BSP*link* Manual Agents

CONTENTS

1. What is BSP*link*

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.

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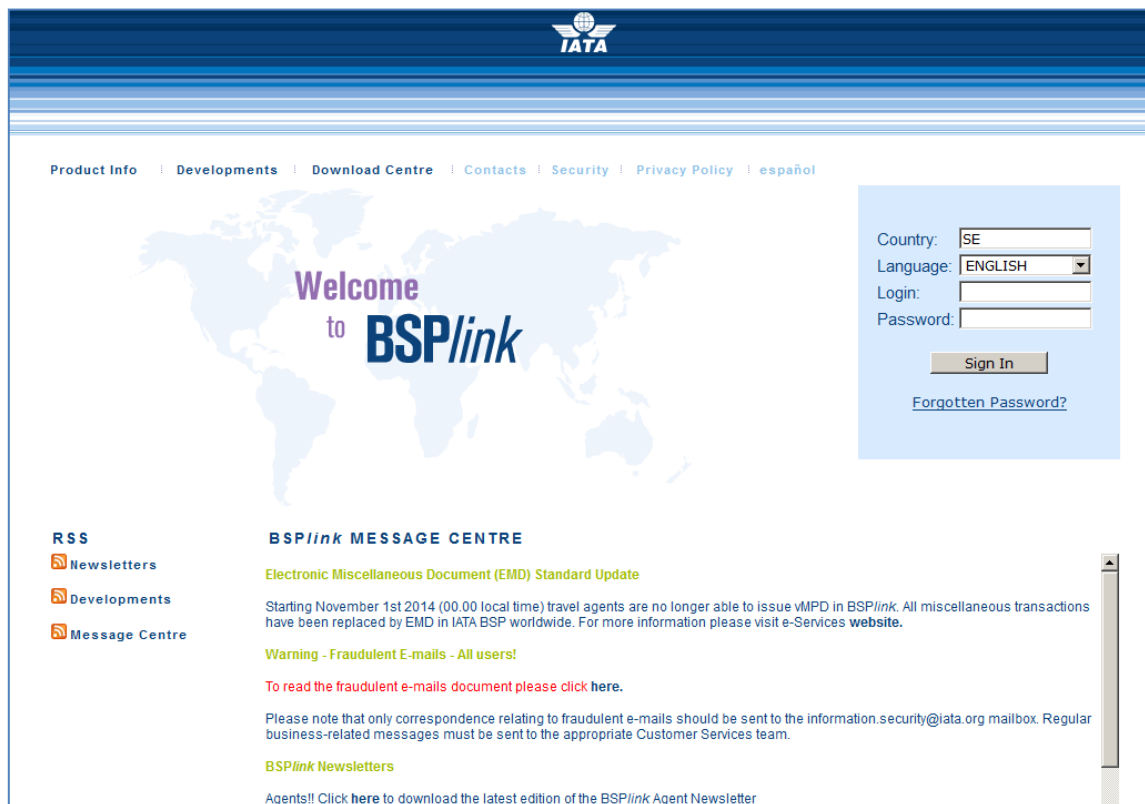
Equipped with a PC, an Internet connection, a Web browser and a user ID and password, authorised users can gain access to key financial and other data relating to their dealings with the BSP. For example:

⬈ **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 BSP*link*

Log on to BSPlink website by typing https://www.bsplink.iata.org in Internet Explorer (6 or higher), Mozilla Firefox (3.0 or higher) or Google Chrome (21.0.1180.89 or higher).

1. Fill in the ISO Country Code using capital letters, e.g. Sweden = SE.

2. Enter 'Login and Password' and click 'Sign In'.

3. Refund Applications

3.1 RA Issue / RA Issue Pending Authorisation

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

1. **Fill in** the form with the correct information in each field.
2. To enter the XT tax breakdown, **enter** all the taxes in the corresponding fields.
3. In the last box, **enter** the XT tax and **click** the *XT Tax Detail*. The system will

disable the corresponding amount field and will calculate that amount using the taxes entered in the XT taxes pop-up window.

4. In the new window, **enter** the ISO code and tax amount and **click** the *Add Tax* button.
5. When completing the XT tax, **click** the *Save* button.
6. If issuing a document via *Document Enquiry (TAIP)* option:
    1. **Click** the *Populate* button to copy the original ticket taxes in the document being issued.
    2. **Select** the taxes to be included in the document, by clicking the corresponding check-box.
    3. **Click** the *populate selected* button to copy the selected taxes into the tax area.
7. **Click** on the corresponding button to issue the document or to save it as a draft:

    Issue: to save and completely issue the document.

    Issue & Save Template: to save the information as filled in the form and completely issue the document.

    Issue Pending Supervisor: when issuing a refund application through option *RA Issue Pending Authorisation*. In order to completely issue the document, the supervisor will have to issue the document through option *RA Supervise*.

    Issue Pending Supervisor & Save Template: when issuing a refund application through option *RA Issue Pending Authorisation*. To issue the document *Pending Supervisor* status and save the information as filled in the form.

    Save Draft: to save the information already filled in and be able to continue with the document issue later.

8. In the confirmation screen, **click** the *You can now attach files to the document* link to attach files to the refund. Note that the attached files will remain in the system for 9 months.

If the agent trying to issue the Refund Application/Authority is a Satellite Ticket Printer agent (STP) and the *STP controls and validations* parameter is set to Yes in the *Basic Configuration* option in BSP's main menu, the following message will be displayed, thus indicating that it is not possible to issue the document:

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

Please be informed that some fields of TO/FROM areas will display by default, information of Master Tables and 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 or the Airlines via the corresponding BSP*link* module.

- o **STAT**
- o **Airline VAT Number**
- o **Agent VAT Number**
- o **Company Registration Number**
- o **Reason for Memo**
- o **Coupons**

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

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

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

There are two ways to issue Indirect Refunds via BSP*link:*

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

2. Refund Application/Authority issued on-line.

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

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

1. It is **only** possible whenever the user has issued the queried document. i.e., the user is the owner of the document.
2. When the document being queried is **NOT** a **VOID** ticket.
3. When the queried document is **NOT** a **Net-Remit** ticket. However, if the document **was a Net-Remit** ticket **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. Moreover, if the airline does not allow the issuance of CC NR refunds, the links to issue the document will not be available either.
4. The link to refunds would be available whenever the queried document is **NOT** another refund or an ADM/ACM.
5. Whenever the user trying to issue Refunds from a queried document has permission to issue them, that is, BSP has given the user access permissions to issue documents via BSP*link.*
6. 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 has not been 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.

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

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

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

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

Special attention has to be paid to the following areas:

- o **Taxes**

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

Please note that if the user has already entered any tax, when copying the taxes in the *Populate* window the entered taxes will be overwritten. There are **three exceptions** for taxes:

1. In case the original document has **XT** taxes, these will not be copied into the corresponding boxes.
2. If the currency selected in the form is different from that displayed in the **Populate** window, the taxes will not be copied.
3. In case there are more than 7 taxes, the 6 first tax boxes will be filled with 6 taxes and in the 7th box an **XT** tax will be entered with the total amount of the rest of the taxes. Then, the user will have to click the *XT Tax Detail* button in order to display the breakdown of the **XT** tax. The same controls as those carried out while entering **XT** tax manually are done. If everything is correct, the user is able to save the values by clicking the *Save* button. Note that the user may modify the breakdown of the XT tax by adding new tax amounts or deleting completely the XT tax breakdown but the user will have to modify the XT total amount accordingly in order to issue the document. Note that if the user has modified certain fields and then, click the *Populate* button, the values firstly copied from the queried document will be again displayed in the Refund Application/Authority form.

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

- o **Coupons**

By default, all the used coupons in the queried document will be marked in the new form.

However, the user is able to unmark those that are not going to be refunded.

- o **Conjunction Tickets**

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

Note 1: if all the coupons of a document are deactivated, such document will not be refunded, unless the corresponding BSP parameter (*Issue Refund without coupons*) is set to *Yes*.
Note 2: if the conjunction tickets are not correlative, the refund application will not be issued.

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

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

3.3   Refund Application/Authority issued on-line

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

- • **Date of application:** This date corresponds to the current date (YYMMDD) in which the refund application is being issued. This field is automatically filled in when accessing to the *Refund Application/Authority Issue* option.
- • **STAT:** This field depends on both, the status value defined when creating the document type and the value set in the *Free Stat* parameter, configured by BSP:
  - o *Free Stat set to No:* When the document is defined as international or domestic, **International** or **Domestic** will be displayed without allowing the user to modify the value. If the document has been defined as **neutral**, the user can select between **International** or **Domestic** values. The default value will be the one set by BSP in the *Default Stat* parameter.
  - o *Free Stat set to Yes:* When the document is defined as international or domestic, characters **I** or **D** will be automatically displayed. The user can enter two additional characters (example: **I**NT or **D**OM). If the document has been defined as **neutral**, the field will show either **I** or **D**, depending on the value defined by BSP in the *Default Stat* parameter. The user may change the value by default and enter two additional characters or leave the field empty.
- • **TO:**   Enter the three-digit airline code. **Note** that it is possible to register **alphanumeric airlines,** whenever DPC has decided that it is possible to process transactions with alphanumeric airline codes. **Note as well** that when filling in the airline code and then using the tabulation to go to the next field or clicking on any other field, the airline basic data will be automatically filled in (address, telephone, fax).

- **FROM:** This field will be automatically filled in with the user agent code and agent's details. The agent's contact data is from the 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.

- **Passenger Name**: This field is compulsory.
- **Passenger Details**
- **Reason for Refund:** up to 20 lines x 45 characters. The user may select one reason from the drop down list, whenever there are reasons available. The selected reason can also be modified or enter a free text.
- **Documents for Refund:** Information about the ticket/document to be refunded. Please note that the in the case of a conjunction ticket the user will be able to indicate the related tickets. The fields to fill in are:
    o *Airline:* The three-digit airline code. **Note** that the user may indicate here an airline code different to the one indicated in the *TO* field.
    o *Form & Serial No.:* A ten-digit number.
    o *Coupons:* Tick the corresponding coupons that should be refunded. The system will check the coupons to be refunded, whenever the refunded ticket is within a series in the series table. Therefore, if the refunded ticket has been defined with 2 coupons and the user is trying to refund the 4th one, 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.
    o *Date of issue:* The date (YYMMDD) when the ticket/document was issued.

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

- **Original Issue Details:** Information related to the original document in case the refunded ticket was an exchanged ticket:
    o *Airline:* The three-digit airline code.
    o *Serial No.:* A ten-digit number.
    o *Issuing Agent*
    o *Date (dd/mm/yyyy)*: Date when the refunded document was issued.
    o *Place (alpha city code):* Place of issue of the original ticket (three-digit city acronym).
- **Form of Payment**: Information related to the form of payment in which the refund is going to be carried out.
    o *Cash*: Tick the corresponding check box if the form of payment is cash. Note that if this field has been ticked, the field *Cash Amount* will be activated to enter the corresponding amount.
    o *CC:* Tick the corresponding check box if the form of payment is credit. If the form of payment is by credit, the corresponding fields at the right-hand side of the screen should be entered (Card Type, Credit Card Number, Expiry Date, Amount) at least with credit amount and entity information[2]. The user has the possibility to enter information for two credit cards. Please **note** that when the *Credit Card Type* is 'GR' (Government Warrants), the *CC Number* field may contain alphanumeric characters.
    o *Sub Total Credit:* The total addition of credit amounts entered.
    o *Total Cash & Credit:* The addition of amounts entered in *Sub Total Credit* and *Cash Amount.*
    o *MSCA:* When this field has been ticked, the corresponding amount has to be entered.

o   *MSCC*: if the form of payment is MSCC, the corresponding credit card fields should be filled in.

Note 1: the user may tick both cash and credit, if applicable. When a refund is paid both by cash and credit, the form of payment of this document is registered in BSP*link* as Credit payment.

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

- **Partial Refund:** To indicate that the user is issuing a partial refund. When this field is selected the fields *Less Gross Fare Used* and *Total Gross Fare Refunded* will be activated. Note as well that when the *Partial Refund* tick box is selected, the user will not be able to issue the refund application with all coupons selected.
- **Electronic Ticket**: Indicates that the document to be refunded is an Electronic Ticket. If this field is selected, the *Electronic Ticket Authority Code* field will be activated and the user can fill it in, if so desired. Also note that BSP or the airline may have decided via a parameter set in the corresponding main menu that validations over E-tickets will be carried out while issuing refund application/authority. Therefore, the agent may not be able to issue a refund application/authority against an E-ticket.
- **Net Remit**: To indicate whether the ticket to be refunded is a Net Remit ticket. Please be informed that this field will only be displayed in the form if the corresponding BSP basic parameter has been activated. Be informed as well that the user will only be able to issue CC refund application for a NR ticket if the airline has decided so.
- **Tour Code:** Enter a valid Tour Code, if applicable.
- **Customer Ref.:** Enter the reference number associated to the credit card user's accounts. This field will be activated if the user has ticked the *CC* check box but it is not compulsory.
- **Electronic Ticket Authority Code:** This field is activated when the *Electronic Ticket* tick box has been selected. The user can fill it in, if so desired.
- **Currency Code:** Click on the down arrow to select the currency.
- **Gross Fare:** The total fare amount of the refund without the taxes.
- **Less Gross Fare Used**: This field will be activated if the user has ticked the *Partial Refund* check box. To indicate the amount corresponding to the ticket value already used, if applicable.
- **Total Gross Fare Refunded:** This field will be activated if the user has ticked the *Partial Refund* check box. The total gross fare to be refunded will be the amount inserted in *Gross Fare* minus the amount inserted in *Less Gross Fare Used* box. It is automatically filled in.
- **Commission:** Agent's commission. The user has the choice of entering the Commission rate or the Commission amount. If the user wishes to indicate the commission percentage, the *Comm %* check box must be ticked. The corresponding field will be activated in order to enter the percentage.
- **Tax:** The ISO tax codes and amounts. Up to seven different taxes can be entered: Please, find below an explanation about the different allowed taxes:
  - **Standard Taxes:** Two alphabetic characters.
  - **Carrier Service Fees taxes:** Will be identified as two character code (OA/OB/OC) followed by up to 6 valid characters (A-Z, 0-9, '.', '/', '-' or blank).
  - **XF Tax:** There are two different ways to enter XF tax in 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: XFAAANNN, where: **AAA** refers to the Airport Acronym and it can be

any alphabetical character; **NNN** refers to a code reflecting the amount collected in the currency of the country where the Airport is located. *Example:*

TAX	**XFMIA1**	10
TAX	**XFBCN200**	20

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

TAX	**XF**	30
TAX	**XFBCN2**	0
TAX	**XFMIA1**	0

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

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

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

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

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

Note 2: If the refunded document is paid by credit, the credit card doesn't have to be the same as the one used to pay the associated ticket. As well, the credit cards that can be used are those previously selected by the BSP. Only applicable if credit refunds are permitted by the BSP
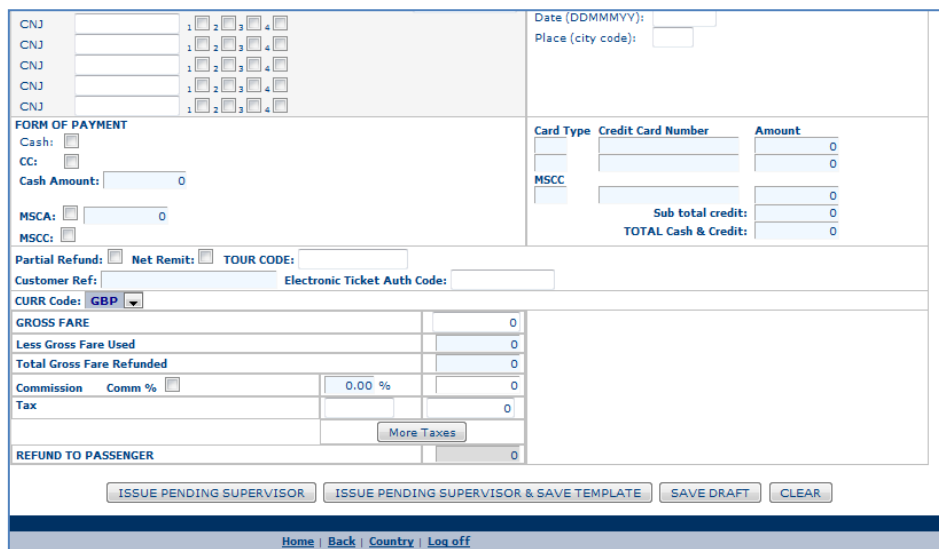
Note 3: In case the original ticket has both standard and additional commission, the new document that is to be issued will only show the standard commission.

Note 4: 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 does 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.

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

3.4 Issue Refund Application/Authority Pending Authorization

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

1. **Fill in** the form with the correct information in each field.
2. **Click on** the *Issue Pending Supervisor* button to issue the document.
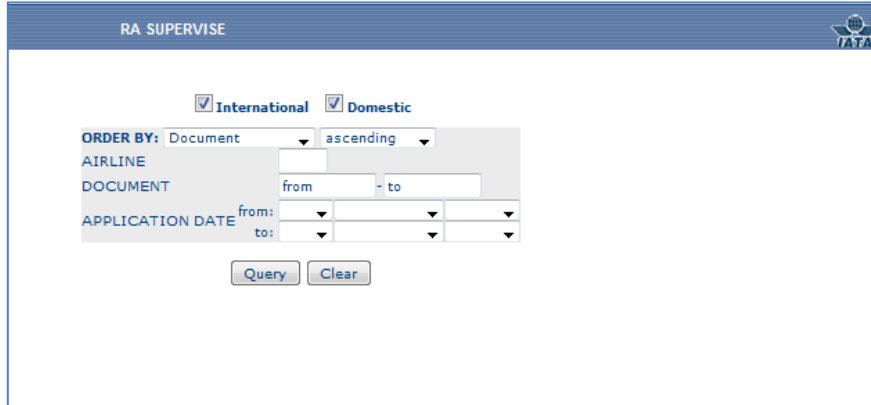
Agents can issue documents pending authorization. This means that there is a supervisor user who will confirm the issuance of the document concern. The fields to be filled in and the way to enter them is the same as when issuing documents on-line.

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

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

3.5 RA Supervise

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

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

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

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

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

3.6 Refund Application/Authority Query

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

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

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

documents:

- **Pending Supervision:** The user is able to query the documents that are still pending supervision, i.e., documents that should be checked by a supervisor.
- **By Status:** The status of the document refers to the current situation of the refund:
  - o *Draft*: when the agent has saved a refund as a draft to finish issuing it later on.
  - o *Pending:* it includes the following sub-status:
    Pending: when no decision has been taken yet.
    Resubmitted: when the agent issues again a refund application that was rejected by the airline.
    Changed by Agent: when the agent modifies a refund application that was in *Pending* or *Resubmitted* status.

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

o *Under investigation*: when further investigation is required on behalf of the airline to authorise or reject a refund application. The document is on hold until a decision is taken.

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

o *Sent to Airline:* refund applications already sent to the airline. Please note that these documents can neither be modified, nor deleted.

- **Refund by Number:** The user will enter a document number in the *Refund Number* box and click the *Query* button to execute the query. Please, note that deleted refunds may also be queried.
- **Deleted:** To query deleted refunds.

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

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

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

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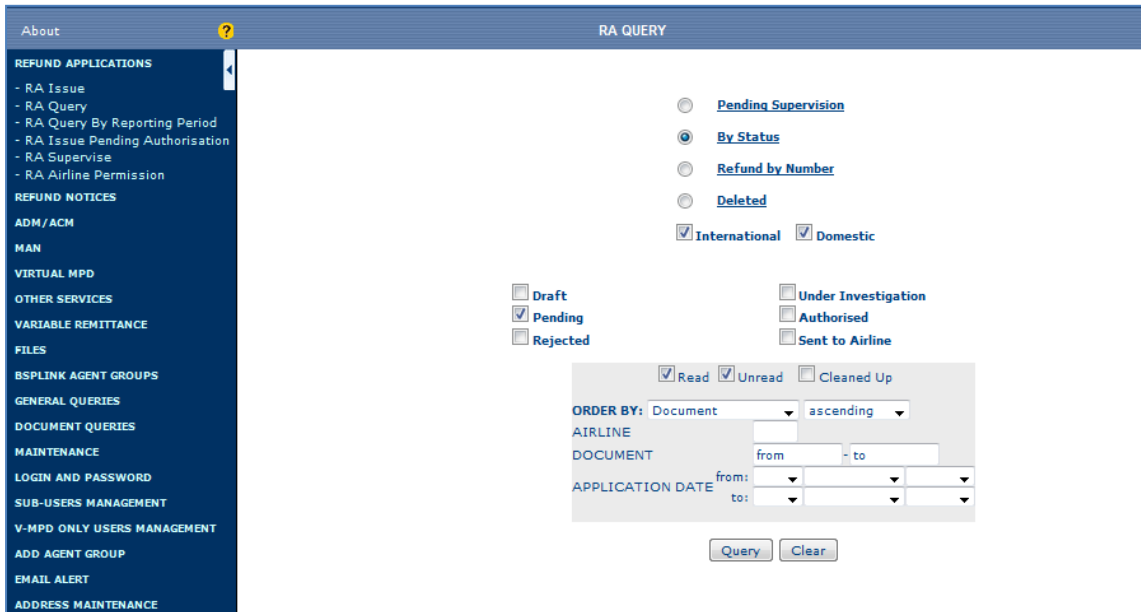- *Filter by:* The user is also able to filter the query by **airline** code, **document** series and a range of **application** and **authorization dates** (the latter only applies to Authorized Refund Application/Authority).

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

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

3.7 Refund Application/Authority Query By Reporting Period

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

RA QUERY BY REPORTING PERIOD

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 a status to filter the query: *Billed, Rejected, Being Processed by DPC, Billed with Modifications, Not registered in corresponding HOT* or simply, *All.*

- *Billed:* Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
- *Rejected:* Documents rejected by the DPC. These documents can be queried through the *Rejected Documents* query in 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 the 'Clear' button. When the user clicks this link, a form with different fields

to be chosen is displayed. The different fields that can be used to order the query are the following:

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

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

Note 1: The system will display information back to **13 months**. Depending on a parameter set by BSP, the user will be able to carry out the query for periods either equal or inferior (up to 13 months back) or only for periods inferior to the period corresponding to the current date.
Note 2: When selecting the *Query options* link, the form with different fields to be selected will not disappear, unless the user refreshes the page.

RA Query Results

The documents matching the query will be displayed.

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

applicable.

5. **Click** on the ***See Remark*** button to query the reason of the refund deletion, when applicable.

6. **Click** on the ***See History*** *button* to query information about the status changes of the document, the comments inserted or files attached, as well as the users that carried out those changes.

7. Click on the ***Comments*** button to query all the comments that have been introduced in the document.

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

9. **Click** on the ***Download*** and ***Detailed Download*** link, in order to generate a .txt file with the query results.

<div align="center">

RA QUERY

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

Cleaned up Documents

Select the Document No. in order to view it or print it.

Found Records 15

</div>

☐	Document	Ticket Number	Status	Airline Company	Application Date	Authorization Date	Rejection Date	Settlement Period	Currency	Form of Payment	Fare	Passen
☐	3800000952	4521367892	AUTHORISED	035	06JUN14	06JUN14		2014061	EUR	CASH	0	TES
☐	3800000956	3829749402	AUTHORISED	035	12JUN14	12JUN14		2014062	GBP	CREDIT	0	CHU
☐	3800000957	2578966622	AUTHORISED	035	12JUN14	25JUL14		2014074	GBP	CREDIT	0	TES
☐	3800000963	2546721356	AUTHORISED	035	19JUN14	17OCT14		2014103	GBP	CASH	50	TES PASSE
☐	3800000968	5251151548	AUTHORISED	035	24JUL14	24JUL14		2014074	GBP	CASH	26,287	LUCAS
☐	3800000977	4444452103	AUTHORISED	035	06AUG14	26AUG14		2014084	GBP	CASH	70	MICHAE TIMO
☐	3800000979	2222222222	AUTHORISED	035	14AUG14	17OCT14		2014103	GBP	CASH	30	TES
☐	3800000905	0123485285	REJECTED	035	23NOV13		01JUL14		EUR	CASH	200	ALEXA KRACI
☐	3800000906	1111111111	REJECTED	035	26NOV13		27DEC13		EUR	CASH	245	ADRIA MART
☐	3800000916	4333333333	REJECTED	035	14FEB14		14MAY14		GBP	CREDIT	147	TTTT
☐	3800000921	2222222222	REJECTED	035	18FEB14		14MAY14		GBP	CASH	250	DFDHI
☐	3800000933	2707672402	REJECTED	035	07MAR14		14MAY14		GBP	CASH	3,680	CCCCC
☐	3800000975	4158321745	Draft	035	30JUL14				GBP	CASH	75	MICHAE IA
☐	3800000976	0248464357	Draft	035	31JUL14				GBP	CASH	75	JOHN DAN

These are the available fields:

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

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

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

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

- **Document:** Refund number. By clicking on this, the user is able to query the facsimile of the document. Once within the document, it will be possible to print, delete, issue, insert comments, download to PDF The link to query the facsimile will not be available for deleted documents.
- **Ticket Number:** The ticket number of the refunded document.
- **Status:** Draft, Pending, Pending Supervision, Under Investigation, Rejected, Resubmitted, Changed by Agent or Authorised.
- **Airline Company:** The airline code without the check-digit.
- **Application Date:** Issue date of the refund application.
- **Authorization Date:** The day when the refund application has been authorised by the airline, if applicable.
- **Rejection Date:** The day when the refund application has been rejected, if applicable.
- **Settlement Period:** The period when the refund is to be billed, once the airline has authorised it, if applicable.
- **Currency:** Currency in which the document was issued.
- **Form of Payment:** Credit or cash.
- **Fare:** The amount of the refund without taxes.
- **Passenger**: Passenger name.
- **ET:** Electronic Ticket, where '*Y*' indicates that the refund application was issued for an Electronic Ticket. Otherwise, a blank space is indicated.
- **Remark Airline:** The airline's comment on the refund.
- **Remark Agent:** The agent's comments or reason for the refund issue.
- **Rejection Reason:** The airline's reason for the rejection.
- **See Remark**: Only available when querying *Deleted* refunds. It indicates the reason of the refund deletion.
- **See History:** The system gives the possibility to obtain information about the user that issued the refund and the user that accepted or rejected it, as well as the comments inserted and files that have been attached. There is a field displaying the document status and information on the date and time when this has been changed, ordering the actions from the latest to the oldest modification. If the refund application has been resubmitted, the number of the original refund application that was then rejected will be displayed as well.
- **Comments**: it displays all the comments that have been inserted in the corresponding document. The *Date* field provides information on the date and time in which a comment has been registered by a certain user.
- **Internal Comment:** The user is able to insert comments for the document. Once the comment inserted, the comment may be queried, modified or deleted. The comment may have a maximum length of five lines and 45 characters each.

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

The maximum number of documents that are displayed on the same page is 50. The system allows the user to go to the following page with more documents by clicking the link at the end of the screen with the page number. The user may also select the page the user wishes

to go to, only by clicking on the drop-down menu and selecting the corresponding page.

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

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

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

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

Note 3: It is possible to download the results of the query. The file generated via the *Download* button will contain the following information: *Document, Ticket Number, Status, Airline Code, Application Date, Authorization Date* (whenever it is available), *Settlement Period, Currency, Form of Payment, Fare, Passenger* and *ET.* In addition to these fields, the *Detailed Download* will include the *Remark Airline, Remark Agent* and *See Remark* (if available) information*.*

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

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

RA Supervise Results

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

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

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

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

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

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

3.8 Refund Application Airline Permission

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

The following airlines have authorized you to issue Refund Application.

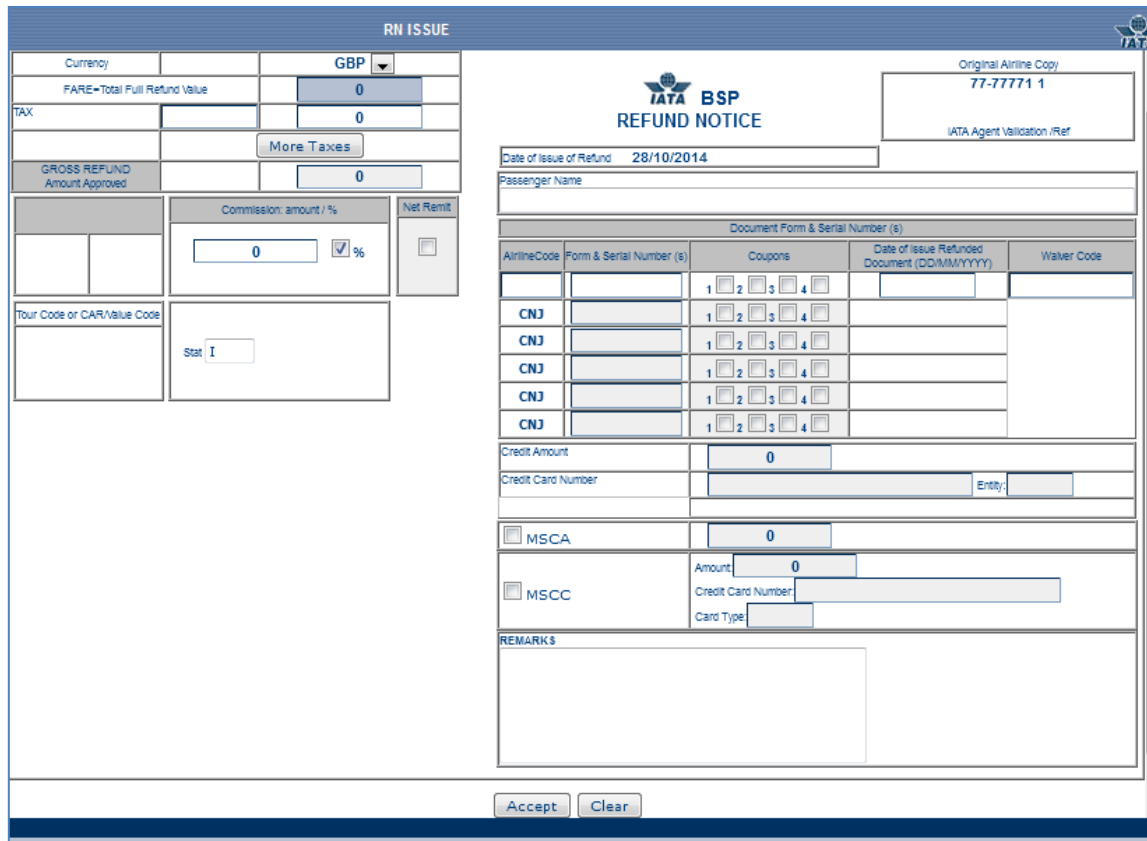| Code	Name	
001	AMERICAN AIRLINES	AA
005	CONTINENTAL AIRLINES	CO
037	US AIRWAYS	US
042	VARIG	RG
044	AEROLINEAS ARGENTINA	AR
045	LAN AIRLINES S.A.	LA
051	LLOYD AEREO BOLIVIAN	LB
055	ALITALIA	AZ
057	AIR FRANCE	AF
075	IBERIA	IB
082	SN BRUSSELS AIRLINES	SN
125	BRITISH AIRWAYS	BA
127	GOL TRANSPORTES AERE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

These are the fields displayed in the query:

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

4. Refund Notices

4.1 Refund Notice Issue

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

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

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

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

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

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

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

Choose from the main menu: Document Queries -> Document Enquiry -> Insert Document number without Airline code ->   Click "Basic or Detailed Query".

The user will find the "Issue Refund Notice" link at the bottom of the Document Enquiry.

When clicking the links in the 'Document Enquiry (TAIP)' option a Refund Notice form is automatically displayed and ticket information copied. The cursor will be place in the first field to be filled/modified by the Agent.

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

In case BSP has decided that credit refunds are not allowed, the queried document should not have been paid by credit, in order for the Agent to be able to refund it. Although credit refunds may be allowed, the refunded document cannot have been paid with more than one credit card, as it is not allowed in 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 window is displayed allowing users to select and deselect the tax fields to be 'Auto-populated'.

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

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

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

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

There are three exceptions for taxes:

1. 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.
2. If the currency selected in the form is different from that displayed in the
Show button, the taxes will not be copied.
3. In case there are more than 7 taxes, the 6 first tax boxes will be filled with 6 taxes and in the 7th box an XT tax will be entered with the total amount of the rest of the taxes. Then, a screen will be opened to display the breakdown of the XT tax. The same controls as those carried out while entering XT tax manually are done. If everything is correct, the user is able to save the values. Note that NO modification can be done to this breakdown.
4. Usage of the same and duplicate tax codes is allowed. System will ask confirmation 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 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: XFZZZNN, where ZZZ corresponds to the Airport acronym, which may not appear in the original ticket. When more than two XF taxes does not have the 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

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

Conjunction Tickets

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

Waiver Code

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

Extra Fields

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

APLC: Credit Card Approval Code.

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

CSTF: Customer File Reference.

All the fields copied from the queried document can be modified. This means that

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

When the user has finished filling the form, the <u>Accept</u> 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.

4.3 Refund Notice issued on-line

- Currency: Clicking on the down arrow, the system will display the different active currencies available.
- Fare: A numerical value should be entered in this field indicating the total fare amount of the refund.
- ISO tax code and Taxes: The corresponding ISO code and the amount of tax should be entered, when there are taxes on the document. The Agent is able to enter up to seven different taxes. Please, find below an explanation about the different allowed taxes:
  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:

    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: 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	XFMIA100	10
TAX	XFBCN2	20

    2. Another way is to follow DISH specifications. XF tax should indicate the total amount of all the XF taxes that are to be entered in the following boxes. The amount should be different from 0. It is compulsory to enter

the XF taxes with format XFAAAN and without amount, just below the XF tax. Example:

TAX	XF	30
TAX	XFBCN2	20
TAX	XFMIA1	10

- o XT Tax: If any XT tax is to be entered, it should be done in the last tax box. XT tax will be allowed when the other tax boxes have been filled. Automatically, a new box will be displayed in order for the user to enter the breakdown of the XT taxes. When the complete amount has been entered a message will ask the user to finish entering values to continue with the issue of the document.
- o CP & MF Taxes: Any taxes corresponding to the MF (Handling Fees) and CP (Penalty Charge) ISO codes will be allowed depending on the BSP decision. They should be registered in the 'Handling Fees' and 'Penalty Charge' fields, respectively.
- o Usage of the same and duplicate tax codes is allowed and system will confirm it from the user.

- • Gross Refund: Is the total of the ticket's fare + tax amount - penalty charges. The system automatically calculates the amount to be refunded.
- • Commission: A number between 0 and 100. By default, it is considered as percentage (%). If the value entered is an amount the (%) box should not be selected.
- • Net Remit: This box will be ticked, if the refunded ticket is part of a net-remit deal.
- • Passenger Name: This field is mandatory.
- • Document Form and Serial Number (s): This field refers to the information about the refunded document:
    - o Airline Code: Airline code without the check digit. If so allowed by the DPC, alphanumeric Airlines can be entered in this field.
    - o Number: A ten-digit ticket number.
    - o Coupons: Tick the corresponding coupons that should be refunded. The system will check the coupons to be refunded, whenever the refunded ticket is within a series in the series table. Therefore, if the refunded ticket has been defined with 2 coupons and the user is trying to refund the 4th one, 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. This field is compulsory.
- • Credit amount: Specify the amount corresponding to the credit payment.
- • Credit card number: The credit card area will be completed if the original ticket was paid by credit card. Enter the credit card number and the corresponding entity.

- • MSCA: if this field has been ticked, the user will have to enter the corresponding

amount.

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

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

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

- o Date of Issue Refunded Document
- o Handling Fee MF
- o Penalty Charge CP
- o Credit Direct Refunds
- o Coupons
- o STAT International/Domestic

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

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

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

Note 1: The user should only enter numbers and English alphabet characters in the

following fields: Passenger Name, Taxes, Airline Code, Tour Code, Credit Card Number and Stat.

Note 2: If the refunded document is paid by credit, the credit card should be the same as the one used to pay the associated ticket. As well, the credit cards that can be used are those previously selected by the BSP. Only applicable if credit refunds are permitted by the BSP.

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

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

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

Note 6: Refund Notices now accept 1 CA, 1 CC, 1 MSCC and 1 MSCA per transaction.

4.4 Upload Refund Notice Files

Agents will be able to send Refund Notices in a RET file format generated in their back-office system.
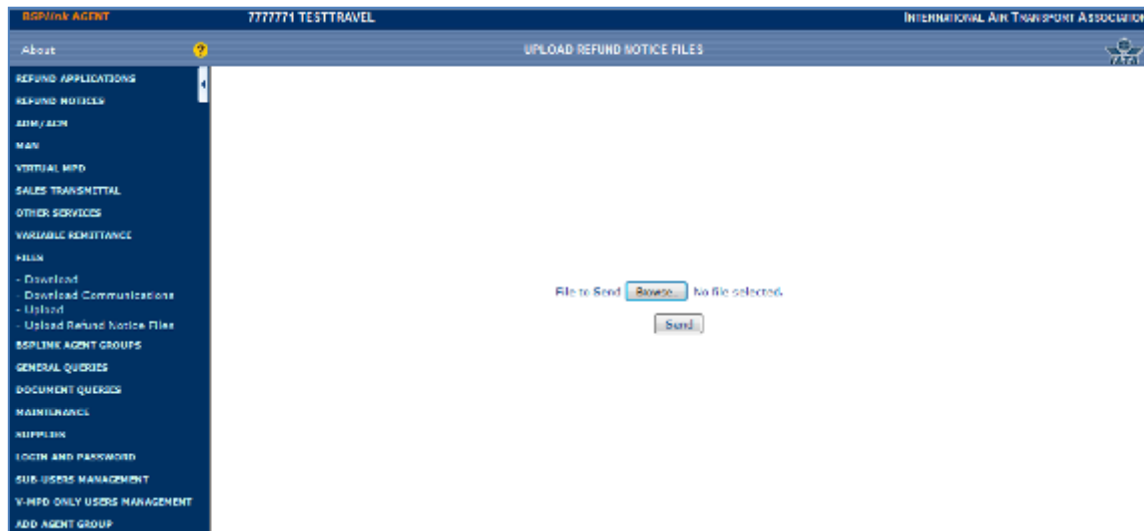
1. Click the Browse button.
2. Look for the folder where the file to be uploaded is saved and select the corresponding file.
3. Finally, click the Send button to load the file.

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

* The file name should have the following format:

   CCedEARS_YYYYMMDD_sender_sequence (no extension, like .dat, .txt, is allowed in the file name) where:
   o CC is the ISO Country code

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

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

CCeqUSER_ID_YYYYMMDD_sequence

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

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

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

4.5 Issue Refund Notice Pending Authorization

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

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

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

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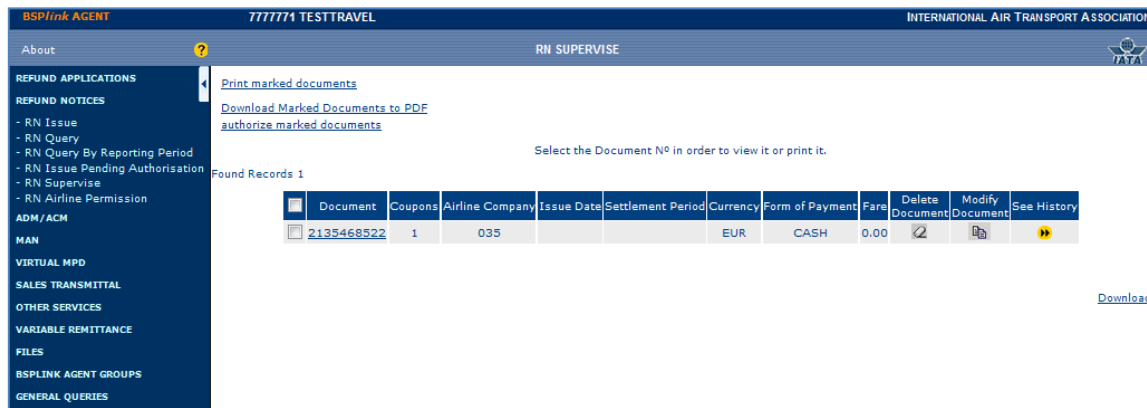
The main difference between Refund Notice issues and Refund Notice Pending Authorization is that, once all the fields have been properly completed, the user should click the Issue Pending Authorization button. The document will be saved, but it will not be completely issued. A supervisor should check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

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

4.6 Supervise Refund Notice

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

1. To print one document, **click** the ☐ tick box beside each document number.

2. To print all documents displayed in the query, **click** the tick box on the header.

3. **Click** the *Print Marked documents* link at the top of the page, so that the system prepares the selected documents to be printed.

4. **Click** the *Authorize Marked documents* link at the top of the page, so that the selected documents are finally issued.

5. **Click** the document number to query the facsimile of the document.

6. **Click** the ✎ icon in order to delete the document.

7. **Click** the 🗐 icon, to supervise documents issued pending authorization in order to definitely issue them.

8. **Click** the ▶▶ icon to query information about the status changes of the document and people who carried out those changes.

9. **Click on** the *Download* link, in order to generate a .txt file with the query results.

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

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

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

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

been displayed on the screen.

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

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

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

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

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

- The currency has an expiry date previous to the end of the billing period.
- The Airline does not allow the Agent to issue Refunds.
- The Agent does not have Ticketing Authority for the Airline.
- BSP has changed the value of certain parameters in the BSP Basic Configuration option that affects the Refunds issue. Therefore, the original document information is not allowed by BSP when authorizing the document (for example, the refund was issued by credit and now, BSP does not allow Credit Refunds).
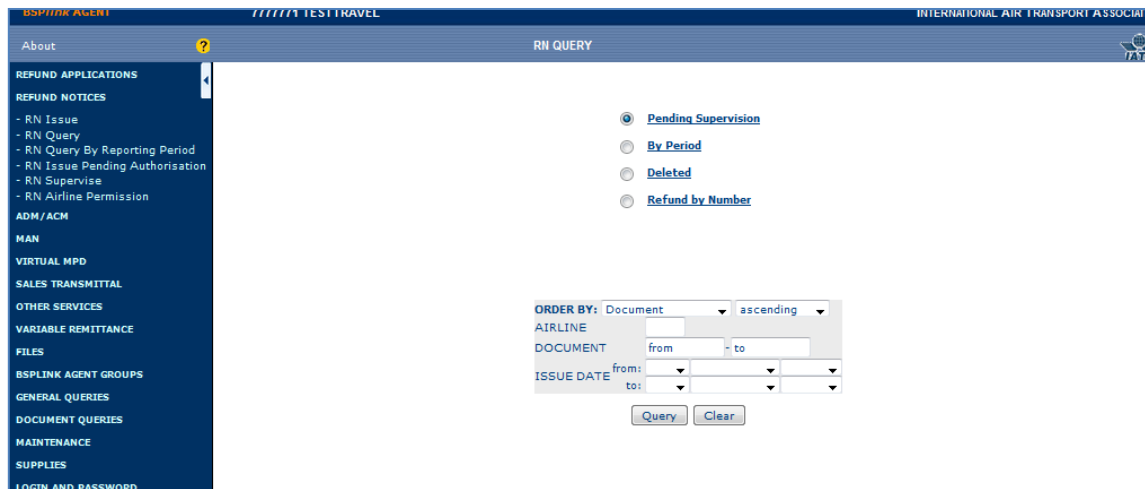
Note 1: Only Enhanced Agents are able to issue and supervise documents issued pending authorization. The Modify button will allow them to enter the document facsimile and check the data entered and modify what it is necessary. If everything is correct, the user should click the Accept button to complete the issuance of the document.
Note 2: When a document is paid both by cash and credit, the amount displayed in the fare field will refer to the total amount, and not only the credit amount.
Note 3: It is possible to download the results of the query. The file will contain the following information: Document Number, Coupons, Airline Code, Issue Date, Settlement Period, Currency, Form of Payment and Fare. The user should click on the download button at the bottom right hand corner of the screen. Then the file name is displayed. At this point the user is able to either display the file on the screen or save the file on his PC.

4.7 Refund Notice Query

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

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

There are three possibilities to query the documents:

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

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

- Order By: This field allows the user to sort the query depending on the chosen parameter: Document, Coupons (if applicable), Airline Company,

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

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

Mark as Read and Clean Up:

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

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

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

4.8 Refund Notice Query by reporting period

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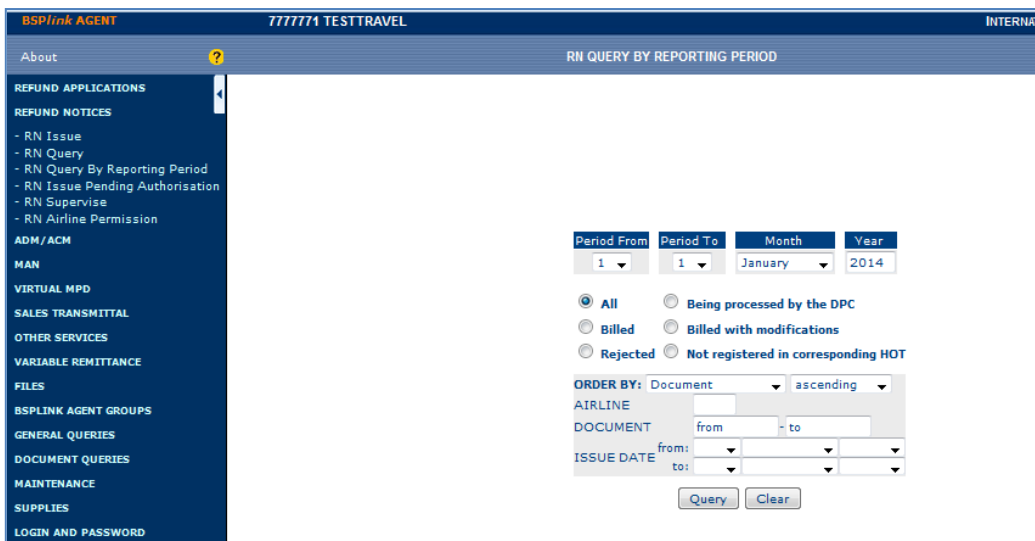DPC in a RET file to be processed and billed.

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

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

- *Billed:* Documents that have been already processed and billed, i.e. they appear in the corresponding HOT file.
- *Rejected:* Documents rejected by the DPC. These documents can be queried through the *Rejected Documents* query in 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 (they may have been rejected by DPC)

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

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

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

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

Note 1: It is only possible to query a month, i.e., if the user tries to carry out the query for 1st period March until 3rd period April, the system will automatically change the month to the last month entered in the query, (in this example, it would be changed to April). Likewise, the selected period cannot be equal or greater to/than the current one.
Note 2: The system will display information for the previous 13 months. Depending on a parameter set by BSP, the user will be able to carry out the query for periods either equal or inferior (up to 13 months back) or only for periods inferior to the period

corresponding to the current date.

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

Refund Notice per reporting period Query Results

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

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

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

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

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

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

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

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

Mark as Read and Clean Up:

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

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

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

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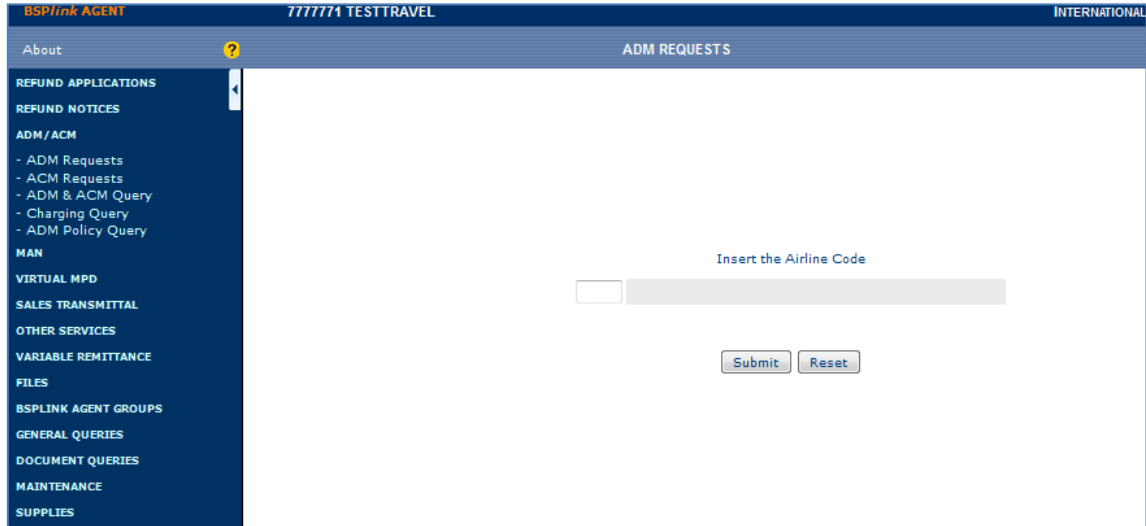
Enhanced agents will be able to query the airlines for which the agent can issue Refund Notice.

These are the fields displayed in the query:
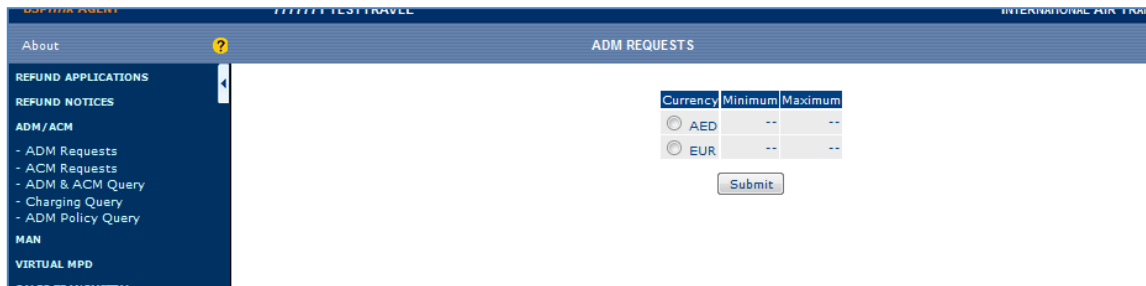
- **Code:** Airline IATA code without the check digit.
- **Name:** Airline's name.
- **Abbrev:** Airline's abbreviation.

5. ADM/ACM Requests

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

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

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

- *The BSP has not configured the MAN Debit/Credit Setting*: This message is shown for MAN transactions.
- *The airline has not authorised ADM/ACM Requests. Please contact the Airline*: This message is shown for ADM/ACM Requests.
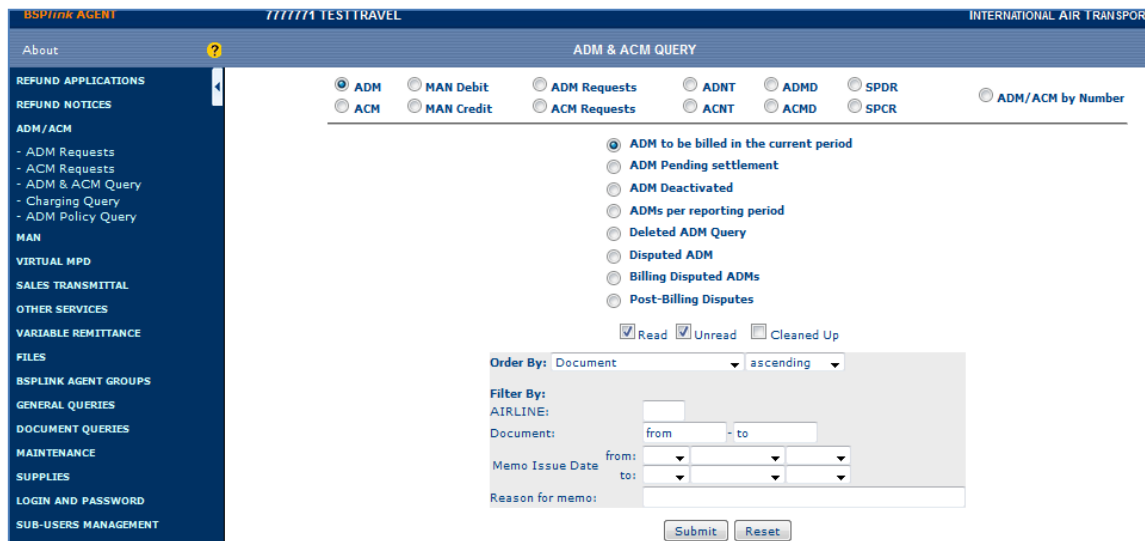
The issue of these transactions will only be possible whenever the BSP or the airline have decided so, via BSP's and Airline's basic parameters. The user must, then, contact either the BSP or the Airline so that the configuration is correctly set in order to continue the issue of the transaction.

6. ADM/ACM Query

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

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

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

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

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

o **ADM/ACM to be Billed in the current period:** This query will show the active ADM/ACMs that are going to be billed in current period. Also disputed ADMs that have been rejected during the current period will appear in this query.

o **ADM/ACM Pending Settlement:** This query will show the active ADM/ACMs that have not been billed yet. Their billing period is either equal to the current one or greater. This means that also ADM/ACM that are displayed in the *ADM/ACM to be Billed in the current period* status will also be displayed here. As in the previous status, disputed ADMs that have been rejected will also appear in here.

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

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

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

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

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

o **Disputed ADM /ACM:** When selecting this query, three new buttons are displayed in order for the user to select the status of disputed ADM/ACM: *Pending, Rejected* and *Approved*. The results are sorted by the last taken action over the disputed ADM/ACM, whenever no other kind of order has been established.

o **Billing Disputed ADMs:** This query is only available when querying ADM. When executing this query, all the ADM that had been billing disputed will be displayed.

o Post-**Billing Disputes:** This query is only available when querying ADMs. When executing this query, all the ADM that have been post-billing disputed will be displayed.

MAN Debit/Credit by Type and status
These are the available status for MAN Debit/Credit:

o **MAN (Debit/Credit) to be billed in the current period:** This query will show the MAN Debit/Credit that are going to be billed in current period.

o **MAN (Debit/Credit) per reporting period:** This query will show the

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

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

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

ADM/ACM Requests by Type and status
These are the available status for ADM/ACM Requests:
- **Pending ADM/ACM Requests:** This query will show the ADM/ACM Requests that are pending to be reviewed by the airline.
- **Authorised ADM/ACM Requests:** This query will show the ADM/ACM Requests that have been authorized by the airline and are pending to be billed.
- **Rejected ADM/ACM Requests:** This query will show the ADM/ACM Requests that have been rejected by the airline.
- **ADM/ACM Requests per reporting period:** This query will show the ADM/ACM Requests that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and a status to filter the query: *All, Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT.*

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

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

ADNT/ACNT by Type and Status
These are the available status for ADNT/ACNT:

- o **ADNT/ACNT to be Billed in the current period:** This query will show the active ADNT/ACNTs that are going to be billed in current period. Also disputed ADNTs that have been rejected during the current period will appear in this query.
- o **ADNT/ACNT Pending Settlement:** This query will show the active ADNT/ACNT that have not been billed yet. Its billing period is either equal to the current one or greater. This means that also ADNT/ACNT that are displayed in the *ADNT/ACNT to be Billed in the current period* status will also be displayed here. As in the previous status, disputed ADNTs that have been rejected will also appear in here.
- o **Deactivated ADNT/ACNT:** This query will show all the deactivated ADNT/ACNT. Disputed ADNT with a status different to *'reject'* will be also displayed.
- o **ADNT/ACNT per Reporting Period:** **T**his query will show the ADNT/ACNT that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and one of status to filter the query: *All, Being Processed by DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT.*

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

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

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

ADMD/ACMD by Type and Status
These are the available status for ADMD/ACMD:

- o **ADMD/ACMD to be Billed in the current period:** This query will show the active ADMD/ACMDs that are going to be billed in current period. Also disputed ADMDs that have been rejected during the current period will appear in this query.
- o **ADMD/ACMD Pending Settlement:** This query will show the active ADMD/ACMD that have not been billed yet. Its billing period is either equal to the current one or greater. This means that also ADMD/ACMD that are displayed in the *ADMD/ACMD to be Billed in the current period* status will also be displayed here. As in the previous status,

disputed ADMDs that have been rejected will also appear in here.

- o **Deactivated ADMD/ACMD:** This query will show all the deactivated ADMD/ACMD. Disputed ADMD with a status different to *'reject'* will be also displayed.
- o **ADMD/ACMD per Reporting Period:** This query will show the ADMD/ACMD that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and one of status to filter the query: *All, Being Processed by t h e DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT.*

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

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

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

SPDR/SPCR by Type and Status

- o **SPDR/SPCR to be Billed in the current period:** This query will show the active SPDR/SPCRs that are going to be billed in current period. Also disputed SPDRs that have been rejected during the current period will appear in this query.
- o **SPDR/SPCR Pending Settlement:** This query will show the active SPDR/SPCRs that have not been billed yet. Its billing period is either equal to the current one or greater. This means that also SPDR/SPCRs that are displayed in the SPDR/SPCRs *to be Billed in the current period* status will also be displayed here. As in the previous status, disputed SPDRs that have been rejected will also appear in here.
- o **SPDR/SPCR per Reporting Period:** This query will show the also SPDR/SPCRs that have been already sent in a RET to the DPC and that may have been processed or not. The user should select a range of periods before executing the query and one of status to filter the query: *All, Being Processed by the DPC, Billed, Billed with modifications, Rejected, Not Registered in corresponding HOT.*

- ▪ *Being Processed by the DPC:* Documents that have been sent to

DPC but have not been processed yet.

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

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

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

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

- o **Actioned SPDR/SPCR**: SPDR/SPCR authorised by agents and that will be billed in the next period (status Actioned).

ADM/ACM by Number

The user will enter a document number in the *ADM/ACM Number* box, and press the *submit* button to execute the query.
Note: *agents which, due to access permissions or template restrictions, are unable to query through this option ADMs already sent to the DPC in a RET file, will be able to view the details of such documents **within the allowed time frame for performing a post-billing dispute on the queried ADM***.

For all the options (except ADM/ACM by number), the user can filter the query by selecting *Read/Unread* to query the documents marked as read and/or unread, or by selecting *Cleaned Up* to query the documents that have been marked as read and transferred to the *Cleaned Up* page.
Read/Unread check boxes are selected by default. The user is able to tick/untick the corresponding option as desired. Note that both the *Read/Unread* and *Cleaned Up* options cannot be selected at the same time.

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

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

or a range of issue dates.

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

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

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

Note 1: Please note that if there are new ADM/ACM type documents issued for the user since the last time the user logged into the application, a message will be displayed when entering BSP*link* informing on the number and exact type of new documents.
Note 2: SPDR/SPCR/ADMD/ACMD/ADNT/ACNT are non-disputable and have no latency days.

6.1 ADM/ACM Query Results

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

- **Print marked documents:**
  1. To print several documents, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
  2. **Click** the *Print Marked documents* link at the top of the page, so that the system prepares the selected documents to be printed.
- **Download marked documents to PDF:**
  1. To download several documents, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
  2. **Click** the *Download documents to PDF* link at the top of the page, so that the system prepares the selected documents to be downloaded to PDF.
- **Download attachments of marked documents:**
  1. To download several attachments of marked documents **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field) to select all the documents.
  2. Click the *Download attachments of marked documents* link at the top of the page, so that the system prepares the selected documents' attachments to be downloaded into a zip file.
- **Mark as Read and Clean Up[1]:**
  1. To mark several documents as Read, **click** the tick box beside each document, or **click** the tick box in the header (beside the *Type* field)

to select
all the documents.

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

3. To store the marked documents in another page, click the *Mark as Read and Clean Up* link

4. To view the documents of point 3 above, click the *Cleaned up documents* link.

- **Other tips:**

    1. **Click** the document number to query the facsimile of the document and carry out the action required: delete, deactivate, dispute, print, comment…

    2. **Click** the *See History* button to query information about the status changes of the document, as well as the comments inserted and users that carried out those actions.

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

    4 . **Click** the *Dispute Reason* button to query the reason for the dispute.

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

    5. When querying deleted documents, **click** the *See Remark* or *See Reason for Memo* buttons. *(only applicable for ADM / ACM / ADMD / ACMD / SPDR / SPCR).*

    6. **Click** the *Forward Reason* button to query the reason for forwarding.

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

These are the fields shown:

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

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

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

- **Type:** ADM, ACM, MAN Debit, MAN Credit, ADNT, ACNT, SPDR, SPCR, ADMD or ACMD.
- **Document:** It displays the facsimile of the transaction, through which the user can perform any necessary action (delete, dispute, comment, print ...). The link to query the facsimile is not available for deleted documents. For further information on how to carry out the corresponding action, refer to **ADM & ACM Query: Actions to be taken** section.

- **Status:** Only displayed either when the query has been carried out by number or when the *ADM/ACM/ADNT/ACNT/ADMD/ACMD/SPDR/SPCR per Reporting Period* query has been selected.
- **Airline:** Airline code.
- **Issue/Refund:** If the transaction concerns an issue or a refund.
- **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.
- **Dispute Status/Status:** Status of an ADM/ACM/ADMD/ACMD/SPDR that has been disputed: *Pending airline's decision, Pending IATA's investigation, rejected or accepted*. **Note** that if it has not been part of a disputing process, this field will be blank. In case of ADNT/ACNT the possible status could be accepted, rejected or blank if it has not been part of a disputing process.
- **Billing Period:** Period when the transaction is to be billed. If the queried document is a deactivated or a deleted document, this field will show the billing period when the document was supposed to be billed.
- **Dispute Date:** Date when the document was disputed. The format is **DDMMMYYYY**, where DD is the date, MMM is the month in English, and YYYY is the year.
- **See History:** The system gives the possibility to query information on the user name, e-mail and status of the document. The status field will display information on the date and time in which a new status has been changed and the actions performed on it, i.e. issued, deactivated, reactivated, disputed, rejected / authorized dispute, comments registered or files attached... Furthermore, this field will order the status according to its date, namely, from the latest to the oldest status modification. For files attached, the name and the size of the file will be also displayed.
- **Comments:** It displays all the comments that have been inserted in the corresponding document. The *Date* field provides information on the date and time in which a comment has been registered.
- **Dispute Reason:** The user is able to query the reasons why a document has been disputed.
- **See Remark:** Only for deleted documents. The user is able to query the reasons why a document has been deleted.
- **See Reason for Memo:** Only for deleted documents. The user is able to query the reason to issue the document.
- **Internal Comment:** The user is able to insert comments for the document. Once the comment inserted, the comment may be queried, modified or deleted. The comment may have a maximum length of five lines and 45 characters each. *Please note that 'Internal Comments' are meant for each user's own tracking, i.e., only viewable by the user who enters the information.*
- **Forward Reason:** The user is able to query the reasons why a document has been forwarded to the GDS.

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

The maximum number of documents that are displayed on the same page are 50. The system allows the user to go to the following page with more documents by clicking the

link at the end of the screen with the page number. The user may also select the page the user wishes to go, only by clicking on the drop-down menu and selecting the corresponding page.

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

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

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

Note 2: The *Status* column will only be available for Deactivated ADM/ADMD.

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

- *Download:* It shows the results on the screen: *Type of Document, Number, Status (only for ADM/ACM/ADNT/ACNT/ADMD/ACMD/SPDR/SPCR per Reporting Period query), Agent, Issue/Refund, Currency, Amount, Memo Issue Date, Reason for Issue, Dispute Status, Billing Period* and *Dispute Date .*
- *Download Details:* It shows the detailed information about the ADM/ACM facsimile: *Type of Document, Issue Date, Document, Related Document, Date of Issue, Reason for Issue, Status (only for ADM/ACM/ADNT/ACNT/ADMD/ACMD/SPDR/SPCR per Reporting Period query), Related Document, Airline, Agent, Fare, Tax, Commission, Tax on Comm., CP, MF, Total, Currency, STAT, Issue/Refund, Dispute Status, Reason for Memo, Billing Period, Dispute Date, User's Name/e-mail/Telephone* and *Dispute Reason.* This link will **not** be available **for Deleted ADM / ACM / ADNT / ACNT / ADMD / ACMD / *SPDR / SPCR***, as there is no facsimile available.
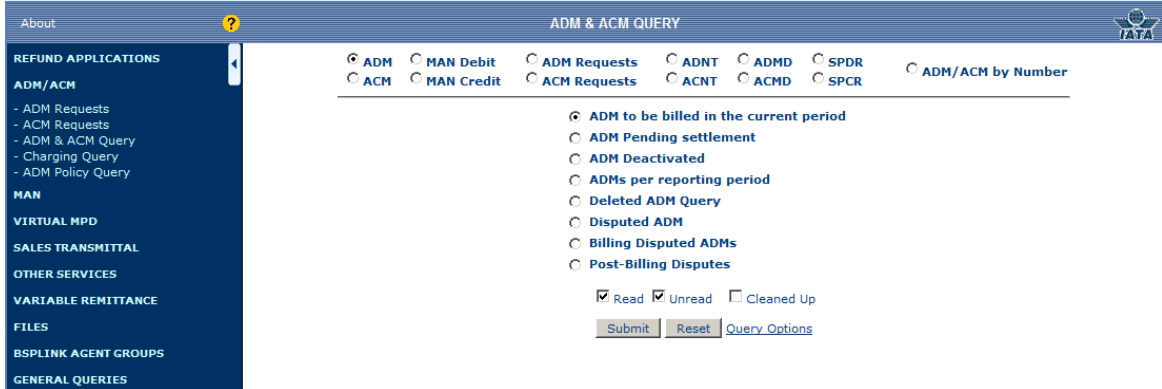
The user should click on the one of the two download buttons at the bottom right hand corner of the screen. Then the file name is displayed. At this point the user is able to either visualize the file on the screen or save the file on the user's PC.

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

6.2 ADM/ACM Query – Actions to be Taken

Agents will be able to action (dispute, print, comment) the document previously selected.
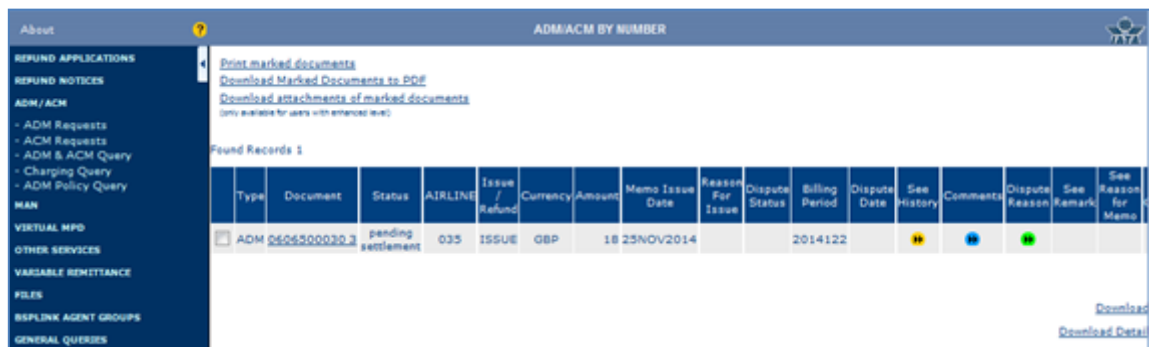
1. **Click** the corresponding button depending on the action to be carried out.
2. **Enter** the reason to carry out each action, whenever it is necessary.
3. If a reason has been entered, **click** again the available button to finish the operation.

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

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

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

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, another link will also open a window to show the rest of related documents.

The document facsimile also includes a field in which the document status is shown (this

field is found below the passenger name). Some of the statuses are: Dispute Rejected, Pending Airline's Investigation, Dispute Approved, Deactivated Document...

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

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

Print:

The user is able to print the document from the facsimile[1]. Note that the document is printed without rejection reasons and without remarks.

Print with history:

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

Download to PDF:

The user is able to download to PDF the document from the facsimile [1]. Note that the document is printed without rejection reasons and without remarks.

Comment:

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

Dispute:

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

It is also possible to attach files to the dispute. There is **no limit on the amount of files**

sent, and two files with the same name are not allowed. The file name does not follow any file **name** convention, although it should be **inferior to 85 characters** long. In case the system detects an error in some of the files that have been uploaded, a message will inform the user about it. If pressing 'ok', the system will continue uploading the rest of files sent.

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

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

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

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

Post-Billing Dispute:

Agents will have the possibility of disputing an ADM sent to the DPC for billing. The "post-billing" period starts on:

- for a non-disputed and active ADM, the day after the latency period is over, i.e. ADM issue-date + latency days + 1.
- for a disputed ADM, the same day the dispute is rejected by the airline.

The last day for raising such a dispute will be the day before the remittance date is scheduled for the period the ADM belongs to.

Upon selecting the "*Dispute Post-Billing*" button, the agent will be able to attach files and add remarks before submitting the dispute.

Delete Post-Billing Dispute:

Agents will be able to delete any post-billing disputes they may have raised. Please note that the button will be available from the moment the post-billing dispute is raised and until the day before the remittance date is scheduled for the period the ADM belongs to.

Forward to GDS (not available in all BSPs):

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

> **Note 1:** If the *Reason for Memo* entered while issuing the document via mass loader version 2.0 is longer than the minimum allowed by the on-line issue (20 lines per 45 characters each), both the document facsimile and an additional page containing the complete reason for memo will be printed.
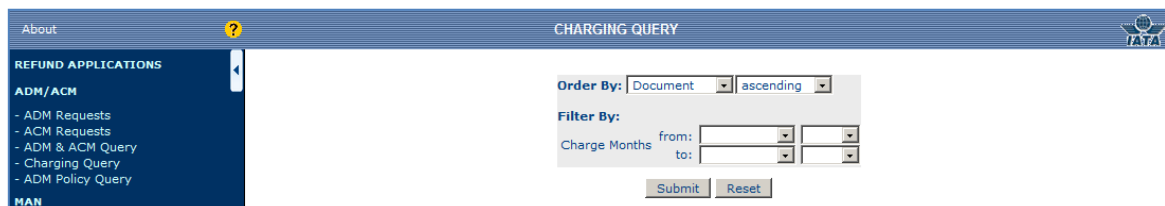
> **Note 2:** The **files** that are uploaded can be downloaded and saved on the user's PC, when querying the document again by all the users. To save the file, the user should click the right mouse button, and select *'save target as'*. Select a folder and accept it. Automatically, the file is saved in the user's PC. The uploaded files remain available during **two months** since they have been uploaded.

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

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

7. Charging Query

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

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

Order By: By default, the query will be sorted by *document number,* in an ascending

way. However, it is possible to select other parameters the query will be sorted by, such as, *currency, amount, memo issue date* and *billing period.*

Filter By: The User will select a range of months to query the generated documents, in a certain period.
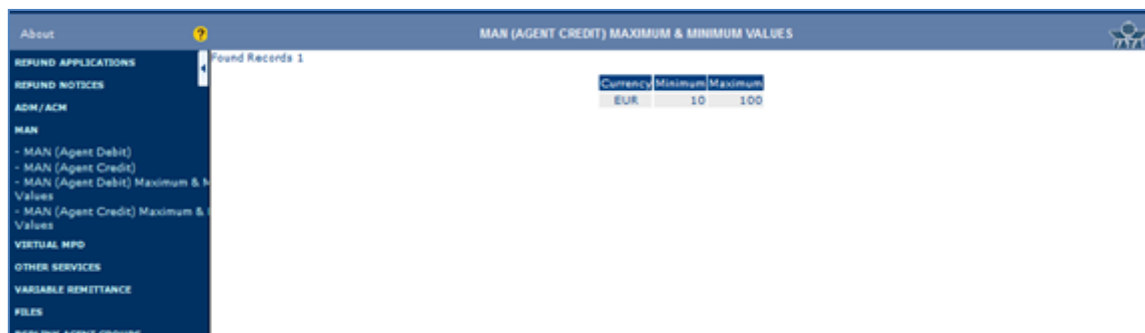
The following information will be available for the documents that match the query:

- **Tick Box to select documents for printing:** The check box beside each document displayed in the query allows the User to select the documents for printing. **Note!** This option will not be available for deleted documents and only Enhanced Agents are allowed to print documents.
- **Document:** ADM number. By clicking on the document number, the User is able to query detailed information about each document.
- **Currency:** Currency in which the document has been generated.
- **Total Charge:** The total amount charged to the Agent.
- **Billing Period:** The period when the document is billed. Note that fields can be sorted, by pressing the arrows on each field.

8. MAN Minor Adjustment Notice

MAN (Agent Debit/Credit) Maximum & Minimum Values

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

This query will show airline's code and name along with the maximum and minimum

values allowed per airline, whenever the MAN Debit/Credit issue is configured by airline. If BSP configures the issue of these transactions, only the maximum and minimum values allowed are displayed.

- *Only when issuing a MAN transaction*

1. **Select** the currency in which the transaction is to be issued.
2. **Click** the *Submit* button to continue.
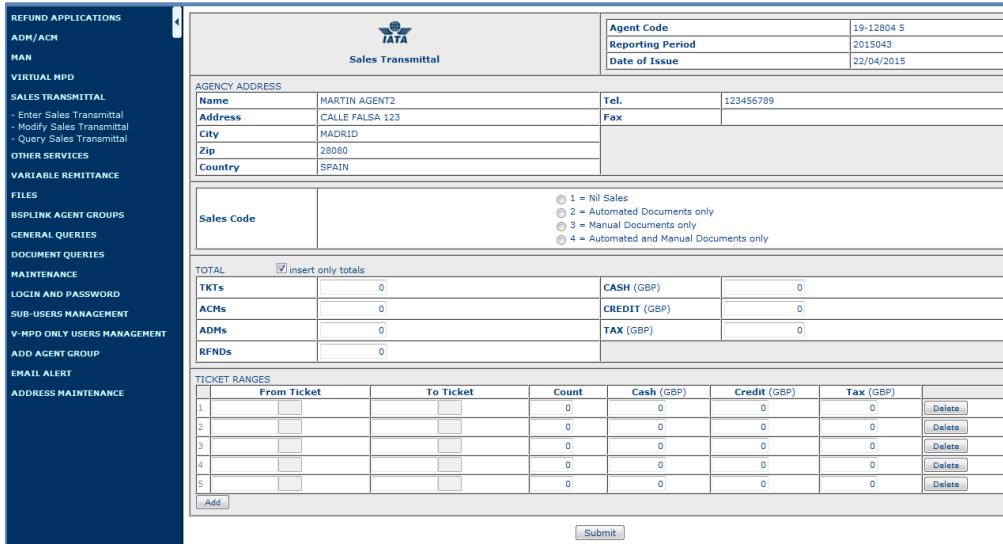
The currencies displayed in this option are the currencies that can be used to issue MAN (Debit and Credit) transactions. The currencies will be shown along with the minimum and maximum values allowed.

9. Sales Transmittal

Enter Sales Transmittal

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

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

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

An example:

Period	From	To	Max Date
2014013	16/01/14	23/01/14	26/01/14
2014014	24/0114	31/01/14	03/02/14

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

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

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

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

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

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

- **TOTAL:**
  - o **TKT/ACM/ADM/RFND:** indicate the total number of each document type included in the reporting period.
  - o **Cash/Credit/Tax:** if the *insert only totals* check box is selected, the agent will enter the total amount corresponding to the TKTs.
- **TICKET RANGES:**
  - o **From/To Ticket:** enter the ticket ranges. The check-digit is

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

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

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

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

Modify Sales Transmittal

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

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

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

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

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

Let's take an example:

Period	From	To	Max Date
2014013	16/01/14	23/01/14	26/01/14
2014014	24/01/14	31/01/14	03/02/14
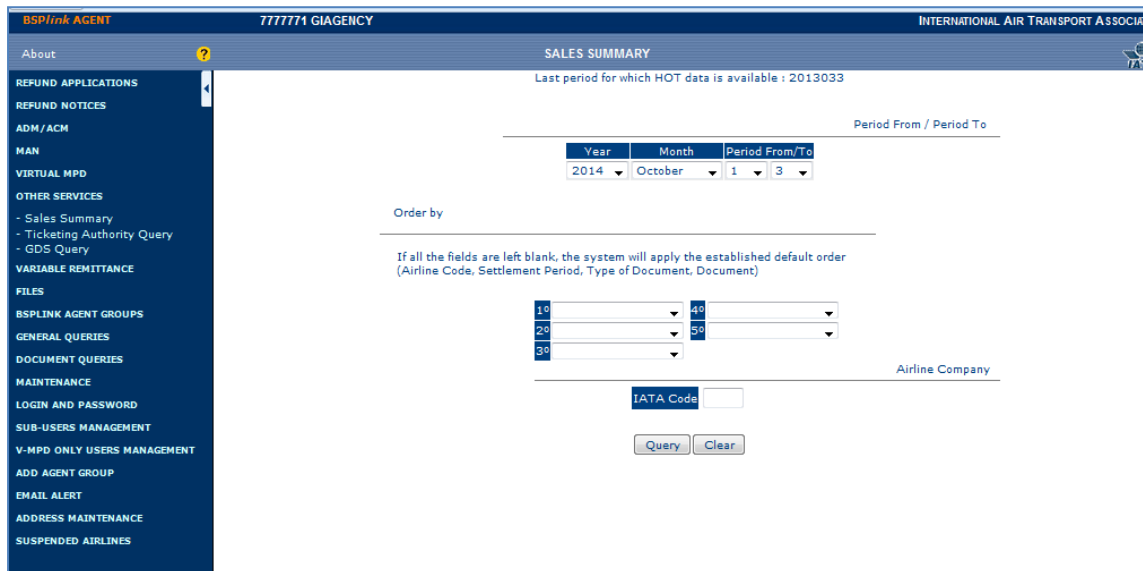
The STF issued for period 2014014 between 27th January and 3rd February can be modified until 3rd February, as the DPC file will be generated the 4th February.

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

10.   Other Services

10.1   Sales Summary

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

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

The system will display the date of the latest correctly loaded data. Beside the last day of the period, **Total** will be displayed to inform the user that all the data for all active Airlines (in master tables) in the BSP have been correctly loaded. If any data has been partially loaded, **Partial** will be displayed instead. Note that for daily HOT data, *total* or *partial* will not appear. The system will display information back to **16 months**.

Sales Summary - Detailed

This option provides the user detailed information about all the documents issued by the Agent.
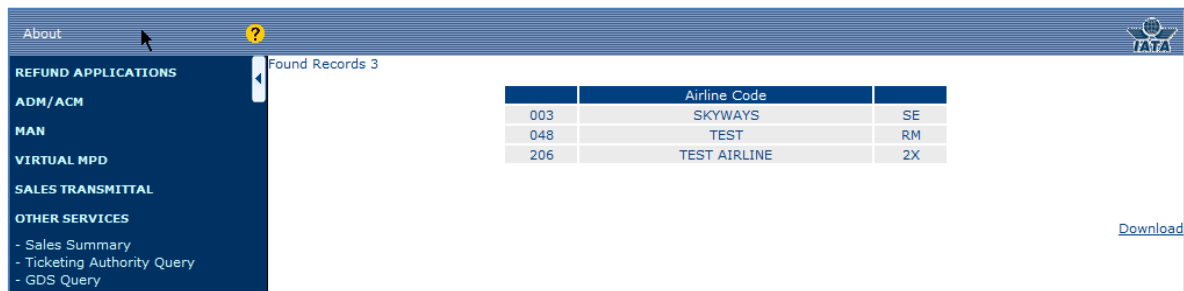
1. **Click** the document number to see detailed information in form of a ticket facsimile.
2. **Click** the icon ▶▶ for further information about the user

- **Airline:** The three-digit Airline code of the Airline for which the documents have been issued.
- **Document No.**
- **Issue Date**
- **Currency**

- **Settlement Period:** The period when the document is to be billed.
- **Stat:** International (I) or Domestic (D).
- **Cash:** Cash amount.
- **Credit:** Credit amount.
- **Taxes:** CA, taxes paid in cash; CR taxes paid by credit.
- **% Commission:** Commission percentage.
- **Commission Amount**
- **VAT/Commiss:** VAT amount applied to the commission.
- **Cancel Fees:** The charge applied when the document is cancelled.
- **TCN Number:** (if applicable). Transaction Control Number, generated by the Servicing Airline's/ System Provider's computer system for control purposes.
- **Reporting System:** Abbreviation of the GDS used to issue the document.
- **Destination:** Destination of the ticket issued.
- **Remarks:** Extra data about the document, such as, the credit card entity, the tour code, RF for refunds, CNJ for conjunction tickets.
- **See History:** Information about the user who issued the documents, if available.

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

10.2 Ticketing Authority Query

The Enhanced Agent can query the Ticketing Authority for all of the Airlines for which he has permission to issue tickets/documents, i.e. the Ticketing Authority. When the Agent clicks on Ticketing Authority Query the user immediately sees all Airlines for which he has the Ticketing Authority. The list contains the Airline code, name and the designator.
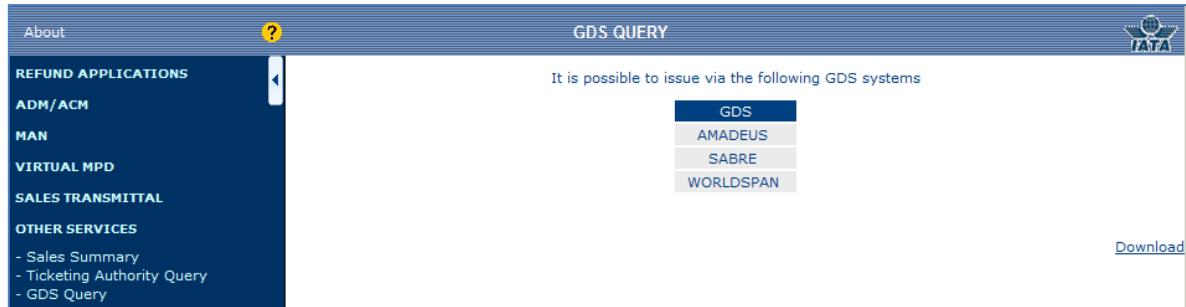
If the *E-mail Alert* option is active (for Enhanced users), automatic messages will be received whenever any change in the Ticketing Authority is carried out.

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

- o **If the displayed information is not correct, please contact your local BSP.**

10.3   GDS Query

The Enhanced Agent can query all GDSs that he has access to.
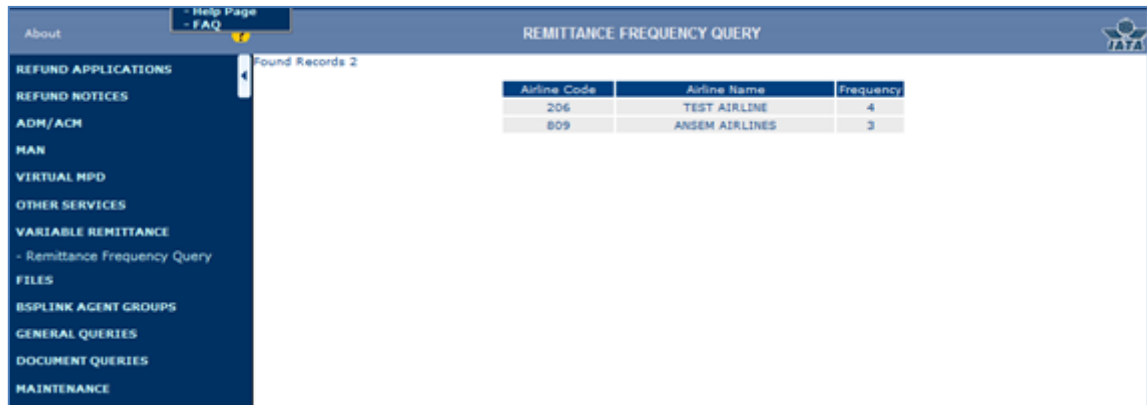
- o **Download** the query results, by clicking the *Download* link at the bottom of the page.
- o **If the displayed information** is not correct, please contact your local BSP.

11.   Variable remittance (available only in BSP NL)

Remittance Frequency Query

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

12.   Files

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.

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. Find below a table with the different recipients and their corresponding codes.
*   **date** in YYYYMMDD format.
*   **freetext** indicates the name or kind of the file. **Note** that the admitted characters in the file name are the standard ASCII characters from 32 to 126 except the ASCII codes 34 ("), 42 (*), 47 (/), 58 (:), 60 (<), 62 (>), 63 (?), 92 (\) and 124 (|).

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

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
All Airlines	0000	ESdd0000_20040127_testfile
All Agents	00000000	ESdd00000000_20040127_testfile
All Users	ALL	ESddALL_20040127_testfile
IATA	IATA	ESddIATA_20040127_testfile
BSP*link* Centre	EARS	ESeuEARS_20040127_**agent**

12.1   Download

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

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

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

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

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

The available information is as follows:

- **File:** File name following BSP*link* file naming convention
- **Date:** Date and time when the file has been uploaded.
- **File Type:** Description of the available file.
- **Size:** File size.
- ![icon]: Icon to download the file.
- ![checkbox]: Check box to select the files that will be deleted once the *Delete Marked Files* is clicked.

12.2   Download Communications

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

The available information is as follows:

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

- **Date:** Date when the file has been uploaded.
- **File Type:** Description of the available file.
- **Size:** File size.
- 🖬 : Icon to download the file

☐ : To select the files that will be deleted once the *Delete Marked Files* is clicked.
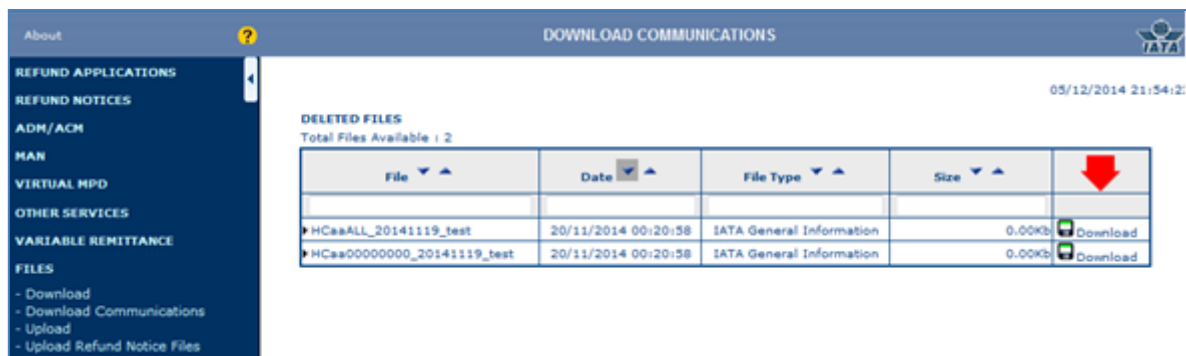
12.3   Download: Eliminated Files

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

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

The available information is as follows:

- **File:** File name following BSP*link* file naming convention (page 60).
- **Date:** Date when the file has been uploaded. The system will count 2 months from this date and then the files will be automatically deleted from the system.
- **File Type:** Description of the available file.
- **Size:** File size.
- 🖬 : Icon to download the file.

12.4   File naming convention

- All Airlines: The recipient code: 0000
- All Agents: The recipient code: 00000000
- All users: The recipient code: ALL

Note that the file name convention is as follows:

ISO country code + File Descriptor + Recipient + '_' + Date + '_' + Free text

For example: **ESbb0000_20010718_file**

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

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

12.5   Steps to download a file

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

Note 1: the dynamic filters may be used to filter through the file listings by typing in the input fields at the top of the columns. Users can use a combination of these filters if they wish to display certain files in order to meet a specific criteria.

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

13.   BSP*link* Agent Groups

Agent Group Query

This option enables the user to query the information about BSP*link* Agent Groups and their members.

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

The available information is the following:

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

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

14.   General Queries

14.1   Airlines

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

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

This is the information per Airline:

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

14.2   On-line Billing Statement

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

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

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

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

The system will display the date of the latest correctly loaded data. Beside the last day of the period, **Total** will be displayed to inform the user that all the data for all active Airlines (in master tables) in the BSP have been correctly loaded. If any data has been partially loaded, **Partial** will be displayed instead. Note that for daily HOT data, *total* or *partial* will not appear.

It is not possible to query data greater than or equal to the current billing period. Also note that the system will display information for the previous **16 months.**

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

On-line Billing Statement - Detailed

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

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

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

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

*It is not possible to query data greater than or equal to the current period. Also note that the system will display information for the previous **16 months.***

14.3   On-line Billing Analysis

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

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

The system will display the date of the latest correctly loaded data. Beside the last day of the period, **Total** will be displayed to inform the user that all the data for all active Airlines (in master tables) in the BSP have been correctly loaded. If any data has been partially loaded, **Partial** will be displayed instead. Note that for daily HOT data, *total* or *partial* will not appear.

It is not possible to query data greater than or equal to the current billing period. Also note that the system will display information for the previous **16 months.**

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

On-line Billing Analysis – Detailed

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

o **Click** the document number to query the facsimile.

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

Available fields:

- **Document No.**
- **Issue Date**
- **Void Coupons:** Coupons are Flown (F) or/and Void (V = not used)
- **Cash:** The document fare has been partially or totally paid by cash.

- **Credit:** The document fare has been partially or totally paid by Credit Card.
- **Taxes:** The tax amount, followed by 'CA' (Cash) or 'CR' (Credit).
- **Commission %:** The commission percentage.
- **Commission Amount:** The commission amount.
- **Fare Adjustment Amount (SPAM):** This is the additional commission. It is displayed whenever the BSP has established that this amount (if any) has to be indicated separately from the standard commission.
- **VAT/Commission:** The VAT the Agent needs to pay on the commission amount.
- **Cancel Fees:** The charge applied when the document has been cancelled.
- **Net Fare Amount (NTFA):** The fare (Cash and Credit) - commission (including the additional commission, if any). It will be displayed whenever the BSP has established that this information should be shown.
- **Net to be Paid =** Fare (Cash) + Taxes - Commission. The net to be paid is also shown in the selected additional currency. The exchange rate is indicated: *Currency CUTP Exchange Rate: n*
- **Destination:** Destination airport.
- **Comments:** Extra data about the document, such as, the credit card entity, the tour code, RF for refunds, CNJ, for conjunction tickets.

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

Please note! It is not possible to query data greater than or equal to the current period. Also note that the system will display information for the previous **16 months.**

15.   Document Queries

15.1   Stock Inventory

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

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

The available fields are the following:

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

- **Quantity:** Amount of documents the Agent has in stock.

Note! This information is provided by DPC.

15.2   Last Supplies

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

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

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

15.3   Rejected Documents

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

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

This option will only show the rejected documents at DPC level.
A list showing all the documents rejected in the selected period will be displayed once the query has been executed.
Note! The system will display information back to **16 months.**

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

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

When selecting the 'Query options' link, the form with different fields to be selected will not disappear, unless the user refreshes the page.
Finally, once all the parameters have been selected to carry out the query and the *Execute Query* button has been selected, a list with all the documents matching the filter of the query will be displayed.

Find below information on each field:
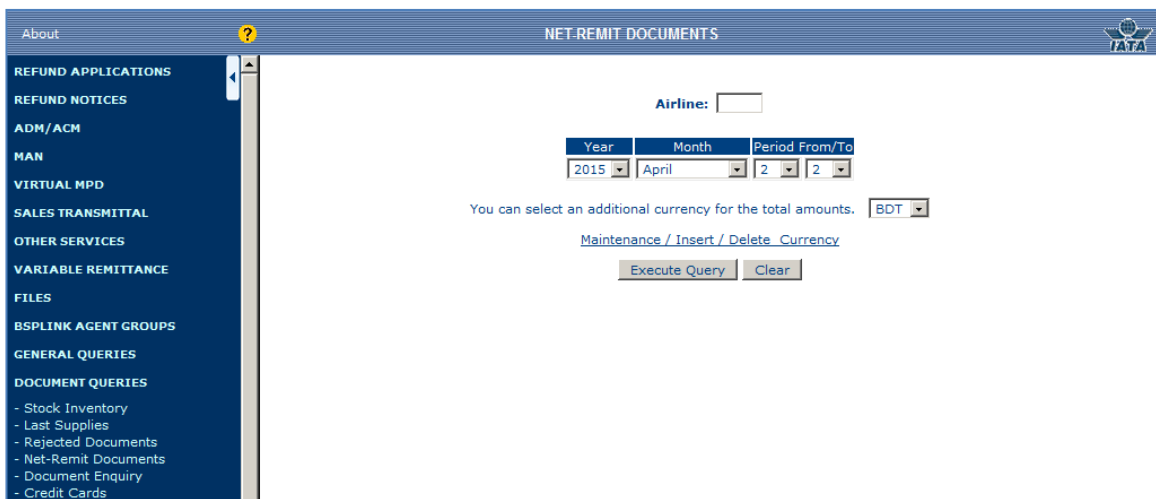
- **Document Number:** Rejected document number.
- **Document Type:** Indicates the document type code
- **Agent Code**
- **Airline Code**
- **Error Level:** Where *W* indicates *Warning* and *E* indicates *Error*

- **Reason for Rejection**
- **Associated Document Number:** The number of the associated document, if any.
- **GDS Name**
- **Period:** The period when the document was rejected.
- **Date:** The date when the document was rejected.
- **Billing Period:** The period when the document has been billed.

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

15.4 Net-Remit Documents

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

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

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

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

Note 2: It is not possible to query greater than or equal to the current period and note that the system will display information not older than **16 Months.**

Note 3: This information is provided by DPC.

15.5   Document Enquiry (TAIP)

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

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

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

The system will display the date of the latest correctly loaded HOT data. Beside the last day of the period, **Total** will be displayed to inform the user that all the data for all active Airlines (in master tables) in the BSP have been correctly loaded. If any data has been partially loaded, **Partial** will be displayed instead. Note that for daily HOT data, *total* or *partial* will not appear.

Note 1: The user can only query data back to **16 months.**
Note2: The document can be viewed after the period concern is processed.
Note 3: This information is provided by DPC.
Note 4: certain user's information will be concealed when other users than the owner of the document *Query* that same document.

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

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

15.6 Document Enquiry (TAIP): Basic Query

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

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

- **Document:** The document number. In case the document is an MPD (Multi-purpose Document), the system will show the **MPD type** and a short description.
- **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) or credit (CC).
- **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.
- **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 (both by credit and cash). 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) - 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 both cash and credit amounts, that is, the total amount the Airline is going to receive.

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

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 BSP*link* but if the user is not the owner of the document the fare amounts and sums will not be displayed.
2. When the document being queried is **NOT** a **VOID** ticket.
3. When the queried document is **NOT** a **Net-Remit** deal. However, if the document **were a Net-Remit** deal **and** the BSP had decided that **SPAM** (additional commission) **is shown separately** from the standard commission, the links will be displayed to issue a document from an already billed ticket.
4. The link to refunds would be available whenever the queried document is **NOT** another refund or an ADM/ACM.
5. Whenever the user trying to issue Refunds from a queried document has the Enhanced template assigned as well as permission to issue them, that is, BSP has given the user access permissions to issue documents via BSP*link*.
6. The link to refunds will not appear when the document being queried has been paid with more than one credit card.
7. Whenever the document configuration is correctly set. This depends on the series and prefix of documents. In 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, RAs will be allow whenever permitted by BSP and the airline.

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

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

- *Invoice Number: N*umber assigned to the charge.
- *Remarks:* The reason of charging.
- *Enhanced User:* Amount of Price 2 or Special price.
- *Enhanced/Basic Sub-users:* Amount resulting from applying the algorithm of Price 1 or Price 3.
- ** *Sub Total = E*nhanced user amount + Enhanced/basic sub-users amounts (gross amount)
- *Discount 0.00 %:* Discount to be applied to the gross amount if any. The field will indicate the % and the amount of the discount.
- *Sub Total =* gross amount - discount amount.
- ** *VAT/GST:* VAT to be applied to the result in the previous field *(Sub Total = gross amount - discount).*
- *Total Charge:* The total amount to be paid by the Agent = gross amount - discount + VAT.

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

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

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

15.7 Document Enquiry (TAIP): Detailed Query

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

1. **Click** the link at the bottom of the page to execute detailed queries about the document and its related documents (Refunds or ADM/ACM).

2. **Click** the corresponding links (if available) to issue new documents from the queried document.

DOCUMENT ENQUIRY

Document   3206134669 3
Description   25-OPTAT 4 CUPONS A

Owner   *Alitalia*
ALITALIA

BSP IATA TEST	Ticket Image		PERIOD:2004111

ISSUED BY: ALITALIA — PASSENGER TICKET AND BAGGAGE CHECK

CONJUNCTION TICKETS
3206134669 3206134670

ORIGIN/DESTINATION
VVI VVI SITI

IATA
AUDIT COUPON
INTERNATIONAL TRAVEL TOURS SRL
5650051-1

ENDORSEMENTS/RESTRICTIONS
RUC 3156435/T/IVAUSD1092.00

BSP/ B9

BOOKING REF.
AA/CDLDZO

PASSENGER NAME   NOT TRANSFERABLE
PARDO/ROXI HILARIA MSS

DATE OF ISSUE
04Nov04

ISSUE IN EXCHANGE FOR

2

X/O	NOT GOOD FOR PASSAGE FROM	CARRIER	FLIGHT	CL	DATE	TIME	ST	FARE BASIS	N.VALID B	N.VALID A	ALLOW
	VVI-SANTA CRUZ VIRU V	5L	300	Y	05Nov	1000	OK	TSXB46	05Nov	05Nov	20K
X	TO GRU-SAO PAULOGUARULHO	AZ	673	T	05Nov	1710	OK	TSXB46	05Nov	05Nov	20K
X	TO MXP-MILAN MALPENSA AP	AZ	66	T	06Nov	0955	OK	TSXB46	06Nov	06Nov	20K
O	TO MAD-MADRID	AZ	73	T	16Nov	1655	OK	TSXB46	16Nov	16Nov	20K
X	TO MXP-MILAN MALPENSA AP			PCS ST U.	PCS WT U.	PCS WT U.	PCS WT U.				

FARE   USD 950.00

FARE CALCULATION
SRZ 5L X/SAO AZ X/MIL AZ MAD475.00TSXB46 AZ X/MIL AZ X/BUE 5 L
SRZ475.00TSXB46NUC950.00END ROE1.00

EQUIV

TAX   142.00BO

TAX   24.00YQ   CA   CASH   1,120.00   APP.CODE   TOUR CODE
CA

TAX   4.00IT

| CPN| | AIRLINE CODE| | FROM & SERIAL NO. | CK.| | ORIGINAL ISSUE |
| 0 | 055 | 3206134669 3 | |

TOTAL   USD   1,120.00

REMITTANCE AREA
055USD 950.00 0.00 6.00 170.00

A/L AGENT INFO

CIF   3156435

| CASH USD 950.00 | CREDIT USD 0.00 | COMM% 6.00 | TAX USD 142.00 BO | TAX USD 24.00 YQ | TAX USD 4.00 IT |

Additional Information

CRS System   SABRE

Taxes - ISO
BO	142.00
YQ	24.00
IT	4.00
Total	**170.00**

Account Info.
VAT/GST Amount	8.52
Agent Commission:	(6.00%) 57.00
Cancellation Fees:	0.00
Cancellation Fees Commission.	0.00
On-line Billing Statement for the Agent:	1,054.48
Balance Payable to Airline:	1,054.48

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).

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

Following requirements the documents should fulfill in order for the links to

appear in the query:

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

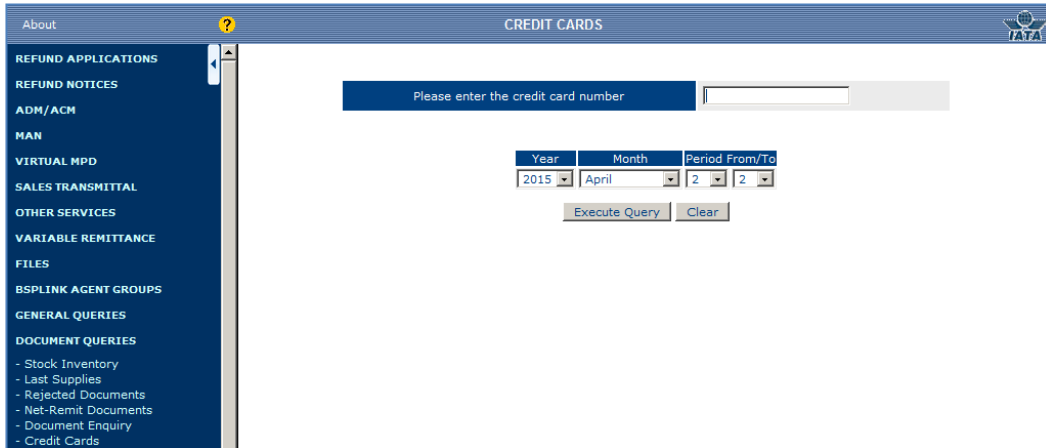For further details please refer to Refund Application/Authority Issue and Refund Notice Issue pages.

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

Note 2: In case the user is trying to issue a RN from an already billed ticket, and the original ticket has both standard and additional commission, the new document that is to be issued will only show the standard commission. However, for RA if BSP had decided that SPAM is shown separately from the standard commission and whether Fare Adjustment Amount is permitted, the additional commission would be shown on "Discount Amount" field.

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

15.8 Credit Cards

An Enhanced Agent is able to query tickets paid by credit card for a given period.

1. **Enter** the credit card 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 search criteria, i.e. those tickets issued within the selected period and paid by a selected credit card.

Please note that the user cannot query two different billing periods at the same time. The system will display information for the previous 16 months.

Credit Cards – Detailed

The user is able to query the tickets paid by credit card 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.

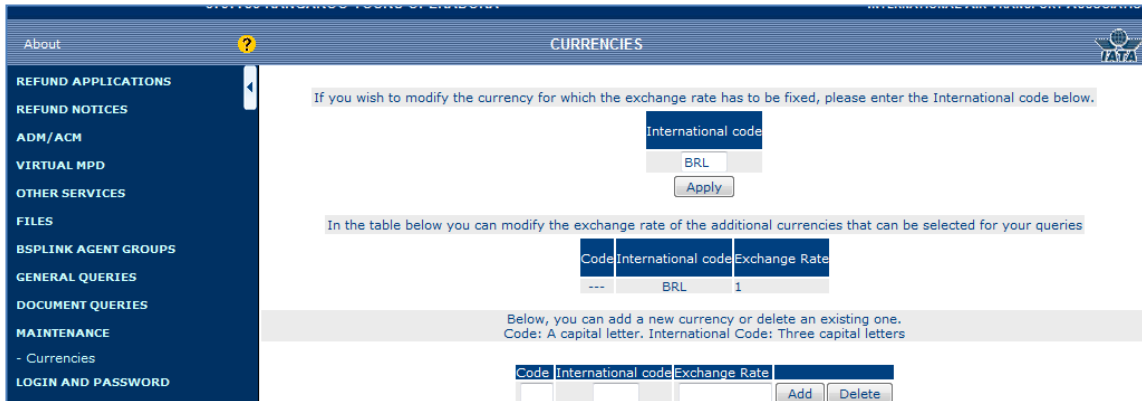A list with the tickets issued in the selected period and paid with the selected credit card will be displayed:

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

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

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

16.   Maintenance

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

- *Update a registered currency*

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

- *Add/Delete a currency*

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

The available fields to add or delete a currency are:

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

17.   Login and Password

17.1   Change Login and Password

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

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

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

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

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

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

If the user doesn't remember the current login and password it is not possible to change it via "Change Login and Password" feature. The user should obtain new login and password from the BSP.

17.2　　Edit User Profile

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

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

Please, take into account the following information concerning email addresses:

- Each email address must include a local part + '@' + domain part.
- Local part must contain only uppercase&lowercase letters, digits, or characters .!#$%&'*+-/=?^_`{|}~
- Local part must not contain the point '.' in the first or last position, nor more than once consecutively.
- Domain part must contain only uppercase&lowercase letters, digits, or characters.
- Domain part must not contain the point '.' or dash '-' in the first or last position, nor more than once consecutively.

17.3   IP Address Configuration

Basic and Enhanced Users will be able to configure the IP address from where they and their Sub-Users must access to BSP*link*. IP address is the home address for the User's PC or for the entire network. If the IP address is configured it is not possible to login from any other IP addresses.
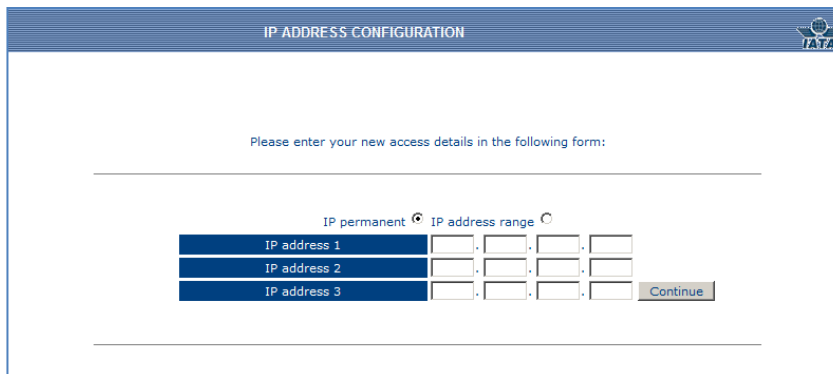
BSP should have activated this option. Otherwise, it will not be available in the User's main menu.

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

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

- **Permanent IP:** If the User enters a permanent IP address, it is very important to enter the correct IP address. Otherwise, the User will not be able to enter 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.

18.   Sub-Users Management

18.1   Sub-Users Query

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

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

These are the available fields:

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

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

The User can go back to the 'normal' Sub-Users query, by clicking on the **'Sub-Users Query'** link, at the top right-hand corner.

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

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

18.2   Query All Sub-Users

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

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

The data shown is as follows:

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

Deactivated Users will be indicated in bold red color.

No modification can be carried out from this option.

18.3 Sub-Users Maintenance

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

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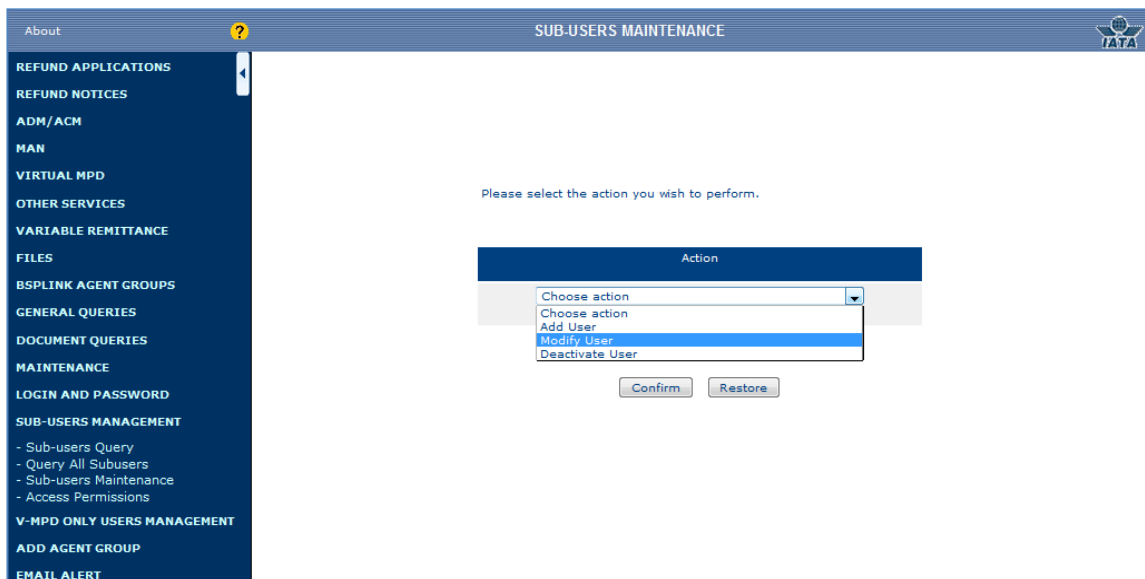
Add User

The user is able to register new sub-users with different login and passwords.

Modify User

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

Deactivate User

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

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

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

Moreover, sub-users will be able to create sub-users, and so on, up to three sub-levels:
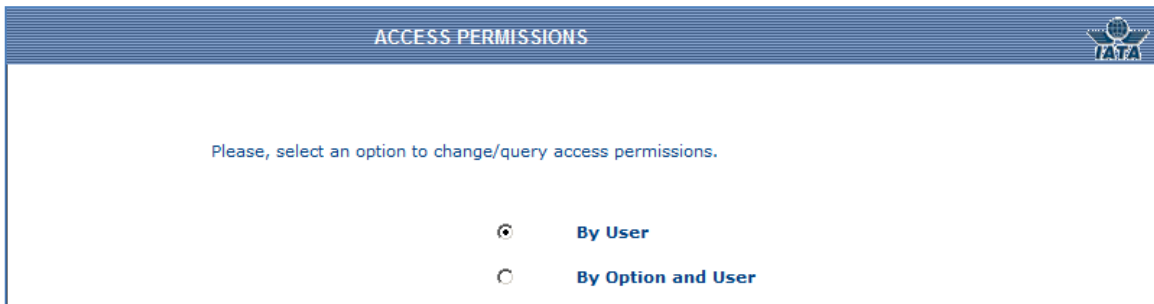
Main User → First Level Sub-User →Second Level Sub-User → Third Level Sub-User (The 'Third level sub-user' will not be able to create new sub- users.)

18.4 Access Permissions

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

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

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

By User

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

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

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

By Option and User

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

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

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

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

19.   Add Agent Group Primary Account

Add Agent Group

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

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

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

The fields to be entered are the following:

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

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

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

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

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

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

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

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

Finally, when all the members are correctly added, click the *Confirm* button to finish the operation.
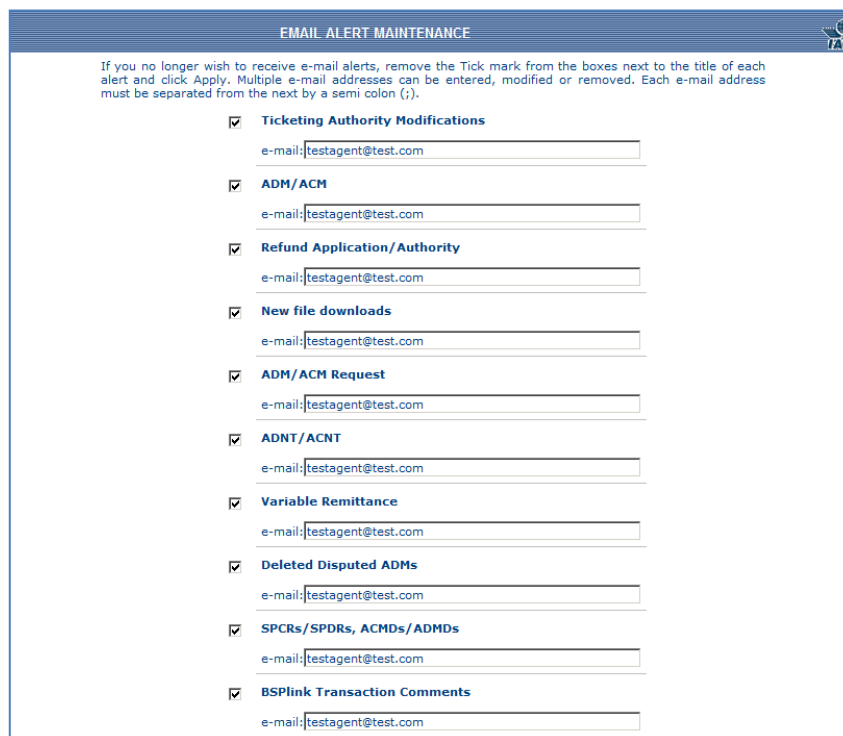
Note 1: Note that if an agent that created a BSP*link* Agent Group user is switched from Enhanced to Basic, or is deactivated (either in the BSP*link* users table or in the agent master table), the corresponding BSP*link* Agent Group user will be automatically deactivated as well. If later on this agent user is reactivated again, or its template is changed back to Enhanced, the BSP*link* Agent Group user will remain deactivated until the agent reactivates it again.

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

20.   E-mail Alert

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

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

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

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

The service will always be active, unless the user deactivates it. However, every six months, a message will be automatically shown when entering 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: To inform Agents about new documents issued by Airlines, as well as any modification (deactivation, reactivation, file attaching, dispute rejection / authorization) carried out by the Airline on such documents.
- Refund Application/Authority: Agents will be informed about the authorization or rejection of such documents taken by Airlines.
- New File Downloads: To inform users about the new BSP Reports and files.
- ADM/ACM Requests: To inform the user about the modifications carried out by the airline in the ADM/ACM Requests.
- ADNT/ACNT: To inform the user about the modifications carried out by the airline in the ADNT/ACNT documents.
- Deleted Disputed ADMs: To inform the agents about deleted disputed ADMs.
- Variable Remittance: To inform the agents about changes on the Remittance Frequency.
- SPCRs/SPDRs, ACMDs/ADMDs: To inform agents about SPDR/SPCR and ADMD/ACMD transactions issued by a BSP airline user.
- SPDR/SPCR Request for Authorization: This email alert will be sent out to users whenever a BSP Airline issues an SPDR/SPCR in those countries where the value for "SPDR/SPCR Authorization" parameter from the BSP Basic Configuration is set to Yes.
- BSPlink Transaction Comments: To inform the Agent about a comment that has been inserted by an Airline in a document.

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

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

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

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

Note 3: The *BSPlink Transaction Comments* alert is also available to basic agent users.

21.   **Address Maintenance**

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

Select the option to be carried out:

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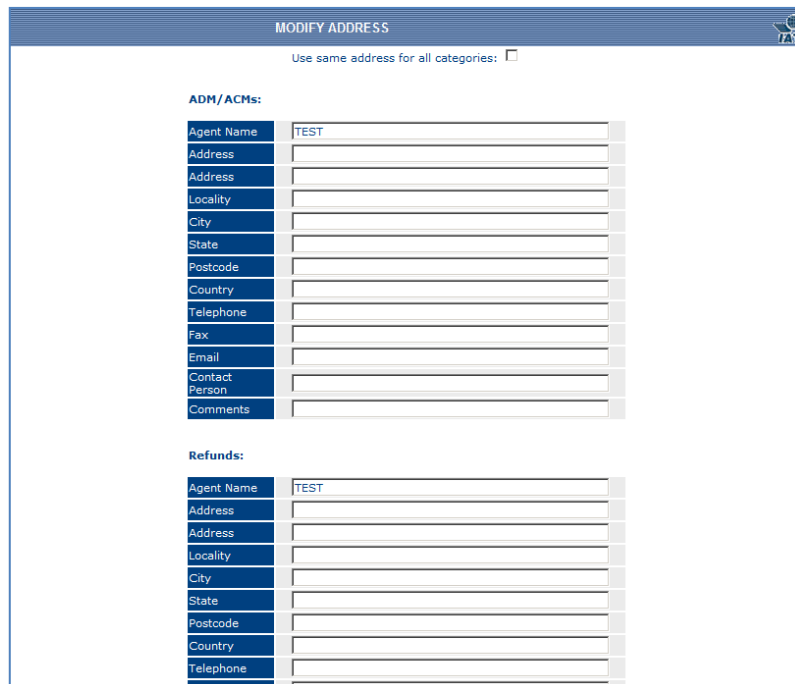- o   Address Query Airlines

Modify Address

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

Address categories:

Refunds, ADM/ACMs and Generic Address

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

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

- **Agent Name:** This field cannot be modified and displays the information defined for the corresponding field in the BSP's Agents Master table.
- **Address (2 fields):** The 1st *Address* field is mandatory

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

Query Address

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

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

Address Query Airlines

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

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

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

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

Important Notes

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

22.   Agent services

Through this option agents can request additional services. When accessing this option, agents will find six columns showing the details of the available services. The columns are:

Service Code: Indicating the code of the service. **Service Name:** Indicating the name of the service. **Brochure:** To download the file related to the service. **Price:** Indicating the price of the service.
Currency: Indicating the currency used for the charging.
Status: Indicating the status of the service: Requested, Not Requested, Free Trial or Blank.

23.   Suspended Airlines

RA Issue

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

RA Query

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