



## **BSPlink frequently asked questions and answers.**

Q. Why **BSPlink**, what is it trying to achieve?

A. One global method of communication and billing delivery for all our customers.

Q. What do I need to operate BSPlink?

A. A computer with Windows 95 or above. Microsoft Internet explorer 5.5 or Netscape 6 and above.

Q. What do I need to open my billings?

A. WinZip and Adobe reader. There is a download page on **BSPlink** prior to logging in where you can download free of charge.

Q. Why do I have billings in PDF and ASCII text format?

A. The PDF billing is a financial statement that cannot be manipulated. The ASCII or text billing is provided to agents who run that data into a back office system. If you would prefer not to get the ASCII text billing please advise [cssyd@iata.org](mailto:cssyd@iata.org).

Q. What if I don't have a billing on **BSPlink**?

A. There could be various reasons for this. The most common ones are.

1. You are not in the files download menu.
2. You are a new agency and may not have been added to the **BSPlink** Master tables.
3. You had no sales for that period.
4. Someone in your organization has deleted the file. Please look in the eliminated file folder by clicking on the hyperlink on the top left hand corner of file download page.
5. Your Agency has been relinquished or is on a cash basis. Please contact customer service.
6. If you have eliminated these reasons then contact [cssyd@iata.org](mailto:cssyd@iata.org) and they will arrange to have it loaded onto **BSPlink**.

Q. How long are files available on **BSPlink**?

A. All files including deleted files are available for file download for 2 months. If you ask the BSP for a billing older than 2 months, the normal charges apply for recovering it.

Q. Do Airlines download files using **BSPlink**?

A. All Airlines use **BSPlink** to download their reports the same way you do.

Q. What Airlines are using the ADCM and refund applications.

A. Please refer to the Airline requirements newsletter in file download.

Q. Will there be **BSPlink** workshops or a road show?

A. A road show to all capital cities and country areas is being conducted by our BSP Training Officer David Evans [evansd@iata.org](mailto:evansd@iata.org). **BSPlink** has also been incorporated into the BSP training classes. If you would like to attend these classes please contact [evansd@iata.org](mailto:evansd@iata.org).

Q. When will paper refund notices and applications be discontinued?

A. We can't give an exact date for this, and for a period of time **BSPlink** and paper copies will exist side by side. IATA has stopped producing these forms so they will only be in circulation until stocks run out. We are currently working with the airlines in an effort to provide a mutual cutover date.

Q. Will the airlines still want the physical coupons?

A. In most cases the airlines will require the coupons before a refund application is approved. The coupons can be stapled to a copy of the refund application from **BSPlink** and sent directly to the airline as they are today. You may find in future that Airlines with advanced finance systems may approve applications without sighting the physical copies. Again this will come down to individual airline requirements.

Q. Will airlines want physical coupons for an ACM or LTI request?

A. Our research indicates that the majority of carriers will be prepared to accept a printed copy of our document enquiry screen for ACM and LTI purposes. At this stage there is no facility for the agent to request an ACM on **BSPlink** however an enhancement has been asked for.

Q. What is Qantas doing?

A. At the moment Qantas is working towards the 1st Quarter of 2005 for the introduction of ADCM via **BSPlink**.

Q. Wouldn't it be better to wait for Qantas?

A. Obviously we would have liked to have the national carrier on board but we have decided not to wait. Other carriers have indicated they are ready for the full-enhanced product.

Q. What if I don't have time to get on the Internet during the day?

A. **BSPlink** is available 24 hours a day anywhere in the world. You can download billings from home or check up on the office accounts while on holidays.

Q. I have lost or forgotten my password, what do I do?

A. Contact customer service [cssyd@iata.org](mailto:cssyd@iata.org) they will arrange a new one. Please keep it in a safe place, make sure more than one person knows it, make it something easy to remember and don't forget it is case sensitive.

Q. Why did I get a PDF billing report and not an ASCII billing report?

A. If you had no sales for that period an ASCII report is not produced, only PDF.

Q. How much is enhanced and how much is basic?

A. Enhanced is AUD50 per month for 2 users. Basic is free.

Q. An Airline sent me an ADM and I don't have a copy in **BSPlink**?

A. If you are in basic you will need to check your ADCM pending settlement every day and print. If you are in enhanced you will have a copy online for 16 months.

Q. I can't find my newsletters in files download?

A. Click the down arrow on file type and all newsletters will be displayed at the top of the menu.

Best regards,

Grant Sibraa  
BSPlink Coordinator Australia, Micronesia and F.O.T.  
IATA - BSP



Tel: +61 (2) 9249 6884



Web: [www.iata.org/worldwide/australia](http://www.iata.org/worldwide/australia)



Email: [sibraag@iata.org](mailto:sibraag@iata.org)



Link: [www.bsplink.iata.org](http://www.bsplink.iata.org)