



BSP*link* Manual Agent Group



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1. What is BSPlink

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

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

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

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

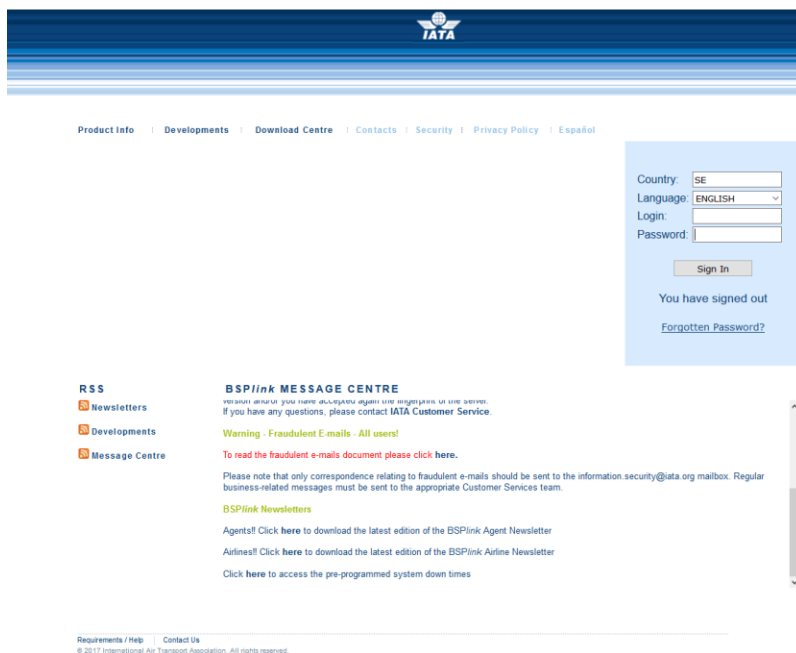
Equipped with a PC, an Internet connection, a Web browser and a user ID and password, authorised users can gain access to key financial and other data relating to their dealings with the BSP. For example:

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

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

2. How to access BSPlink

Log on to **BSPlink** website by typing <https://www.bsplink.iata.org> in Internet Explorer (8 or higher), Mozilla Firefox (24.0 or higher) or Google Chrome (30 or higher).



The screenshot shows the BSPlink website interface. At the top, there is a navigation menu with links for Product Info, Developments, Download Centre, Contacts, Security, Privacy Policy, and Español. On the right side, there is a login form with fields for Country (set to SE), Language (set to ENGLISH), Login, and Password, followed by a Sign In button. Below the login form, a message states "You have signed out" with a link for "Forgotten Password?". On the left side, there is an RSS section with links for Newsletters, Developments, and Message Centre. In the center, there is a "BSPlink MESSAGE CENTRE" section with a warning about fraudulent e-mails and links to download the latest edition of the BSPlink Agent Newsletter and Airline Newsletter, and a link to access pre-programmed system down times. At the bottom, there is a footer with links for Requirements / Help and Contact Us, and a copyright notice for 2017 International Air Transport Association.

1. Fill in the ISO Country Code using capital letters, e.g. Sweden = SE.
2. Enter 'Login and Password' and click 'Sign In'.

After the integration between BSPlink and 'IATA Customer Portal', a new access page is displayed one-time in order to confirm the identity of the user between both portals:

Please enter your IATA Customer Portal email account

Once the user has entered the email address, an email will be sent with a one-time link to continue with the validation (please note that the link will be active for 24 hrs.):

Dear BSPlink user,

You have registered the email address XXXXXXXX@iata.org as preparation for the future SSO access from the ISS Portal to BSPlink. Please click on the link below in order to verify the email address for your BSPlink user.

BSPlink-ISS Portal email address verification link

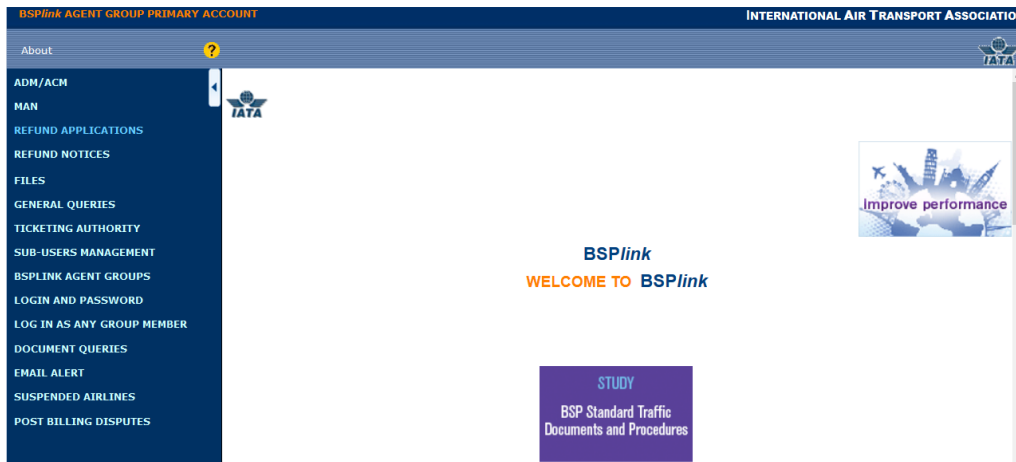
Clicking on the link, the login / password verification will be displayed:

Once the user has accessed with the corresponding user / password, the BSPlink and 'IATA Customer Portal' credentials will be integrated.

3. User menu

The menu, upon accessing BSPlink is similar to the one of an agent, with the exception of a few options specific to the agent group user type:

- FILES → Download Group Files & Download Files by File Type
- SUB-USERS MANAGEMENT → SFTP Account
- GROUP ADMINISTRATION
- LOG IN AS ANY GROUP MEMBER



Please download and check the *BSPlink* agent manual, for detailed instructions on the options not presented here.

4. Issuing Documents

One of the important things to keep in mind is that the Agent Group user can issue and action documents on behalf of any group member, according to their template and permissions.

There are three ways to issue documents on behalf of an agent:

1. Via Document Enquiry option - making use of the direct links which will result in the auto-population of the available data.
2. On-line – by manually filling out the document form, through any of these options:
 - a) ADM Requests / ACM requests
 - b) RA Issue
 - c) RN Issue
3. Upload Refund Notice Files – used for massively issuing direct refunds.

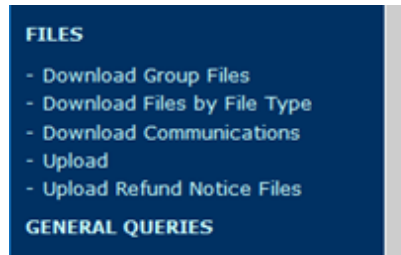
When option 2 is chosen, upon accessing the corresponding menu a list of agents belonging to the group is displayed and the user will have to choose the one they wish to issue or modify the document on behalf of. Upon clicking the agent code, the document form will be opened and they can introduce the required details.

For further instructions on how to fill a document form or how an agent option works, please download and check the *BSPlink* manual for agents.

NOTE: The Agent group user will not be able to change the agent code field, once the document form is opened.


5. Files – Download Group Files & Download Files by File Type

BSPlink Agent Group users have the possibility of downloading all the files received by the group itself in the BSP through the *Download Group Files* option, which is the equivalent of the agent's *Download* option.




But the user also has access to the files received by agents included in the BSPlink agent group. And these can be downloaded through the *Download Files by File Type*.

Please note that there are several ways to download these agent files:

- *Download one-by-one file:* Click the  icon and follow the instructions below to download the file.
- *Download several files in one go:* The user can download, in one go, as many files as needed:
 - **Select** the files, by clicking the (check-box).
 - **Click** the *Download marked files* link and a .zip file is generated containing all the selected files.
- *Download all files:* The user can also download all the files that are displayed in the list by clicking the *Download All* link at the top left-hand corner of the screen. A .zip file is generated containing all the files.

6. Sub-Users Management - Secure FTP Account

The BSPlink main user of an agent group can create and maintain BSPlink secure FTP accounts, to upload and download files.

SFTP ACCOUNT

The SFTP server IP address is sftp.accelya.com
If you need more information about SFTP configuration, [please click here](#)

DOWNLOAD - Pending account

LOGIN: ****

PASSWORD:

CONFIRM PASSWORD:

UPLOAD - Non-existent account

LOGIN: ****

PASSWORD:

CONFIRM PASSWORD:

BSPlink SFTP accounts expire after 3 months of inactivity and can be reactivated by selecting SFTP Account option.

The procedure is the following:

1. **Enter** the password you wish to access the sFTP service with.
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.

There are two types of SFTP accounts that can be created:

- **Download:** The login format of the account used to download files is **CCUUUU**, where CC is the country code and UUUU is the user id. Please note that the login cannot be modified.
- **Upload:** The login format is **uploadCCUUU** and cannot be modified.

There are four account statuses:

- **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 24 hours.
- **Active account:** when the account is active.

Please note that once the account is active, the user can enter any FTP service (it is highly recommended to connect to a SECURE FTP). Also 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, a path should not be indicated.

For further information about Secure FTP configuration please refer to sFTP User Guide, available through a link located both in the option's help page and at the moment of confirming the account modification/creation.

NOTES:

Note 1: The user should enter a password for each SFTP account. It cannot be null and the only characters that are allowed are underscore (_) and dot (.). The maximum number of characters for the password are 14.

Note 2: Accounts are independent to each other, i.e., it is not necessary to create both accounts at the same time.

Note 3: The sFTP accounts expire after **3 months**. When that happens, the user won't be able to access the account until it is reactivated (as explained above).

7. Group Administration

This menu allows the agent group users to maintain the Agent Group contact data as well as to update the members of the group. This is also the option through which the user can deactivate the group, if so needed.

When adding new members to the Agent Group, the system may check whether the agent to be added is a Satellite Ticket Printer agent (STP) or not. This control will only

be carried out whenever the location is a *STP*. For further information please contact IATA.

SUB-USERS MANAGEMENT**GROUP ADMINISTRATION**

- Modify Group
- Deactivate Group

BSPLINK AGENT GROUPS**LOGIN AND PASSWORD****LOG IN AS ANY GROUP MEMBER**

- **Modify group:**

1. **Change** the corresponding fields related to agent group's contact data.
2. **Add** new members to the agent group, by entering the *BSPlink* login and password of the user to be added to the group.
3. **Select** either Y or N from the *Individual Access Permitted* drop-down menu.
4. **Click** the *Add* button, to add the new member.
5. If a modification is required or a member should be deleted, **enter** the number beside the new member's login and password.
6. Then, **click** the *Delete* button.
7. Finally, when all changes are carried out, **click** the *Confirm* button to finish the operation.

Note: If the user wishes to modify the individual access of a group member, the user should first delete the user from the group and then add it again.

- **Deactivate group:**

- **Click** the *Confirm* button to deactivate the agent group.

Note that agents belonging to the group will be removed as group members once the agent group is deactivated. If IATA reactivated the Agent Group as a *BSPlink* user, the members will have to be added to the Agent Group again.

8. Login as any group member

The Agent Group user will be able to access *BSPlink* as any of the group members.

1. **Select** one of the IATA agent codes displayed in the drop-down menu.
2. **Click** the *Confirm* button to continue.

The system will connect the user to the agent's web-based *BSPlink* application, as if the user were the selected agent. Therefore, the agent group user will be able to carry out all the operations available to the selected agent user.



To go back to Agent group menu, there is an option in the menu called “Return to Agent Group Primary Account”. When the option is selected, the system will automatically direct the user to the agent group web-based application.

9. POST BILLING DISPUTES

This option allows the agent group to PBD any document issued under one of the codes included in the group, as well as query and action any PBD raised by these codes.

The only difference to the same agent options in this menu, resides in the possibility to also filter the post-billing disputes by agent code.



Filter By:

Airline Code:

Agent Code: - -

TDNR: from to

DAIS from:
to:

PBD Date from:
to:

Resolution Date from:
to:

PBD Agreement Status: