



**MEMORANDUM**  
**BSPCAN/A/652**

**TO:** All IATA Accredited Agency Locations in Canada/Bermuda  
**CC:** All BSP Canada/Bermuda Participating Airlines  
**FROM:** Industry Distribution and Financial Services (IDFS) – BSP Canada  
**DATE:** March 02, 2006  
**SUBJECT:** MIGRATION UPDATE

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Dear Agent,

We would like to inform you of several migration issues that require your immediate action.

**1. Ticket Exchanges**

A number of Ticket Exchange transactions have been received on the GDS daily files as “EVEN” Exchange transactions but the ticket exchange notice reflects an additional collection of Change Penalty. **Please enter the Change Penalty amount in the Ticket Exchange format or Ticket Exchange mask provided by your GDS.**

If the change penalty is not entered in the GDS format/mask, the data sent in the GDS must be manually corrected in ISIS. **Negative Impact: Delays processing of Manual transactions**

**2. MasterCard Form of Payment**

It has come to our attention that some agents use the code MC for Mastercard payments. **The only valid code for Mastercard payments is CA.** Use of the MC code requires manual data correction thereby causing considerable delays in processing of transactions.

**3. Shortage Notices**

As previously advised in Memorandum 648, outstanding Shortage Notices can no longer be submitted as part of the weekly manual report sent to the local data processing centre. Outstanding Shortage Notices must be sent directly to the IATA office in Montreal **with your payment.**

**4. Sales Transmittal Form**

This is a reminder that effective Period Ending 05 February 2006, you are required to complete and submit an online Sales Transmittal Form in BSPlink.

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## **5. Incorrect Commission Processing for Net Fare Tickets**

Upon investigating some commission processing errors for net fare/contract fare tickets, we have discovered that incorrect formats were used in the GDS tour code box. Please verify with your GDS helpdesk for valid tour code box formats.

## **6. GDS Automated Refunds**

As you know there have been considerable delays in the processing of manual transactions. This is due in part to an increase in the volume of manually reported documents and in great part to low usage of the automated refund functionality that is available through the GDSs.

Please note that the automated refund functionality provides important benefits for all parties particularly your customers whose refunds will be processed the day following the refund transaction. Full use of GDS automated refunds will also considerably reduce delays in processing of manual documents and will result in a win/win situation for everyone.

We are presently working with the GDSs for solutions to further automate the reporting system and will keep you informed of all new developments.

We apologize for the problems you may have experienced as a result of the migration and assure you that a team of experts is hard at work analyzing the problems and looking at both short and long term solutions.

We thank you for your cooperation and understanding.

Sincerely,

Agostino Forte  
Country Manager  
The Americas, Canada/Bermuda