# BSP Manual for Agents – Local Procedures

## Chapter 14

UAE – Bahrain – Oman – Qatar
January 2016

**FOREWORD**: This Chapter 14 covers local BSP procedures applicable in Gulf Area (United Arab Emirates – Bahrain – Oman – Qatar). For all other applicable BSP procedures please refer to the core BSP Manual for Agents.

The IATA BSP Manual for Agents is a core manual, containing the basic elements of a BSP. It does not and cannot contain the procedures and working methods that have been implemented in local BSPs and which Agents are also bound to follow.

Chapter 14 of the BSP Manual for Agents therefore has been specially designed to assist agents with the local procedures and information of the BSP Gulf Area.

All Agents are encouraged to ensure that their employees familiarize themselves with the contents of this Chapter so that they enjoy the full benefits of the Billing and Settlement Plan.

Kindly arrange to have this on file with you at all times.

## CHAPTER 14 - Local Procedures

# Content

## 14.1 ADDRESSES & CONTACTS

**IATA Regional Office**

IATA Regional Office for Middle East and Africa (MENA)
Business Park, Building No. 8
King Abdullah II Street – Al Shaab Roundabout, PO Box 940587
Amman – 11194
Jordan

Tel: +962 (6) 5804200

**Clearing Bank**

### United Arab Emirates

| Name of Bank | Address | Telephone | Fax |
|---|---|---|---|
| Standard Chartered bank | Standard Chartered Bank BuildingAl Mankhool Road<br>P O Box 999<br>Dubai,UAE | +971 4 5096486 | +971 4 3696909 |

### Bahrain

| Name of Bank | Address | Telephone | Fax |
|---|---|---|---|
| Standard Chartered bank | Standard Chartered Building Government Avenue, near Bab Al Bahrain<br><br>Manama<br>Bahrain | +973 17 223 636 | +973 17 225 001 |

### Oman

| Name of Bank | Address | Telephone | Fax |
|---|---|---|---|
| Standard Chartered bank | Abdullah Bin Jassim Street<br>Doha<br>State of Qatar | +974 44658 555 | +974 44437 790 |

### Qatar

| Name of Bank | Address | Telephone | Fax |
|---|---|---|---|
| Standard Chartered bank | Bait Al Falaj Street<br>Ruwi<br>Sultanate of Oman | +968 24773537 | +968 24796864 |

**List of Approved Ticketing System Providers**

**Amadeus Gulf**
**Galileo**
**Sabre Travel Network Middle East**
**Worldspan**
**Farelogix**

**LCAG Delegates**

The Local Customer Advisory Group (LCAG) is a forum where Airline delegates discuss operational issues for the BSP. For any requests towards LCAG, please contact delegates as per below:

|    | Airline Name | LCAG Member | Email |
|----|--------------|-------------|-------|
| 1  | Air India | Rambabu.CH | icsht@eim.ae |
| 2  | British Airways | Anjulika Dutton | anjulika.dutton@ba.com |
| 3  | Cathay Pacific | Raju Thomas | raju_thomas@cathaypacific.com |
| 4  | Emirates | Richard Pearl | richard.pearl@emirates.com |
| 5  | Ethiopian | Mr. Haileab Netsereab | haileabn@ethiopianairlines.com |
| 6  | Etihad | Fathi Atti | FAtti@etihad.ae |
| 7  | Gulf Air | Yousif Saeed | yousif.saeed@gulfair.com |
| 8  | Kuwait Airways | Salim Shaikh | dxbsmku@kuwaitairways.com |
| 9  | Lufthansa | Karsten Zang | karsten.zang@dlh.de |
| 10 | Middle East Airlines | Mohammed Shameen | dxbszme@mea.aero |
| 11 | Oman Air | Sriram Gopalan | Sriram.Gopalan@omanair.com |
| 12 | Qatar Airways | Rajeev Chopra | rajeevc@qatarairways.com.qa |
| 13 | Saudi Arabian | Amir Saeed | DFOSUPVDXB@saudiairlines.com |
| 14 | Singapore Airlines | Erwin Widjaja | erwin_widjaja@singaporeair.com.sg |
| 15 | Swiss | Manual Kadakshamani | xkmd@swiss.com |
| 16 | Yemenia | Nuaman Mohamed | yemenia1@eim.ae |

**APJC Delegates**

The Agency Programme Joint Council (APJC) is a forum where Airline and Travel Agency delegates govern the BSP local financial criteria and discuss projects to improve the BSP. For any requests towards APJC (e.g. suggested changes for PAConf), please find the current delegates:

| | Company | APJC Member | Email |
|---|---|---|---|
| 1 | BA - British Airways | Anjulika Dutton | anjulika.dutton@ba.com |
| 2 | CX – Cathay Pacific | Raju Thomas | raju_thomas@cathaypacific.com |
| 3 | EK - Emirates | richard pearl | richard.pearl@emirates.com |
| 4 | EY - Etihad Airways | Fathi Atti | FAtti@etihad.ae |
| 5 | GF - Gulf Air | yousif saeed | yousif.saeed@gulfair.com |
| 6 | LH - Lufthansa | karsten zang | karsten.zang@dlh.de |
| 7 | QR – Qatar Airways | Mr Rajeev Chopra | rajeevc@qatarairways.com.qa |
| 8 | SA – South African | Joydeep Sareen | Joydeepsareen@flysaa.com |
| 9 | WY – Oman Air | Sriram gopalan | Sriram.Gopalan@omanair.com |
| 10 | BH - Manama Travel | Paul Clabburn | bit01@bahraintravel.com.bh |
| 11 | BH – algosaibi travel | Isaac Matthew | imathew@algosaibitravel.com |
| 12 | QA – Tourist Travel Bureau | Ahmad Husain | ahmad.hussain@ttbgroup.org |
| 13 | OM – Travel City | Sunil Prabhakar | sunil@travelcity-oman.com |
| 14 | AE – Bin Sagar Trvl | Ajith Marath | ajith@atb.ae |
| 15 | Assyaha Holidays | Antoine Tawil | Antoine@assyahaht.ae |
| 16 | AE – Orient Travel | Asim Arshad | asim@orienttravels.com |
| 17 | AE – Airlink Intr'l | Samir Andraos | samir@airlink.ae |
| 18 | AE – bcd travel | Sumit Achrya | sumit.acharya@bcdtravel.ae |

## 14.2 PARTICIPATING AIRLINES

Agents subscribing to BSPlink Enhanced can access details of BSP Member Airlines and contact details via the _Airlines on BSPlink_ Functionality.

### 14.2.1 Airline Contact Details

For any queries towards a BSP Member Airline you will find contact details for airlines, on which your Travel Agency have had sales, on the _BSP Agent Consolidated Billing Statement,_ which is included among BSP Reports for each remittance.

BSP_link_ Enhanced Agents can also access the function _Airlines_ on _BSPlink_ and retrieve Airline contact details at any time.

## 14.3 CUSTOMER INTERFACES – QUESTIONS

### 14.3.1 General

For any questions about your ticket sales and the BSP Procedures, there are several ways to find the answers. This Manual should be one of the first sources for you to check, and depending on the nature of the problem you should then turn to the respective party for help:

↗ Any problems to complete a ticket sale or problems to extract any reports from your ticketing system?
_This shall of course be answered by the Helpdesk of your Ticketing System Provider (i.e. Sabre, Amadeus, Galileo, Worldspan, Farelogix)_

↗ Questions about how to issue a ticket, or any queries regarding the rules for a ticket?
_These should be stated directly to the Airline in question or your ticketing system provider if there is a technical problem._

↗ Questions on any discrepancies between what you have reported through your ticketing system and what you find on the BSP Reports?
_Check which document is causing the discrepancy, and then report this to IATA._

IATA has several customer interfaces where you can seek information and we wish to point out some of them below.

### 14.3.2 IATA Customer Services Help Desk or Portal

In order to ensure we can deliver the fastest response and resolution, please log any requests or queries with as much supporting information as possible via IATA's Customer Service Help Desk / Portal at:

http://www.iata.org/customer-portal/Pages/contactus.aspx

_This portal allows us to manage and monitor response times. For this reason, please note that NO requests will be answered if they are sent to personal e-mails. Therefore, kindly log all requests and enquiries through the Customer Portal ONLY._

### 14.3.4 BSPlink – www.bsplink.iata.org

**BSP*link* – Enhanced**

BSP*link* is the user interface for all parties in the BSP Process. This is where you as an Agent will receive all your BSP Reports and corrective actions such as ADM/ACM and Refund Applications which are entered and maintained by Airlines and Agents.

Furthermore the Ticketing Authority is maintained by Airlines on BSP*link* so you as an Agent can always check which Airlines allow you to sell their tickets. For that functionality, Airlines, Agents and Ticketing System Providers can access the system, so BSP*link* adds a full transparency between all parties of the process.

Also, IATA sends any important operational information using the file download function. Make sure to log into BSPlink on a regular basis and check for any new files, ADM/ACMs, or BSP Bulletins for new or changed procedures.

BSPlink can also be used to extract online reports, search for historic BSP data (document data, ADM's etc), create groups for many IATA locations, and receive email notifications for new files and much more. The Enhanced functions have a monthly charge of 35 USD

Kindly be advised that if you're monthly BSP*link* charge is not paid by the 15th of every month, your BSP*link* access will be **DE-ACTIVATED.**

For further information please check directly on the BSP*link* site found on www.bsplink.iata.org or Contact Us via
http://www.iata.org/customer-portal/Pages/contactus.aspx


### 14.3.5 IATA International homepage - www.iata.org

By entering www.iata.org, you will reach IATA's global home page. Here you can find information on all IATA activities, find ruling resolutions (http://www.iata.org/services/accreditation-travel/travel-tourism/Pages/resolutions.aspx) and also buy any IATA publications via the online store. A search tool is available on the site, which will help you find the information you are looking for.

# 14.4 STANDARD TRAFFIC DOCUMENTS (STD)

### 14.4.1 STDs used in Gulf Area

- **ET- Electronic Ticket**

Resolution 854 governs the implementation and operation of electronic ticketing systems in a BSP country or area. Guidelines based on the technical, and other specifications incorporated in the PAConf and PSC Resolutions for the implementation and operation Electronic Ticketing in a BSP have been issued to all IATA Managers.

Electronic Ticketing (ET) is a method to record the sale of passenger transportation without the issuance of paper flight coupons. The flight coupons issued for carriage are held electronically in the airline system via the GDS system used by the Agent. Electronic Tickets are also refunded via the issuing GDS.

ET is an efficient ticketing method for Agents and passengers:

For Agents:
As there are no paper tickets to account for, stock control for Agents is much easier. Electronic Tickets are automatically reported to the BSP DPC for billing. Electronic Tickets may only be refunded electronically creating opportunities for interfacing to back office systems and providing more accurate accounting and control.

For passengers:
With an ET, the passenger does not need to queue at the airport ticket desk to pick up a ticket and can go straight to check-in in the Terminal or at the gate, saving time. Many airports/Airlines have Self - Service facilities for ticket / boarding pass issuance using ET which speedup the check in process. Where Agents are permitted to issue Electronic Tickets, Flight Coupons are created by Agents in the airline's system via an Agents GDS Terminal.

Key features of ET are:

- The fight coupons are not printed on physical STDs.
- The airline whose ticketing authority is used for the ET transaction will retrieve the flight coupon data when the passenger reports to the airline check-in point or ticketing location.
- When creating an ET, the GDS system schedules display will show which flights are available for ET and will confirm whether an ET transaction is accepted.

### 14.4.2 Allocation of electronic STDs Computer Generated Numbers (CGNs)

Agents must contact their GDS(s) for any CGN Allocation/Replenishment.

### 14.4.3 Recall of STDs

Due to global shortage of Computer Generated Numbers, IATA Head Office must from time to time recall STD stock. This means that stock has a limited lifecycle of 2 to 3 years, from the date of its allocation.

## 14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

### 14.5.1 Administrative forms used in Gulf Area – General

- Refund Application/Authority (RAA) available through BSPlink
- Agency Credit Memo (ACM) available through BSPlink
- Agency Debit Memo (ADM) available through BSPlink

### 14.5.2 Airlines' own Accounting Memorandum

Individual BSP Airlines also prepare certain BSP accounting memorandum, which are sent directly by the BSP Airline to the Agent concerned. Where BSPlink ADMs/ACMs have been implemented, the documents are issued under the provisions of resolution 850m, either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline's behalf) raising the ADM/ACM to issue the document in its own system and upload as a file into BSPlink so the Agent can view it. Non-disputed ACMs/ADMs are automatically reported to the DPC for processing and inclusion in billings. Local dispute periods are automatically taken into account, and online disputing through BSPlink can be activated by the airline. The airline can also download disputed transactions from BSPlink, and load them into their own system for dispute handling. The purpose of these accounting memoranda is to adjust the Agent's account with the Airline via the BSP. The two accounting memoranda are:

- Agency Debit Memo (ADM)
- Agency Credit Memo (ACM)

#### Agency Debit Memo (ADM)

The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated. In case of disagreement, the Agent is obliged to contact the issuing Airline within the set disputing period, which is calendar 30 days.

An ADM shall only be processed through the BSP, if issued within nine (9) months of the final travel date. Any claims beyond this period need to be addressed outside of the BSP processes.

#### Agency Credit Memo (ACM)

The ACM is used in those cases where the Airline owes money to the Agent. The Airline submits an ACM to the Agent, setting out the details of the amount to be credited to the Agent.

### 14.5.3 ADM/ACM Procedures

Where BSPlink ADMs/ACMs have been implemented, the documents are issued either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline's behalf) raising the ADM/ACM to issue the document in its own system and to upload it as a file into BSPlink so the Agent can view it. Agents have been informed that BSP Airlines' accounting memoranda must be dealt with immediately and sent to the DPC with the Sales Transmittal of the current reporting period. Failure by an Agent to effect timely reporting of an ADM will lead to the implementation of the Irregularity procedures set out in the Passenger Sales Agency Rules.

➚    ADMs are legitimate accounting tools for use by all BSP Airlines to collect amounts or to make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent.

- ↗ Alternative use of ADMs may exist provided that consultation has taken place either individually with the Agent or with a local representation of Agents, or through the applicable local joint consultative forum.

- ↗ ADMs shall only be processed through the BSP if issued within nine months of the final travel date. Any debt action initiated beyond this period shall be handled directly by the BSP Airline and Agent.

- ↗ Airlines are required to publish and communicate in writing their ADM policies to Agents in advance of implementation.

- ↗ Airlines shall provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM.

- ↗ An Agent shall have a minimum of 14 days in which to review an ADM prior to its submission to BSP for processing.

- ↗ If it is established that an ADM is not valid it must be cancelled.

- ↗ Where ADMs are withdrawn by BSP Airlines, any administration fee that may have been levied will be withdrawn, or refunded to the Agent. In the event the ADM is refunded to the Agent, the Airline cannot charge an administrative fee associated to the refund.

- ↗ Following consultation and if both parties agree, a disputed ADM may be referred to the Travel Agency Commissioner to be resolved.

- ↗ An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM, if it is upheld by the Airline, will be dealt with directly and where applicable may result in the issue of an Airline Credit Memo (ACM)

### 14.5.4 Ticketing Authority through BSPlink

Ticketing Authority can only be assigned by Airlines to their appointed Agents through BSPlink. Airlines update their Ticketing Authorization List through BSPlink themselves. When an Airline activates ticketing via BSPlink, this triggers an email alert to the various reservation systems and each system provides updates ticketing authority based on this message. Where an Airline has notified Agent about activation and the system provider has not activated ticketing, agent is to contact the system provider with the message provided by the carrier to activate ticketing.

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## 14.6 COMPLETION OF STANDARD TRAFFIC DOCUMENTS

### 14.6.1 STD Cancellation procedure

Agents are required to report any cancelled or voided Traffic Documents on the same day as the day of issuance and in that day's sales report generated by the Ticketing System Supplier to the Data Processing Centre.

# 14.7 BSP BILLING REPORTS – OUTPUT

### 14.7.1 General

IATA provides Agents with a range of BSP Reports for each period (two billing periods per month). The reports are provided in electronic form via BSPlink. The BSP reports are final remittance statements. Because the BSP reports are considered as supporting accounting documentation it is important that Agents save BSP reports for the time prescribed in the local legislation (10 years). The reports are available online on BSPlink for the period of 2 months. Old reports can be requested from BSP local office, and if available there is a cost involved with such a rerun.

Reports are provided in the PDF format and are compressed. Agents are required to have appropriate software (e.g. Acrobat Reader and a WinZip program).

### 14.7.2 BSP Reports available

Currently following Reports are automatically loaded on BSPlink;
1) R2100 – Breakdown of Agent sales per Carrier
2) R4004 – Agent billing Analysis in Excel Format
3) R4098 – Agent billing Analysis in Excel Format
4) R5035 – Yearly Sales and Ticket Issues

**Agent Output – Basic Package**

To easily see what standard reports are included in our Basic Package and available on a regular basis via BSPlink, please use this guide. Use it as a source of information and as a reference when you have queries on any report.

| Report | Period 1-4 | Annual |
|---|---|---|
| BSP Agent Billing Statement and Analysis | X | |
| BSP Agent Consolidated Billing Statement | X | |
| Agent Credit Card Detail Report | X | |
| Agent TAX Type Summary | X | |
| Agent Net Remit Tickets Error Report | X | |
| Agent Unreported Documents Report | Period 4 | |
| Agent Remittance Notice | X | |
| Agent Annual Sales Volume & STD Usage | | X |
| Agent Financial Year Summary | | X |

### 14.7.3 List of BSP Reports with descriptions

Below are descriptions of BSP reports sent to agents, please note that the File Name stated e.g. STMmmpE, will reflect the month and period such as STM012X for January period 2.

**BSP Agent Billing Statement and Analysis**

This Agent Statement provides a summary for each Airline followed by a list of ALL transactions billed to the Agent for the specified Billing Period. The transactions are sorted by the four main "groups", being ISSUES, ADM, ACM and REFUNDS.

More information

- This report has a summary of all sales for billing period displayed (Summary Box) at the top.
- NTFA (Net Fare Amount) are not displayed in "Comments" column. The NTFA can be calculated (Balance Payable amount less Tax amounts).
- "Supplementary Commission Rate" (percentage) in addition to "Supplementary Commission Amount" is displayed.
- Exchange tickets, Check Digit and Coupon Usage Indicator on exchanged ticket number are displayed ("Comments" column).
- Tour Code is displayed on "Comments" column.
- "Tax on Commission" is displayed in a separate column (but it is not currently applicable in Ireland)
- Date of Issue is displayed on its own column.
- No total amounts per tax type are displayed, but can be found in "Agent Tax Type Summary Report".
- Breakdown of sales per airline is displayed.

| | |
|---|---|
| Frequency: | Periodically |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge. |

**BSP Agent Consolidated Billing Statement**

This report consolidates totals for each Billing Period in the month up to and including the current Billing Period.

More information

- This report has a total amount per billing period displayed.

| | |
|---|---|
| Frequency: | Periodically |
| Media: | BSPlink |
| Format: | PDF |

**Agent Credit Card Detail Report**

This report shows credit card transactions that have been forwarded by IATA within the Credit Card Invoicing Scheme.

| | |
|---|---|
| Frequency: | Periodically |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge. |

**Agent TAX Type Summary Report**

This report provides a summary of the tax types for each Agent, giving totals for each tax type and broken up into cash and credit, refunds and ADMs and ACMs.

| | |
|---|---|
| Frequency: | Periodically |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge. |

**Agent Net Remit Tickets Error Report**

This report prints all the Net Remit error tickets for an agent. The tickets are sorted by ticket number. The itinerary details are also included in this report, as well as the error for the ticket.

| | |
|---|---|
| Frequency: | Periodically |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge. |

**Agent Unreported Documents Report**

The ticket stock is to be issued and reported sequentially (in the same order as supplied). This report prints all the ticket numbers that are detected to have a sequence error during the month. The document also contains instructions to correct the status of the unreported documents.

| | |
|---|---|
| Frequency: | Monthly |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge. |

**Agent Remittance Notice**

This is an Agent Remittance Notice produced after billing reconciliation, showing the amount due for the remittance from the agents account.

| | |
|---|---|
| Frequency: | Monthly |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge |

**Agent Annual Sales Volume & STD Usage**

This is by calendar month and it outlines all sales volumes and STD Usage for an agent. The report is grouped by airlines showing gross and net issues for domestic and international.

| | |
|---|---|
| Frequency: | Annual |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge |

**Agent Financial Year Summary**

This report gives agents financials by calendar month.

| | |
|---|---|
| Frequency: | Annual |
| Media: | BSPlink |
| Format: | PDF |
| Price: | Standard – free of charge |

### 14.7.4 NEW MANAGEMENT INFORMATION REPORTS

The current global economic crisis has adversely affected the entire travel industry. With this in mind, IATA has developed two new ways to specifically help travel agents to manage their business and optimise their performance. IATA is delighted to present details of two new products available that we are introducing specifically for agents in Gulf Area which can be requested directly from BSP*link*. These are:

**1. R4098 - Travel Agent Destination Statistics in MS Excel**

⇒ Do you want to be better prepared when negotiating with Airlines?
⇒ Do you want to perform effective monitoring about your Airline deals evolution?
⇒ Do you want to accurately monitor your travel agency performance?

Best suited for medium to large travel agencies willing to consolidate reports at group level, the "Travel Agent Destination Statistics", allows you to monitor your performance against airline sales contracts. It provides in-depth analysis of your sales through a wide range of different criteria, including by carrier, country, commissions, airport and more. It also allows you to compare this year's sales against last year's, so you can track market trends.

*Key Benefits*
⇒ *Manage the sales performance of your travel agency*
In-depth analysis of your sales through a wide range of different criteria
  • By carrier
  • By transaction type (domestic, international, refund, ACM, ADM, etc)
  • By destination country
  • By destination Airport
  • By month
  • Track and monitor Travel Agency sales performance through a set of key monthly indicators
  • Gross sales
  • Net Sales
  • Issues
  • Commissions
  • Market position

⇒ *Support your negotiation with the Airlines*
Monitor sales evolution with each individual agent through the monthly indicators
Track agreement conditions criteria (destination country, destination airport, etc.) to ensure target achievement

⇒ *Know your market position*
Know the sales position of your travel agency with respect the whole BSP market In depth analysis of your sales position through the different selection criteria available (per destination country, per destination Airport, etc)

**Travel Agent Destination Statistics**

| Travel Agent Name | CORPORATE TRAVEL SERVICES, S.A | | Month | February-08 |
|---|---|---|---|---|
| IATA Code | 8650077 | | From | 28-01-2008 |
| Country | MEXICO | | To | 24-01-2008 |
| Currency | MXN | | | |

| Month | Agent Location | Carrier | Transaction Type | Destination Country | Destination Airport | Gross Sales | Net Sales | Issues | Commission | Commission Growth % | Market Position | Net Sales Growth % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Feb-08 | 8650077 | 001-ABC AIRLINES | ACM | | | -9,160.48 | -11,834.01 | 9 | 2,673.53 | -97.96 | 106 | -90.98 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | ADM | | | 15,904.58 | 15,904.58 | 15 | 0.00 | -100.00 | 17 | -49.26 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | AR | EZE-BUENOS AIRES MINI | 24,606.94 | 22,884.45 | 1 | 1,722.49 | 0.00 | 33 | 56.99 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | BR | GIG-RIO DE JANEIRO IN | 39,323.33 | 36,570.70 | 4 | 2,752.63 | 0.00 | 9 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | BR | MAO-MANAUS | 36,725.07 | 36,357.82 | 1 | 367.25 | 0.00 | 1 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | BZ | BZE-BELIZE CITY | 13,048.22 | 12,134.84 | 2 | 913.38 | 0.00 | 3 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | CA | YQM-MONCTON | 16,548.55 | 16,383.06 | 1 | 165.49 | 0.00 | 1 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | CA | YVR-VANCOUVER | 23,131.30 | 21,512.13 | 5 | 1,619.17 | 356.97 | 20 | 219.54 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | CA | YYZ-TORONTO PEARSON I | 13,734.00 | 12,772.62 | 2 | 961.38 | 152.07 | 34 | 76.26 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | CO | CTG-CARTAGENA | 8,426.09 | 8,426.09 | 1 | 0.00 | 0.00 | 1 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | CR | SJO-SAN JOSE | 16,570.62 | 15,859.45 | 2 | 711.17 | 0.00 | 4 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | DO | SDQ-SANTO DOMINGO | 69,753.54 | 64,870.76 | 13 | 4,882.78 | 326.99 | 3 | 102.54 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | DO | STI-SANTIAGO | 10,877.88 | 10,769.10 | 1 | 108.78 | 0.00 | 9 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | ES | MAD-MADRID | 60,505.55 | 60,505.55 | 1 | 0.00 | -100.00 | 4 | 694.13 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | FR | CDG-PARIS CHARLES DE | 18,123.33 | 16,854.70 | 2 | 1,268.63 | 0.00 | 29 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | GB | LGW-LONDON GATWICK | 16,971.91 | 15,783.88 | 1 | 1,188.03 | 0.00 | 5 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | GB | MAN-MANCHESTER | 7,011.80 | 6,520.97 | 1 | 490.83 | 0.00 | 3 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | HK | HKG-HONG KONG | 38,945.90 | 38,945.90 | 3 | 0.00 | 0.00 | 8 | 0.00 |
| Feb-08 | 8650077 | 001-ABC AIRLINES | International | HT | PAP-PORT AU PRINCE | 55,183.24 | 51,872.68 | 7 | 3,310.56 | 0.00 | 1 | 0.00 |

### Key Features

⇒ **Microsoft Excel format**: the excel functionalities, such the auto filter, allows performing your own analysis down to the desired detail.

⇒ **Cumulative monthly sales data**: the sales data is also provided on year to date basis, enabling you to monthly assess your full sales performance since the beginning of the calendar year.

### 2. R4004 - Travel Agent Billing Analysis in MS Excel

Now available in Microsoft Excel format, "Travel Agent billing analysis in MS Excel" allows you to perform dynamic analysis and reconciliation optimizing your internal processes.

### Key Benefits

⇒ **Reconcile and consolidate** in a rapid an easy way, all the information contained in the billing analysis

⇒ **Easy access** to all the Billing Analysis elements:

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**ORDERING PROCEDURE**

Ordering could not be simpler. On BSP*link* go to "Agent Services" and choose "Request Service". The charging procedure is also simple. The Reports will be charged through ADM to be settled in the month after the Report is provided. The ADM will be supported by an invoice as a PDF.

If you have any questions or queries, please contact us via our online customer service portal: http://www.iata.org/customer_portal_mena/contactus.htm

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# 14.8 REMITTANCE PROCEDURES

### 14.8.1 General

IATA produces and forwards to each Agent a billing analysis and summary on behalf of all BSP Airlines. This statement identifies the amount due from/to the Agent, which is to be settled with the Clearing Bank in strict compliance with published remittance dates before the cut-off time.

### 14.8.2 Method of Remittance

All remittances must have to be via telegraphic transfer using MT100. No cash/cheque payment.

For transfers use SWIFT MT 100/103 only, no other method, but assure remittance **received** latest 11:59 on remittance day or according to your local bank procedures.

### 14.8.3 Reporting Errors and Missing Remittance Notice

Where an Agent, for whatever reason, has not received his Notice of Billing Statement by the remittance date, he is required to carry out the following:

• Notify IATA that the Notice of Billing Statement has not been received;
• Establish and agree with IATA the amount due for remittance on the remittance date.

Where an Agent's remittance amount is affected by a Ticketing System Provider, that fails to report parts of agency sales for the referred period or due to Agent's own negligence to report issued tickets, he is required to carry out the following:

• Notify IATA
• Establish and agree with IATA the amount of deposit due for remittance on the remittance date or on a date advised by IATA.

The Agent must ensure that sufficient funds are available to facilitate the settlement process.

### 14.8.4 Post-Settlement Errors discovered by Agent

## AGENT SHOULD REPORT ANY ERRORS IMMEDIATELY TO
http://www.iata.org/customer-portal/Pages/contactus.aspx

### 14.8.5 Post-Settlement Errors discovered by the BSP Airline

Airline will report error to IATA and following investigation; IATA could send revised billing, include corrections in the following billing period or ask the airline to settle via ADM or ACM.

### 14.8.6 Post Settlement Errors Discovered by IATA

Errors will be verified with the DPC and if necessary a revised billing is issued and/or delayed. Notification will be sent to banks, airlines, and agents.

### 14.8.7 Net Remittance

Net Reporting is an agreement between an Airline and an Agent to report STDs at a value other than the published fare. The difference between the amount entered in the STD's fare box and the agreed fare may be a Supplementary Amount in the Agent's favour, or the Agent may sell the STD at a reduced price to customer. When an Airline enters into an agreement with Agent authorizing the Agent to sell net reporting STDs, the Airline establishes a special code(s) (e.g. Tour code, Commercial Agreement Reference) with the Agent. NR codes applicable have to be provided by carrier concerned to agent.

## 14.9 SANCTIONS, ADMINISTRATIVE AND CLEARING BANK CHARGES

All references to Sections, Paragraphs and Subparagraphs below are references to Sections, Paragraphs and Subparagraphs as prescribed in Resolution 832 of the Travel Agent's Handbook, unless stated otherwise.

### 14.9.1 Administrative Charges

**Void Charges**:

The LCAG, an airline advisory body, reviewed current 'Void' statistics. These statistics are part of the monthly statistics we publish every month to all airlines and agents via **BSP*link***. We are sure you study them with interest.

The meeting felt that the level of approx 10% voids is static and not improving and certainly not in line with industry standards. It is too high, approximately 10% voids per ticket per annum in this BSP alone.

A number of reasons were recognized, above which of all was the business practice and market involved. The meeting therefore encourages all agents to review their practices and reduce voids incurred. You may want to inform your clientele that you need to charge them a service charge for voids caused by clients. You may want to collect a down payment for all reservations and advise clients of a void/refund and other services charge.

Void charges incurred by CRS/printer malfunction should be recovered from the CRS concerned, not BSP or the airline.

**The 'free' voids percentage will be 3% with a charge of USD 2.00 (or equivalent) per void for all types of documents including over that free percentage automatically charged through the bi-monthly billing process.**

**BSPlink Charges:**

Monthly charges 35 USD

Kindly be advised that if your monthly BSPlink charge is not paid by the 15th of every month, your BSPlink access will be **DE-ACTIVATED**.

Please address any questions by E-mail to http://www.iata.org/customer-portal/Pages/contactus.aspx

## PAYMENT - BANK DRAFT only favour IATA

### 14.9.2 Interest and Clearing Bank Charges

Bank Interest @ actuals are levied as interest for number of delayed/late remittance and/or short remittance

### 14.9.3 Sanctions

- An Agent shall receive a demand notification letter for any unauthorized short payment and two instances of irregularity where a payment is returned.
- As per the demand letter an agent has twenty-four (24) hours to settle the outstanding amount due.
- If the outstanding amount has not been settled within the twenty-four (24) hour period, IATA shall invoke default action.
- When default action is invoked, Ticketing Authorities are withdrawn from the Agency and the Agency is placed on cash basis.
- The GDSs and airlines in the market are then advised accordingly.
- If an Agency receives two demand letters within a period of twelve consecutive (12) months, the Agency will automatically be placed in technical default as this would result to accumulation of 4 instances of irregularities.
- One (1) demand letter is equivalent to 2 instance of irregularities
- Technical default will result in the withdrawal of Ticketing Authorities.

### 14.9.4 Late Payment fees

(a) "Late Remittance Recovery"-
USD 128 + (Bank base interest rate of unpaid amount + 2%)*no.days/365
(b) "Reinstatement Recovery" – USD 119

### 14.9.5 Interest and Clearing Bank Charges

According to bank interest rates and regulations applicable

## 14.10 CREDIT CARD SALES

### 14.10.1 General

Subject to the authority of the ticketing Airline and the procedures set out in this manual, an Agent may accept Credit Cards and/or Charge Cards in full payment for ticket sales on behalf of the plated airline. Failure to comply with the procedures herein and/or the airlines policies may result in the transaction being billed as cash to the Agent's Billing and once such action is taken, the airline will not retrospectively accept a card as payment for the transaction. Furthermore should a customer dispute and refuse to pay a transaction appearing on their Card Statement where such transaction was generated by an Agent, the airline will raise an ADM for the full value of the rejected transaction and the Agent must settle same. It is important that all Agents understand the general principles of Credit Card transactions.

When processing a credit card sale, the Agent should always ensure card acceptance and follow customary safety precautions:

- Does the Airline accept Credit Card as form of payment?

- Does the Airline accept this type of Credit Card as form of payment?

- Is the credit card abbreviation valid?
  - o   VI – Visa
  - o   CA – Master Card (including Eurocard)
  - o   DC – Diners Club
  - o   AX – American Express Card
  - o   TP – Airlines own UATP cards (ATCAN)

**Credit cards accepted in Gulf Area are Visa, Mastercard, American Express and Diners Club.**

- Is the card offered a valid card?

- Has it been altered in any way?

- Has it been blacklisted by the issuing Card Company

- Does the signature on the charge form match with that on the card? (a local CC acceptance procedure may involve controlling the Card holder's identity as customary)

- Is the Card within the validity date?

- Negotiate an approval code from the Credit Card company

### 14.10.2 Ticket Entry on Credit Card Sales

When accepting the Credit Card on the behalf of an Airline the credit Card details shall be entered in the Form of Payment box of the ticket. Credit Card number must follow a specific format

For Entry in the Ticketing System the Agents must control the applicable format with the Ticket System Provider. The format shall cater for Approval code and Date of Validity

For the Manual documents the entry in the Form of Payment box shall follow following format

CCVI5456 6785 8574 8899 followed by the expiry date, 12/09 for example

Where:

"CC" indicates Form of Payment = Credit Card

"VI" indicated type of Credit Card (in this case Visa)

"5456 6785 8574 8899 " indicates credit card number.  The approval code is entered in its own box.

### 14.10.3 Face to face transactions

For face-to-face credit card transactions the Airline will hold Agents responsible if customary safety precautions were not taken and result in the Credit Card being rejected due to fraudulent use.

For face-to-face credit card transactions (when both the card and the cardholder are present), Agents must ensure that all the necessary security precautions are carried out before handing over the ticket.

The Agent in particular must ensure that the card details are captured by use of a card imprinter, or card swipe (electronic card reader). Card details may, in addition to obtaining an imprint, be entered into the GDS PNR by an Agent for card authorization and for billing by the BSP.

**Details of the card required in an imprint:**

↗ Card number,
↗ Card holder name,
↗ Expiry date and, where applicable, effective date of card

The Agent shall obtain authorization for each transaction from the Card Company, and subsequently record it in the assigned space on the charge form, and into the GDS PNR.

The Agent shall verify the expiry date, and where appropriate the effective date, of the Card.

The signature of the Card Holder on the charge form shall be witnessed by the Agent, and matched against the signature on the reverse of the Card.

**All standard ticketing rules and regulations must be complied with:**

↗ Only one type of STD may be covered by one charge form;
↗ Only one Airline per charge form;
↗ Completion of the remittance area;
↗ Completion of the "Form of Payment" box, showing the Credit Card two-letter identifier followed by the Credit Card Number.
↗ Check that issuing Airline will honour the credit card presented

### 14.10.4 Non Face to face transactions

These are transactions where the cardholder is not present at time of issue. Such transactions are either made by telephone, mail order, online or against signature on file.

These sales are accepted at the risk of the Agent. Any charges in respect of disputed transactions will be passed back to the issuing office. Where a BSP Airline incurs a loss and such loss is attributable to an Agent's failure to adhere to the instructions of the Airline in respect of credit card sales, the Airline may invoice the Agent for such loss. (In normal cases, an ADM will be issued by the Airline.)

### 14.10.5 Passengers Signature

All Tickets issued against Credit Card require approval by the Cardholder. This is expressed by a cardholder's signature. In those cases a Credit Card charge form is used (described in later paragraph) the cardholder shall sign the CCCF. In cases where the ticketing procedure will not require a CCCF the cardholder shall sign the Agent Coupon of the ticket.

### 14.10.6 Reporting of Credit Card Sales by IATA/BSP

All Credit Card Sales are reported on the BSP Billing Analysis and Statement under a separate column. The commission amount is credited to the Agent in cash and as such is deducted from the total balance payable.

# 14.11 REFUNDS

### 14.11.1 General

An Agent is permitted to effect refunds on STDs that were issued and reported by the Agent himself. In all other cases, prior permission must be obtained from the Airline whose document has been used.

In all cases where prior permission to affect a refund must be obtained from the Airline concerned, either as a matter of policy or because the Agent cannot compute the refund himself, an Airline Refund Application/Authority must be issued.

### 14.11.2 Direct Refunds

Auto-refund for E-tickets is available through all the certified automated ticketing providers.

### 14.11.3 Refund Application

A BSPlink refund application/authority should be used whenever a direct refund through automated ticketing providers is not possible

### 14.11.4 Handling of Refunds by IATA Members

Under the provisions of IATA Resolution 824r, Members have agreed to expedite refunds on unused or partly used traffic documents in accordance with the following practices:

Unused traffic documents

Members will ensure that valid refunds on totally unused traffic documents are made or authorized not later than the following remittance date after the carrier receives the refund application from the Agent.

Partly used traffic documents

Members will ensure that refunds on partly used traffic documents are made or authorised by not later than two months after the carrier receives the refund application from the Agent.

### 14.13 REPORTING CALENDARS

### 14.13.1 General

The reporting calendar shows all important dates of the BSP remittance process. Agents are obliged to check the dates in the calendar which you can find on our Resource Center:

http://www.iata.org/customer-portal/Pages/LocalResourceCenter.aspx