Download* links, 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, to mark as read and/or transfer

documents to the Cleaned up documents page. **Note!** Only enhanced airlines will be able to use this option.

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:** The link within the refund number opens the facsimile of the transaction, through which the user can perform any necessary action (authorize, reject, print). Please note that the link to query the facsimile is not available for deleted documents.
- **Ticket Number:** The ticket number of the refunded document.
- **Status:** Pending, under investigation, rejected, resubmitted, changed by agent or authorized.
- **Agent:** The agent code.
- **Application Date:** Issue date of the refund application.
- **Authorization Date:** The day when the refund application has been authorized 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 authorized it, if applicable.
- **Currency:** Currency in which the document was issued.
- **Form of Payment:** Credit (when allowed include CCAC/CCVA documents), Cash, MSCA. MSCC 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 status modification. If the refund application has been resubmitted, the number of the original refund application that was then rejected will be displayed as well. If the document was modified through a mass-load file, the name of the file will also be 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 by a certain user.

- **Internal Comment:** The user is able to insert comments for the document. Once the comment is 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 numbers of documents that are displayed in 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 BSP*link* web-based application, 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: 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 generated via the *Download* button will contain the following information: *Document, Ticket Number, Status, Agent 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* and the *Remark Agent* 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 their 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 target folder in user's PC where the file is to be saved. The system will automatically save the file in this directory.

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

RA Query: Actions to be taken

- **Click** the corresponding button depending on the action to be carried out.
- **Enter** the reason to carry out each action, whenever it is necessary.
- If a reason has been entered, **click** again the available button to finish the operation.
- Only for authorized and rejected documents, in the confirmation screen, click the *You can now attach files to the document link* to attach files to the refund.
- Only for authorized and rejected documents, in the confirmation screen, click the *Return to Query Results* to go back to the results screen to continue authorizing or rejecting the pending refunds.

Airlines will be able to print, reject, authorize, put under investigation, comment or download to pdf the refund application previously selected.

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

The contact details specified in the form will correspond to the data defined in the *Modify Address* option for the Refunds category. If it is not defined, the contact details shown will correspond to data from the BSP*link* users table and Master tables.

When rejecting a refund, the *Rejection Reason* field shows reasons previously defined by the BSP user.

Note that the *Under Investigation* button that will appear in the authorised refund applications will depend on the value set by the BSP in the *Daily Browser RET* basic parameter. For further information, please contact your BSP.

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

The Refund application facsimile also includes a field in which the document status is shown (below the refund number). The different status: Pending, Under Investigation, Rejected, Resubmitted, Changed by agent and Authorised.

The agent's e-mail address can be clicked to send the agent an e-mail message, if so desired.

The different types of reasons and remarks added when issuing, authorizing, rejecting or resubmitting the document can also be queried in the form.

The user is also able to see the *Date of Application/Issue* at the top left-hand corner of the form. Depending on the refund status, the field is named differently:

- When *Pending* or *Rejected*, the description of the field will be Date of Application.
- When *Authorized*, the description of the field will be Date of Issue. This date corresponds to the Date of Approval (refer to the corresponding definition below).

At the bottom right-hand corner of the form, the user can find the following data, depending on the refund status:

- *Date of Application:* For Authorised Refund Applications only. It corresponds to the date when the refund was issued by the agent.
- *Date Last Modified*: Date of the last modification carried out by any user.
- *Airline REF. No.:* Airline's internal reference.
- *Date of Approval*: the authorization date of the refund (whenever it is available).
- *Refund to be included in billing period*: It indicates the period when the refund will be billed. This field will be only displayed for authorized refunds.
- *Date of Rejection*: Date when the refund was rejected.
- *Attach File*: If available, includes the files that have been attached to the document.
- There is also a **XT Tax Detail** button that would display the XT taxes, in case the document had any.

These are the different actions that can be taken on a Refund Application/Authority:

Print:

The user is also able to print the document from the facsimile by clicking the *Print* button. Note that at the bottom right-hand corner of the printed document the *XT Tax Detail* will be displayed, when available.

Print with history:

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

Comment:

The user is able to insert a comment to the document, regardless of the status of the BSPlink 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.

Download to PDF:

The user is also able to download to pdf the document from the facsimile [1] by clicking the *Download to PDF* button. Note that at the bottom right-hand corner of the printed document the *XT Tax Detail* will be displayed, when available.

Attach Files:

To attach files to an already issued document in *Under Investigation* status, the user should click the *Attach Files* button. Then a new screen will be displayed where the user will be able to attach the files. For further information on how to proceed, please refer to the **RA Query: Attach Files** section.

Reject:

The user will be able to reject a document whenever the document is in *Pending, Under Investigation, Resubmitted* or *Changed by the agent* status. In order to reject the document, the user will have to click this button.

The refund application form will be displayed and the user must either select a reason from the drop-down menu or enter a free reason in the *Rejection Reason* field in order to be able to reject the document. **Note** that the user can modify the Airline contact details and/or Airline remarks, if desired. Once the information is completed, the user will have to click the *Reject* button again. The system will request the user confirmation in order to proceed with the operation.

Once rejected, the refund can only be printed. The document can be, now, queried in the **RA Query By Status - Rejected** option.

Authorise:

The user will be able to authorise a document whenever the document is in *Pending, Under Investigation, Resubmitted* or *Changed by agent* status. In order to authorise the document, the user will have to click this button.

The refund application form will be displayed and the user will be able to modify the refund application, if necessary. For further information, please refer to **RA Query: Authorise/Under Investigation** section.

Once authorised, the refund can only be printed. The document can be, now, queried in the **RA Query By Status - Authorised** option.

Under Investigation:

The user will be able to save a refund application in *Under Investigation* status whenever the document is in *Pending, Rejected, Resubmitted, Changed by the agent* or *Authorised* status. **Note** that for *Authorised* status this button will appear depending on the value set in the *Daily Browser RET* parameter set by BSP. In order to save a refund application in *Under Investigation* status, the user will have to click this button.

The refund application form will be displayed and the user will be able to modify the refund application, if necessary. For further information, please refer to **RA Query: Authorise/Under Investigation** section.

Please be informed that the document can be, now, queried in the **RA Query By Status - Under Investigation** option.

Note 1: When printing a Refund application, additional information will be displayed at the bottom right-hand corner of the printed copy depending on the document status.

RA Query: Authorise / Under Investigation

Via this option, Airlines will be able to authorize or set as *under investigation* a Refund Application/Authority.

- **Enter** all the fields required to correctly fill out the form.
- **Click on** the corresponding *Authorize/Under Investigation button* at the bottom of the page.
- Only for authorized documents, in the confirmation screen, **click** the *You can now attach files to the document* link to attach files to the refund. Click for further information.

Please be informed that the *Airline/Agent Contact* fields will display, by default, information of Master Tables and BSP*link* 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 BSP*link* users table.

There are several fields in the Refund Application/Authority form that depend on certain parameters that have been configured by BSP via the BSP*link* module for BSPs, in *Basic Configuration* option.

For further information on how these parameters have been configured, please contact your BSP.

The user can enter a remark in the *Airline Remarks* field (a maximum of 10 lines and 45 characters).

When **authorising**, the airline will have the possibility to change the airline code in the section ***DOCUMENTS For REFUND***.

The number of coupons previously selected by the agent and the accounting area can be modified by the airline, if so desired. The *Partial Refund* check box can also be modified according to the coupons selected.

The airline is also able to enter any internal reference in the *Airline REF. No.* field (a maximum of 20 characters).
When all the required information has been filled in/modified, the user will have to click the *Authorise/Under Investigation* button. The system will request the user confirmation in order to proceed with the operation.

RA Query: Attach Files

To attach files to an already issued document.

- **Select** the file to be attached by clicking on the *Browse* button.
- **Click** the *Send* button to attach the files.

A new page will be displayed so that the user is able to select the file to be attached. The only thing the user should do is to click the *Browse* button in order to look for the file; once the file has been selected, click the *Send* button. It is possible to upload up to three files in one go. The system will inform the user about the success of the upload of every file attached.

No control over the file name format is carried out. The system will only check that the **file name length** is **not superior to 85 characters** and that the user is not attaching a file with the same name. In case the user will be uploading a file that has been previously uploaded, a message will be displayed to inform the user about it and to confirm if it can be overwritten. The user would be able to either cancel the operation or overwrite the existing 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 (|).

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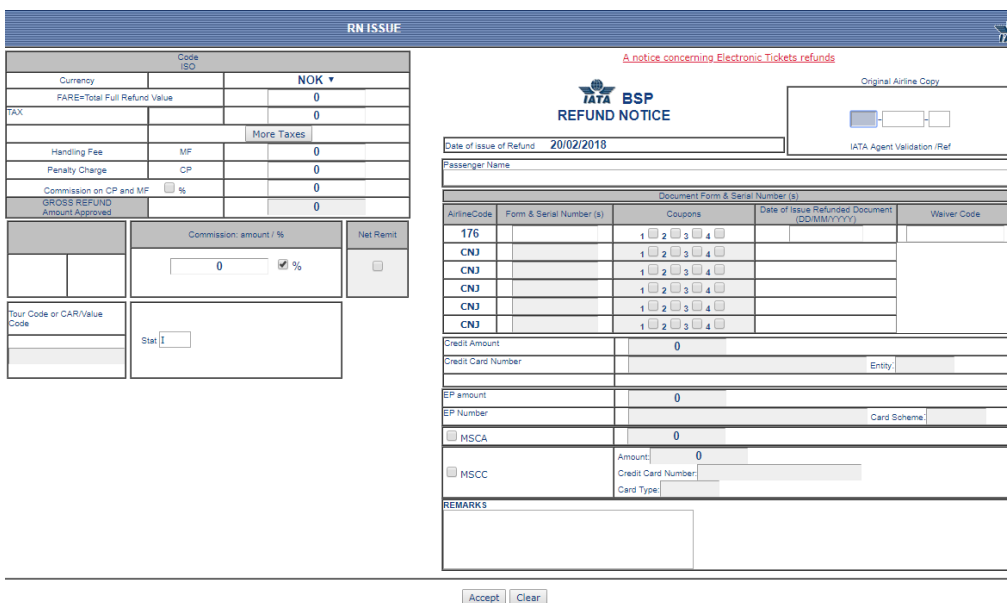
Issue:

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 **nine months** since they have been uploaded.

7 Refund Notice Issue

Enhanced Airlines will be able to issue Refund Notices (Direct Refunds) in BSP*link*.

- **Enter** all the fields required to correctly fill out the form.

- **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 - the recommended and easiest way.
2. Refund Notice Issue on-line
3. Upload Refund Notice Files

Please refer to RET File Format to issue BSP*link* Refund Notices (Manual for RET File Format to issue BSP*link* Refund Notices).

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

A user chooses from the menu:
- Document Queries
- Document Enquiry
- Insert the Document number without Airline code
- Click "Basic or Detailed Query"

A user will find "Issue Refund Notice" link from 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 auto-populated. The cursor will be place in the first field to be filled/modified by an Airline.

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** will be also copied from the original document to the new Refund Notice form in the corresponding boxes.

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. 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 BSP*link*.

Special attention has to be paid to the following areas:

Taxes

When issuing Refunds and ADM/ACMs from Document Enquiry, a pop up will be displayed allowing the 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 needed.

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

There is one **exception** for taxes:

1. If the currency selected in the form is different from that displayed in the **Show** button, the taxes will not be copied.

Usage of the same and duplicate tax codes is allowed and system will confirm it from the user.

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 only 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 BSP*link* 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 do not have the BSP*link* 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**

    o 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**

    o 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.

- Extra Fields

    o 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.
- **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, the BSP user has given the user access permissions to issue documents via BSP*link.*
6. The RN link in the *'Document Enquiry'* option will not appear if the RN issue has not been configured by the BSP user.
7. The link to refunds will not appear when the document being queried has been paid with more than one credit card.

Refund Notice issued on-line

The white fields are mandatory, whereas the grey fields are optional.

- **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.
  - **XF Tax:** There are two different ways to enter XF tax in BSP*link* 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: XFAAAN, where: **AAA** refers to the Airport Acronym; it can be any alphabetical character; **N** refers to a code reflecting the amount collected in the currency of the country where the Airport is located.
   Example:

TAX	**XFMIA1**	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

- **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.
- 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.
- **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:

  - *Airline Code:* Airline code without the check digit. If so allowed by the DPC, **alphanumeric Airlines** can be entered in this field.
  - *Number:* A ten-digit ticket number.
  - *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, BSP*link* 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.

- **Credit amount:** Specify the amount corresponding to the credit payment.
- **Credit card:** The credit card area will be completed if the original ticket was paid by credit card. Enter at least the credit card number and the corresponding entity. The credit card expiry date, which is optional, has a *MMYY* format. Please **Note** that when the Credit Card Type is 'GR' (Government Warrants), the CC Number field may contain alphanumeric characters. When the entity used is "AC" (Agent own Card) or "VA" (Virtual Account Number), 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:** Miscellaneous cash followed by the amount.
- **MSCC:** Miscellaneous credit followed by amount, card number and type.
- **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.**
- **Remarks:** up to 10 lines x 45 characters, to include any comment. The *Remarks* field does not accept any line breaks or other unauthorised 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 BSP*link*:

- Date of Issue Refunded Document
- Handling Fee MF
- Penalty Charge CP

- Credit Direct Refunds
- Coupons
- STAT International/Domestic
- Commission on CP and MF

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

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

Contact your BSP 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.

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: When a user tries to issue a Refund Notice to an inactive agent a warning message will be displayed informing the user that the agent is not active.

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.
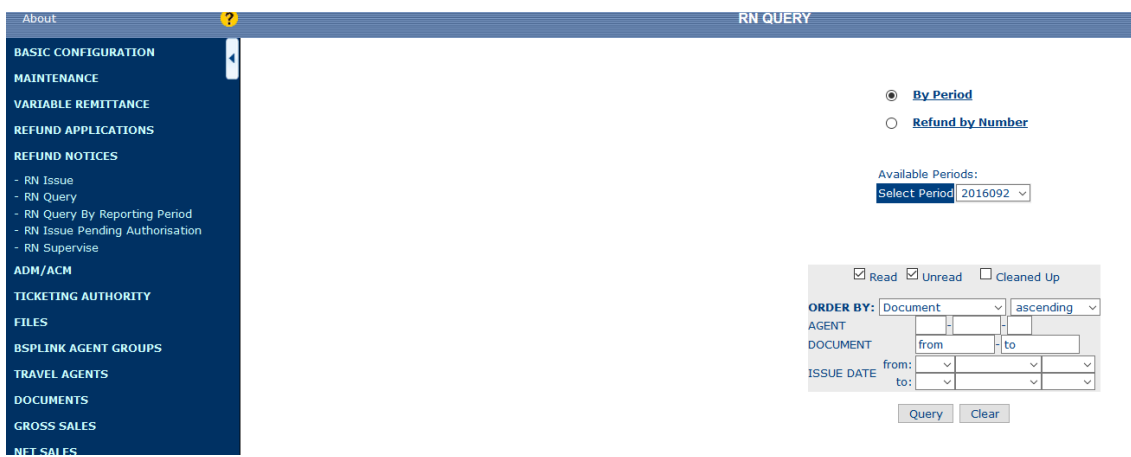
Note 7: The EasyPay fields are only displayed for those environments where this Form of Payment has been activated.

Note 8: "CCAC" and "CCVA" are only allowed for those environments where these forms of payment have been activated by the BSP.

7.1 Refund Notice Query

Enhanced Airlines are able to query all direct refunds previously issued.

- To query direct Refund Notices a user can choose two different queries: by Period or Refund by Number.
- Under By Period there will be available periods to choose to make a query. If the *By Period* option has been selected, **choose** a billing period from the drop-down list.
- 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.
- For all options, **click** the *Query Options* link, if you wish to filter the query. Note that it is optional (please refer down below).
- **Enter** the searching criteria.
- **Click** the *Query* button.

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:

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

- *Order By:* This field allows the user to sort the query depending on the chosen parameter: Document, Coupons (if applicable), Agent, 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 **Agent code**, **document** series and a range of **issue dates.**

7.2 Refund Notice Query By Reporting Period

Users are able to query all the Direct Refunds that have already been sent to the DPC in a RET file to be processed and are 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 a status to filter the query: *Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT* and *All.*

- *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:* Both, documents that are not in the corresponding HOT (they may have been rejected by DPC) and 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:* refunds that have been rejected will have this status
- *Not registered in corresponding HOTs*: HOT files reported from DPC have not been containing this transaction. Transaction might be rejected by a DPC or be registered in next periods HOTs.
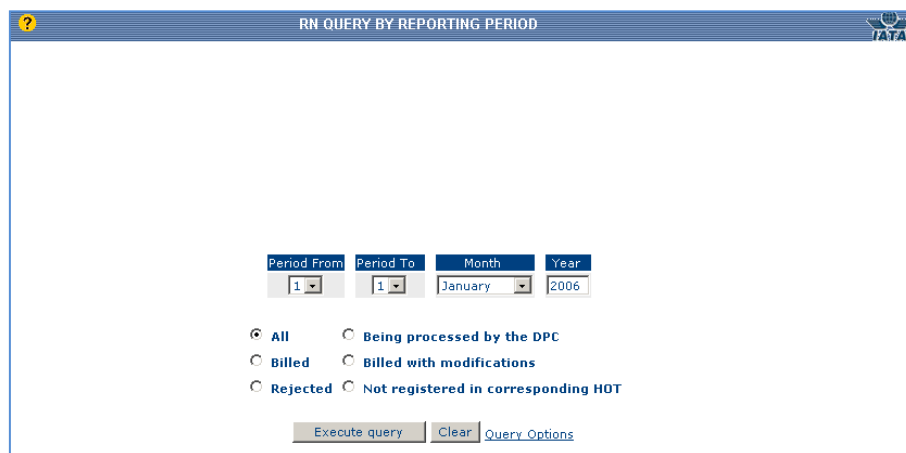- *All*: all refunds depending on status

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:

- *Read/Unread/Cleaned Up*: Only available when executing the query **by period**. The suer can filter the query by selecting one of the check-boxes at the top of the *Query Options*:
  - *Read/Unread*: to query the documents marked as read and/or unread.
  - *Cleaned up*: to query the documents that have been marked as read and transferred to the *Cleaned Up* page.
- **Order By:** This field allows the user to sort the query depending on the chosen parameter: Document, Coupons (If applicable), Agent, 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.
- The user is also able to filter the query by Agent 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 only 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 Query by Reporting Period 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 users that carried out those changes.
5. Click the *Internal Comment* 📝 button to add a comment about the document.
6. **Click on** the *Download* link to generate a .txt file with the query results.

The system will then display a list of the refund notices 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).
- **Coupons:** The coupons that are refunded (only if the BSP has decided that this information should be displayed).
- **Status:** Document status.
- **Agent:** The Agent 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:** – It displays information on the user that issued the document, as well as the status of the document and the date and time when this has been changed. The status changes are shown in chronological order.
- **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.

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 the BSP user. Please, for further information, contact your local IATA office.

7.3   Refund Notice Issue Pending Authorization

Enhanced Airlines will issue Refund Notice 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.

Please, refer to explanation **RN 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, in that case, accept it.

7.4 Refund Notice Supervise

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

- ▪ ☐ **:** 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.
- ▪ **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).
- ▪ **Agent:** The code of the agent the refund was issued on behalf of.
- ▪ **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 includes CCAC/CCVA documents) or easypay.
- ▪ **Fare:** The amount of the refund without taxes.
- ▪ **Delete Document:** To delete the document if it is not finally issued.
- ▪ **Modify Document:** To supervise the document pending authorization. Once the document is shown, the airline should check that all data is correct and then, accept the document so that it is completely issued.
- ▪ **See History:** It displays information on the user that issued the document, as well as the status of the document and the date and time when this has been changed. The status changes are shown in chronological order.

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 numbers of documents that are displayed in 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: Only enhanced airlines are able **to 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 completely issue the Refund.

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

Note 3: It is possible to download the results of the query. The file will contain the following information: *Document Number, Coupons, Agent, 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 visualize the file on the screen or save the file on his 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.

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

8 ADM/ACM

8.1 ADM/ACM Issue

An Airline user can issue ADMs (Agent Debit Memo) and ACMs (Agent Credit Memo) for a certain Agent.

There are three ways to issue ADM/ACMs in BSPlink:

- ADM/ACM Issued via 'Document Enquiry (TAIP')' option – the recommended and easiest way of manual issuance.
- ADM/ACM Issued on-line
- ADM/ACM Mass Upload and Download - by uploading ADM/ACM files via interface, users will avoid filling in the current forms for every ADM/ACM.

For ADM/ACM Mass Upload please refer to ADM/ACM Interface File Layout Specifications manual version 2.

Airline benefits when using Mass Upload version 2.0.

Why use Mass Upload version 2.0?
Not only can Airlines use Upload for Issue, but they can also download a daily file of ADM/ACMs, which have been disputed on-line. They can then use the upload feature to reject or accept the disputes. Agent users will see the uploaded transactions the following day.

The 2.0 specifications are based on the current ADM/ACM forms in BSPlink, and this is the only file format that currently contains all additional information needed to populate all fields in the ADM/ACM online forms thus providing agents with as much detail as possible.

Some other features of mass upload version 2.0
Airline and Third Party users can configure an E-mail Alert parameter to receive alerts for:
- Errors in a mass upload file and
- Successful mass upload.

Airlines can also retrieve their results files in three different ways:
- **Via the Download Files option**, where they will appear together with all the other files the airline receives,
- **Via the Mass Loaded Files Download** option, where only the ADM/ACM files generated by the BSPlink system will appear,
- For enhanced airlines, **using an SFTP client**, whenever they have activated a SFTP account.

ADM/ACM issued through the 'Document Enquiry (TAIP)' option

An Enhanced user can choose from the main menu:
-       Documents -> Document Enquiry ->   Insert the Document number without the Airline code ->   Click Basic or Detailed Query.

A user will find "Issue ADM/ACM" links from the bottom of the Document Enquiry.
When clicking the links in the '**Document Enquiry (TAIP)**' option an ADM/ACM form is automatically displayed and ticket information copied. The cursor will be in place in the first field to be filled/modified by the Airline user. A user can, however, change whatever needed. The amount fields will be included in the Agent's Calculation part. If the queried document is a refund, the   **Refund** tap will be selected and cannot be modified.
In case the original ticket has both standard and additional commission, the new document will only show the standard commission.

In case the queried document is a conjunction ticket and the user wishes to issue a new document from it, the information is copied from the original document.

Special attention has to be paid to the following areas:

Taxes:

There are three exceptions for taxes:

- In case the original document has **XT** taxes, these will not be shown in the query nor copied into the corresponding boxes. Therefore the user should enter the taxes manually.
- If the currency selected in the form is different from that displayed in the **Show** button, the taxes will not be copied.
- In case there are more than 7 taxes, the 6 first tax boxes will be filled with 6 taxes and in the 7th box, **XT** tax will be entered with the total amount of the rest of the taxes. The same controls as those carried out while entering **XT** tax manually are done.
- 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.
- When issuing Refunds and ADM/ACMs from Document Enquiry, a pop up will be displayed allowing the users to select and deselect the tax fields to be 'auto-populated'.
- Usage of the same and duplicate tax codes is allowed and system will confirm it from the user.

Issuing

Once the form has been completed, the user should click one of the three available buttons: 'Issue' or 'Issue & Save Template' or 'Clear'. **Click** on the *Issue* button, if a user wants to issue the document. **Click** on the *Issue & Save Template*, if a user wants both to issue the document and save a template with all the document information entered to be used in next issues (during the same session) or click *Clear* for the form to be emptied.

Note 1: The user should only enter numbers and English alphabet characters in these fields: Taxes and Stat.

Note 2: Note that if the original ticket has **XF** taxes, which 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 that may not appear in the original ticket. When more than two XF taxes do not have the BSPlink format in the original document, the system will transform each tax as follows: **XFZZZ1N, XFZZZ2N or XFZZZ3N**, where **N** would only have a maximum of 2 digits.

Note 3: As with any features, access to selected options for any user can be limited using the "Access Permissions" functionality.

Note 4: There are several fields in the ADM/ACM forms that depend on different parameters that have been configured by BSP via the BSPlink module for BSPs, in *Basic Configuration* option. *ACM & ADM Reasons* option for BSP and Airlines may also affect the top ten reasons for memo. Contact your BSP for further information on how these parameters have been configured so that you correctly fill in the form.

Note 5: A VAT number held in Agent Master Tables will be displayed on an ADM/ACM form when queried.

Note 6: When updated in the system the Company Registration number will be displayed both on-line ADM/ACMs and ADM/ACMs issued via massloader.

ADM/ACM issued on-line

A standard form provided by IATA will be displayed in order for the Airline to complete it. The Airline's details are automatically filled in. The Airline's VAT number may also be displayed if BSP has updated it.

Fields to be entered:

- **MEMO No.:** ADM/ACM number that should follow the format of the selected capture mode. Contact your BSP for further information about the capture mode format.
- **Airline Contact:** This data is from the BSP*link* 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.
- **Agency IATA Code:** Agent Code plus the check digit for which the document is being issued. The Agent name and the vat number (if available) will be automatically displayed. If the Agent is not an active BSP*link* user, a message will be shown informing the user about it.
- **Date of Ticket Issue:** Date when the related ticket has been issued.
- **ADM/ACM to be included in Billing Period:** By default, the system shows the period when the document is to be billed:
  - *ADM/ACM billing period = current date + latency days*. The airline can modify the period, whenever it is superior to the current period + latency days.
- **Reason for Memo:** 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.
- **Reason For Issue:** An optional field consisting of 5 alphanumeric characters for Airline's internal purposes. Please note that *if no related document is introduced, this field will not be reported to the DPC for processing* and a pop-up warning message will be shown to the user informing of it.
- **Related Documents:** Optional field to select the related documents of the ADM/ACM. The user can select up to 20 (depending on BSP's decision). A 13 digit- long number AAANNNNNNNNNN where AAA is the Airline code and NNNNNNNNNN is the related document number forms the related document number. **Note** that *AAA* may refer to an alphanumeric Airline, whenever DPC has decided so. The related check digit should also be entered (from 0 to 6, or 9). If the field is not entered, 9 will be considered as the check digit. For further information please refer to **DISH 20**, see CDGT Glossary.
- **Currency Code**
- **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.
- **Tax on Commission Type:** A value from 'Tax on Commission Type' must be selected when the difference between the amounts entered in the 'Tax on Commission' field is greater than zero.
- **Related Document Type:** whether the ADM/ACM is being issued for a ticket,for a refund, for an exchange or an EMD. Depending on the selection made, the calculations will change. Find below, a complete explanation about the differences between Issue and Refund options.

Issue:

- o Permanent fields: **Fare, Tax and Commission**
- o Fields depending on BSP parameters configuration:
  - ▪ **Tax on Commission:** depending on *ADM/ACM TOCA* BSP parameter value.
  - ▪ **Supplementary Commission:** depending on **NR** field and on *ADM/ACM SPAM* BSP parameter value. This field has the same controls as those applied to the *Commission* field.

The algorithm to calculate the totals is as follows: *Fare + Tax - Commission - Tax on Commission.* If the Tax on Commission value is positive, that is, the Airline will receive this amount (because BSP has decided so) the algorithm would be: *Fare + Tax - Commission + Tax on Commission*

The way to issue an ADM and an ACM is different at this point.

- o **ADM:** The total amount calculated by the Airline should always be superior to the total calculated by the Agent. The ADM details will only be sent to the DPC in the RET file whenever all the amounts calculated by the Airline are superior to all the amounts calculated by the Agent. On the contrary, only the difference will be sent to the DPC.
- o **ACM:** The total amount calculated by the Airline should always be inferior to the total calculated by the Agent. The ACM details will only be sent to the DPC in the RET file whenever all the amounts calculated by the Airline are inferior to all the amounts calculated by the Agent. On the contrary, only the difference will be sent to the DPC.

Refund:
- o Permanent fields: **Fare, Tax and Commission**
- o Fields depending on BSP parameters configuration:
  - ▪ **Tax on Commission:** depending on *ADM/ACM TOCA (Tax on Commission)* BSP parameter value.
  - ▪ **Supplementary Commission:** depending on **NR** field and on *ADM/ACM SPAM (Supplementary Commission)* BSP parameter value. This field has the same controls as those applied to the *Commission* field.
  - ▪ **CP (Penalty Charge)** and **MF (Handling Fee)**: depending on *Penalty Charge on Refunds* and *Handling Fee on Refunds* parameters, respectively.

The algorithm to calculate the totals is as follows: *Fare + Tax - Commission - Tax on Commission - (CP)(Penalty Charge) - (MF)(Handling Fee).* If the *Tax on Commission value is positive*, that is, the Airline will receive this amount (because BSP has decided so) the algorithm would be: *Fare + Tax - Commission + Tax on Commission - (CP) - (MF).*

The controls made on ADM/ACM for a refund are inverted with regards to the calculations made on ADM/ACM for an issue:

- o **ADM for a Refund = ACM for an issue:** The total amount calculated by the Airline should always be inferior to the total calculated by the Agent. The ACM details will only be sent to the DPC in the RET file whenever all the amounts calculated by the Airline are inferior to all the amounts

calculated by the Agent. On the contrary, only the difference will be sent to the DPC.

- o **ACM for a Refund = ADM for an issue:** The total amount calculated by the Airline should always be superior to the total calculated by the Agent. The ADM details will only be sent to the DPC in the RET file whenever all the amounts calculated by the Airline are superior to all the amounts calculated by the Agent. On the contrary, only the difference will be sent to the DPC.

When no amount is entered in any of the fields, the *Total* field is activated so that the user can enter a value that will automatically be copied to *Airlines/Agents Calculation 'Fare'* field, depending on the type of document: ADM Issue and ACM Refund copied to Airline's Fare field and ACM Issue and ADM Refund copied to Agent's Fare field.

- **Iso / Tax:** These fields should be entered with the ISO tax code plus the tax amount whenever the *Tax* field in the *Airline/Agent Calculations* boxes is entered. The user should enter as many taxes as needed in order to complete the tax amount in the *Airline/Agent Calculation Tax* field. These are the taxes allowed:

  - o **Standard Taxes:** Two alphabetic characters.
  - o **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.
  - o **XF Tax:** There are two different ways to enter XF tax in BSP*link* forms:

- 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: XFAAANNN, 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:*

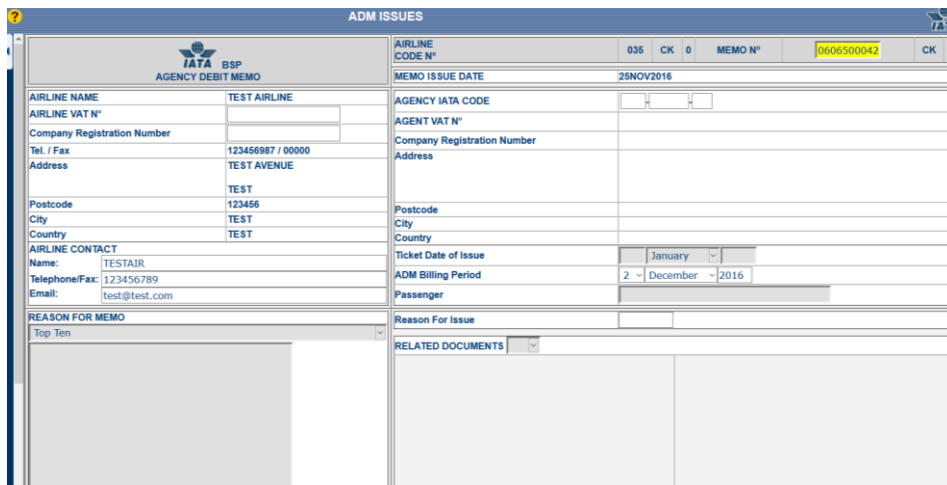| TAX	**XFMIA1**	10
TAX	**XFBCN2**	20

- 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:** In case any **XT** tax is to be entered, it should be done in the last tax box. **XT** tax is allowed whenever the rest of the tax boxes are filled. Then, the user should click on the *Show XT* button to finish entering tax values.
  - o **CP (Penalty Charge) & MF (Handling Fee) Taxes:** When an ADM/ACM **concerns an issue**, the **CP** and **MF** taxes would be entered *in the tax boxes.* When the ADM/ACM **concerns a Refund**, the **CP** and **MF** penalty taxes would be entered *in the remittance area*, if so allowed by BSP.

- o   Usage of the same and duplicate tax codes is allowed and system will confirm it from the user.

- **Attach Files:** 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. **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 (|).Please note! ADM/ACM attachments are kept for 9 months in BSP*link*. When the file is no longer available, a trace will be shown in the ADM/ACM See History query that a file or files had been attached. File name, size and date will be shown.

- **Comments:** Its main function is to establish an ongoing exchange of information between Airline and Agent users. The user is able to enter a comment in the text area, of which the recipient will be notified only if it has configured the corresponding e-mail alert. Otherwise, the comments inserted will only be available for viewing within the corresponding sections of the BSPlink application.

- Once the form has been completed, the user should click one of the three available buttons: 'Issue' or 'Issue & Save Template' or 'Clear'. **Click on** the *Issue* button, if a user wants to issue the document. **Click on** the *Issue & Save Template*, if a user wants both to issue the document and save a template with all the document information entered to be used in next issues (during the same session) or click *Clear* for the form to be emptied.

Notes:

ADM Disputing Parameters

Latency Days

The number of days is configured by the BSP and can be between 0 and 15. An ADM/ACM issued will be susceptible of being disputed until the latency period is over. The Airline has the possibility of rejecting or accepting the dispute.

Rejected Disputes

The reporting period for rejected disputes still depends on the BSP's parameter called "Period for rejected disputes", which decides whether or not ADM/ACM transactions with rejected dispute are to be billed in the first possible period.

ADM/ACM attachments

Files attached to BSP*link* ADM/ACMs stay in the system for nine months. A trace of the existing file will be shown in ADM/ACM 'See History' query after the original file has disappeared. The ADM/ACM "See History" query will show date, time, file name & size. Agent users must regularly download all their ADM/ACMs from the BSP*link,* preferably once a week.

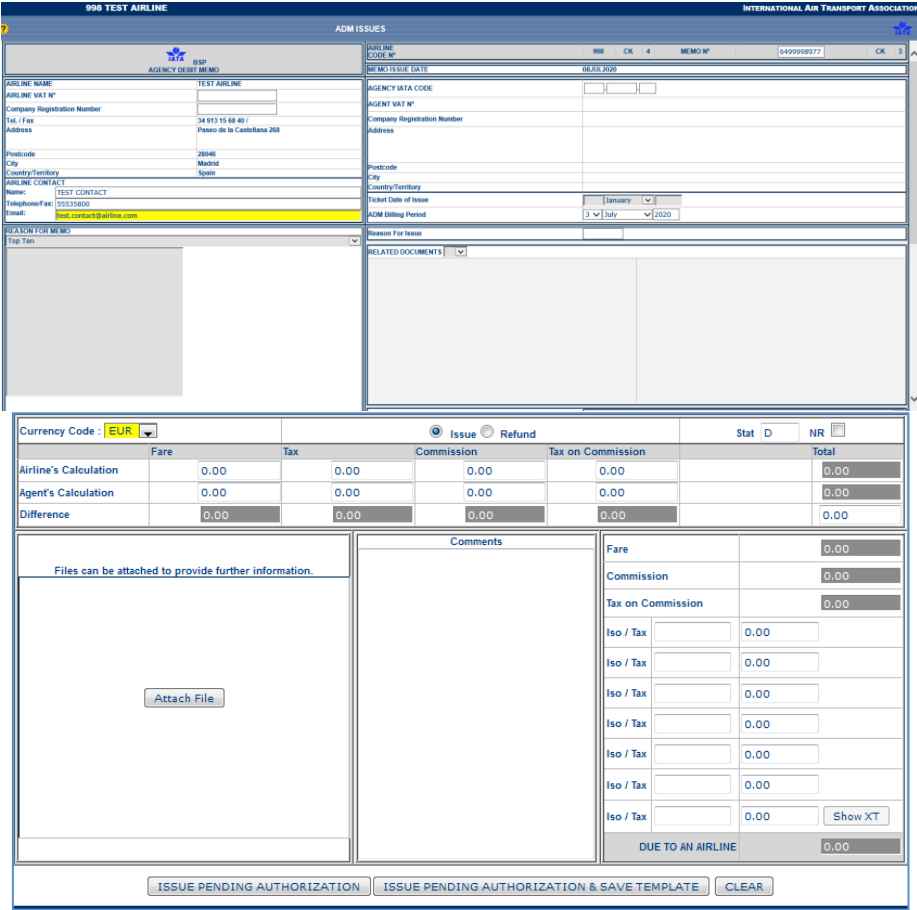## 8.2   Issue ADM/ACM pending Authorization

This option will allow an Enhanced user to issue ADM/ACM that should be reviewed and authorized by a supervisor before they are finally issued.

There are two ways to issue ADM/ACMs Pending Authorization:

- ADM/ACM issued via 'Document Enquiry (TAIP)' option
- ADM/ACM issued On-line

The main difference between ADM/ACM issues and ADM/ACM Pending Authorization is that once all the fields have been properly completed, the user should click one of the following buttons:

- Issue Pending Authorization: If the user clicks on this button, the document will be saved, but it will not be completely issued. A supervisor should check that everything is correct and in that case accept it.

- Issue Pending Authorization and Save Template: By clicking this button, the document will be saved (but it will not be completely issued) and a template with the same values entered in the document is saved, so that next time the user wants to issue a document of the same type as that of the template, the values are already filled in. If the user wants to change the values, the user can either modify them or click on the 'Clear' button. **Note** that by clicking on the 'Clear' button, the template is automatically deleted.

If a user issues another document with an already saved template and save the new values, the **first template will be overwritten**. This means that only one template per document type can be saved.

Finally, **also note** that any template saved will be deleted, once the user ends the BSP*link* session.

In both cases, the system will check whether the **Agent** the document is being issued for is an **active** Agent as **BSP*link* user**. In case a template is being used and no values

have been changed, a message will inform the user about it, in order not to issue another document with the same values. It is also possible to visualize the document again and/or delete it.

8.3   ADM & ACM Query

Airline will be able to query ADM (Agent Debit Memo) and ACM (Agent Credit Memo) issued through BSP*link* depending on the status they have or the document number they were assigned.

1. **Select** one of the options available: *ADM, ACM* or *ADM/ACM by Number*
2. If *ADM* or *ACM* has been selected **choose** a status from those available in the query.
3. **Click** the *Query Options* link if you wish to filter the query. Note that it is optional.
4. **Enter** the searching criteria.
5. If *ADM/ACM by Number* has been selected, **enter** a document number.
6. Finally **click** the *Submit* button.

ADM & ACM QUERY						
○ ADM ○ ACM	○ MAN Debit ○ MAN Credit	○ ADM Requests ○ ACM Requests	○ ADNT ○ ACNT	○ ADMD ○ ACMD	○ SPDR ○ SPCR	○ ADM/ACM by Number

- ○ ADM to be billed in the current period
- ○ ADM pending settlement
- ○ Deactivated ADM
- ○ ADMs per reporting period
- ○ Deleted ADM Query
- ◉ Disputed ADM
- ○ ADM pending Authorization
- ○ Forwarded to GDS
- ○ Billing Disputed ADMs
- ○ Post-Billing Disputes

☑ Pending ☐ Approved ☐ Rejected

☑ Read ☑ Unread ☐ Cleaned Up

Submit   Reset   Query Options

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

A. 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.

B. ADM/ACM by Type and Status
These are the available status 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).

Queries
- o **ADM/ACM to be billed in the current period**
- o **ADM/ACM Pending Settlement**
- o **Deactivated ADM/ACM**
- o **ADM/ACM per reporting period**
- o **Deleted ADM/ACM Query**
- o **Disputed ADM/ACM**
- o **ADM/ACM Pending Authorization**
- o **Forwarded to GDS**

- o **Billing Disputed ADMs**
- o **Post-Billing Disputes**

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 ADM/ACMs that have been rejected during the current period will appear in this query.

ADM/ACM Pending Settlement

This query will show the active ADM/ACM that have not been billed yet. Its 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 ADM/ACMs that have been rejected will also appear in here.

Deactivated ADM/ACM

This query will show all the deactivated ADM/ACM. Disputed ADM/ACM with a status different to *'reject'* will also be displayed.

ADM/ACM per Reporting Period

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

- *Being Processed by 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:* Both, documents that are not in the corresponding HOT (they may have been rejected by DPC) and 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 will have this status
- *Not registered in corresponding HOTs*: HOT files reported from DPC have not been containing this transaction. Transaction might be rejected by a DPC or be registered in next periods HOTs.
- *All*: all documents depending on status

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

Deleted ADM/ACM Query

When executing this query, all the ADM/ACMs 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**.

Disputed ADM/ACM

This query is available when querying ADM/ACM. When selecting this query, three new buttons are displayed in order for the user to select the status of disputed ADM/ACMs: *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.

ADM/ACM Pending Authorization

This query will show for a user those documents that are still pending supervisor authorization.

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, Agent, Issue/Refund, Currency, Amount, Memo Issue Date, Billing Period, Dispute Status, Time of last Dispute Action. 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, a range of issue dates or Reason for memo.

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

Forwarded to GDS

This will show all the documents (ADMs) that have been forwarded to the GDS.

Billing Disputed ADMs

This will show all the documents (ADMs) that have been billing disputed.

Post-Billing Disputes

This query is used for showing all those ADMs which have been post-billing disputed by agents, before the release of the new Post Billing Dispute Module for all type of documents.

Once all the parameters have been selected to carry out the query and the *Submit* 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, deactivate, print, comment.

Airlines will be able to query the ADM/ACM that matches the searching criteria, previously selected.

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. **Click** the *Print Marked documents* link at the top of the page, so that the system prepares the selected documents to be printed.
2. 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. **Click** the *Download marked documents Documents to PDF* link at the top of the page, so that the system prepares the selected documents to be downloaded to pdf.

3. 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. **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.

4. For supervisors to authorize several documents at the same time, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents. **Click** the *Authorize Marked documents* link at the top of the page, so that the selected documents are finally issued.

5. 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. **Click** the *Mark as Read* link at the top of the page.

6. To store the marked documents in another page, **click** the *Mark as Read and Clean Up* link. To view the documents of point 3 above, **click** the *Cleaned up documents* link.

7. **Click** the document number to **query** the *facsimile of the docume*nt and carry out the action required: delete, deactivate, dispute.

8. **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.

9. **Click** the *Comments* ⏩ button to query all the comments that have been registered in the document.

10. Click the *Internal Comment* 📝 button to add a comment about the document.

11. When querying deleted documents, **click** the *See Remark* ⏩ or *See Reason for Memo* ⏩ buttons.

12. **Click on** the *Download* and *Download Detail* links, in order to generate a .txt file with the query results.

Fields displayed in the query

	Type	Document	AGENT	Related Document Type	Currency	Amount	Memo Issue Date	Reason For Issue	Primary Reason	Dispute Status	Billing Period	Dispute Date	Forward to GDS	Forward to GDS Date	See History	Comments	Internal Comment
	ADM	3900300001	33-33333 3	ISSUE	GBP	100.00	19MAR2017			Approved	2017041	19MAR2017			⏩	⏩	📝

Found Records 1

- **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. **Note!** Only enhanced Airlines will be able to use this option. Also note that this option will not be available for deleted documents.
- **Type:** ADM or ACM.
- **Document:** By clicking on this, the user is able to query the facsimile of the document. Once within the document, it will be possible to delete, deactivate, dispute the document. The link to query the facsimile will not be available for deleted documents.

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 (20 lines per 45 characters each), 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 version 2.0, another link will also open a window to show the rest of related documents. Please note! ADM/ACM attachments are kept for 9 months in BSP*link*. When the file is no longer available, a trace will be shown in the ADM/ACM See History query that a file or files had been attached. File name, size and date will be shown.

The ADM/ACM facsimile also includes a field in which the document status is shown. The different status are: Pending, Pending Airline's Investigation, Approved Dispute, Rejected Dispute, Deactivated Document and Billed

Ticket Date of Issue	07JUL2020
ADM Billing Period	2020072
Status	Pending

Ticket Date of Issue	
ADM Billing Period	2020072
Status	Pending Airline's Investigation

Ticket Date of Issue	
ADM Billing Period	2020072
Status	Rejected Dispute

- **Status:** Only displayed when ADM/ACM by number or ADM/ACM per Reporting Period query have been selected.
- **Agent:** Agent code.
- **Related Document Type:** If the ADM/ACM concerns an issue, a refund, exchange or 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 **DDMMMYYYY**, 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.
- **Primary Reason:** primary reason defined in the ADM Categorisation Rules option. This field remains empty when the text entered in the Reason for Memo or Reason for Issuance field does not match any pattern defined in that option, or if no rule was applied to the already issued ACDMs.
- **Dispute Status: (for ADM/ACMs)** Status of an ADM/ACM that has been disputed: *Pending Airline's Investigation, Rejected or Approved*. **Note** that if it has not been part of a disputing process, this field will be blank.
- **Billing Period:** Period when the ADM/ACM 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.
- **Forward to GDS:** GDSs that have received information of this ADM because the agent forwarded to them.
- **Forward to GDS date:** Date when the ADM was forwarded to the corresponding GDSs.

- **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 inserted or files attached. Furthermore, this field will order the status according to its date, namely, from the latest to the oldest status modification. Please note! ADM/ACM attachments are kept for 9 months in BSP*link*. When the file is no longer available, a trace will be shown in the ADM/ACM See History query that a file or files had been attached. File name, size and date will be shown.
- 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.
- **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:** Used for Internal comments.

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 numbers of documents that are displayed in 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.

Actions to be taken

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

There are some BSPs who allow having more than 20 documents related to the same ADM. 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.

If the user wishes to deactivate an ADM/ACM, delete it or even dispute it, the user should press the buttons that would appear at the bottom of the page. These are the different actions that can be taken on an ADM/ACM.

- **Deactivate**
- **Reactivate**
- **Modify & Reactivate**
- **Delete**
- **Print**
- **Print with history**
- **Download to PDF**
- **Dispute**
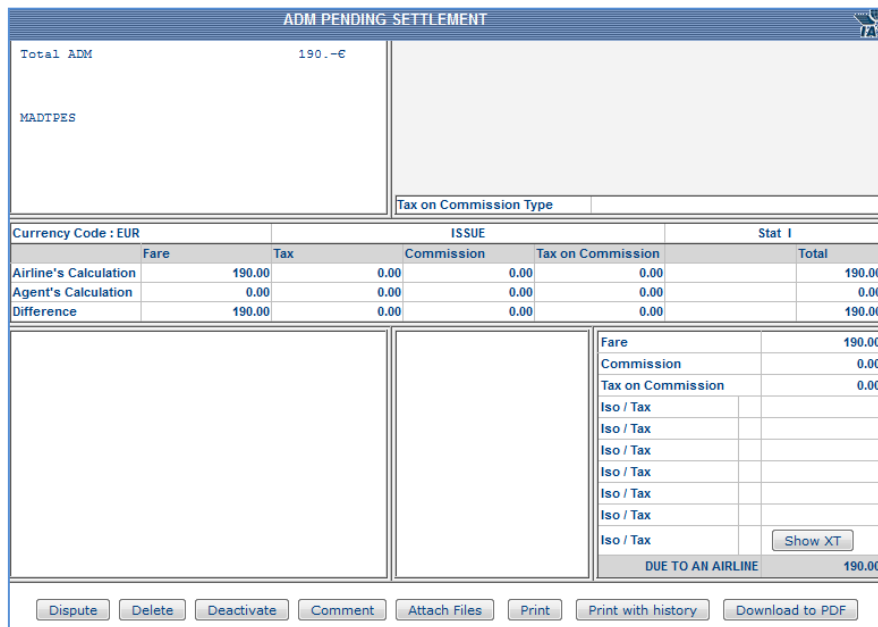
- o **Reject Dispute**
- o **Modify & Reject Dispute**
- o **Approve Dispute**
- o **Comment**
- o **Attach Files**
- o **Issue**

Deactivate:

In order to deactivate an ADM/ACM the user should press this button. Automatically, a *'Remarks'* field is displayed in order for the user to enter the reason of deactivation (a maximum of 5 lines and 45 characters). For the document to be completely deactivated, the user should press again the 'deactivate' button. The deactivated document can be, now, queried in the **Deactivated ADM/ACM** option. The **remark** would be visualized within the facsimile when the document is queried.

In order to deactivate a document, the following conditions should be fulfilled:

- The document should have "pending settlement" or "to be billed in the current period" status.
- It should be active.
- The document is not a disputed ADM/ACM.

Reactivate:

Another action to be taken is the reactivation of an already deactivated ADM/ACM. When reactivating a document, the **remark** is automatically **deleted**. The document can, then, be queried in the **ADM/ACM Pending Settlement** option. These are the conditions to be fulfilled so that the document can be reactivated:

- The document is a deactivated document.
- The document is not a disputed ADM/ACM.

Note that when a document is reactivated, if the billing period is already over, the reactivated document will be billed in the current period.

Modify & Reactivate:

The conditions so that a document can be reactivated and modified are the same as those applied while reactivating a document. The only difference is that the user can also modify document information. It will also depend on the value of a parameter set by the Airline via the *Basic Parameters.*

Memo Issue Date will not be changed to the day of reactivation, i.e. the original Memo Issue Date will be maintained and cannot be changed. Likewise, the billing period can only be modified whenever the original billing period is not over yet; otherwise, the billing period will be the current one and no modification will be allowed.

If files have been attached to the document, they will be displayed along with check boxes, all of them selected by default. If the user wishes to attach the same files again, they should be kept selected. New files can be attached to the document, whenever the file name is not the same as the file name of the selected files.

Modifications on basic settings may have been carried out by BSP after the document, being reactivated, was issued. It implies that certain parameters allowed while issuing the document may not be allowed now, while modifying it. Therefore, the user should adapt the modifications to the new parameters allowed. For further information on the current value of these parameters, please, contact your BSP.

The currency in which the document was issued may have expired. The user should then select a new currency from the corresponding drop-down menu.

Likewise, if the document has been issued via the Mass Loader file version 2.0, including more lines in the *Reason for Memo* field than the allowed lines in the on-line issue, the user will be informed that the original reason for memo will be partially deleted so that the document can be correctly modified.

The user should press "R*eactivate"* button to completely reactivate the document. Note that if the "C*lear"* button is pressed, the ADM/ACM form will be displayed without any information and new document is not issued.

Delete:

When deleting an ADM/ACM, also a **'remarks'** field will be displayed, so that the user enters the reason for deletion (a maximum of 5 lines and 45 characters). For the document to be completely deleted, the user should press again the 'delete' button. The deleted document can, then, be queried in the **Deleted ADM/ACM** option. The remark will be visualized next time the document is queried. The **See Also** field will be changed into a **See Remark** field. These are the conditions to delete a document:

- The document has not been billed yet.
- The document has not been reviewed by a supervisor.

Print:

The user is also 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. the actions carried out on the document. This includes the comments inserted and files attached.

Download to PDF:

The user is also able to download to pdf the document from the facsimile. Note that the document is downloaded without rejection reasons and without remarks.

Dispute:

Airlines can dispute an ADM/ACM on behalf of the Agent. 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. 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. **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 (|). 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. Please note! ADM/ACM attachments are kept for 9 months in BSP*link*. When the file is no longer available, a trace will be shown in the ADM/ACM See History query that a file or files had been attached. File name, size and date will be shown.

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.

The condition for an ADM to be disputed is the following:
- The ADM/ACM is within the latency days (disputing period).

Reject Dispute:

In order to reject an already disputed ADM/ACM, the Airline should enter the ***Pending Disputed ADM/ACM***, select the document to be rejected and click on the 'Reject Dispute' button. Automatically, a *'Rejection reason'* field is displayed in order for the user to enter the reason of rejection (a maximum of 5 lines and 45 characters).

It is also possible to attach files to the dispute. There is **no limit on the amount of files** sent, **whenever** the total **size** is **not superior** to **1MB**. 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. **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 (|). In case the system will detect an error with some of the files that have been uploaded, a message will inform the user about it. When clicking 'ok', the system will continue uploading the rest of files sent. Please note! ADM/ACM attachments are kept for 9 months in BSP*link*. When the file is no longer available, a trace will be shown in the ADM/ACM See History query that a file or files had been attached. File name, size and date will be shown.

Before entering any reason or attaching files, the user is able to see the **dispute reason** and download the file/s that may have been attached by the Agent.

For the dispute to be completely rejected, the user should click on the 'reject dispute' button. At this time, a message will be displayed in order to confirm that Airline has consulted the Agent, and both agree that the ADM is correct.

The ADM/ACM will then be billed in the current period, and can be queried in the **ADM/ACM to be billed in current period, ADM/ACM Pending settlement** and **'rejected Disputed ADM/ACM'** options.

The conditions to reject a dispute are the following:

- The document has been disputed and its status is either *approved* or *pending Airline decision*.

Modify & Reject Dispute:

The conditions so that a dispute can be modified before rejecting it are the same as those applied when rejecting a dispute. The only difference is that users can also modify document information. It will also depend on the value of a parameter set by the Airline via the Airline *Basic Parameters.*

First of all, the user should enter a reason for rejection (a maximum of 10 lines and 45 characters). Then, click the *Modify & Reject Dispute* button, and carried out all the modifications the user whishes. Finally, when everything is right, click again the *Reject Dispute* button so that the dispute is completely rejected.

The rest of conditions to correctly modify a rejected dispute are the same as those explained below in Modify & Reactivate section. The only difference is related to the billing period, whenever the *Period for rejected disputes* parameter, configured by BSP, is set to "*Yes". P*lease, contact your BSP to know the value of such parameter.

Note that if the document has been issued via the Mass Loader file version 2.0, including more lines in the *Reason for Memo* field than the allowed lines in the on-line issue, the user will be informed that the original reason for memo will be partially deleted so that the document can be correctly modified.

Approve Dispute:

To approve an already disputed ADM/ACM, the Airline should enter the ***Disputed ADM/ACM-Pending*** query, select the document to be approved, and click the 'Approve Dispute' button. Automatically, the disputed ADM/ACM will be approved. It can be, now, queried in the **Deactivated ADM/ACM** as well as in the **' Disputed ADM/ACM - Approved'** option, until the Airline and the Agent come to an agreement. Before approving the document, the user is able to see the **dispute reason** and/or **rejection reason** and download the file/s that may have been attached.

The conditions to approve a dispute are that the document has been disputed and its status is either *rejected* or *pending Airline decision*

Comment

The user is able to insert a comment to the document, regardless of the status of the BSPlink transaction, with the exception of deleted ones.
When clicking on this option a pop-up window will be displayed, allowing the user to enter the comment and attach a file. Also, the details of already inserted comments or attached files (if any) will be displayed in a history panel.

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.

Attach Files

To attach files to an already issued document, the user should enter the **ADM/ACM Pending Settlement** or the **ADM/ACM to be billed in the current period** options, select a document and click the 'Attach Files' button at the end of the facsimile. A new page will be displayed so that the user is able to select the file to be attached. The only thing the user should do is to click the "Browse" button in order to look for the file; once the file has been selected, click the "send" button. It is possible to upload up to three files in one go. The system will inform the user about the success of the upload of every file attached.

Please note! ADM/ACM attachments are kept for 9 months in BSP*link*. When the file is no longer available, a trace will be shown in the ADM/ACM See History query that a file or files had been attached. File name, size and date will be shown.

No control over the file name format is carried out. The system will only check that the user attaching the file is an Airline, that the **file name length** is **not superior to 85 characters** and that no other file has been previously uploaded with the same name. In case there were any, the user would be able to either cancel the operation or overwrite the existing 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 (|).

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

Issue:

This action is also available when the Airline is querying a document that is pending authorization. The supervisor will have to enter the facsimile of the document by clicking on the document number. Then, any modification over the form can be carried out.

The issue date will be changed to the current day when the checking is being carried out, and the billing period will be modified according to the rules followed while issuing an ADM/ACM once the supervisor has finally issued the document.

If files have been attached to the document, they will be displayed along with check boxes, all of them selected by default. If the user wishes to attach the same files again,

they should be kept selected. New files can be attached to the document, whenever the file name is not the same as the file name of the selected files.

Modifications on basic settings may have been carried out by BSP after the document was issued. It implies that certain parameters allowed while issuing the document may not be allowed now, while checking and modifying it. Therefore, the user should adapt the modifications to the new parameters allowed. For further information on the current value of these parameters, please contact your BSP.

The currency in which the document was issued may have expired. The user should then select a new currency from the corresponding drop-down menu.

Likewise, if the document has been issued via the Mass Loader file version 2.0, including more lines in the *Reason for Memo* field than the allowed lines in the on-line issue, the user will be informed that the original reason for memo will be partially deleted so that the document can be correctly issued.

Once the corresponding modifications have been carried out, the *Issue* button has to be pressed. The ACM/ADM will then be completely issued. Note that if the *clear* button is pressed, the ADM/ACM form will be displayed without information, so that a new document is issued.

Reject a Request:

To reject an ADM/ACM Requests issued by the agent, the airline must click the Reject Request button. A message appears so that the airline confirms the rejection. When confirmed, a 'reject reason' field is displayed, thus allowing the user to enter the reason of rejection (a maximum of 10 lines and 45 characters in each). Note that this field is compulsory. The document can, now, be queried in the Rejected ADM/ACM Request option.

Note that once the transaction is rejected, the only action the user can carry out over the document is to print the request.

Authorize a Request:

To authorize an ADM/ACM Requests issued by the agent, the airline must click the Authorize Request button. A message appears so that the airline confirms the authorization. Once accepted, the document will be billed at the end of the current period. The document can, now, be queried in the Authorized ADM/ACM Request option, until the current period is over.

Note that once the transaction is authorized, the user can attach files to the document. The user should enter the Authorized ADM/ACM Request option, select the document and attach the files.

Note 1: 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 per Reporting Period/ADCM by Number query), Agent, Issue/Refund, Currency, Amount, Memo Issue Date, Dispute Status* and *Billing Period and Dispute Date.*
- ***Download Details:*** It shows the detailed information about the ADM/ACM facsimile: *Type of Document, Issue Date, Document, Status (only for ADM/ACM per Reporting Period query), Related Document, Date of Issue, Related Document, Airline, Agent, Fare, Tax, Commission, Supplementary Comm, 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, Dispute Reason and Forward Reason.* This icon will **not** be available **for Deleted ADM/ACM**, as there is no facsimile available.

The user should click on 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 his 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 folder in user's PC where the file is to be saved. The system will automatically save the file in this directory.

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. Please note! ADM/ACM attachments are kept for 9 months in BSP*link*. When the file is no longer available, a trace will be shown in the ADM/ACM See History query that a file or files had been attached. File name, size and date will be shown.

Note 3: The Agent cannot dispute a rejected dispute again. However, it can be approved by the Airline until it is billed.

Note 4: If the *E-mail Alert* option is active, automatic messages will be received whenever any action is carried out over the documents.

8.4   Supervise ADM/ACM
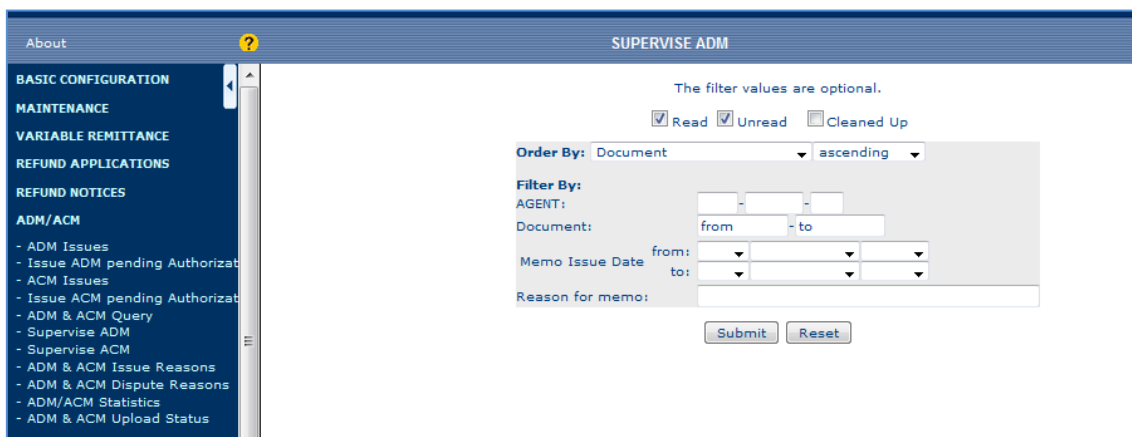
Enhanced Airlines can check documents to finally issue them. Where applicable, it is important for Airlines to restrict access to this feature with the Access Permissions and only make it available to those who have the authority to confirm ADM/ACMs prepared by other staff.

Airlines can enter searching criteria in order to query ADMs/ACMs that have been issued and that are pending authorization. The supervisor will be able to check and modify any information that may be wrong to completely issue the document.

The different fields that may be used to either order or filter the query are the following:

Order By: This field allows the user to sort the query depending on the chosen parameter: Document, Agent, Issue/Refund, Currency, Amount, Memo Issue Date, Billing Period, Dispute Status, Time of last Dispute Action. 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 enter any text in the *Reason For Memo* field. This field allows a maximum of 50 characters. Only alphanumeric characters and blanks are allowed. In case any other character is entered, the query will not be executed. It is **case-sensitive**. **Note** that the system will only search in those documents that have been issued with current ADM/ACM forms. Also note that the *Reason for Memo* field will not be displayed if the documents to be query have been deleted.

Note that if the user wishes to query all the documents pending authorization, no criteria should be entered. Finally, press the *Submit* button to review the documents.

8.5   ADM & ACM Issue Reasons

Airlines will be able to set up to ten top reasons for the ADM/ACM issue.

The reasons registered via this option will then be displayed in the ADM/ACM forms while issuing these documents along with the reasons the BSP may have been registered.

1. **Select** the *Add* ☐ to enter a new reason for memo.
2. **Click** the *Modify* or *Delete* ☐ in order to modify or delete an already created reason.
3. Then, **click** *Submit* to save the changes.

The Airline is able to maintain the reasons for memo that will then be displayed in the ADM/ACM forms so that the user can select one of them. Each reason can have a **maximum 10 lines x 45 characters.**

At the bottom of the page there is a query about the reasons that BSP has been defined, so that the Airline does not register the same reasons. No modification can be carried out.

8.6   ADM & ACM Dispute Reasons

Airlines will be able to set up to ten top reasons for the ADM/ACM dispute.

The reasons registered via this option will then be displayed in the ADM/ACM forms while disputing these documents along with the reasons the BSP may have been registered.

1. Select the *Add* ☐ to enter a new reason for memo.
2. Click the *Modify* or *Delete* ☐ in order to modify or delete an already created reason.
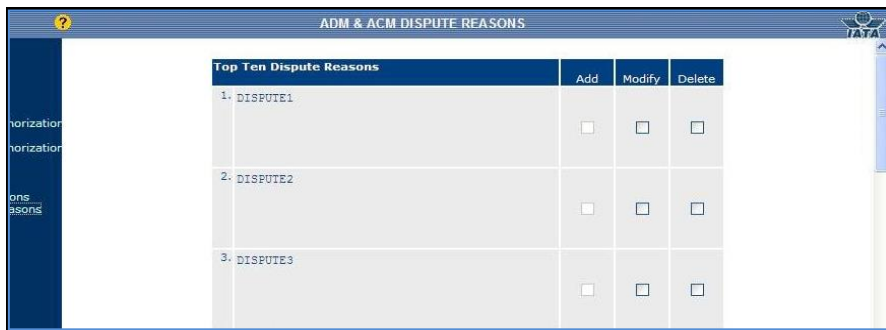3. Then, click *Submit* to save the changes.

The Airline is able to maintain the reasons for memo that will then be displayed in the ADM/ACM forms so that the user can select one of them. Each reason can have a **maximum 5 lines x 45 characters.**

At the bottom of the page there is a query about the reasons that BSP has been defined, so that the Airline does not register the same reasons. No modification can be carried out.

8.7   ADM/ACM Statistics

Enhanced Airlines are able to query statistics based on the issues and disputes carried out by an Airline to different Agents.
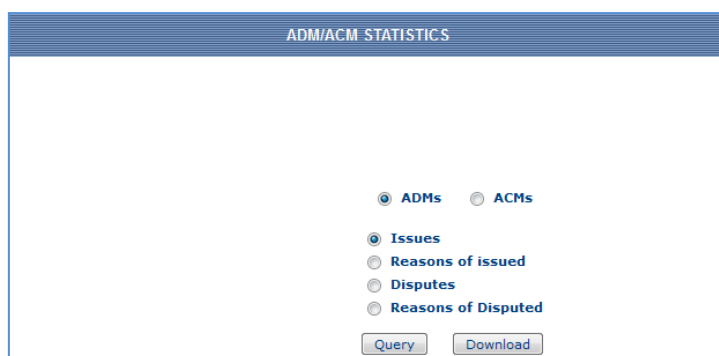
1. **Select** the type of document to be queried.
2. **Select** the statistic type to be generated.
3. **Click** *Query* to execute the statistics.
4. **Click** *Download* to generate a file to download the statistic results.

There are four different statistics:

- **Issues:** The user will query the top 50 Agents to which the airline has issued more transactions during the last 12 months.
- **Reasons of Issued:** For the same top 50 Agents above, the results shows the top 10 reasons used by each agent, a total of 500 rows.
- **Disputes:** Showing the top 50 Agents with more disputes during the last 12 months. It indicates the rejected, accepted and pending disputes for each agent.
- **Reasons of Disputed:** For the same top 50 Agents above, the results shows the top 10 reasons used by each agent, a total of 500 rows.

Once the statistic is selected, the user has two options to continue:

- **Query:** the statistic will be displayed on a new page from where the user can download the results by means of a link.
- **Download:** the system will prepare a file with the results so that the user can download it without to enter in the result page.

ADM/ACM Statistics Results

Enhanced airlines are able to query the result of the selected statistic.

- o **Download** the statistic results by clicking the *download* link at the bottom of the page.

These are the results shown depending on the selected statistic: Issues, Reasons of Issued, Disputes and Reasons of Disputed.

Issues

The user will query the top 50 Agents to which the airline has issued more transactions during the last 12 months, from the current date backwards.

- **Agent:** Agent code to which the transactions have been issued.
- **Quantity of documents in last 3 months/ in last 6 months/ in last 12 months:** Number of documents issued to the agent during the last 3, 6 and 12 months.
-

Agent	Last 3 months	Last 6 months	Last 12 months
20-62004	9	11	23
26-07200	0	0	2
00-00001	1	1	1
22-22222	0	0	1
77-77777	0	0	1

Download

Reasons of Issued

For the same top 50 Agents above, the results shows the top 10 reasons used by each agent, a total of 500 rows.

- **Agent:** Agent code to which the transactions have been issued.

- **Reason:** Reason used by the agent. Only the 40 first characters of the reason are shown. **Note** that the standard top ten reasons established by BSP, those configured by airline and other reasons are taken into account to execute this statistic.
- **Quantity of documents in last 3 months/ in last 6 months/ in last 12 months:** Number of documents issued to the agent during the last 3, 6 and 12 months with the reason previously indicated.

Agent	Reason	Quantity of documents in the last 3 months with that reason	Quantity of documents in the last 6 months with that reason	Quantity of documents in the last 12 months with that reason
78-20000	RECOVERY - Agent 7827360 - Period 2013/0	0	0	7
78-20000	RECOVERY - Agent 7829635 - Period 2013/0	0	0	7
78-20000	RECOVERY - Agent 7821471 - Period 2013/0	0	0	6
78-20000	RECOVERY - Agent 7821350 - Period 2013/0	0	0	5
78-20000	RECOVERY - Agent 7824625 - Period 2013/0	0	0	5
78-20000	RECOVERY - Agent 7828286 - Period 2013/0	0	0	4
78-20000	RECOVERY - Agent 7829635 - Period 201311	0	3	4

Disputes

Showing the top 50 Agents with more disputes during the last 12 months. It indicates the rejected, accepted and pending disputes for each agent including the percentage it represents.

ADMS DISPUTES STATISTICS

Last 3 months	Last 6 months	Last 12 months
16 (48.48%)	16 (36.36%)	16 (25%)

Agent	Status	Number in the last 3 months	Number in the last 6 months	Number in the last 12 months	
78-25445	Disputed	3 (60%)	3 (30%)	3 (18.75%)	(% of issued ADMs)
78-25445	Authorised	0 (0%)	0 (0%)	0 (0%)	(% of disputed ADMs)
78-25445	Rejected	0 (0%)	0 (0%)	0 (0%)	(% of disputed ADMs)
78-22937	Disputed	2 (50%)	2 (50%)	2 (40%)	(% of issued ADMs)
78-22937	Authorised	0 (0%)	0 (0%)	0 (0%)	(% of disputed ADMs)
78-22937	Rejected	0 (0%)	0 (0%)	0 (0%)	(% of disputed ADMs)
78-22946	Disputed	2 (66.67%)	2 (66.67%)	2 (66.67%)	(% of issued ADMs)
78-22946	Authorised	0 (0%)	0 (0%)	0 (0%)	(% of disputed ADMs)
78-22946	Rejected	0 (0%)	0 (0%)	0 (0%)	(% of disputed ADMs)
78-25948	Disputed	2 (50%)	2 (40%)	2 (40%)	(% of issued ADMs)

- **Agent:** Agent code to which the disputes have been issued.
- **Status:** Dispute status: *Disputed, Authorized* and *Rejected.*
- **Number in last 3 months/ in last 6 months/ in last 12 months:** Number of disputes issued to the agent during the last 3, 6 and 12 months in each status. **Note** that the percentage of the documents with the status *Disputed* is calculated over the documents issued whereas the percentage of the documents

with the status *Authorised* and *Rejected* is calculated over the documents disputed.

Reasons of Disputed

For the same top 50 Agents above, the results shows the top 10 reasons used by each agent, a total of 500 rows.

- Agent: Agent code to which the transactions have been issued.
- Reason: Reason used by the agent. Only the 40 first characters of the reason are shown. Note that the standard top ten reasons established by BSP, those configured by airline and other reasons are taken into account to execute this statistic.
- Quantity of documents in last 3 months/ in last 6 months/ in last 12 months: Number of documents disputed during the last 3, 6 and 12 months with the reason previously indicated.

ADMS REASONS OF DISPUTED STATISTICS

Agent	Reason	Quantity of documents in the last 3 months with that reason	Quantity of documents in the last 6 months with that reason	Quantity of documents in the last 12 months with that reason
78-25203	good morning We aren't agree with t	0	0	4
78-25203	Good morning, Ther aren't any refund o	0	3	3
78-25203	Good Morning, we attached pnr's history	1	2	2
78-25203	Buenas tardes No estamos de acuerdo	0	0	1
78-25203	Good morning, There aren't any refund	0	1	1
78-25203	We quoted and issued this pnr simultaneo	0	1	1
78-23188	fb notes haven't got any sentence about	0	0	1
78-23188	no sentence of non refundable taxes in n	0	0	1
78-23188	no sentences about taxes non refundables	0	0	1
78-21392	Dear partner, We reject this ADM becau	0	0	2
78-21392	Dear partner, We reject this	0	0	2
78-21392	Please verify ADM assigned because it is	0	0	2
78-21392	Dear partner, We reject this ADM be	0	0	1
78-21392	Dear partner, We reject this ADM be	0	0	1
78-21392	FARE BASIS OL3APALE WHEN COMBINING TH	0	1	1
78-21392	The commission was charged automatically	0	0	1
78-21392	We reject your document because the reis	1	1	1

8.8   ADM & ACM Upload Status

This option allows Airline users to query dates of upload, number of ACDMs and number of attachments.

1. **Set** date, month and year.
2. **Click** on Execute Query to get the results or Reset Date to get back to current date.

The information can be downloaded to a pipe delimited file through the **Download** link.

ADM & ACM UPLOAD STATUS

Select the date for the ADM/ACM Upload Status query.
10 ▼ | July ▼ | 2014 ▼
[Execute Query] [Reset Date]

8.9 ADM Categorisation Rules

This option allows Airline users to add and query the categorization rules that will apply to the ADMs issued through the BSP*link* system.

Please note that the rules defined by the airline local users will prevail over any other rules defined by IATA or the head-office users.

About	❓	**ADM CATEGORIZATION RULES**	IATA

BASIC CONFIGURATION

MAINTENANCE

VARIABLE REMITTANCE

REFUND APPLICATIONS

REFUND NOTICES

ADM/ACM

- ADM Issues
- Issue ADM pending Authorization
- ACM Issues
- Issue ACM pending Authorization
- ADM & ACM Query
- ADM & ACM Query Only Commen
- Supervise ADM
- Supervise ACM
- ADM & ACM Issue Reasons
- ADM & ACM Dispute Reasons
- ADM/ACM Statistics
- ADM & ACM Upload Status
- ADM Categorization Rules

Maintenance of ADM Categorization Rules

ADM Categorization Rules - Query

ADM Categorization Rules - Filtered Query

ADM Categorization Rule - By Id

Add New ADM Categorization Rule

ADM Categorization Rules – Query

Through this query, the airline can check all the rules they added, as well as the rules configured by IATA applying in the BSP*link* environment and/or by the HOMU (head-office user) - if applicable.

ADM Categorization Rules - Filtered Query

This option allows the airline user to restrict the query to the rules that match the selected conditions.

The filters that can be applied are:
- Rule Type
- Related Transaction
- ADM reason
- ADM Sub-reason
- Active
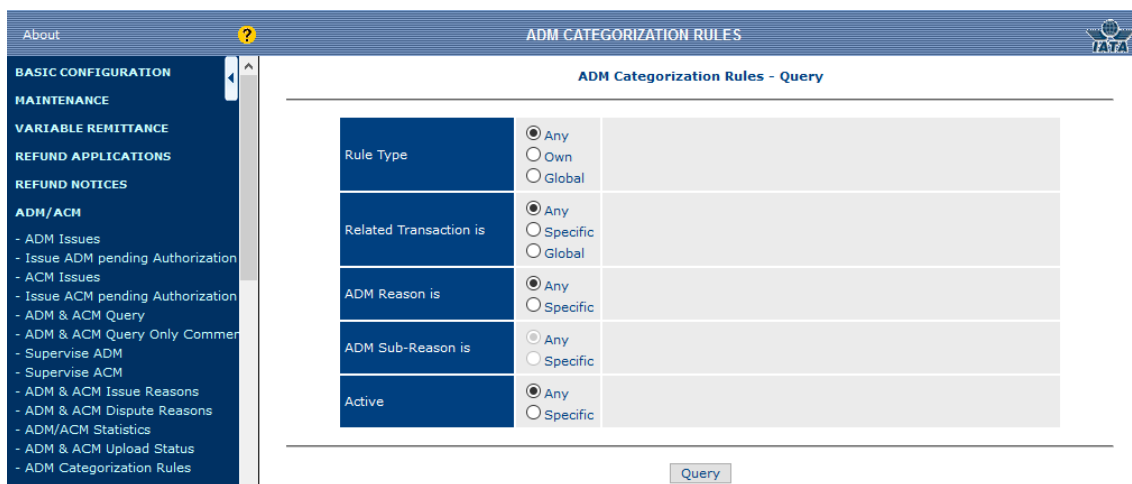
The results displayed will contain information on:
- the rule ID
- the BSP and the airline code
- the type of transaction it applies to
- the field it is applied to (RMIC/RMIN) and the position of the specified pattern
- the corresponding reason and sub-reason and whether it is active or not.

By clicking on the details of a rule, a new page will open, listing all the conditions configured for that rule in specific.

ADM Categorization Rule - By Id

This option allows the user to display all the details of a specific rule, given that the rule's ID is known.

Please note that an airline defined rule will contain the airline code in the first part of the ID and a sequence number following (e.g.: 079_0001) whereas the rules defined by IATA users start with an alphanumeric code instead (e.g.: GL_0001).
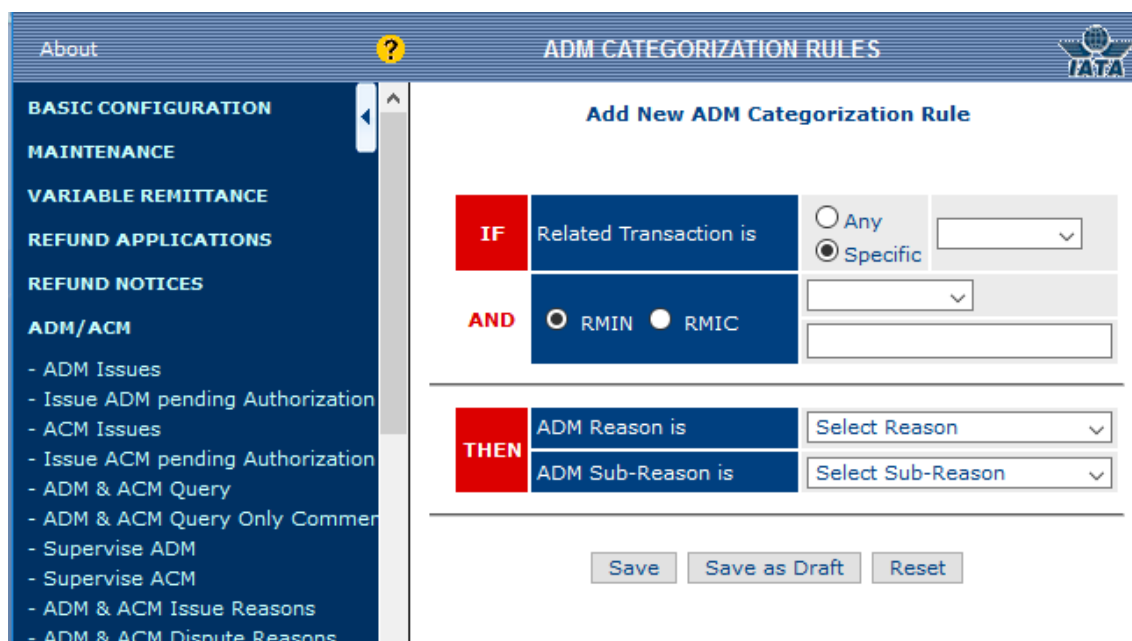
Note 1: Modifications are allowed only on the rules added by the airline user performing the query.

Note 2: The results of the queries can be downloaded to a text file, by clicking on the *Download* link.
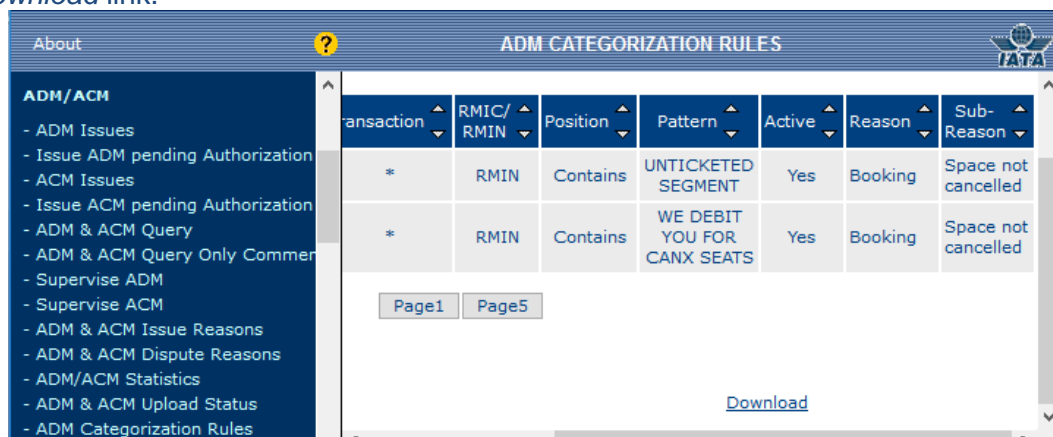
Add New ADM Categorization Rule

Through this functionality the user can add a new categorization rule that will apply to the newly issued ADMs.

The following conditions can be configured by the user:

- **Related Transaction**: The rule can apply either to all the AMDs (*Any*) or only to the ADMs issued for a certain related document type. When *Specific* is chosen, the user can select from the drop-down list, one of the following types: Issue, Refund, Exchange, EMD. Please note that for ADMs issued through mass-upload files the categorisation rule will be applied taking into consideration the value reported in the COIN field.
- **RMIC/RMIN**: The rules defined by the user may apply either to the RMIN (Reason for Memo Information) or to the RMIC (Reason for Memo Issuance Code) fields. Once the field selected, the user will have to enter the string to be

matched. Additionally, the user can indicate if this string is located at the beginning of the field (*Begins With*) or anywhere within the field (*Contains*).

- **ADM Reason & Sub-Reason**: The last step in defining the categorization rule is to associate the entered string to one of the defined reason & sub-reasons.

Note: When saving the new categorization rule, the user can either activate it directly (*Save*) or keep it inactive (*Save as Draft*).

8.10 ADM Policy

Through this option Airline users can set the corresponding link to their ADM policies, inform the agents of the changes related to the policies and schedule an annual reminder to update their ADM policies.

8.10.1 URL and Remarks

Within the option, the airline has two fields available:

- The **URL** field allows Airlines to configure the corresponding link to their ADM policies (the URL should start with http:// or https://).

- The **Remarks** field will allow the Airline users to inform the agents about the latest changes in their policies. The textbox has 350 characters length and accepts special characters.

Once the fields have been fulfilled, the airline user sould click in one of the following action buttons:

- **Save URL**: If the users click on it, only the new URL will be saved and there will be no email notification to the agents.

- **Save and Notify Agents:** If there is a new URL, it will be saved, also if the users register remark the agents will be notified. Please note that the Remark field is not mandatory, therefore, the Airline user can send only the new URL to the agents. Only the agents who have registered an email address to receive these kinds of notifications will be informed.

- **Cancel:** There will be no action from the application.

8.10.2 ADM Policy update – annual email reminder

The Airline user can set an email address in order to receive an annual notification to update their URL or Remarks of the ADM policies.

⦿ **ADM Policy update – annual email reminder**

E-mail
javier.martinez@accelya.com

Save Cancel

If the user changes the URL before one year, the annual counter will be reset, and the account will start from that date. If the email address is changed, the counter also will be reset.

9 TICKETING AUTHORITY

9.1 Ticketing Authority Query

An Airline user is able to query Agents` ticketing authority for the Airline concern. Enhanced Airlines can receive Email Alerts when an email address has been configured under Email Alert option.

1. **Click** the Agent code to query Agent data.
2. When there is a significant data stored in this function it is possible to **move** from page to page from the numbered buttons at the bottom of the page.
3. **Enter** an Agent code without the check digit in the *Search* field at the bottom of the page to look for a specific Agent.
4. **Download** the query results by clicking the *Download* button.

The following fields are provided:

- **Agent code:** Agents IATA code
- **Agent name**
- **Address for Agent**
- **City:** Agent's location city
- **Status:** Indicating whether the Agent is active or non-active in master tables.

An Agent is non-active when it has been signed off from the Master Table in the BSP*link*. Still the deactivated Agents can be viewed in this query as the ticketing authority has not been removed from the deactivated Agent when it was deactivated from the BSP*link* master tables.

9.2 Ticketing Authority Maintenance

An Airline user is able to have control over the ticketing authorizations assigned to the Agents.

1. **Select** one of the options available.
2. If *Delete Authority* or *Assign Authority* options are chosen, the user is able to **enter** an Agent code plus the check digit or a BSP*link* Agent group identification code (a maximum of 7 characters).
3. **Click** the *Execute* button to proceed with the operation.

There are options available:
- **Authorize all agents:** To give ticketing authority to all active agents at the same time.
- **Delete Authority:** To delete ticketing authority to a specific active agent or to the active members of a BSP*link* agent group
- **Assign Authority:** To give ticketing authority to a particular active agent or to the active members of a BSP*link* agent group.
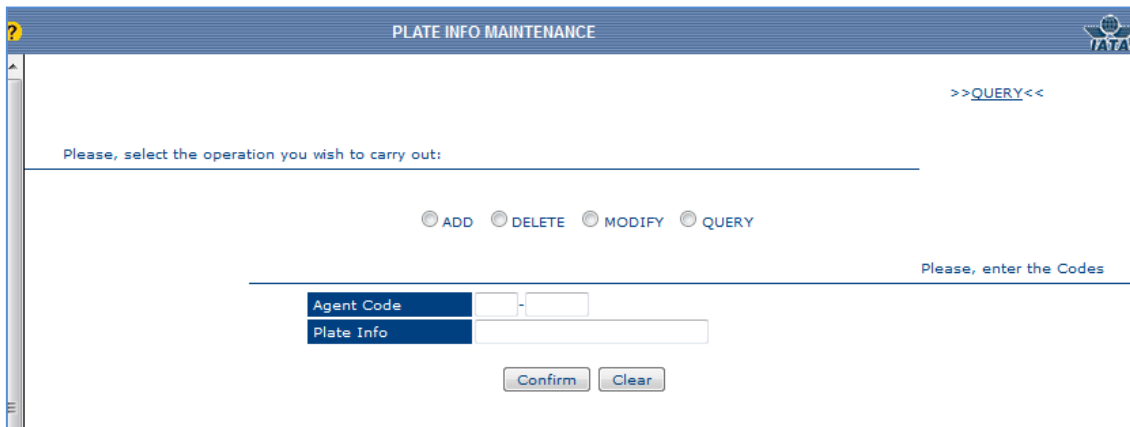- **Delete all agents:** To remove ticketing authority to all active agents at the same time.

Note 1: No confirmation will be required. Once the *'Execute'* button is selected the deletion or authorization of a Ticketing Authority will be automatically carried out. A message will be displayed to inform the user about the success of the operation or about any problem there may be.

Note 2: The system considers *active Agents* as those Agents that are active members of the BSP, i.e. registered in the BSP*link* Agent master table.

Note 3: If the *E-mail Alert* option is active automatic messages will be received whenever any change in the Ticketing Authority is carried out. For further information please refer to BSP*link* Airline Manual section Email Alerts.

9.3 Plate Info Maintenance

An Airline user is able to maintain a CIP (carrier identification plate) agenda in order to have more complete information about the CIP plates the Agents have for a certain Airline.

1. **Click** the *Query* link at the top of the page or **select** the *Query* to see the registered data.
2. **Select** the action to be carried out.
3. **Enter** the Agent IATA code without the check digit.
4. **Write** the Code of the CIP plate, if a new CIP plate is to be added or if an already registered CIP plate is to be modified or deleted.
5. **Click** *Confirm* button to continue.
6. If adding a new CIP plate, **finish** entering the plate information; if modifying an already registered plate, **change** the corresponding fields.
7. **Click** the *Back* button if you wish to modify the information entered in the main page before accepting it.
8. Finally, **click** the *Accept* button to save the entered data.

These are the actions that can be carried out via this option:
- Add
- Delete
- Modify
- Query

Add: To add a new CIP plate to an Agent. The fields to be filled in are:

- **Agent Code:** Enter the Agent code (without the control digit).
- **Plate Info:** Code plate that is to be assigned to the Agent above. It may also contain any other kind of remarks (30 characters maximum). Note that **'** and **" characters** are not allowed in this field.

When clicking the *Confirm* button, a new screen is displayed so that the user accepts the entered information. There is a new field where the user can enter the **number of CIP plates** of the previous code plate that have been distributed to that Agent.

Delete
It is also possible to delete already entered plate information. The only thing the user should do is enter the same information as that entered when adding a new register and then click *Confirm*

Modify
When there is a change in the previously registered information, the user is able to modify it. All the fields should then be filled in, in order to carry out the modification.
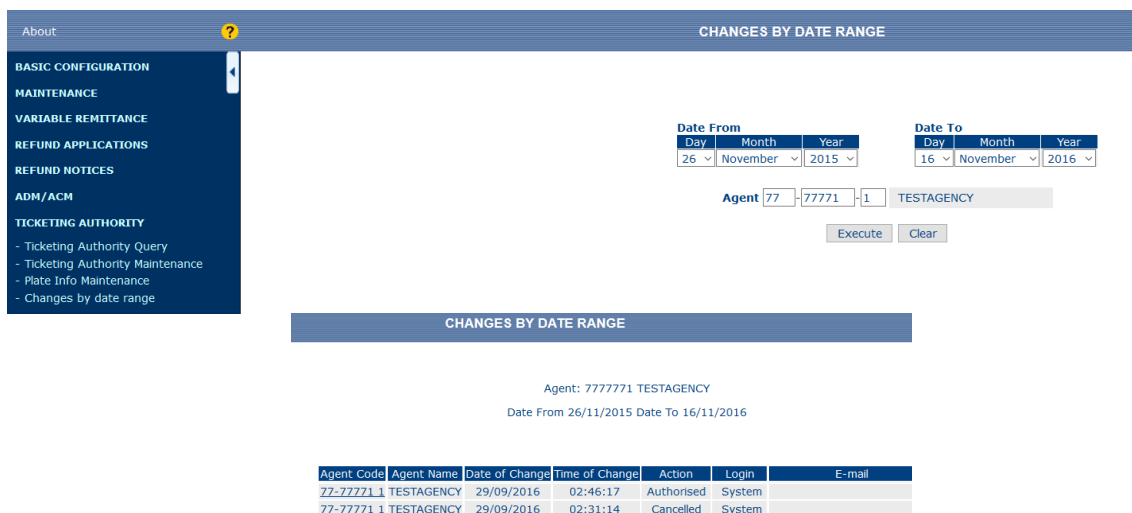
Query

In order to query information of the registered plates, the user is able to either click the link at the top right-hand corner of the screen or to enter one of the available fields and click *Confirm*. The results obtained in the query can be organized by clicking on the name of the column.

Note 1: When deleting an already registered plate, the system will not ask for confirmation.

9.4   Changes by date range

Through this option, airlines can query and download the various changes in the ticketing authority that are kept in the system for 12 months (one year).

1. Select Date from and Date to (within the last 12 months).
2. Enter 7 digits IATA agent code (optional).
3. Click on **execute**

This option will provide the user, through date range and by agent (optional), with the following information:

- Agent code
- Agent name
- Date of change
- Time of change
- Action
- Login and e-mail (whenever available) of the user who made the changes.

When the Ticketing Authority changes have been performed automatically due to agent deactivation/reactivation, the string 'System' will be displayed in the 'Login' field.
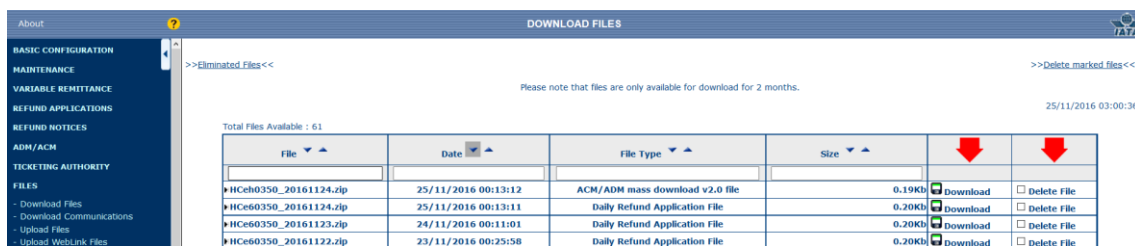
10 FILES

10.1 Download Files

Airlines will be able to download files that have been sent to them via BSP*link.* Airlines will also be able to download mass loader files resulting from the file processing.

If the *E-mail Alert* option is active, automatic messages will be received whenever a new file is available to be downloaded.

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.

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

Files available in the query are the files that have been sent to the user executing the option. **Note** that files will be available in BSP*link* (either in the download or the eliminated files) for a period of **two months** from the upload date onwards.

10.2 Download Communications

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

The available information is as follows:

- **File:** File name following BSP*link* file naming convention.
- **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.
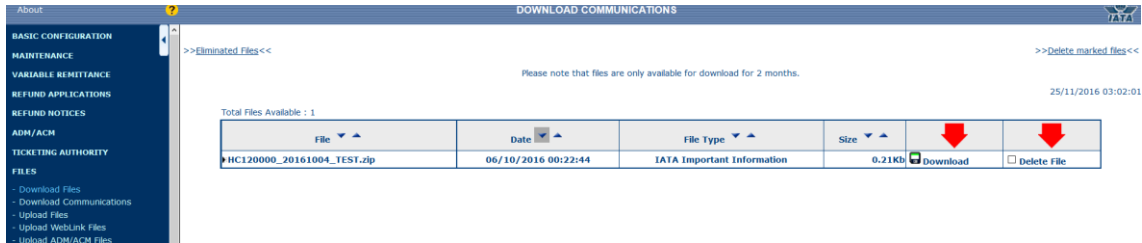

10.3 Upload Files

Users will be able to send files to other BSP*link* 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 BSP*link*.
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.
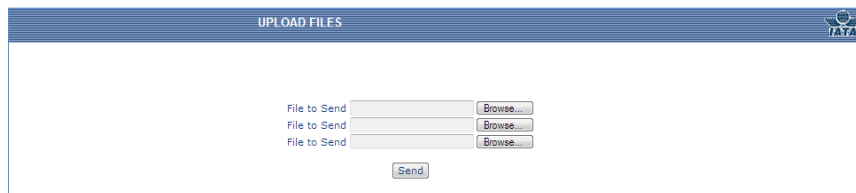
The user is able to send up to three files at the same time. The system will inform the user about the success of the loading. It is important to check that the file size is correct, i.e., that it is different from 0. If the file size = 0, please send the file again as it may not be correctly loaded. 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.

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

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

Files sent via BSP*link* 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 BSP*link:*

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.
- **date** in YYYYMMDD format.
- **freetext** indicates the name or kind of the file.
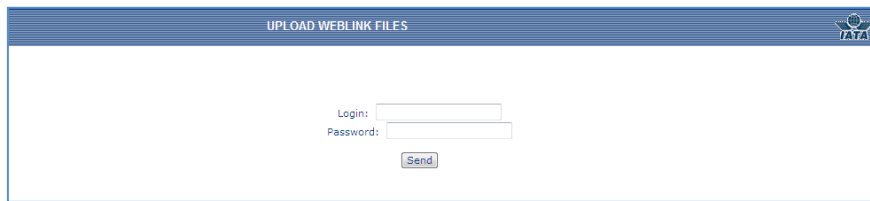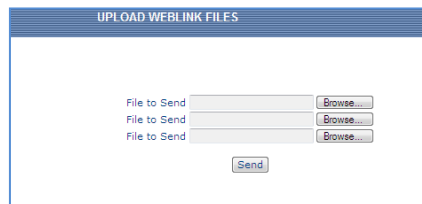
Note: when the recipient is an airline with an alpha-numeric code, the code should always be written in uppercase letters and the check-digit has to be set as 0 (zero).

10.4 Upload Weblink Files

The Web*link* and EDIS participants will be able to upload files to BSP*link* through this option. They are also able to upload here their HOTLINK files.

1. **Click** the *Browse* button.

2. **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.

3. Finally, **click** the *Send* button to load the file.

The Airline is able to send their direct sales, refunds and cancellations (TKTT, RFND and CANX transactions respectively) to Web*link* or EDIS through SFTP/BSP*link* in any of the below-mentioned formats.

They are also able to send HOTLINK files in order to have them processed and convert them into a DISH 22.0 HOT file. Please note that the resulting HOT file will have the file descriptor **wh** and only main users or authorised sub-users will be able to access it through the corresponding download option.

The Weblink transactions should be reported in files using the following file naming convention:

XXddWEBLINK_YYYYMMDD_AAAC_sequence

The EDIS transactions should be reported in files using the following file naming convention:

XXddNDCLINK_YYYYMMDD_AAAC_sequence

The HOTLINK file should use the following file naming convention:
XXddHOTLINK_YYYYMMDD_AAAC_sequence

NOTE: A HOTLINK file cannot be used to issue transactions. Its sole purpose is to be processed and converted into a HOT file.

Where:

NAME	DESCRIPTION
XX	ISO Country Code
dd	File descriptor: ew: Web*link* single country DISH RET file eg: Web*link* multi country DISH RET file et:　Weblink single country TCN file ep:　Weblink multi country TCN file
WEBLINK/EDIS/HOTLINK	Recipient. In this case, it is the Processing Centre, whose identifying code is WEBLINK, EDIS or HOTLINK.
YYYYMMDD	File generation date
AAAC	BSP*link* airline user who uploads the file, including the check digit.

Sequence	000 if it is the first file uploaded for this user in that date. An incremental number for next files sent for the same user at the same date.

Each file should contain transactions for one unique airline but can have transactions multi-country.

To upload the files through BSPlink Web based application, the participants should use the option "Files – Upload Weblink Files", under their existing BSPlink account for each BSP.

Weblink participants Airlines also have the possibility to upload their direct sales and refunds for different countries in any of the admitted formats through a unique BSPlink account. The files will be identified by the ISO Country Code indicated at the end of the file. The file name nomenclature is:

XXddWEBLINK_YYYYMMDD_AAAA_sequence_ISOC

For example, the airline 954 uploads a file MXewWEBLINK_20140707_9542_001_IN from MX containing the transactions of IN. The transaction reported in this file will therefore be processed in IN. Note that the file should only contain the transactions of the country indicated in "_ISOC", i.e. no multi country descriptors will be accepted. The error file will be sent to the country where the original file was uploaded from (MX in the example).

Once uploaded, the system will process the files immediately and will generate an Error Report file even if there are no errors found.

Note that the admissible characters are A-Z 0-9 /.- for alpha numeric fields, A-Z for alpha character fields and 0-9 for numeric character fields.

10.5 Upload ADM/ACM Files

Airlines are able to upload a file with the contents of ADMs and ACMs via this option instead of filling in the forms manually in the *ADM/ACM Issues* option.

The rejection of the whole file or only of the erroneous transactions will depend on a parameter set by the airline via the *Basic Parameters* option in the main menu, *Reject whole file or transactions with errors only*. Please, refer to this parameter for further information.

ADM and ACM sent via a file will be treated as if they were issued via *ADM/ACM Issues* option. This means that, for example, ADMs will wait for the latency days decided by BSP to be settled. These ADMs and ACMs will also be included in the RET sent to DPC so that they are processed.

Users can send these kinds of files in RET file format version 2.0
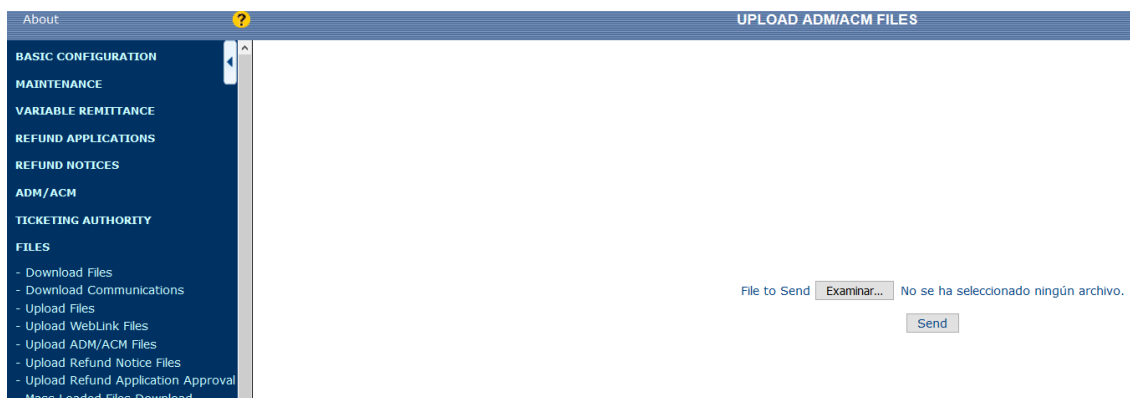
RET file format version 2.0

The user will be able to send a RET file format with ADM/ACMs so that they are loaded and processed in BSP*link* Centre, thus allowing the user to query the documents via the ADM/ACM query options. There are several controls that are carried out, while sending a RET file format version 2.0:

- The file name should follow the following format:
  CCecEARS_YYYYMMDD_sender_sequence (no extension (.dat, .txt...) is allowed in the file name) where, **sender** will refer to an airline. This field will contain the IATA airline code plus the check digit.
- The user loading the file is the same as that in the file name.

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. The error file name will be as follows:

CCeiAAAC_YYYYMMDD_sequence

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

10.6 Upload Refund Notice Files & Refund Application Approval File

Enhanced Airlines will be able to send Refund Notices or actioned Refund Applications in a RET file format.

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.

Upload Refund Notice Files

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 (.dat, .txt... is allowed in the file name),where,
  - **CC** is the ISO Country code
  - **ed** is the file descriptor
  - **EARS:** As this file is sent to the BSP*link* Centre in order for it to be evaluated, the recipient should always be **EARS**.
  - **YYYYMMDD** is the date when the file is sent.
  - **sender** will refer to an airline. This field will contain the IATA airline code plus the check digit.
  - **sequence** is a sequential number indicating the number of files that have been sent during the day. It always starts by **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 "BSPlink" (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 airline 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.

Upload Refund Application Approval File

The user will be able to send a RET file format which will update status of Refund Applications in BSPlink so that they are loaded and processed in BSP*link* Centre. There are several controls that are carried out, while sending a RET file format:

- The file name should have the following format: **XXe9EARS_YYYYMMDD_AAAC_SSS** (no extension (.dat, .txt... is allowed in the file name),where,
  - **XX** is the ISO Country code
  - **e9** is the file descriptor
  - **EARS:** As this file is sent to the BSP*link* Centre in order for it to be evaluated, the recipient should always be **EARS**.
  - **YYYYMMDD** File generation date.
  - **AAA** = TACN
  - **C** = CDGT

- o **SSS** = Sequence file number.
- 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 refund applications to be sent to the corresponding DPC, the reporting system will be "BSPlink" (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.

If there are errors in the transactions, they will be reported into a file using the following naming convention:
XXe8AAAC_YYYYMMDD_SSS

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

Note 1: Enhanced Airlines will be able to send this kind of files via SFTP, whenever an sFTP account has been already created via BSP*link*.

10.7 Mass Loaded Files Download

Airlines will be able to download mass loader files resulting from the file processing.

- If the *E-mail Alert* option is active, automatic messages will be received whenever a new file is available to be downloaded.
- 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.
- **Order** the files, by clicking on the arrows in the headers, and sort them by File, Date, File Type and/or Size.
- **Click** the 💾 icon, to download the file.

Files available in the query are the result of the mass loader files processing: **eh**, **ei**, **e2** and **eq**. Also **em** files will be available (Airline special information). **Note** that files will be

available in BSP*link* for a period of **two months** from the upload date onwards. The user **cannot delete** them.

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.

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.
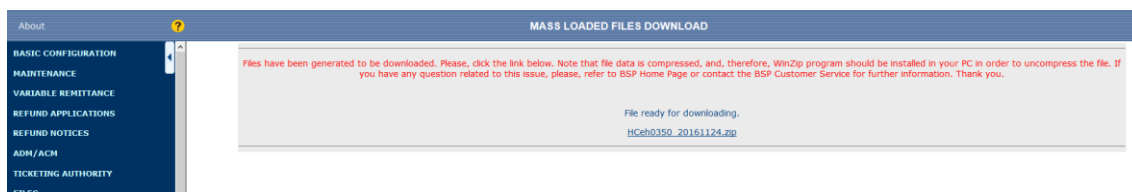
10.8 Global TA Request

This option allows the airline to request an image of the table which stores the TA information within the BSP*link* environment the user is logged in.
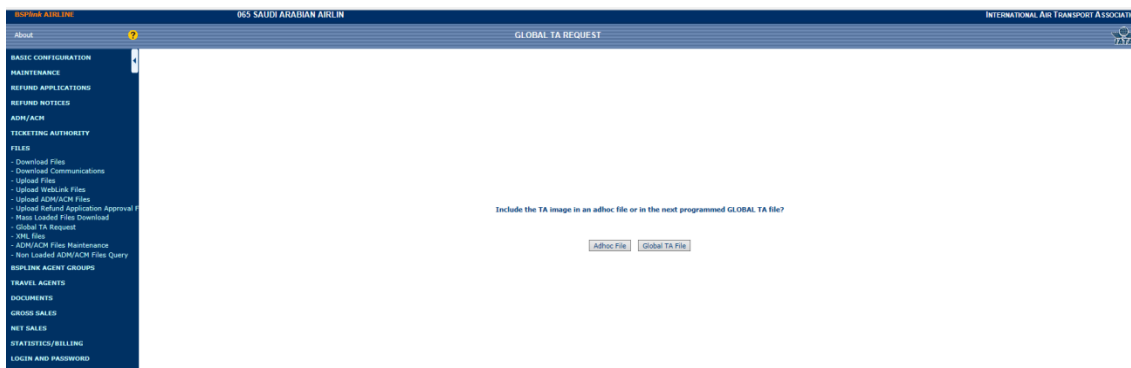
1. **Click** on the type of file you want the image to be included in: XML - Adhoc File (generated on the moment) or the next scheduled Global TA XML file. The file can be downloaded from BSP*link* through Files - XML Files option or the SFTP account.

10.9 XML Files

This option allows the Airline main users to download the XML files they have received within the environment.

For more information about the layout please refer to the XML TA File layout manual which is available under Download Centre.

10.10 ADM/ACM Files Maintenance

This option allows the user to cancel the process of a specific ADM/ACM massload file in BSP*link*, but only as long as the file is still pending in the system. This means that it is possible to request the cancellation of a file that has been uploaded during the same day or even one that has not been uploaded yet.

2. **Enter** the name of the file which should not be processed.
3. **Click** the **Send** button.
4. **Click** the **Submit** button within the confirmation pop-up, in order to carry out the cancellation request.

The user needs to introduce the exact name of the file in order for the request to be correctly registered. Please note that the file name should follow the format: **CCecEARS_YYYYMMDD_sender_sequence** (no extensions allowed, i.e., .dat, .txt.)

It's important to remember that only the **owner** of the file can request its cancellation. By owner the system will understand any user/subuser from the same airline/third party, stated in the file name as **sender**.

10.11 Non Loaded ADM/ACM Files Query

The query displays details related to ADM/ACM mass load files which have been included in the *ADM/ACM Files Maintenance* option, meaning that there was a process cancellation request registered in the system for that file. The following fields are available:

- **File name**: name of the file that has been requested not to be processed.
- **Date Actioned**: date when the cancellation request was submitted.
- **User name**: name of the user requesting the cancellation.
- **Email**: email of the user requesting the cancellation.

Please note that the query will show the **cancellation requests submitted, not the files that have been not processed**. This is due to the fact that the user can request the cancellation of a file that has not been uploaded at the moment of the request.

10.12 Delete Files

This option allows airline to delete files uploaded by any of their users/sub-users. Two possibilities will be given when accessing it:

1. **One-by-one**: to delete one file at a time. The user will have to input the name of the file to be deleted in the dialogue box available and then press the Send button to confirm the request.
2. **Mass Delete**: if more than one file needs to be deleted, the user can upload a mass file containing a list of all the files to be removed from BSPlink. The name of this mass file must comply with the following convention:

ISO_DeleteFiles_date_UserID_sequence

Where,

- ISO: is the ISO country code of the BSPlink environment
- Date: has the YYYYMMDD format
- UserID: is the BSPlink user ID of the airline (3-character code)
- Sequence: 000 if it is the first file uploaded during the day.

Note 1: Files that were not uploaded by a user belonging to your airline code cannot be deleted through this option. Furthermore, head-office users (HOMU and HOSU) cannot delete files uploaded by the local users (LOMU and LOSU).

Note 2: Files that have a descriptor beginning with *e* cannot be deleted through this option (i.e. mass-load files sent to BSPlink or generated by the system).

10.13 Delete Files Query

This option allows the user to query the files that were requested to be deleted through the *Delete Files* option.

The results can be filtered by any of the available columns or downloaded to a .txt file.

The following details will be displayed:

- File name
- Action date
- User's name
- User's email
- Status – there are three possible delete request statuses:
  - IN PROCESS: the file is pending to be deleted.
  - DELETED: the file was successfully deleted.
  - NOT DELETED (Not found): the file was not found in the system.

10.14 Upload ADM Categorisation Rules

The rules used to categorise ADMs can be registered and/or modified either through the *ADM Categorization Rules* option or through a file uploaded on-line. The name of such a file uploaded by the local users (LOMU/LOSU) should be as follows:

XXexEARS_YYYYMMDD_AAAC_SEQ

Where:

- **XX**: the ISO code of the BSP*link* environment.
- **ex**: specific file descriptor.
- **EARS**: recipient (EARS being the user ID of BSP*link*).
- **YYYYMMDD**: the date the file is uploaded.
- **AAAC**: 3-character airline code, including check-digit.
- **SEQ**: sequence of the file. Please note that **the first file of the day** must always have sequence 001. If a different sequence is reported for this first file, the system will not allow uploading it.

The result of the file processing will be communicated to the respective user through an evaluation file with the following name:

XXeyAAAC_YYYYMMDD_SEQ

The file should contain the following records:

ID|Action|BSP|Airline|Transaction|Field|Position|Pattern|Reason|Sub-Reason|

Where:

- **ID**: the alpha-numeric identifier of the rule to be actioned. Please note that it should not be reported for the *Add* action.
- **Action**: the action to be taken on the rule. Please note that only one action per rule can be included in the file, and only the following actions apply:
  - o **DeactivateAndClear**: deactivate the already existing rule, apply any modifications indicated and delete any categorisations already applied to ADMs, related to the rule.
  - o **DeactivateNotClear**: deactivate the already existing rule and apply any modifications indicated.
  - o **Modify**: modify the indicated rule. The change will be applied to all the ADMs already categorised by this rule.
  - o **Add**: add a new rule. Please note that in the case of this action no ID should be inserted, as the system will automatically assign one.
  - o **Activate**: activate an existing rule and categorise all ADMs that apply.
- **BSP**: the ISO code of the BSP*link* environment the rule applies to. In the case of local users, they can only upload rules for their corresponding BSP.
- **Airline**: the airline code the rule applies to.
- **Transaction**: the related document's type of transaction, which can be *Issue, Refund, Exchange* or *EMD*. If the rule should apply to all transaction types, then the character * should be reported.
- **Field**: the ADM field in which the pattern has to be matched. The two possible fields are: *RMIC* and *RMIN*.
- **Position**: the position in which the pattern should be found. Possible values are: *Contains* and *Begins with*.
- **Pattern**: the pattern to be searched for, in the ADM's defined field
- **Reason**: the reason to be applied
- **Sub-Reason**: the sub-reason to be applied

Note 1: The file should not contain any extension or the system will not allow uploading it.

Note 2: If any of the records is incorrect, the corresponding rule is rejected and will not be registered or modified in the system. The *ey* evaluation file will provide information on the errors found (if any).

Note 3: Only the following characters are allowed in the **Sub-reason** field: **A-Z**, **a-z**, **0-9**, **'**(single quote), **/**(slash), **.**(period), **,**(comma), **:**(colon), **+**(plus), **-**(minus).

11 BSPLINK AGENT GROUPS

11.1 Agent Groups Query

This option allows the Enhanced Airline User to query the different Agent Groups and the Agent Group Members created by the Enhanced Agents.

1) **Click** on the User ID of the Agent Group
2) A second screen will appear listing the Agent Group members within that Group.

There is also an option to "***Download"*** Groups and their members by clicking on the ***Download*** link situated under the list of Users.

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.
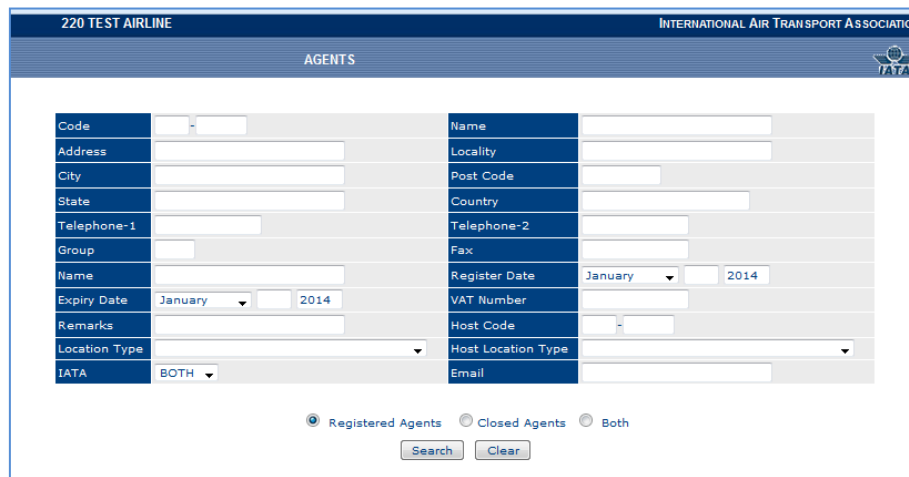
- **Active**: Shows the status of the BSPlink Agent Group, i.e. whether it is active or not.

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 BSP*link* Agent groups in the BSP*link*.

12 TRAVEL AGENTS

12.1 Agents

Through this option, the user would be able to query all the active and non-active Agents.

1. **Enter** the searching criteria.
2. **Select** one of the options at the end of the page: *Registered Agents, Closed Agents* or *Both.*
3. **Click** the *Search* button in order to execute the query.

The query results will show all the agents in the Master Tables that fulfill the searching conditions. The result is sorted by the *Code* field. These are the fields that are displayed in the result: Name, Code, Locality, State and Postal Code.

13 DOCUMENTS

13.1 Document Enquiry (TAIP)

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

The user is able to query billed and rejected documents except for the masked CC information following PCI compliance as far back as 24 months or documents that are still in stock.

- **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.

The user can only query data back to **24 months.** Note! This information is provided by DPC.

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

The following information will be hidden if the user carrying the *Query* is an Airline:

- The interrogation sign that works as a link to the Agent's information.
- All links to related documents.

Note that the BSP user will have complete access to the information, no hidden data.

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

13.1.1 Basic Query

This option allows the User to see information such as the settlement date, accounting data and net to be paid.

DOCUMENT ENQUIRY	

Document	5186511714 3		**American**Airlines®
Status	DOCUMENT SETTLED		
Date / Current Time	15/02/2018 21:34:17		
Document	5186511714 3	Settlement Period:	2018013
Agent ❓	8020022 - TICKET		
Type of Document	16-Electronic Ticket		
Airline Code	001 AMERICAN AIRLINES IN	Issue Date:	19/01/2018
		Capture Date:	21/01/2018
Form of Payment	CA CASH		
Cash Amount	1,763.00	Coupons:	FFFF
Credit Amount	0.00	Cancellation Fees:	0.00
EasyPay Amount	0.00	Commission on Cncl. Fees:	0.00
Sum of Taxes	2,745.00	GDS System	AMADEUS AGTD
Currency	SEK		
Commission Amount	0.00	Tour Code:	NOTO
% Commission	0.00	Net Remit Indicator:	
VAT/GST Amount:	0.00	Transaction Code	TKTT
Balance Payable to Airline:			4,508.00
On-line Billing Statement for the Agent:			4,508.00

Print

See Detailed Information   **Related BSPlink ACM/ADM/RFND**   **Related Billed ACM/ADM/RFND**   **Rejected Related Documents**

Issue Refund Application/Authority

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.

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 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.
- **GDS System**: The GDS through which the document was issued.

- **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 and 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/ADM/ACMs) from the information of the queried document: *Issue ADM/ACM/Refund* Notice *(pending authorization).*

Please note 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 is 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. The link to refunds will not appear when the document being queried has been paid with more than one credit card
6. Whenever the user trying to issue Refunds/ACDMs from a queried document has the Enhanced template assigned as well as permission to issue them, that is, the BSP user has given the user access permissions to issue documents via BSPlink.
7. Whenever the document configuration is correctly set. This depends on the series and prefix of documents. In BSP*link*, 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 BSP*link* and, therefore, the links in the *'Document Enquiry'* option would not appear.
8. For credit NR documents, refunds will be allowed whenever permitted in the BSP and by the airline.

13.1.2 Detailed Query

This option will give the user 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.

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 20, 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, ADM, ACM) from the information of the queried document: *Issue Refund Notice/Pending Authorisation*, *Issue ADM/ACM for this document* or *Issue ADM/ACM pending authorization for this document.*

Please note the following requirements the documents should fulfill in order for the links to appear in the query:

1. They will only appear 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 **is 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. The link to refunds will not appear when the document being queried has been paid with more than one credit card.
6. 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, the BSP user has given the user access permissions to issue documents via BSP*link*.
7. Whenever the document configuration is correctly set. This depends on the series and prefix of documents. In BSP*link*, 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 BSP*link* and, therefore, the links in the *'Document Enquiry'* option would not appear.

8. For credit NR documents, refunds will be allowed whenever permitted in the BSP and by the airline.

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. The related documents are available for a period of **24 months** (if billed).
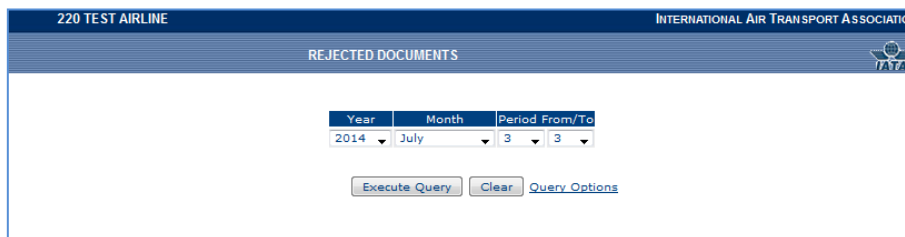
Note 2: In case the user is trying to issue a document from an already billed ticket, and the original ticket has both standard and additional commission, the new document that is to be issued will only show the standard commission.

Note 3: When issuing Refunds and ADM/ACMs from Document Enquiry, a pop up will be displayed allowing the users to select and deselect the tax fields to be 'auto-populated'.

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

13.2 Rejected Documents

From this function Enhanced User will be able to query Rejected Documents that have been rejected by the DPC.

1. **Select** the range "Period from" and "Period to" the query is to be carried out for.
2. **Click** the *Execute Query* button.

This option will only show the rejected documents at DPC level. It is not related to the rejection carried out by Airlines via the *Refund Application/Authority* in the Airline's module.
A list showing all the refunds rejected in the selected period will be displayed once the query has been executed. **Note!** The system will display information back to **24 months.**
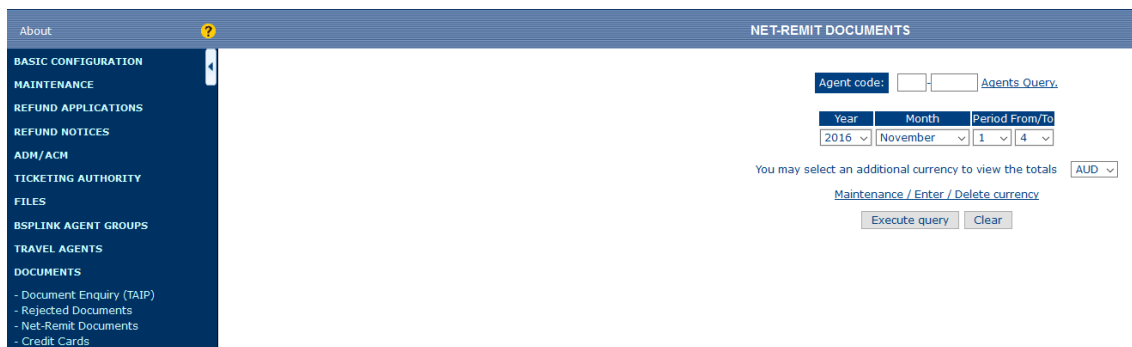
1. **Click** the document number to query detailed information.
2. To query detailed information about the Agent, **click** the code.
3. If there were related documents to the rejected document, **click** the related document number for further information.
4. When there is significant data stored in this function, **move** from page to page from the numbered buttons at the bottom on the list.
5. **Enter** the code of the Agent in the *Search* field, to look for a specific Agent. Then, **click** *Search.*
6. **Click** the *download* link at the bottom of the page, to get the query results in a **.txt** file.

Find below information about the fields:

- **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.

13.3 Net-Remit Documents

Enhanced Airlines are able to query Net Remit issues for a particular Agent and for a given period, along with the deal through which the ticket was settled.

1. **Enter** the Agent code without the check-digit for which the query is to be carried out.
2. **Click** the *Agents Query* link, to search for Agents registered in the Master Tables.
3. **Select** a period "from" and "to".
4. **Choose** an additional currency to query the total amounts.
5. Finally, **click** the *Execute Query* option.

It is not possible to query data greater than or equal to the current billing period. Also note that the system will display information back to **24 months.**
Tickets that have been issued via a net-remit deal will be displayed once the searching criteria have been established and the *Execute Query* button has been clicked.
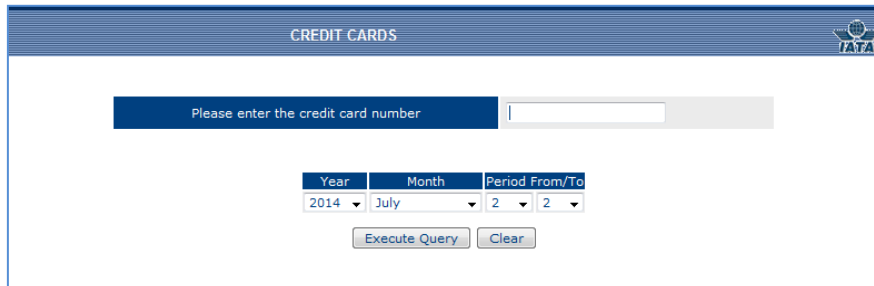
Note that there is shortcut to the Currency maintenance, where the user is able to register a new currency and update or delete an existing currency.
A new page will show all the information required.

13.4 Credit Cards

The Enhanced Airline User is able to query the tickets paid with a credit card or an EP number for a given period.

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

The system will look for those tickets that match the searching criteria, i.e. those tickets issued within the selected period and paid with the selected credit card or EP number.

The Enhanced Airline User is able to query the tickets paid with a credit card or an EP 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 EP card scheme.
- **Total Amount:** Total amount paid by the selected credit card or EP number.
- **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 payment.
- **Invoice Number:** Invoice number under which the credit payment was included.

14 GROSS SALES

14.1 Non Comparatives

The Airline is able to query the gross sales without comparing such sales to the sales from previous years or to the industry.

1. **Select** a period "from" and "to".
2. **Choose** one of the options available: *See an Agent, See all Agents, See a group of agents, See totals per Agent group, Show Agents and groups of agents.*
3. If *See an Agent* or *See a group of agents* has been selected, **enter** an Agent code without the check-digit or an Agent group code (three characters) or ID, respectively.
4. **Click** the links *Query Agents/Query Agent groups* to look for a specific Agent/group.
5. **Select** the type of document to be queried: *International, Domestic* or *All.*
6. **Choose** an additional currency to execute the query.
7. Finally, **click** the *Execute Query button.*

Gross sales are equal to sales from issues - amounts from Refunds, where

- Issues = Tickets and ADMs.
- Refunds = Refunds and ACMs.
- Taxes are not included in Gross Sales.

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 back to **24 months.**

Note: Depending on the environment, the groups query will be performed for production or BSP*link* Agent Groups.

Non- Comparatives: An Agent / All Agents / Agent Groups / Totals per Agent Group

Enhanced Airlines are able to query the gross sales of a specific Agent/all Agents/Agent Groups and period.

1. **Click** the Agent code to query detailed information.
2. **Enter** an Agent code and **click** the *Search* button, to look for a specific Agent.
3. **Click** the page numbers to move around the query results
4. **Download** the query results, by clicking on the *download* link at the bottom of the page.
5. Each Agent belonging to the selected group separates the results per Agent group.
6. **Click** the Agent group code/ID to query the group members.
7. **Enter** an Agent group code/ID and **click** the *Search* button, to look for a specific Agent group.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Agent Group Code/ID:** The code/ID of the Agent group.
- **Agent Group Name**
- **Cash:** The Gross sales amount paid by Cash.
- **Credit:** The Gross sales amount paid by Credit.
- **EasyPay:** The Gross Sales amount paid by EasyPay.
- **Total:** The total Gross sales amount: CASH + CREDIT + EASYPAY.
- **Total in another currency:** The total gross amount shown in the selected additional currency. The Exchange Rate is also indicated.
- At the bottom of the page, the system will also show the total gross sales of all the Agents.

NON COMPARATIVES

Airline: 176 - EMIRATES
From 2017021 To 2017021
Routing: Domestic | International | >>Both<<

Found Records 1

Currency	Agent code	Agent name	Cash	Credit	EasyPay	Total	Total Currency NOK Exchange rate:1
NOK	6020565	TRAVELLINK NO1	467.54	898.38	5,413.56	6,779.48	0.00

Download

Total amounts

Currency	Cash	Credit	EasyPay	Total	Total Currency NOK Exchange rate:1
NOK	467.54	898.38	5,413.56	6,779.48	0.00

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

14.2 Comparatives

The Enhanced Airline is able to query the gross sales in comparison with the sales from previous year and to the market share. **Note** that the system will even show those Agents that did not have sales for the corresponding Airline.

1. **Select** a month and a year.

2. **Choose** one of the options available: *Show an Agent, Show all Agents, Show all agents with sales, Show an Agent Group, Show total per Group, Show Individual Agents and Groups.*

3. If *Show an Agent* or *Show an Agent Group* has been selected, **enter** an Agent code without the check-digit or a group code (three characters) or ID, respectively.

4. **Click** the links *Query Agents/Query Agent Groups* to look for a specific Agent/group.

5. **Select** the type of document to be queried: *International, Domestic* or *Both.*

6. **Order** the query by *Airline Sales, Industry Sales* or *Percentage.*

7. **Choose** the additional currency in which the Agent sales will be displayed.

8. **Click** the *Execute Query button.*

Gross sales are equal to sales from issues - amounts from Refunds, where

- Issues = Tickets and ADMs.
- Refunds = Refunds and ACMs.
- Taxes are not in Gross Sales

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

The Agent totals will be shown in two different **currencies**:

- The currency in which the sales were reported in the HOT. This currency will be shown in the first column (*Currency* column) of the comparative results and will be used to indicate the Agent sales (*Agent Sales* column).
- The additional currency selected by the user. The Agent sales will be also shown in this currency (*Exchange Rate* column), provided the exchange rate has been previously set.

Query data back to **24 months by:**

- o An Agent
- o All Agents/All Agents with sales
- o Show an Agent Group
- o Show total per Group
- o Show Individual Agents and Groups

The Enhanced Airline is able to query the Agent gross sales of the current year in comparison to the selected year and the previous one.

1. **Click** the Agent code to query detailed information.
2. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Group Name**
- **Agent Sales for A*irline name (MM/YY)*:** The gross sales in the selected month and year for the Airline.
- **Agent Sales for A*irline name (MM/YY)*:** The gross sales in the month and year previous to the selected month/year for the Airline.
- **Total Agent Sales (*MM/YY*):** The total gross sales in the selected month/year.
- **Total Agent Sales (*MM/YY*):** The total gross sales in the month and year previous to the selected month/year.
- **Percentage (*MM/YY*):** Gross sales percentage in the selected month and year.

- **Percentage (*MM/YY*):** Gross sales percentage in month and year previous to the selected month/year.

All the results have an additional column where the gross amount is shown in the selected additional currency. The Exchange Rate is also indicated. (*Currency CUTP Exchange Rate: n)*

At the bottom of the page, there is a table informing the user about the market share the Airline has in the Industry:

- **Currency:** Currency in which the information is provided.
- **Airline Sales:** The total sales that have been carried out for the Airline.
- **Industry Sales:** The total sales of the Airline Industry.
- **Percentage:** The percentage of the total Industry that has been sold by the Airline.

There is also an additional column where the corresponding amount is shown in the selected additional currency (*Currency CUTP Exchange Rate: n).*

Please note that the Industry Sales in BSPlink include the sales of BSP airline 954.

Comparatives: Agent Groups

The Enhanced Airline is able to query the gross sales of a group of Agents of the current year in comparison to the selected year and the previous one.

1. **Click** the Agent code to query detailed information.
2. **Click** the page numbers to move around the query results.
3. **Download** the query results, by clicking on the download link at the bottom of the page.

Each Agent belonging to the selected group separates the results per Agent group.

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Group Name**
- **Agent Sales for A*irline name (MM/YY)*:** The gross sales in the selected month and year for the Airline.
- **Agent Sales for A*irline name (MM/YY)*:** The gross sales in the month and year previous to the selected month/year for the Airline.
- **Total Agent Sales (*MM/YY*):** The total gross sales in the selected month/year.
- **Total Agent Sales (*MM/YY*):** The total gross sales in the month and year previous to the selected month/year.
- **Percentage (*MM/YY*):** Gross sales percentage.

All the results have an additional column where the gross amount is shown in the selected additional currency. The Exchange Rate is also indicated. (*Currency CUTP Exchange Rate: n)*

At the bottom of the page, there are two tables informing the user about the total gross sales for the group and about the market share the Airline has in the Industry:

Total Agent group sales:

- **Currency:** Currency in which the information is provided.
- **Agent Sales:** Gross sales of the group in the selected month/year for the Airline.
- **Total Sales:** Total gross sales of the group in the selected month/year.
- **Percentage:** Total percentage for the group.

Total results for the Airline:

- **Currency:** Currency in which the information is provided.
- **Airline Sales:** The total sales that have been carried out for the Airline.
- **Industry Sales:** The total sales of the Airline Industry.
- **Percentage:** The percentage of the total Industry that has been sold by the Airline.

There is also an additional column in each table, where the corresponding amount is shown in the selected additional currency (*Currency CUTP Exchange Rate: n)*

Comparatives: Totals per Agent Group

The Enhanced Airline is able to query the gross sales for all the production or BSP*link* Agent groups for the selected month/year.

1. **Click** the Agent group code/ID to query the Agent group members.
2. **Click** the page numbers to move around the query results.
3. **Download** the query results, by clicking on the download link at the bottom of the page.

The results are separated per Agent group:

- **Currency:** Currency in which the information is provided.
- **Agent Group Code/ID:** The code of the group.
- **Agent Group Name**
- **Agent Group Sales:** Gross sales of each group in the selected month/year for the Airline.
- **Total Sales:** Total gross sales of each group in the selected month/year.
- **Percentage:** The gross sales percentage.

All the results have an additional column where the gross amount is shown in the selected additional currency. The Exchange Rate is also indicated. (*Currency CUTP Exchange Rate: n)*

At the bottom of the page, there is a table informing the user about the market share the Airline has in the Industry:

- **Currency:** Currency in which the information is provided.
- **Airline Sales:** The total sales that have been carried out for the Airline.
- **Industry Sales:** The total sales of the Airline Industry.
- **Percentage:** The percentage of the total Industry that has been sold by the Airline.

There is also an additional column where the corresponding amount is shown in the selected additional currency (*Currency CUTP Exchange Rate: n*)

Comparatives: Agents and Agent Groups

The Enhanced Airline is able to query information on the total gross sales of all Agents and Agent groups for the selected month/year.

1. **Click** the Agent code to query detailed information.
2. **Click** the Agent group code/ID to query the members of the group.
3. **Click** the page numbers to move around the query results.
4. **Download** the query results, by clicking on the download link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Agent Group Code/ID:** The code/user ID of the group, the Agent belongs to.
- **Agent Group Name**
- **Agent Sales:** The gross sales in the selected month/year for the Airline.
- **Total Sales:** The gross sales in the selected month/year.
- **Percentage:** Gross sales percentage.

All the results have an additional column where the gross amount is shown in the selected additional currency. The Exchange Rate is also indicated. (*Currency CUTP Exchange Rate: n*)

At the bottom of the page, there is a table informing the user about the market share the Airline has in the Industry:

- **Currency:** Currency in which the information is provided.
- **Airline Sales:** The total sales that have been carried out for the Airline.
- **Industry Sales:** The total sales of the Airline Industry.
- **Percentage:** The percentage of the total Industry that has been sold by the Airline.

There is also an additional column where the corresponding amount is shown in the selected additional currency (*Currency CUTP Exchange Rate: n*)

14.3 Annual Accumulated

The Enhanced Airline can query the amounts corresponding to their accumulated gross sales for the given month and year. Industry Sales are included, as well as the rate of market share.

1. **Enter** the month and year you wish to carry out the query for.
2. **Select** an additional currency to execute the query.
3. **Click** the *Execute Query* button.

Gross sales are equal to sales from issues - amounts from Refunds, where

- Issues = Tickets and ADMs.
- Refunds = Refunds and ACMs.
- Taxes are not in Gross Sales

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

It is not possible to query data from the current invoice month. Also note that the system will display information back to **24 months.**
The user is able to query the annual accumulated gross sales for a given month and year.

- ○ **Download** the query results, by clicking on the *download* link at the bottom of the page.

The system will display the gross sales for the Airline in each month of the selected year, until the entered month and also per Domestic, International and Both documents. The total amount is also shown in the selected additional currency. The Exchange Rate is also indicated. (*Currency CUTP Exchange Rate: n*)

At the bottom of the page, there is a table informing the user about the market share the Airline has in the Industry, only for the selected month/year:

- **Currency:** Currency in which the information is provided.
- **Month/Year:** Month and year, previously selected.
- *Airline Name*: The Airline sales, per domestic/international documents in the selected month/year.
- **Industry:** The Industry sales, per domestic/international documents in the selected month/year.
- **Percentage:** The percentage of the total Industry that has been sold by the Airline, per domestic/international documents in the selected month/year.

There is also an additional column where the corresponding amount is shown in the selected additional currency (*Currency CUTP Exchange Rate: n*)

15 NET SALES

15.1 On-line Billing Statement

The Enhanced Airline User can query the net sales in a certain period.

1. **Select** a period "from" and "to".
2. **Choose** one of the options available: *See an Agent, See all Agents, See all Agents sorted by bank, See the Total of all the Agents, See a group of agents, See totals per group, Show Agents and groups of agents.*
3. If *See an Agent* or *See a group of agents* has been selected, **enter** an Agent code without the check-digit or an Agent group code (three characters) or group user ID, respectively.
4. **Click** the links *Query Agents/Query Agent groups* to look for a specific Agent/group.
5. **Select** the type of document to be queried: *International, Domestic* or *All.*
6. **Order** the result by *Agent/Group* or *Total Amounts.*
7. **Choose** an additional currency to execute the query.
8. **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 back to **24 months.**

Note: Depending on the environment, the group query will be performed for production or BSP*link* Agent Groups.

On-line Billing Statement: An Agent / All Agents / Agent Group / Totals per Agent Group

The Enhanced user can query the net sales in a certain period and for a specific Agent / all Agents.

1. **Click** the Agent code to query detailed information.
2. **Download** the query results, by clicking on the *download* link at the bottom of the page.
3. **Click** the page numbers to move around the query results.
4. **Enter** an Agent/Agent Group code/ID and **click** the *Search* button, to look for a specific Agent/Agent Group.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Agent Group Code/ID & name**
- **Net to be Paid:** Net amount the Agent must pay to the Airline.
- **Net to be Paid - Currency CUTP Exchange Rate: n:** 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 all the Agents and/or Agents belonging to the Agent Group.

On-line Billing Statement: All Agents sorted by Bank

The Enhanced User can query the net sales in a certain period and for all Agents, sorted by bank.

1. **Click** the bank code to query detailed information.
2. **Click** the Agent code to query detailed information.
3. **Click** the page numbers to move around the query results.
4. **Enter** an Agent code and **click** the *Search* button, to look for a specific Agent.
5. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

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

On-line Billing Statement: Total of all the Agents

The Enhanced User can query the total net sales of all the Agents in a certain period.

- o **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Net to be Paid:** Net amount of all the Agents for that Airline.
- **Net to be Paid - Currency CUTP Exchange Rate: n:** The results have an additional column where the net amount is shown in the selected additional currency. The Exchange Rate is also indicated.

On-line Billing Statement: Agent Group

The Enhanced User can query the net sales in a certain period and for a specific Agent group.

1. **Click** the Agent code to query detailed information.
2. **Click** the page numbers to move around the query results.
3. **Enter** an Agent code and **click** the *Search* button, to look for a specific Agent.
4. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Net to be Paid:** Net amount the Agent must pay to the Airline.
- **Net to be Paid - Currency CUTP Exchange Rate: n:** 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 all the Agents belonging to the Agent group.

On-line Billing Statement: Totals per Agent Group

The Enhanced User can query the total net sales in a certain period for a specific Agent Group.

1. **Click** the Agent group code/ID to query detailed information.
2. **Click** the page numbers to move around the query results.
3. **Enter** a group code/ID and **click** the *Search* button, to look for a specific group.
4. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Group Code/ID:** The code or BSP*link* user ID of the group.
- **Group Name**
- **Net to be Paid:** Net amount the Agent must pay to the Airline.
- **Net to be Paid - Currency CUTP Exchange Rate: n:** 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 all the Agent groups.

On-line Billing Statement: Agents and Agent Groups

The Enhanced User can query the net sales in a certain period and for all Agents and Agent groups.

1. **Click** the Agent code to query detailed information.
2. **Click** the group code/ID to query detailed information.
3. **Click** the page numbers to move around the query results.
4. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Group Code/ID:** The code or BSP*link* user ID of the group.
- **Group Name**
- **Net to be Paid:** Net amount the Agent must pay to the Airline.
- **Net to be Paid - Currency CUTP Exchange Rate: n:** 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 all the Agents and Agent groups.

15.2 Estimated to be Paid

Enhanced Airlines are able to obtain the information about estimated sales based on the sales average over the past 6 months and an Airline is also able to perform queries on individual Agents and Agent Groups.

1. **Select** one of the options available: *See an Agent, See all Agents, See a Group, See totals by Group, See Individual Agents and Groups.*
2. If *See an Agent* or *See a Group* has been selected, **enter** an Agent code without the check-digit or an Agent Group code (three characters) or BSP*link* user ID, respectively.
3. **Click** the links *Query Agents/Query Agent Groups* to look for a specific Agent/group.
4. **Select** the type of document to be queried: *International, Domestic* or *All.*
5. **Click** the *Execute Query button.*

The system will calculate the estimated to be paid per period according to the last 6 periods by:

- o An Agent
- o All Agents
- o Agent Group
- o Totals per Group
- o Agents and Groups

The Enhanced User is able to obtain information about estimated sales, based on the sales average of the last 6 periods, for a specific Agent.

1. **Click** the Agent code to query detailed information.
2. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Average Sales:** The sales average for the last 6 periods.
- **Estimated to be Paid:** The sales average x 1.5 factor (this factor is defined per BSP).

Estimated to be Paid: An Agent / All Agents / Agent Group

The Enhanced User is able to obtain information about estimated sales, based on the sales average of the last 6 periods, for all Agents.

1. **Click** the Agent code to query detailed information.
2. **Click** the page numbers to move around the query results.
3. **Enter** an Agent code and **click** the *Search* button, to look for a specific Agent.
4. **Enter** an Agent code and **click** the *Search* button, to look for a specific Agent.
5. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Average Sales:** The sales average for the last 6 periods.
- **Estimated to be Paid:** The sales average x 1.5 factor (this factor is defined per BSP).
- **Currency:** Currency in which the information is provided.

Estimated to be Paid: Totals by Group

The Enhanced User is able to obtain information about estimated sales, based on the sales average of the last 6 periods, for all Agent Groups.

1. **Click** the group code to query detailed information.
2. **Click** the page numbers to move around the query results.
3. **Enter** an Agent Group code/ID and **click** the *Search* button, to look for a specific group.
4. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Group Code/ID:** The code or BSP*link* user ID of the group.
- **Group Name**
- **Average Sales:** The sales average for the last 6 periods.
- **Estimated to be Paid:** The sales average x 1.5 factor (this factor is defined per BSP).

The Enhanced User is able to obtain information about estimated sales, based on the sales average of the last 6 periods, for all Agents and Agent Groups.

1. **Click** the Agent code to query detailed information.
2. **Click** the Group code to query detailed information.
3. **Click** the page numbers to move around the query results.
4. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:
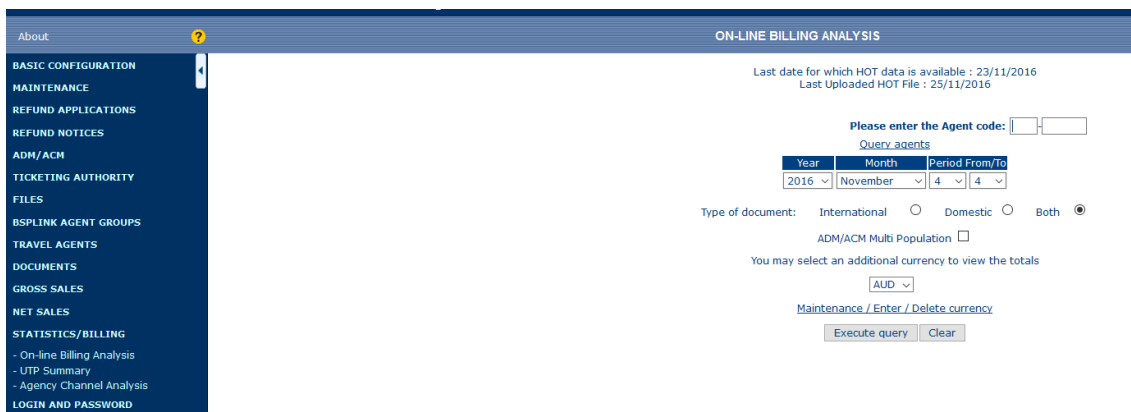
- **Currency:** Currency in which the information is provided.
- **Agent Code:** The code of the Agent, without the check-digit.
- **Agent Name**
- **Group Code/ID:** The code or BSP*link* user ID of the group.
- **Group Name**
- **Average Sales:** The sales average for the last 6 periods.
- **Estimated to be Paid:** The sales average x 1.5 factor (this factor is defined per BSP).

16 STATISTICS/BILLING

16.1 On-line Billing Analysis

Enhanced Airlines are able to obtain information about the billing analysis in a concrete period and for a specific Agent.

1. **Enter** an Agent code without the check-digit.
2. **Click** the *Query Agents* link if you need to look for a specific Agent.
3. **Select** a period "from" and "to".
4. **Choose** the type of document to be queried: *International, Domestic* or *Both.*
5. **Select** an additional currency to execute the query (optional).
6. **Click** the *Execute Query* button.

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

It is not possible to query more than one billing period. Also note that the system will display information back to **24 months**.

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

Also **note** that when selecting the *ADM/ACM Multi Population* check box, two additional links will be displayed at the bottom of the results page so that the user can issue ADM/ACM from the queried documents, if so desired.

The Enhanced User is able to obtain information about the billing analysis in a specific period and for a specific Agent.

1. **Click** the ![icon] icon to query detailed information on the Agent.
2. **Click** the ![icon] icon to query detailed information on the document.
3. **Tick** the check box beside each document to select the documents from which a new ADM or ACM will be issued.
4. **Click** the corresponding *ADM/ACM Multi Population* link at the bottom of the page to copy the documents previously selected to the ADM or ACM form to be issued

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:

- **Document Number**
- **Issue Date**
- **Void Coupons:** It is specified which coupons are Flown (F) and which are 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.
- **EasyPay:** The document fare has been partially or totally paid by EasyPay.
- **Taxes:** The tax amount, followed by 'CA' (Cash), '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 over the commission amount.
- **Cancellation Fees:** The charge applied when the document has been cancelled.
- **Net Fare Amount (NTFA):** The fare (Cash, Credit and 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 amounts paid by credit, cash and easypay depending on the document type (Domestic or International) are also displayed at the bottom of the page.

Note: *Fare Adjustment Amount (SPAM)* and *Net Fare Amount (NTFA)* fields depend on the *Include SPAM in Commission* and *Show NFTA* parameter values set by BSP, respectively. For further information, please contact your local IATA office.

When the ***ADM/ACM Multi Population*** links are available at the bottom of the page, the user is able to issue new ADM/ACM documents from the queried documents. There are certain conditions that must be fulfilled so that the links are available:

1. The ADM/ACM Multi Population check box available in the main page of the *On-line Billing Analysis* option has been checked.
2. The user issuing ADM/ACM from a queried document has permission to issue them, that is, BSP has given the user access permissions to issue documents via BSP*link*.
3. The document configuration is correctly set. This depends on the series and prefix of documents. In BSP*link*, every document needs to have a series and a prefix well defined. If the document type were not well configured, the system would consider that such document type cannot be issued through BSP*link*.
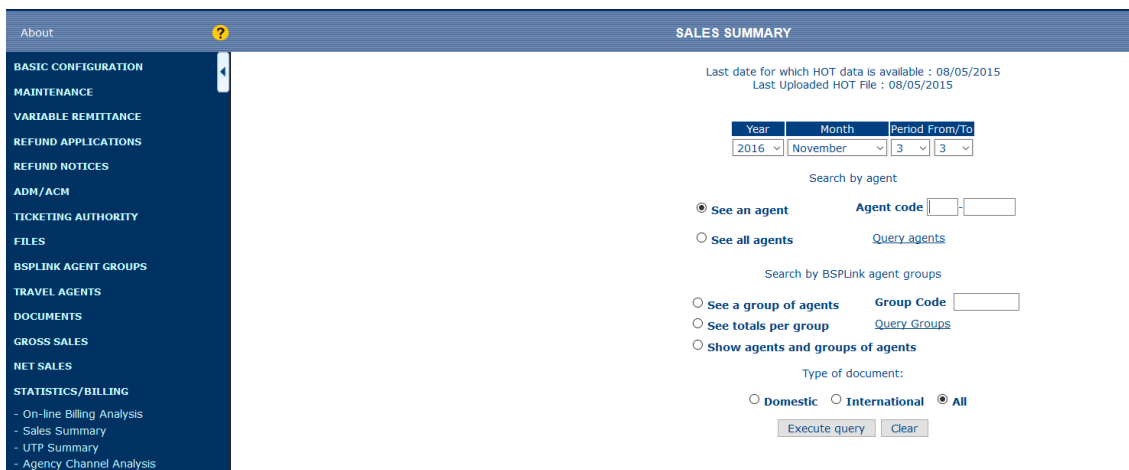
To issue new ADM/ACM from several queried documents, the user will select the documents to be included in an ADM or an ACM by ticking the check box beside each document. Then, the user will have to click the corresponding *ADM/ACM Multi Population* link in order to go to the *ADM Issue* or *ACM Issue* options and therefore be able to complete the issuance of the memo document. **Note** that the selected documents will be included in the ADM/ACM form as related documents. The following conditions must be taken into consideration:

1. When the BSP parameter *Include SPAM in Commission* is set to *Yes*, it will not be possible to include NR documents.
2. The user will not be able to surpass the maximum number of related documents allowed set by the BSP in the *ADM/ACM Related Documents* basic configuration parameter.
3. It will only be possible to include documents of the same document type.
4. It will not be possible to include VOID tickets.

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

16.2 Sales Summary

Enhanced Airlines are able to query a detailed sales summary for a specific period.

1. **Select** a period "from" and "to".
2. **Choose** one of the options available: *See an Agent, See all Agents, See agroup of agents, See totals per Group, Show Agents and Groups of agents.*
3. If *See an Agent* or *See a Group* has been selected, **enter** an Agent code without the check-digit or an Agent group code (three characters) or BSP*link* user ID, respectively.
4. **Click** the links *Query Agents/Query Agent Groups* to look for a specific Agent/group.
5. **Select** the type of document to be queried: *International, Domestic* or *All.*
6. Finally, **click** the *Execute Query button.*

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

It is only possible to query one billing period. The system will display information back to **24 months.**

- o An Agent
- o All Agents
- o Agent Group
- o Totals per Agent Group
- o Agents and Agent Groups

Note: Depending on the environment, the query will be performed for production or BSP*link* Agent Groups.

The Enhanced user is able to query a detailed sales summary for a specific period.

1. **Click** the Agent code to query detailed information.
2. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The Enhanced user is able to query a detailed sales summary for a specific period.

1. **Click** the Agent code to query detailed information.
2. **Enter** an Agent code and **click** the *Search* button, to look for a specific Agent.
3. **Click** the page numbers to move around the query results.
4. **Download** the query results, by clicking on the *download* link at the bottom of the page.

The available information is as follows:

- **Currency:** Currency in which the information is provided.
- **Agent Code:** The Agent code without the check-digit.
- **Agent Name**
- **Agent Group Code/ID:** The group code or BSP*link* user ID
- **Agent Group Name**
- **Cash Amount:** The cash amount.
- **Credit Amount:** The credit amount. When allowed includes CCAC and CCVA fare
- **EasyPay Amount:** The EasyPay amount.
- **Cash Taxes:** The tax cash amount.

- **Credit Taxes:** The tax credit amount.
- **EasyPay Taxes:** The tax easypay amount.
- **Cash Refunds Amount:** The cash amount for refunds.
- **Credit Refunds Amount:** The credit amount for refunds. When allowed includes CCAC and CCVA amount for refunds.
- **EasyPay Refunds Amount:** The easypay amount for refunds.
- **Cash Refunds Taxes:** The tax cash amount for refunds.
- **Credit Refunds Taxes:** The tax credit amount for refunds.
- **EasyPay Refunds Taxes:** The tax easypay amount for refunds.
- **Issued Commission:** The commission on the issues.
- **Refund Commission:** The commission on the refunds.
- **Cancellation Fees:** The charge applied when the document is cancelled.
- **Cancellation Fees Cash Refunds:** The cancellation fees paid by cash.
- **Cancellation Fees Credit Refunds:** The cancellation fees paid by credit.
- **VAT/Issued Commission:** The VAT on Commission applied over the issues.
- **VAT/Refund Commission:** The VAT on Commission applied over the refunds.

At the bottom of the page, the total amounts are displayed.
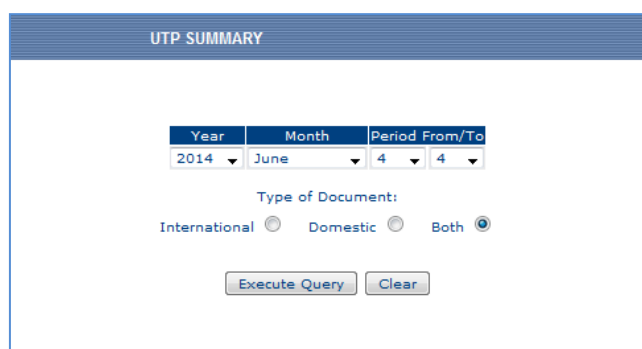
For further information on *Include SPAM in Commission* parameter value set in the BSP, please contact your local IATA office.

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

16.3 UTP Summary

Enhanced Airlines are able to query the UTPs issued for the selected period.

1. **Select** the period "from" and "to".
2. **Choose** the type of document to be queried: *International, Domestic* or *Both.*
3. **Click** the *Execute Query* button to continue.

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

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

The Enhanced user is able to query the UTPs issued for the selected period.

- o **Download** the query results by clicking the *download* link below each table.

There are three tables with information about the number of UTPs issued for the Airline in the selected period:

- *1st table - UTP issued:* The quantity of UTPs according to ticket information: short, long, super-long and to the way of issue: manual or automatic. Also the percentage of UTPs for the corresponding Airline in a given period in comparison with the industry.
- *2nd table - Breakdown of UTPs:* Breakdown of UTP types: *Tickets, Manual* and *Automatic Refunds/ADMs/ACMs.*
- *3rd table - Form of Payment:* The form of payment in which the different types of UTPs have been issued (cash, credit and easypay) and the quantity of UTPs that are *Issues/ADM* and *Refunds/ACM.*

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

16.4 Agency Channel Analysis

This query allows the user to separate Weblink sales from traditional BSP sales based on Reporting Period, RPSI Code, Airline Code (if needed), Agent Code and TRNC.

Also provides accurate WEBL statistics on as needed bases.

1. **Enter** the RPSI code.
2. **Enter** the Airline code (if applicable)
3. **Enter** the Agent code.
4. **Enter** the Type of Document.
5. **Select** the Reporting Period.
6. Finally, **click** the *Execute Query* button.

The system will list the Ticket Number, Ticket Type, TDAM, Net to be Paid and Issue Date.
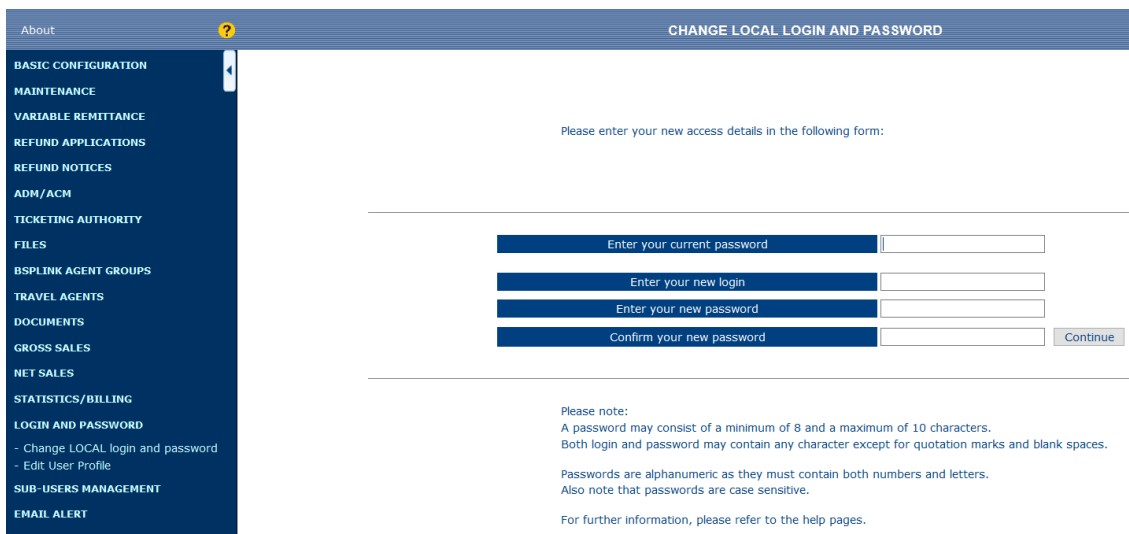
The result of the query can be downloaded through the **Download** link.

17 LOGIN AND PASSWORD

17.1 Change LOCAL login and password

Users are able to change the login and password whenever needed.

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

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 may contain any character except for quotation marks and blank spaces. 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 user has to enter BSP*link* again to confirm that the change has been correctly registered.

Please also note that if the user don't know the current Login and Password, it is not possible to change them through this option. In that case they should request IATA to reset their credentials.

17.2 Edit user profile

This option will allow the Basic and Enhanced User to change the details of their account or add an email address which will be shown for the Airlines in ADM/ACMs and Refunds 'See History' query.

Please note that all fields are mandatory, therefore information should be introduced in all of them before saving any change,

1. **Enter** the details to be modified.
2. **Click** the *Continue* button to save the changes.

The e-mail address can have a maximum of 200 characters. Several e-mails can be entered whenever they are separated by semicolon (**;**). The system will check that the entered address is an Internet address, that is, if **@** is entered.
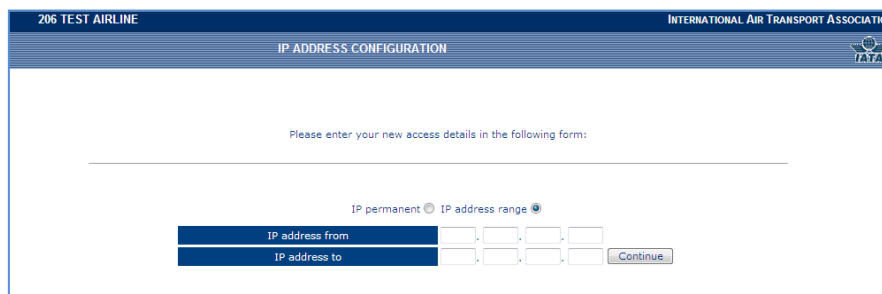
A message informing the user about the success of modification will be shown on the screen.

Note 1: 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 (i.e. the email address has to be changed) you should contact IATA Customer Service

Note 2: when the user's email and the Portal Access Email are the same, the *Email* field will not be displayed by the system here.

17.3 IP address configuration

Enhanced Airlines will be able to configure the IP address from where they and their Sub-users must access to BSP*link*.

The BSP should have activated this option. Otherwise, it will not be available in 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 BSP*link* through 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 write the correct IP address. Otherwise, the user will not be able to enter BSP*link*. 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 BSP*link* through an IP address included in the range. Otherwise, users will not be able to enter the application.

Note 1: If an Airline user is enhanced and has configured any IP address to restrict the access to BSP*link*, all the information will be deleted when such user is changed from Enhanced version back to Basic version.

18 SUB-USERS MANAGEMENT

18.1 Sub-users Query

An Enhanced Airline user is able to query both active and deactivated sub-users created by that main Airline user.

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.
- **Deals:** Only available for certain Airlines and maintained by DPC. It indicates whether Airlines are able to access Net Remit options via BSP*link*.
- **Organisation:** 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's.
- **User Template:** Template assigned to the Sub-user.
    1. **Click** the "*New password Sub-users query*" link in order to query the new Sub-users that have not entered BSP*link* yet.
    2. **Click** the *Sub-users query* link to go back to the query.
    3. **Click** the Sub-user's data in order to carry out any modification.
- **Portal Access Email:** Sub-user's Portal email address.

There is a link at the top right-hand corner of the screen (*'New password sub-users query'*) that will show new Sub-Users that have not entered BSP*link* yet, or already created Sub-users that, for any reason, they have a new generated password, but they have not entered BSP*link* yet with that new password. The information displayed in this query is exactly the same as the data explained above. The only difference is that the Sub-user's password is also displayed.
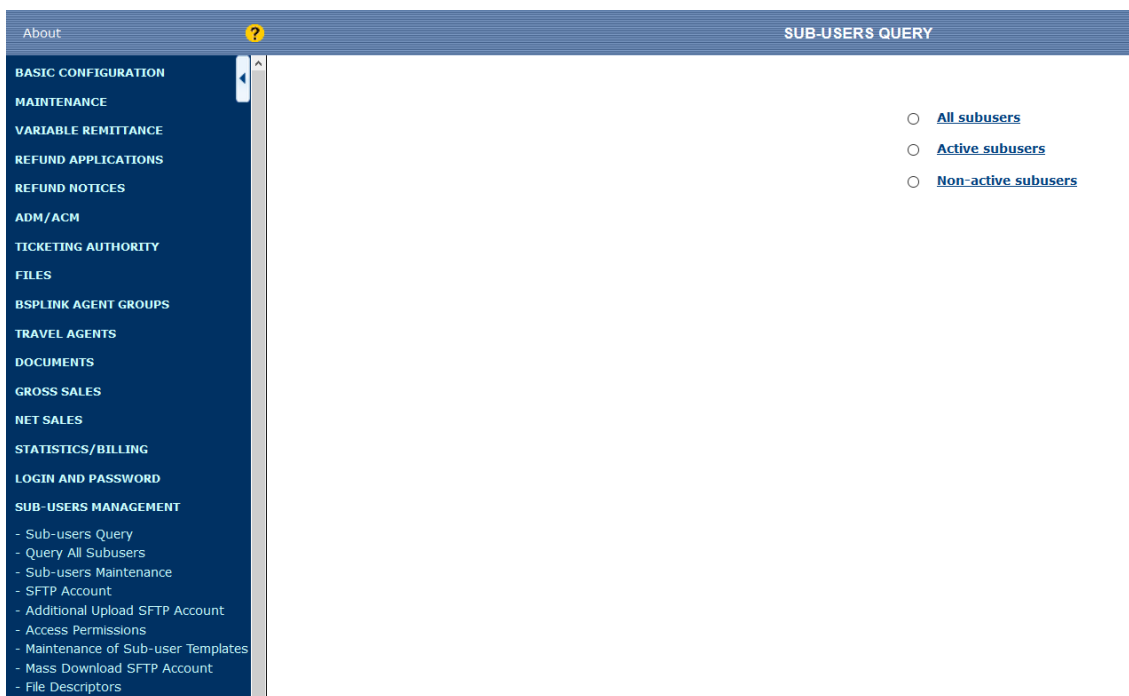
Users can also modify active sub-users or reactivate deactivated sub-users via this option, by clicking the sub-user's data.

Modify an active sub-user

The creator may need to modify sub-user's data. All the fields except for the *User Type* and *User Id*, can be changed. The sub-user may have forgotten the password; therefore, the system allows the creator to ask for a new one, by clicking the ☐ in the form. Then, once the *Confirm* button has been clicked, the system will automatically generate a new password for the sub-user.

Reactivate a deactivated sub-user

To reactivate a deactivated sub-user means that the creator will give access again to such sub-user to enter BSP*link* with personal login and password. No modification can be carried out when reactivating a sub-user. The only thing the creator has to do is to click the ☐ at the bottom of the page. Then, click the *Confirm* button so that the sub-user is completely reactivated.

18.2 Query All Subusers

Users will be able to query all the Sub-users that have been created, both active and deactivated Sub-users.
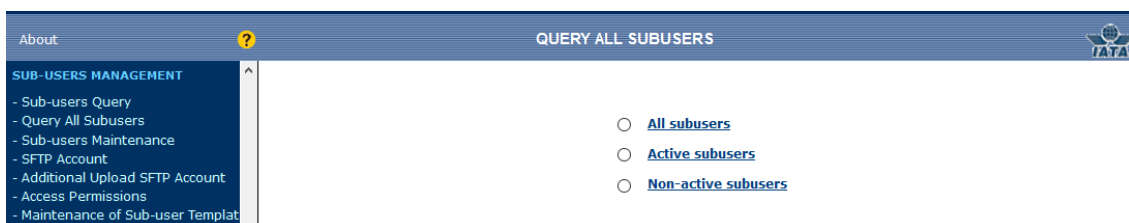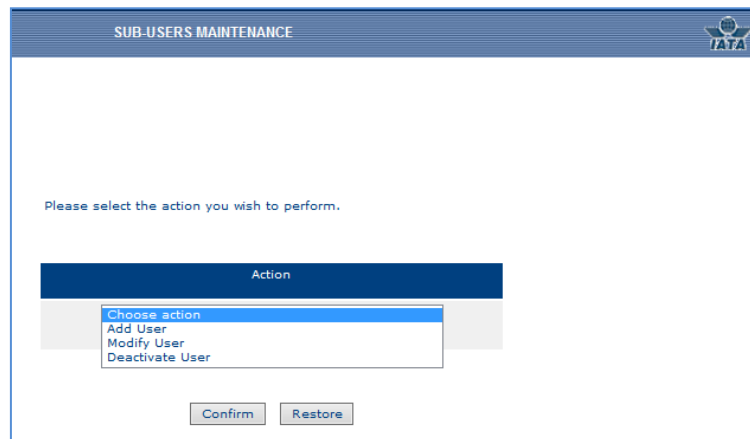
When there is significant data stored in this function **move from** page to page from the numbered buttons at the bottom on the list.

The data shown is as follows:

- **Level 1/Level 2/Level 3 Login:** The level and login of the Sub-user. The main BSP*link* user has created Sub-users as "Level 1". The Sub-users on "Level 1" can create Sub-users who will have "Level 2". The Sub-users on "Level 2" can create Sub-users on "Level 3". Sub-users on "Level 3" can't create more Sub-users.
- **Name:** Sub-user's name.
- **E-mail:** Sub-user's email address.
- **Register Date:** Date when the sub-user was registered in the system.
- **Expiry Date:** If applicable, date when the Sub-user was deactivated. These users will be indicated in red color.
- **Portal Access Email**

18.3 Sub-users Maintenance

Enhanced Airline users will be able to add sub-users or carry out any modification on the existing active Sub-users, as well as reactivate deactivated Sub-users.

Add user:

Fields below should be entered in order to create a new sub-user:

- o Enter the new user's login: Login to be assigned to the sub-user.
- o Enter the new user's name: Name in order to indentify the sub-user.
- o Organisation
- o Address
- o Postcode
- o Country
- o Telephone
- o Portal Access Email e-mail: e-mail address (a maximum of 200 characters). The system will send the sub-user the automatically generated password via an e-mail message.
- o Template: Select the kind of template to be assigned to the new sub-user. There are two kinds of templates: Basic and Enhanced.

When accepting the operation, a message confirming the user addition will be displayed on the screen. The sub-user will receive an e-mail message with their credentials.

The creator can change the access permissions to the created sub-users via the *Access Permissions* option.

Modify an active sub-user: it can be used to either modify the details of an active sub-user or to reactivate a deactivated sub-user.

Modify the corresponding fields of the active sub-user.

If a new password is required, **click** the *new password* check button.
Click the *Confirm* button to save the changes. The Sub-user will receive the Login and new Password via email at the address configured in the corresponding field.

In order to *reactivate a deactivated sub-user* the corresponding check-box has to be ticked and the email address entered in both fields. When the Confirm button is clicked a confirmation message will show on screen.

SUB-USERS MAINTENANCE

This is the information of the user you wish to modify.
If you change the password, the new password will be notified by email.

User Type:	0 - Airline		
Login:		New Password:	☐
Organisation:		Name:	
Address:	-	Locality:	
Postcode:	-	Country:	-
Portal Access Email:		Telephone:	-
Confirm Portal Access Email:			
Template:	Enhanced		

Confirm   Restore

Deactivate an active sub-user

To deactivate a sub-user means that such sub-user will not be able to enter BSP*link* with the personal login and password, until the Sub-user is reactivated. It is very important to bear in mind that **when a sub-user is deactivated all the inferior level sub-users (Level 1 to 3) will be automatically deactivated**.

Example: Main user 176 has created a first level sub-user (let's call this sub-user "A"). Then, A creates a second level sub-user (let's call this second sub-user "B"). When main user deactivates A, the sub-user B is automatically deactivated as well.

The creator should enter an expiry date that should be equal or greater than the current date in order to deactivate the selected sub-user.

18.4 Secure FTP Account

SFTP - Secure File Transfer Protocol is an alternative file transfer method that can be used in addition to file Upload/Download and is part of the Enhanced Airline features. A separate SFTP account is needed for each country and can be created using the "Secure FTP account" option in BSP*link*. The account should be created before setting up the SFTP client software.

Enhanced Airlines are able to create and maintain a BSP*link* secure FTP account to download all the files that can be also downloaded via the *Download Files* option.
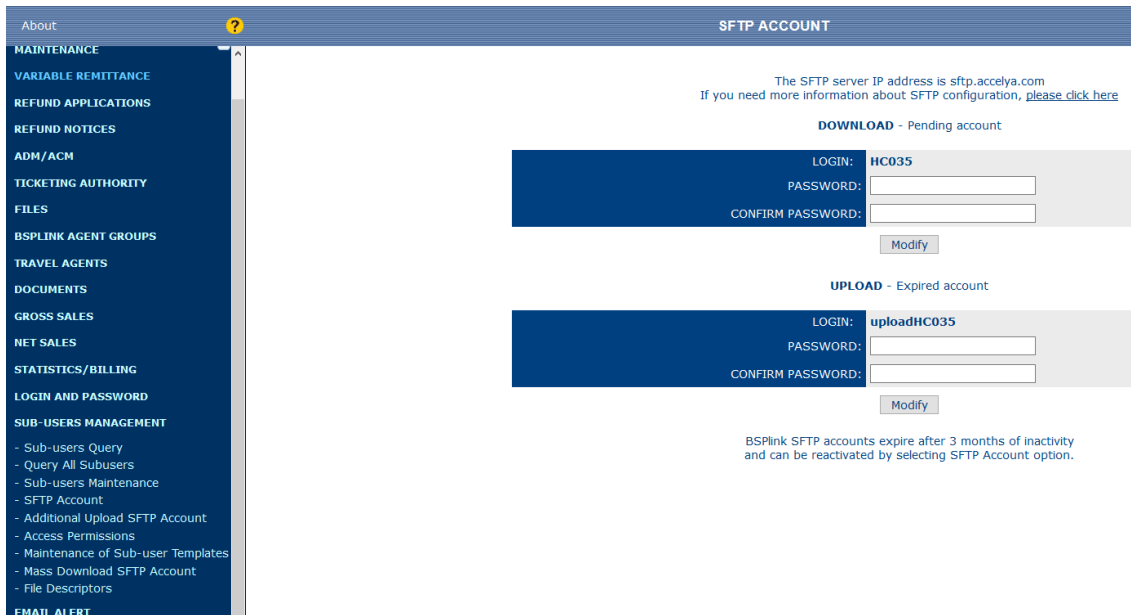
They are also able to create and maintain a BSP*link* secure FTP account to download the files with the results of the mass load files processing.

1. **Enter** the password you wish to access SFTP service.
2. **Confirm** the password entered in step 1.
3. **Click** the *Create* button, if you are creating a new account, or the *Modify* button, if you are updating the password.

The Enhanced user is able to create and update two kinds of secure FTP accounts:

- **Download:** The login format to download files would be as follows: **CCUUUU**, where, CC is the country code and UUUU is the user id. The login cannot be modified.
- **Upload:** The files that are loaded via the secure FTP account should also follow the file naming conventions. The login format to upload files would be as follows: **uploadCCUUU**. The login cannot be modified.

The user should enter a password for each secure FTP account. It cannot be null and the only characters that are allowed are underscore (_) and dot (.). The maximum numbers of characters for the password are 14. Note that the password can be different for each operation (download/upload).

Once the password and its confirmation are entered, the user should click the button at the end of the option to create or update the account. A message informing the user about the success of the operation will be displayed along with the FTP address where the user can connect.

Accounts are independent to each other, i.e., it is not necessary to create both accounts at the same time.

There are four accounts status:

- **Non-existent account:** no account has been created yet.
- **Expired Account:** the account has expired.
- **Pending account:** whenever the user has created or modified the account, but the information is not still updated. It will be completely created/modified within 2 hours.
- **Active account:** when the account is active. Once the account is active, the user can enter any FTP service (it is highly recommended to connect to a SECURE FTP). Please note that each user will only be able to enter its own folder and the system will automatically redirect the user to this folder therefore the path should not be indicated.

Note: The SFTP accounts expire after **3 months** if they haven't been used. After this time, the account is not valid, until the password is changed.

18.5 Additional Upload SFTP Account

This additional SFTP upload account can also be created and maintained by enhanced airline sub-users.

It is very important to bear in mind that **only one account** of this type can be created **per airline code** and can only be managed by the user that created the account, that is, if an enhanced sub-user creates an account, only such sub-user will be in charge of maintaining the account.

The login format would be as follows: **upload2CCUUU**. The login cannot be modified.

The characteristics of this account are the same as the ones for the upload SFTP account defined in the previous section.

18.6 Access Permissions

Airlines will be able to maintain their sub-users access permissions.

1. **Select** one of the available options: *By User* or *By Option and User.*
2. If selected *By User*, **click on** the user's data to be modified.
3. If selected *By Option and User*, **click** the *Confirm* button to continue.
4. **Select** the ☐ box of the options for which the sub-user will have access.
5. **Uncheck** the ☐ box of the options for which the sub-user will not have access.
6. **Give** access to a complete module, by selecting the *Enabled* option from the drop-down box.
7. **Remove** access to a complete module, by selecting the *Disabled* option from the drop-down box.
8. Finally, **click** the *Confirm* button to save the changes.

Please note that sub-users will have, by default, the same access permissions as those assigned to the creator. This means that if the creator does not have access to certain options, the sub-user will neither have access to them. The creators can only maintain the access permission of those options they have access to.

It is also important to bear in mind that:

- When **assigning** access permissions, creators are giving access to their sub-users.
- When **denying** access permissions, both the sub-user that is being modified and the sub-user's sub-users will be affected.

Example: Airline 035 has created one first level sub-user, called "A". "A" created a second level sub-user, called "B". When 035 removes the 'ADM & ACM Query' access to "A", the system will automatically remove such option to "B". Later, 035 assigns 'ADM & ACM Query' option to "A". However, "B" is not able yet to enter such option, until "A" gives "B" access.

There are two ways to modify the sub-user's access permissions:

- **By User**: All the sub-users, active and non-active, will be displayed. However, the creator will only be able to modify access permission for active sub-users. The available fields inform the creator about the sub-user's data (register date, user id...).

There are three statuses for the options, depending on whether they are available or not:

- ✓ **Enabled:** Allowed options will be displayed in **green** colour.
- ✓ **Disabled:** Not- Allowed options will be displayed in **red** colour.
- ✓ **Undefined:** There are options within the module that are enabled and others are disabled.

- **By Option and User**: Only active sub-users will be displayed. The user can query and modify all the active sub-users at the same time. These are the fields available in the query:
    - ○ **Option:** All the options per user type.
    - ○ **Permission by Sub-user:** It includes all the active sub-users created by the user carrying out the modification. The creator can identify the sub-users by the login.
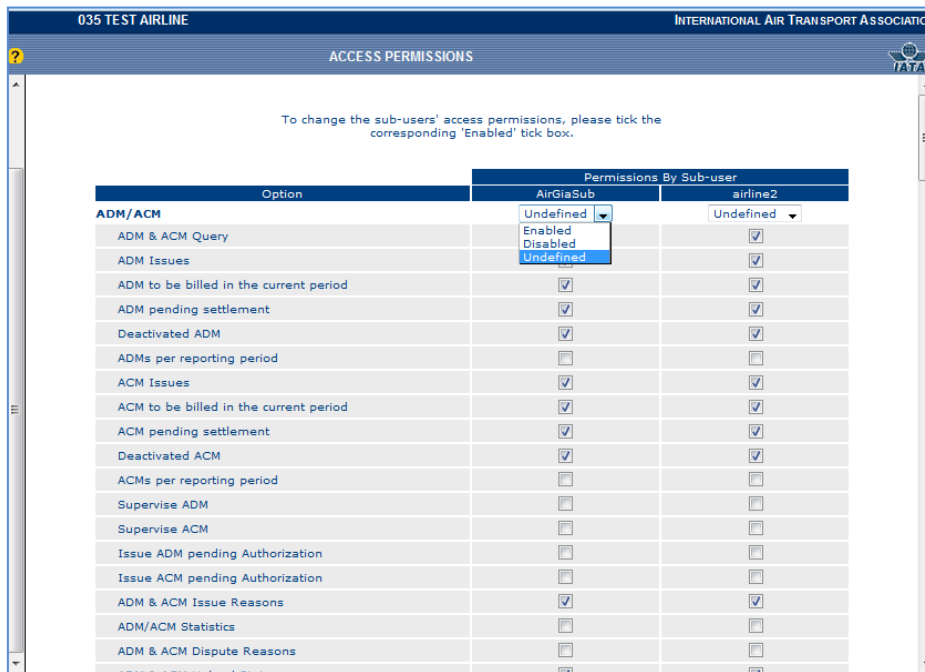
Note that there is a control that consists in not allowing the creator to assign options belonging to enhanced template, when the sub-user is basic.

18.7 Maintenance of Sub-user Templates

The Enhanced Airline creator of Sub-users can change the template of all their Sub-users to either Basic or Enhanced functionality.

1. **Select** the radio button ⟳ of the sub-user to be modified, depending on the template to be assigned.
2. **Click** the *Mark All* button, if you wish to change the template to all sub-users.
3. **Click** the *Submit* button to save the changes.
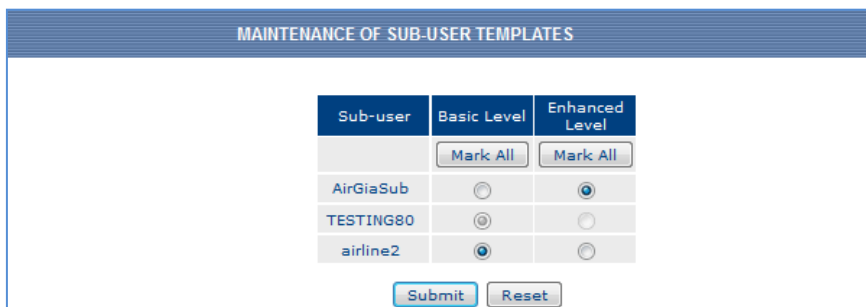
The default level is set to Basic
Enhanced Airline's Sub-users are assigned a template (Basic or Enhanced) when they are created. The creator can, now, change such template by means of this option.

There are two ways of changing a sub-user template:

- **One by one user:** The creator can select the corresponding template to each individual sub-user.
- **All sub-users at the same time:** The creator is able to change the template of all the sub-users at the same time, by clicking on the *Mark All* button. All the sub-users will be assigned the same type of template.

When changing the sub-user's template, the Airline should bear in mind the following aspects:

- Change *from Enhanced to Basic* template: after the change the sub-user will only have available options that belong to the basic template. In case the creator has no access to an option that belongs to the Basic template, such as the *ADM Issue* option, the sub-user will neither have such option available (although it should be available according to the template). However, if the creator changed the template again to "E*nhanced"*, the same available options as those it had before the change would be available again. Also note that in case the Enhanced sub-user had sub-users (Level 1, 2 or 3), they would be deactivated because of the change back to Basic as the sub-user feature is only available in Enhanced version.

- Change *from basic to enhanced* template: the sub-user will have available the same options and restrictions as that of the creator. Also note that sub-users changed from basic to enhanced version will now be charged.
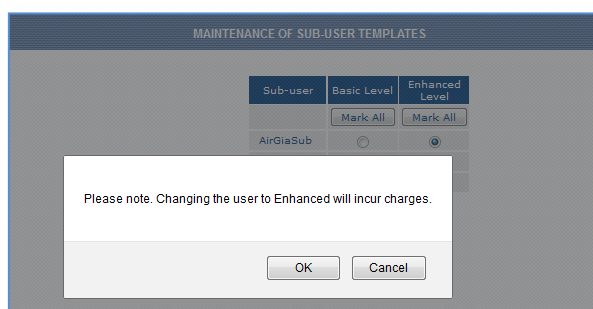
18.8 Mass Download Secure FTP Account

Enhanced airlines are able to create and maintain a BSP*link* secure FTP account to download the files with the results of the mass load files processing.

1. **Enter** the password you wish to access SFTP service.
2. **Confirm** the password entered in step 1.
3. **Click** the *Create* button, if you are creating a new account, or the *Modify* button, if you are updating the password.
4. Only for Active accounts**, click** the *Public Keys* link to upload public keys or carry out the necessary maintenance.
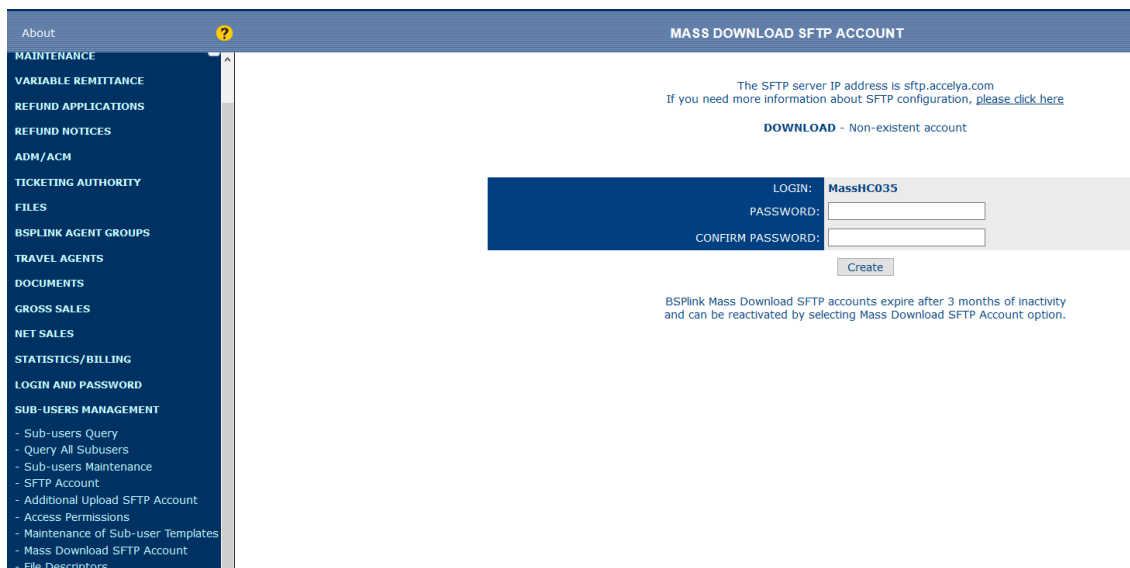
The user is able to create and update a secure FTP account to download the mass loader files with the results of the processing.

The login format would be as follows: **MassCCUUU**, where, CC is the country code and UUU is the user id.

The login cannot be modified. The password cannot be null and the only characters that are allowed are underscore (_) and dot (.). The maximum number of characters for the password is 14.

It is very important to bear in mind that **only one account** of this type can be created **per airline code** and can only be managed by the user that created the account, that is, if an enhanced sub-user creates an account, only such sub-user will be in charge of maintaining the account.

Once the password and its confirmation are entered, the user should click the button at the end of the page to create or update the account. A message informing the user about the success of the operation will be displayed along with the FTP address where the user can connect.

There are four account statuses:

- **Non-existent account: N**o account has been created yet.
- **Expired Account:** The account has expired.
- **Pending account: W**henever the user has created or modified the account, but the information is not still updated. It is normally created/modified within 2 hours.
- **Active account:** when the account is active. Once the account is active, the user can enter any FTP service (it is highly recommended to connect to a SECURE FTP). Please note that each user will only be able to enter its own folder and the system will automatically redirect the user to this folder, therefore the path should not be indicated. For the active accounts, a link named *Public Keys* will be available in order for the user to add Public Keys or erase already existent ones.

Note that the SFTP accounts expire after **3 months** of inactivity. After this time, the account is not valid, until the password is changed. The Mass Download SFTP accounts

will also be deactivated if the template of the user that created the account is changed to basic or the corresponding BSPlink option is restricted through Access Permissions.

Further, please be informed that when a file with an incorrect name is sent through SFTP, the file will be moved to a folder named BAD_FILES. This folder is created the first time the user uploads through SFTP a file with an incorrect name. From this moment, all subsequent files with incorrect name will be automatically moved to the BAD_FILES folder, and therefore no **e2** file will be generated in this particular case. The files contained in the BAD_FILES folder will not be processed unless the user corrects the files names and uploads them again. Therefore, when uploading files through SFTP, users should check if the BAD_FILES folder has been created and/or verify if the files they just uploaded are contained in this folder. Please be informed that the files contained in the BAD_FILES folder for more than two months will be erased.

Also, please note that the account will be immediately released to other users within the airline right after the account handler's deactivation/expiration, i.e., if the deactivation dateline is on the 1st of the month, the account will then become available on the 2nd so that other users could take on this task.

18.9 File Descriptors

Enhanced airlines are able to decide which of their sub-users can have access to certain files (file descriptor 'ea', 'mk' and 'wh') through the '*Files Download*' option.

1. **Tick** on the *Visible* box nest to sub-user's name to grant access to the files.
2. **Click** the *Confirm* button to continue.

19 EMAIL ALERT

19.1 E-Mail Alert Maintenance

This option, only available to main users, enables the airline to decide if they receive an email notification for different actions which concern them, performed within the application.

☐ **Ticketing Authority Modifications**

☐ **ADM/ACM Disputes**

☐ **Refund Application/Authority**

☐ **New file downloads**

☐ **Errors in Mass Upload File**

☐ **Successful Mass Upload**

☐ **ADM/ACM Request**

☑ **Billing disputes**

e-mail: email1@test.com;email2@test.com

☐ **Disputed ADMs not actioned**

☐ **SPCRs/SPDRs, ACMDs/ADMDs**

☐ **BSPlink Transaction Comments**

☐ **IATA Communications**

☐ **Post Billing Dispute**

☐ **EPs**

☐ **ADM forwarded to GDS**

Please note that when an airline depends on a HOMU, all its sub users -local and head office- will have access to the airline local main user's "E-Mail Alert Maintenance" option. Still, HOMUs will have control on the access permission to this function for these users. If the option is enabled, local main users will have the possibility to enable this option to local sub-users

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 (**;**).
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 BSP*link* to inform the user to check the e-mail addresses configured in order to update them.

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 Disputes*: To inform airlines whenever a document is disputed by an agent.
- *Refund Application/Authority*: To inform airlines about new issued indirect refunds or modifications on already registered documents.
- *New File Downloads*: To inform users about the new uploaded files [2]
- *Errors in Mass Upload File*: To inform users about any error detected in the files uploaded via the Mass Upload options.
- *Successful Mass Upload*: To inform users that uploaded files with format version 2.0 have been successfully processed (either if the files are uploaded via Files - Upload ADM/ACM Files option in airline's main menu or through the sFTP service).
- *ADM/ACM Requests*: To inform the user about the new ADM/ACM Requests issued by the agent.
- *Billing Disputes*: To inform the airlines about the billing disputed ADMs.
- *Disputed ADMs not actioned*: To inform the airlines about disputed ADMs, which have not been actioned 45 days after the disputed date.
- *Variable Remittance*: To inform the airlines about changes on the Remittance Frequency.
- *SPCRs/SPDRs, ACMDs/ADMDs* : To inform users about SPDR/SPCR and ADMD/ACMD transactions issued by a BSP agent user.
- *SPDR/SPCR Agent Authorization received:* Depending on the "SPDR/SPCR Authorization" parameter from the BSP Basic Configuration, if the value is set to Yes, BSP Airlines will get an email alert from the agents authorizing the issuing of such document.
- *BSPlink Transaction Comments:* To inform the user about a comment that has been inserted by an agent in a document.
- *IATA Communications*: To inform the Airline about a communication file received, i.e. files sent to all airlines (0000) or all BS*Plink* users (ALL*)*
- *Post Billing Dispute*: To inform the Airline user about any Post-Billing dispute actions performed by agents.
- *EPs*:* To inform the Airline user about modifications on their EasyPay status.
- *ADM forwarded to GDS*: To inform the Airline user about any ADM that has been forwarded to a GDS by an agent.
- *TIP Products & Consents*:* When configured, a daily alert will be sent to inform the user about any products added or removed during the previous day.

*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, there are certain messages that should be sent ASAP: modifications related to ticketing authority, PBD actions and comments are immediately sent, while notifications on new file download 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 BSP*link* user.
- The user has activated the e-mail alert service.

Note 2: Although the majority of the alerts are available to enhanced users only, the *BSPlink Transaction Comments, IATA Communications, EPs* and *TIP Products & Consents* alerts are also available to basic airline users.
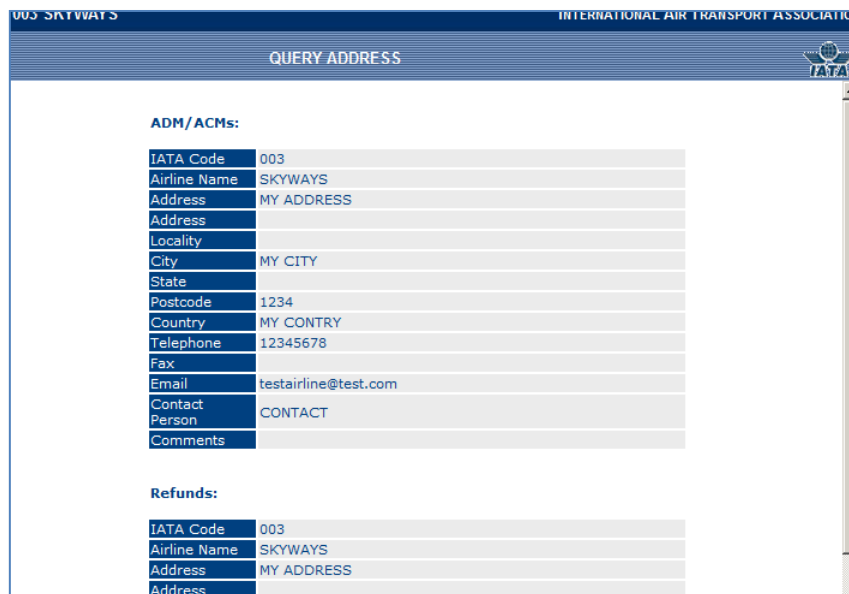
20 ADDRESS MAINTENANCE

Enhanced main users are able to maintain a contact list with all the addresses that will then appear in the documents processed through BSP*link*.

20.1 Query Address

When accessing this option, users will be able to query their own address per document category, whenever it has been previously entered.

If there is no information available for the airline, 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's Airlines Master table.

20.2 Modify Address

Main users will have the possibility to specify their own address to be displayed per document category. The different document categories are: ADM/ACM, Refunds and Generic Address/Contact Person.

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.

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

- **Airline Name:** This field cannot be modified and displays the information defined for the corresponding field in the BSP's Airlines 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 they are 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.

All validations applied in this option will affect each category individually.
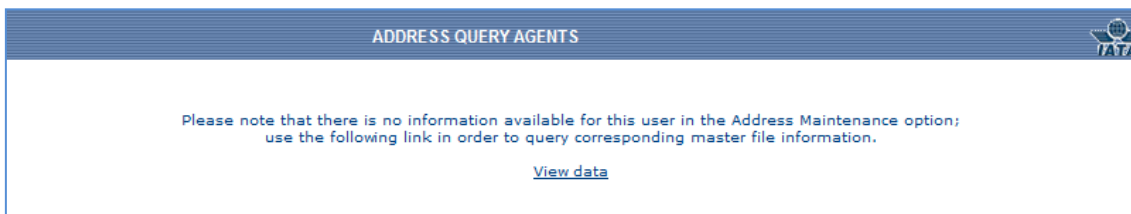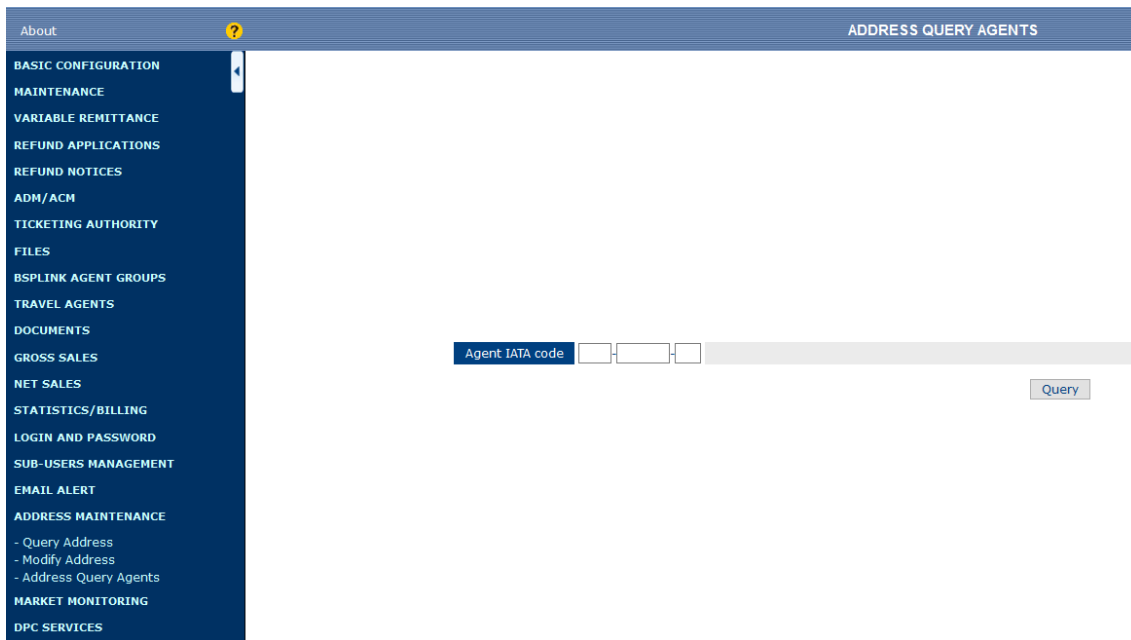
20.3 Address Query Agents

Airlines will be able to query the selected Agents' 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 agent user queried.

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

- **IATA Code**
- **Agent Name**
- **Address (2 fields)**
- **Locality**
- **City**
- **State**
- **Postcode**
- **Country**
- **Telephone:** Contact telephone number.
- **Fax**
- **Email**
- **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 agent 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 agent contact details in the BSP's Agents Master table.

About	?	ADDRESS QUERY AGENTS

BASIC CONFIGURATION
MAINTENANCE
VARIABLE REMITTANCE
REFUND APPLICATIONS
REFUND NOTICES
ADM/ACM
TICKETING AUTHORITY
FILES
BSPLINK AGENT GROUPS
TRAVEL AGENTS
DOCUMENTS
GROSS SALES
NET SALES
STATISTICS/BILLING
LOGIN AND PASSWORD
SUB-USERS MANAGEMENT
EMAIL ALERT
ADDRESS MAINTENANCE
- Query Address
- Modify Address
- Address Query Agents
MARKET MONITORING
DPC SERVICES

Agent IATA code [ ]-[ ]-[ ]

Query

ADDRESS QUERY AGENTS

Please note that there is no information available for this user in the Address Maintenance option;
use the following link in order to query corresponding master file information.

View data

Note that 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.

Also, if the template of the Enhanced user is changed to Basic, the Address Maintenance options will not be available. Therefore, when issuing new documents, the contact details in the form will be the ones corresponding to the BSPlink users table and Master tables.

21 TIP

The options present in this module allow the airline to query the details of the available providers and enrolled products, configure the Transparency in Payments (TIP) reports they want to receive, as well as query and configure the consents of available enrolled products.

21.1 Reports Configuration

The user can configure here the type of TIP reports they wish to receive in the BSP*link* environment, as well as their format and threshold.

REPORTS CONFIGURATION

File Type	Format	Frequency	Channel	Threshold	Required
TIP_2A	CSV	Monthly	BSPlink		Modify
TIP_2A	PDF	Monthly	BSPlink		Modify
TIP_8	CSV	Monthly	BSPlink		Modify
TIP_8	PDF	Monthly	BSPlink		Modify
TIP_4	PDF	Monthly	BSPlink		Modify
TIP_4	CSV	Monthly	BSPlink		Modify
TIP_2A	CSV ∨	Monthly	BSPlink		☐
TIP_4	CSV ∨	Monthly	BSPlink		☐
TIP_8	CSV ∨	Monthly	BSPlink		☐

Submit   Reset

The reports will always be received through BSPlink, on a monthly basis.

Format: CSV or PDF.
Threshold: minimal number of tickets that will be considered before reporting a card in the report.

The user can either modify reports already configured or configure new ones. The *Submit* button must be clicked to confirm the changes.

21.2 Providers & Products

This option allows the airline users to query the details of the available providers and enrolled products, available in the BSP*link* environment.

1. Click on the *Provider Code* or *Product Code* is you want to query all the available details registered for the specific provider or product.
2. Click on the *Download* link at the bottom of the results table to download the details to a .csv file.

The following details are displayed:

- **Provider code**
- **Provider name**
- **Product code**
- **Product name**
- **Category**
- **Form of payment**
- **Effective From**
- **Effective To**
- **Consent:** value *YES* if configured for the product.
- **Cost recovery**: value *YES* if configured by the airline.

The results of this query can be downloaded to a .csv file, by clicking on the *Download* link located at the bottom of the results table.

PROVIDERS & PRODUCTS

Provider code	Provider name	Product code	Product name	Category	Form of payment	Effective From	Effective To	Consent	Cost Recovery
EDEN	Edenred Corporate Payment	ED	Edenred vPay	CORPORATE	CC	2018-04-06		No	No

Download

Furthermore, upon clicking on a provider or product code, a new page will be displayed, containing the information registered for the specific provider or product. This information can also be downloaded to a .csv file.

In the case of **providers**, the following details are displayed:

- **Provider information**
  - o Provider name
  - o Headquarter location
  - o Effective From
  - o Effective To
  - o Documents

- **Provider contacts**
  - o Is Primary
  - o Title
  - o Position
  - o First Name
  - o Last Name

- o Street address
- o City
- o State
- o Postal code
- o Country
- o Email
- o Phone number

In the case of **products**, the following details are displayed:

- **Product information**
  - o Name
  - o Issuer name
  - o Pay in model
  - o Category
  - o Payment network
  - o VAN type
  - o Form of payment
  - o Settlement terms
  - o Is pci dss required
  - o Chargeback airlines duration
  - o Country config issuing currency
  - o Country config interchange fee
  - o Country config network fee
  - o License
  - o GDS Integration
- **Product payment guarantees**
- **Product accepted transactions**

PROVIDERS & PRODUCTS

Provider information

Provider name	Headquarter location	Effective From	Effective To	Documents
Edenred Corporate Payment	FR	2018-04-06		

Provider contacts

Is primary	Title	Position	First name	Last name	Street address	City	State	Postal code	Country	Email	Phone number
Yes	Mr	General Manager	Marc	Divay	170 bd Gabriel Peri	Malakoff		92240	FR	marc.divay@edenred.com	33646216242

Download

21.3 Consents Query

CONSENTS QUERY

Filter By:
Per Provider: _____
Per Product: _____

Submit

This option allows the airline to query the consents of available enrolled products. Please note that, if your airline has a HOMU, you will either only have available the **Consents Query** option, or both the **Consents Query** and **Consents Management** options.

1. Filter by *Provider* or *Product* if needed.
2. Click on *Submit*. If no value is input the query will only show the consents given by the airlines (Yes).

CONSENTS QUERY

Consents query

Provider code	Provider name	Product code	Product name	Country Level Consent type	Country Level Cost recovery type	Country Level Cost recovery amount	Country Level Cost recovery currency	Country Level Effective From	Country Level Effective To	Agent Code	Agent Level Consent type	Agent Level Cost recovery type	Agent Level Cost recovery amount	Agent Level Cost recovery currency	Agent Level Effective From	Agent Level Effective To
AICA	Air Canada5	A1	ACGlobe (Travel Partners Payme	Cost recovery	Fixed amount	1.50	NOK	15AUG2018								
AICA	Air Canada5	A1	ACGlobe (Travel Partners Payme							6020004	Cost recovery	Fixed amount	5.00	NOK	15AUG2018	
AICA	Air Canada5	A1	ACGlobe (Travel Partners Payme							6020010	Cost recovery	Fixed amount	2.00	NOK	14AUG2018	
AICA	Air Canada5	A1	ACGlobe (Travel Partners Payme							6020565	Cost recovery	Percentage	1.75		14AUG2018	
ERCP	Edenred Corporate Payment	ER	Edenred vPay							0240475	No				02AUG2018	
ERCP	Edenred Corporate Payment	ER	Edenred vPay							6020004	Yes				15AUG2018	15AUG2018
ERCP	Edenred Corporate Payment	ER	Edenred vPay							6020004	Cost recovery	Fixed amount	2.50	NOK	16AUG2018	
ERCP	Edenred Corporate Payment	ER	Edenred vPay							6020010	Cost recovery	Fixed amount	3.00	NOK	14AUG2018	15AUG2018
ERCP	Edenred Corporate Payment	ER	Edenred vPay							6020010	Cost recovery	Fixed amount	2.80	NOK	16AUG2018	

The following details will be displayed in the results:

- Provider code
- Provider name
- Product code
- Product name

- o Country Level Consent type
- o Country Level Cost recovery type
- o Country Level Cost recovery amount
- o Country Level Cost recovery currency
- o Country Level Effective From
- o Country Level Effective To
- o Agent Code
- o Agent Level Consent type
- o Agent Level Cost recovery type
- o Agent Level Cost recovery amount
- o Agent Level Cost recovery currency
- o Agent Level Effective From
- o Agent Level Effective To

21.4 Consents Management

This option allows the airline to configure the consents of available enrolled products.

1. Filter by *Provider* or *Product* if needed.
2. Click on *Submit*.

CONSENTS MANAGEMENT

Filter By:
Per Provider: [   ]
Per Product: [   ]

Submit

The following details will be displayed:

- **Consents query**: this listing will provide information on the consents already configured. When ticking the check-box located next to the provider code, the system will enable the modification of the consent values.
  - Provider code
  - Provider name
  - Product code
  - Product name
  - Consent type: the possible values are *Yes*, *Cost recovery* and *No*.
  - Cost recovery type: *Fixed Amount* or *Percentage*.
  - Cost recovery amount
  - Cost recovery currency: the system will display in this list the active currencies.
  - Effective From
  - Effective To

Once the values are set, the *Modify* consents button has to be clicked in order to confirm the changes.

- **Add consents**: this listing provides details on different products available in the environment, for which they have not yet configured a consent. When ticking the check-box located next to the provider code, the system will enable the configuration of the consent details for the selected product. The values to be configured are the cost recovery type, amount and currency, as well as the effective date.

Once the values are set, the *Add consents* button has to be clicked in order to confirm the changes.

21.5 Consents History

CONSENTS HISTORY

Filter By:
Per Provider: [   ]
Per Product: [   ]

[Submit]

Through this option, the airline users can query the effectively terminated consents.

1. Filter by *Provider* or *Product* if needed.
2. Click on *Submit*.

CONSENTS HISTORY

Provider code	Provider name	Product code	Product name	Cost recovery amount	Cost recovery currency	Effective From	Effective To
EDEN	Edenred Corporate Payment	ED	Edenred vPay			12APR2018	12APR2018
EDEN	Edenred Corporate Payment	ED	Edenred vPay	1.00		17APR2018	17APR2018
EXP1	Example Product 1	P3	EDC Norway Super credit			04APR2018	05APR2018
EXP1	Example Product 1	P3	EDC Norway Super credit	1.50	NOK	09APR2018	11APR2018
EXP1	Example Product 1	P3	EDC Norway Super credit	1.00		17APR2018	17APR2018
EXP4	Provider 4	P4	EDC Norway Credit Plus	2.75	NOK	28MAR2018	28MAR2018
EXP4	Provider 4	P4	EDC Norway Credit Plus			04APR2018	05APR2018
EXP4	Provider 4	P4	EDC Norway Credit Plus			13APR2018	13APR2018
EXP4	Provider 4	P4	EDC Norway Credit Plus	1.00		17APR2018	17APR2018

The following details are displayed:

- Provider code: 4 alphanumeric characters.
- Provider name
- Product code: 2 alphanumeric characters.
- Product name
- Cost recovery amount
- Cost recovery currency
- Effective From
- Effective To: the date when the consent has been terminated.

21.6 (Global)* Consents Management - Agent Level

This option allows the airline to query the agent level consents, add them (Yes/No/Cost recovery) or even terminate them.

1. Select a *Country code*. Please note that this filter is only present in the Global option.
2. Enter the *Agent Code* or *Agent Name* for which the query wants to be executed.
3. Filter by *Provider* or *Product* if needed.

4. Click on *Submit* button

CONSENTS MANAGEMENT - AGENT LEVEL

Filter By:
Country code: N3 ▾
Agent Code: _____
Agent Name: _____
Product Code: _____
Provider Code: _____

[Submit]

Once the filters are executed, if country level consents are configured, they will be shown at the top of the screen. The following details will be displayed:

- o Country code
- o Provider code
- o Provider name
- o Product code
- o Product name
- o Country Level Consent type : the possible values are Yes and Cost recovery.
- o Country Level Cost Recovery Type : the possible values are Fixed Amount and Percentage
- o Country Level Cost Recovery Amount
- o Country Level Currency
- o Effective From Country Level
- o Effective To Country Level

At the bottom of the screen, the following fields are shown where airline users are able to add and modify the agent level consents by ticking the box(es) corresponding to the line(s) that want(s) to be modified and modifying the required data. If the airline wants to terminate an agent level consent the *Effective To Agent Level* field should be filled in.

- o Country code
- o Agent Code
- o Agent Name
- o Location Type : code reported in the agent master table.
- o Provider code
- o Product code
- o Agent Level Consent type : the possible values are Yes, Cost recovery and No.
- o Agent Level Cost Recovery Type : the possible values are Fixed Amount and Percentage
- o Agent Level Cost Recovery Amount
- o Agent Level Currency : the system will display in this list the active currencies
- o Effective From Agent Level
- o Effective To Agent Level

Selected Agent: N3, 6020010, AMERICAN EXPRESS GLOBAL BUSINE

Country Level Consents

Country code	Provider code	Provider name	Product code	Product name	Country Level Consent type	Country Level Cost Recovery Type	Country Level Cost Recovery Amount	Country Level Currency	Effective From Country Level	Effective To Country Level
N3	AICA	Air Canada5	A1	ACGlobe (Travel Partners Payme	Cost recovery	Fixed amount	1.50	NOK	15AUG2018	

Agent Level Consents

	Country code	Agent Code	Agent Name	Location Type	Provider code	Product code	Agent Level Consent type	Agent Level Cost Recovery Type	Agent Level Cost Recovery Amount	Agent Level Currency	Effective From Agent Level	Effective To Agent Level
☐	N3	6020010	AMERICAN EXPRESS GLOBAL BUSINE	AE	AICA	A1	Cost recovery	Fixed amount	2.00	NOK	14AUG2018	
☐	N3	6020010	AMERICAN EXPRESS GLOBAL BUSINE	AE	ERCP	ER	Cost recovery	Fixed amount	3.00	NOK	14AUG2018	15AUG2018
☐	N3	6020010	AMERICAN EXPRESS GLOBAL BUSINE	AE	ERCP	ER	Cost recovery	Fixed amount	2.80	NOK	16AUG2018	

Add/Modify consents

In the case of termination of an agent level consent, the country level consent will apply to the corresponding agent.

Note 1: This option is available as long as HOMCMU has activated it through *Show consent by agents level menus* parameter.

Note 2 : If the "Global Auto approval rules for ATM products consents – Agent level" parameter is set to "Yes", *Global Consents Management - Agent Level* option is available for the HOMU, otherwise, *Consents Management - Agent Level* is available for the LOMUs.

22 MARKET MONITORING

The Market Monitoring service is aimed to pinpoint those travel agents with abnormal behaviour, with minimum time and resources devoted to risk management.

This service has two functionality levels, the basic MMR - Market Monitoring Report, and the EWS - Enhanced Agent Risk Management, as the enhanced solution.

The main characteristics of each system are as follows:

Market Monitoring Report - MMR

- Supported by IATA
- Daily information on 4 different indicators
- Report configuration through BSPlink
- Outputs in CSV format delivered to your BSPlink inbox
- Included in the SCU charge

Enhanced Agent Risk Management - EWS

- Supported and commercialized by Accelya
- Up to 13 different indicators
- Web enabled
- Historical trend of agent behaviours
- Graphical interface and excel output
- Drill down capabilities
- Daily alarm summary report on your email
- At an additional cost

22.1 Activation/Deactivation

Click on the *I Want to Know More* option and a questionnaire will come up on the screen; please, fill out the form and send. An Accelya representative will get in touch with you shortly.

22.2 Configuration

1. **Activate** any of the given options from the listing by selecting Yes.
2. **Set** your own threshold percentages.
3. **Select** the number of agents you would like to have included in the report.
4. **Click on** the icon to save the changes.

SAME CREDIT CARD USED

This indicator provides the variations on Tickets issued by the same agency with the same credit card.

NUMBER OF TICKETS ISSUED

This indicator provides the variations on the number of transactions issued.

AVERAGE AMOUNT PER TICKET

This indicator provides the variations on the average amount per ticket issued by the Agency. Total amount issued and number of tickets is used to calculate the average.

SHIFT BETWEEN CASH & CREDIT

This indicator provides the variations on the share of amounts issued with form of payment CASH and CREDIT.

Note 1: variations are the results from the various comparisons that take place, i.e., DD: Current day/Same day last week, WW: Current week/Last week (7 days), WM: Current week/Current month (30 days).

Note 2: the threshold sets up the percentage over those variations the user wants to see. E.g., if set to 0.01%, means that out of those variations taken from the various comparisons already mentioned, the user wishes to see it all; or if set to 100%, means that out of those variations taken from the various comparisons, the user wishes to see only those that exceed the 100% variation and so forth.

Please note that each indicator will generate 3 outputs based on the comparisons that will be carried out.

SAME CREDIT CARD USED -> (DD,WW,WM)
NUMBER OF TICKETS ISSUED -> (DD,WW,WM)
AVERAGE AMOUNT PER TICKET -> (DD,WW,WM)
SHIFT BETWEEN CASH & CREDIT -> (DD,WW,WM)

23 Form of payments

Through this option, the airline will be able to query information related to the different form of payments

23.1 EasyPay

The airline will be able to query their current Easy Pay status and the date it will be effective from in the BSP.

23.2 FOP Query

The airline will be able to query the authorized Form of Payments (FOP) of the different agents that are registered in the BSP.

24 Post Billing Disputes

MARKET MONITORING

POST BILLING DISPUTES

- Pending Post Billing Disputes
- Query Post Billing Disputes

Through this option, the airline will be able to manage the Post Billing Disputes (PBD) initiated by any agent.

Please note that agents can initiate a Post-Billing Dispute over any document that falls under these transaction types: TKTT (tickets), EMDA & EMDS, RFND (refunds) and ADMA (ADMs).

An important condition for such a document to be eligible for a PBD action is its issue date to be 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.

24.1 Pending Post Billing Disputes

The Airline will be able to query the pending Post Billing Disputes (PBD) that have been initiated by agents, as well as update them accordingly.

PENDING POST BILLING DISPUTES

Agent Code	TRNC	TDNR	DAIS	Currency	Maximum Disputable Amount	PBD Amount	PBD Date	Resolution Date
4230206	ADMA	0615798480	10NOV2017	BDT	169,189	169,189	21DEC2017	20JAN2018

When clicking on the details of a PBD, the following form will be displayed, allowing the user to update its status, enter a PBD reason or attach files to provide further information:

24.2 Query Post Billing Disputes

This option gives the airline 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: Agent Code, TDNR, DAIS, PBD Date, Resolution Date and PBD Agreement Status.

A list of all the completed PBDs will be displayed in the results page, with the following fields:

Agent Code	Agent Name	TRNC	TDNR	DAIS	Currency	Maximum Disputable Amount	PBD Amount	PBD Date	Resolution Date	PBD Agreement Status
4230206	DISCOVERY TOURS &	ADMA	0615798480	10NOV2017	BDT	169,189	169,189	21DEC2017	26DEC2017	Agree to Agent

Download

- **Agent Code**: 7 characters agent prefix code.
- **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:

  o "*Agree to Agent*": Airline agreed with the agent's dispute.
  o "*Agree to Airline*": Agent agreed with the airline's reason for rejecting the

PBD or the agent didn't reply to the airline's disagreement.
  - o "*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: 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.

When clicking on a document, a new window is opened and the details previously listed appear along with information on the dispute's history: every action performed, along with the date/time and user that performed it.

Agent Code	Agent Name	TRNC	TDNR	DAIS	Currency	Maximum Disputable Amount	PBD Amount	PBD Date	Resolution Date	PBD Agreement Status
4230206	DISCOVERY TOURS & 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**	

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

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

Please note that when an ISO Country Code filter is chosen, the system will return a list on-screen with all the applicable documents and their details. The results can be downloaded to an excel file through a *Download* link located at the bottom of the results listing.

24.3 Upload PBD file

Through this option, the airlines will be able to upload a zipped file including a single file with the modifications the airline wants to perform and a folder called attachments containing the attachments that should be uploaded to the Post Billing Disputes.

The zip file should be reported using the following file naming convention:
Where:

XXpzEARS_YYYYMMDD_AAAA_SSS.zip

NAME	DESCRIPTION
XX	ISO Country Code
pz	File descriptor reserved for zipped files with mass upload PBDs modification files

EARS	Recipient.
YYYYMMDD	File generation date
AAAC	BSP*link* airline user who uploads the file, including the check digit.
Sequence	000 if it is the first file uploaded for this user in that date. An incremental number for next files sent for the same user at the same date.

The file inside the zipped file should be reported using the following file naming convention:

XXpeEARS_YYYYMMDD_AAAA_SSS.txt

Where:

NAME	DESCRIPTION
XX	ISO Country Code
pe	File descriptor reserved for mass upload PBDs modification files.
EARS	Recipient.
YYYYMMDD	File generation date
AAAC	BSP*link* airline user who uploads the file, including the check digit.
Sequence	000 if it is the first file uploaded for this user in that date. An incremental number for next files sent for the same user at the same date.

The following header has to be included in the first line:

TRNC|TDNR|AGENT|STATUS_CODE|COMMENT

and in each following line the corresponding changes will have to be reported using the header format

Where:

TRNC: TRNC of the disputed document.
TDNR: Number of the post-billing disputed document.
AGENT: Agent that has issued the post-billing dispute against the document with format agent IATA code + check digit.
STATUS_CODE: The status the airline wants to change the post-billing dispute. If the airline wants to add a comment without changing the status the field will have to be reported without a value.
- AAG: Agree with agent
- DAG: Disagree with agent
- No value: New comment

COMMENT: Reason to change the post-billing dispute status or new comment to introduce inside the post-billing dispute.

The attachments that the airline wants to add to the status update or comment should be included inside a folder called attachments inside the zip file. Inside that folder there should be one subfolder per post-billing dispute modification with the files the airline wants to update with it with the following file naming convention:

TRNCNNNNNNNNNNNAAAAAAAA

Where:

TRNC: TRNC of the document whose post-billing dispute has been modified inside the file.
NNNNNNNNNN : TDNR of the document whose post-billing dispute has been modified inside the file.
AAAAAAAA: IATA agent code + check digit.

The name of the file to be attached inside the mentioned subfolder cannot be longer than 120 characters.

LOMUs using their SFTP upload account can also upload the zipped Post Billing Dispute files.

HOMUs using their SFTP upload account as well as through their Upload Files option, can upload ez files and include as many zipped Post Billing Dispute modification files as they want which have to follow the specifications previously described.

25 Card Acceptance

Through the options of the *Card Acceptance* module, the user will have the possibility to query and to update the payment card acceptances and the merchant agreements.

25.1 Query/Modify Setup

This option allows the user to query and to update on-line the card acceptances and the merchant agreements contracted by the airline.

	Card Brand	Acquirer	Status	Currency	Merchant Agreement	IIN Range	Effective From	Effective To	See History
☐	AX	AMEX	Active	NOK	9542713615		01/01/2010		⏩
☐	CA	LACX	Active	NOK	343751210		05/01/2018		⏩
☐	VI	LACX	Active	NOK	343751210		05/01/2018		⏩
☐	DC	DNRS	Active	NOK	73001610010		01/01/2010		⏩
☐	CA		Active			222100 - 272099	29/12/2015		⏩
☐	DC		Active			309500 - 309599	22/01/2010		⏩
☐	DC		Active			388900 - 388999	22/01/2010		⏩
☐	DS		Active			644000 - 659999	22/01/2010		⏩

Card acceptances and merchant agreements are displayed together in the same query. They can be distinguished one from the other by the values reported in the following fields, which are mandatory in merchant agreements records:

- **Acquirer**: 4-characters code identifying the acquirer in the BSP (e.g. ATCN).
- **Currency**: ISO code of the currency.
- **Merchant Agreement**: Merchant Agreement Number to be included in the CSI file.

Merchant agreements may have two distinct type of records.
  - o The first one is mandatory and corresponds to the merchant agreement itself and does not have any IIN range assigned.
  - o The other one corresponds to the IIN ranges added subsequently to this merchant agreement.

A merchant agreement that does not have any IIN range assigned applies to all the card acceptances ranges defined for that card company. Otherwise, the IIN ranges added should correspond to the card acceptance ranges the correspond to.

The rest of the fields are reported in both the card acceptance records and the merchant agreement records:

- *Card Brand*: 2-characters code identifying the credit card entity (e.g. VI).
- *Status*: Active, Expired, Pending (Add), Pending (Terminate), Pending or Rejected.
- *IIN range*: IIN Range From & IIN Range To.
- *Effective From*: the date when the card acceptance or the merchant agreement becomes effective.
- *Effective To*: the date when the card acceptance or the merchant agreement range stop being in use.

There is a clear hierarchy between the distinct types of records that can be defined by the user:

- A Merchant Agreement can only be added if at least one card acceptance has been previously added by the airline and confirmed by the DPC for the selected card brand.

- A Merchant Agreement Range can only be added to a Merchant Agreement record if this one has been previously added by the airline and confirmed by the DPC.

The actions that can be performed by the user appear in the lower part of the screen:

Add Card Acceptance	Add Merchant Agreement	Terminate	Delete
	Add Merchant Agreement Range	Cancel Termination	

The user is able to perform the following actions:

Add Card Acceptance: when clicking on this button, the user can define a new Card Acceptance in the form displayed at the bottom of the page. The following fields are displayed in this form:

Add Card Acceptance

Card Brand	▼
IIN Range	IIN Range From - IIN Range To
Effective Dates	2 March ▼ 2018 - ▼

Submit   Cancel

- Card Brand: Mandatory field. The user will be able to select from a drop-down list any card registered in the current BSP.
- IIN Range: Not mandatory field. If the airline wishes to accept a specific IIN Range within the card brand scheme, they should indicate the IIN Range From and the IIN Range To value. If the airline does not want to specify the range, the field can be left blank. The Global IIN Range for the selected card brand will be populated once the record has been confirmed by the DPC.
- Effective From: Mandatory field showing the first date when the airline will start accepting the card brand. By default, the system will prepopulate as effective date the current day (today) + 2 days. The user will be able to change it to any future date greater than the default date.
- Effective To: Not mandatory field. It should always be greater than the Effective From date.

Add Merchant Agreement: when the airline user clicks on the "Add Merchant Agreement" button, the following fields are displayed in the form:

Add Merchant Agreement

Card Brand	▼	Acquirer	▼
		Merchant Agreement	
Effective Dates	2 March ▼ 2018 - ▼	Currency	▼

Submit   Cancel

- Card Brand: Mandatory field. The user will be able to select from a drop-down list one of the accepted card types (already registered and confirmed in the Airline Card Acceptance option).
- Acquirer: Mandatory field. The user will be able to select from a drop-down list the merchant code of any acquirer already registered in the BSP and has a relationship with the card brand defined by the BSP user.
  Sometimes, a pop-up will appear with one or two messages. These messages have been set up for the airlines by the BSP user (or the Global BSP user if the message has been set globally).
- Currency: Mandatory field. The currencies available in the BSP will be displayed in a drop-down list.
- Merchant Agreement: Mandatory field. The user should type their agreement code where up to 20 alpha-numeric characters will be accepted.
- Effective From: Mandatory field. The first date when the new merchant agreement will be effective. By default, the system will prepopulate as effective date the current day (today) + 2 days. The user will be able to change it to any future date greater than the default date.
- Effective To: Not mandatory field. It should always be greater than the Effective From date.

Add Merchant Agreement Range: when clicking on the "Add Merchant Agreement

Range" button, the information corresponding to the selected Merchant Agreement is autopopulated in the form displayed:

Add new Range for Merchant Agreement			
Card Brand	DC - Diners Club/Torch Club/Sun Club	Acquirer	DNRS
IIN Range	IIN Range From - IIN Range To	Merchant Agreement	73001610010
Effective Dates	3 March ▼ 2018 - ▼	Currency	NOK

Submit   Cancel

The following fields are displayed in this form:

- Card Brand: Mandatory field. This field will be prepopulated based on the Card Brand information in the selected Merchant Agreement record.
- Acquirer: Mandatory field. This field will be prepopulated based on the Acquirer information in the selected Merchant Agreement record.
- Currency: Mandatory field. This field will be prepopulated based on the Currency information in the selected Merchant Agreement record.
- Merchant Agreement: Mandatory field. This field will be prepopulated based on the Merchant Agreement information in the selected Merchant Agreement record.
- IIN Range: Mandatory field. The IIN Range indicated should belong to the IIN Ranges already defined for this specific Card Brand. If there is only one global record with no range defined, that means that any range can be entered by the airline. The range defined should not overlap any already registered range for the same merchant and card type.
- Effective From: Mandatory field. The first date when the new merchant agreement range will be effective. By default, the system will prepopulate as effective date the current day (today) + 2 days. The user will be able to change it to any future date greater than the default date.
- Effective To: Not mandatory field. It should always be greater than the Effective From date.

The status of all the new records added will be Pending (Add).
They will remain with this status until the record is sent to the DPC and it is confirmed to be successfully registered. The user will have the possibility to cancel (by clicking the "Delete" button) the action as long as the record has not been sent to the DPC. If the user cancels the pending to be added recorded, the record is simply eliminated.

The different possible statuses in this option are the following:

Active	Means that the record has been added by the airline and the change has been confirmed by the Data Processing Center (DPC).
Expired	Means that the record has been expired by the airline and the change has been confirmed by the DPC.
Pending (Add)	This status is displayed until the change is confirmed by the DPC.
Pending (Terminate)	This status is displayed until the change is confirmed by the DPC.

Pending	This status is displayed when the DPC did not confirmed an action.
Rejected	Means that the change has been rejected by the DPC.

Terminate: this functionality allows to terminate any selected record. The airline user will be able to select several records and terminate them in just one click (by clicking on the "Terminate" button). The user will have to indicate the Effective To date of these records (By default the system will prepopulate as the effective date the current day (today) + 2 days. The user will be able to change it to any future date greater than the default date). The records will have status "Pending (Terminate)". They will remain with this status until the DPC has confirmed that the actions have been successfully processed.

Cancel Termination: the user will have the possibility to cancel the action as long as the record has not been sent to the DPC. If the user cancels the termination of the existing recorded, the record will remain active.

25.2 File Upload

The user also has the possibility to update the card acceptances and the merchant agreements in a massive way, through the upload of a file having the following name:

<p align="center">XX55EARS_YYYYMMDD_AAA_SEQ</p>

where,

XX corresponds to the BSP*link* ISO Country Code
YYYYMMDD is the file generation date
AAA corresponds to the airline 3-character code (check digit not included)
SEQ indicates the file sequence (3 digits)

Example: **BO55EARS_20170711_075_001**

The format of this file should be the following:

Record	Record Number	Element	Description	Format	M/C	Controls
Header	1	Generation Date	DDMMYYYYhhmm	12N	M	Date and time when the file is generated (not controlled).
Content	1-n	Airline	Three-characters airline code	3N	M	Should be the same airline uploading the file.
		ISO	BSP country code	2AN	M	Should be a BSPlink environment where the airline is active.
		Action	ADD/DEL	3A	M	Only ADD & DEL actions are accepted.

		Card Brand	E.g.: CCCA/CCVI/ CCAX/CCTP	4AN	M	Should be registered in the Payment Card Companies
		Aquirer Code	Unique 4-character code that identifies each Acquirer setup in the BSP	4AN	C	Has to be registered in the Payment Card Acquirers. This field is mandatory(M) when the record is an airline merchant agreement. Otherwise it should be reported empty.
		Currency	3-characters currency code	3N	C	The currency should be registered and active in the corresponding BSPlink environment.
		Merchant number	Merchant Agreement Number to be included in the CSI file	20AN	C	Mandatory (M) if the record is an airline merchant agreement, otherwise it should be reported empty.
		IIN Range From	The first number prefix of the IIN Range	6N	C	Can be left empty if the airline defines a global card acceptance. As soon as the airline uploads a range, this global record does not apply anymore.
		IIN Range To	The last number prefix of the IIN Range	6N	C	When the record is a merchant agreement, the field become mandatory (M) and the range should belong to a range already defined by the airline in Payment Card Acceptance. If the card type is global (no range defined), then any range is accepted. IIN Range From and IIN Range To should both be reported
		Type	Either C for Payment Card Type Acceptance or M for Merchant Agreement	1A	M	Only M or Care accepted in this field.
		Effective Date From	DDMMYYYY	8N	C	Mandatory (M) when the action is ADD but could also be reported for DEL actions (original Effective From Date). Should be >= today+1.
		Effective Date To	DDMMYYYY	8N	C	Mandatory (M) when the action is DEL. Should be >= today+2.
Trailer	1	Number of entries to upload		7N	M	Should display the number of records reported in the file.

Only the incorrect records within this file will be rejected.

Example:

001|BO|ADD|CCVI|ATCN||00123456A|4100|4199|C|12072017|31122018|