

News Bulletins IATA Nordic & Baltic 2004

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Airline VASP - VP/343 in Suspension, 29th Dec 2004

Referring to Resolution 850 the Airline VASP has been put in suspension by IATA and ticketing has been closed in all Nordic & Baltic countries until further notice.

Inventory of Traffic Documents, 16th Dec 2004

The deadline for sending in Inventory Reports have passed and we are still missing the reports from more than 390 Agents. We will send a reminder to those via mail and we will not debit administrative fee if the report is sent to us before December 31, 2004. You can find a complete list of all agents that are subject for the inventory under Distribution. All information and your report is uploaded on your BSPlink account.

Several New Airlines to join BSP before Christmas, 02DEC04

Cubana de aviacion, Royal Brunei, Dragon Air and Etihad Airlines will join BSP in next coming weeks.

Syrian to join BSP, 1DEC04

Syrian Arab Airlines RB/070 has now joined BSP Nordic and Baltic. Initially Syrian joined operations in Sweden only but will gradually spread to the rest of the BSP countries.

CIS carriers join Nordic and Baltic, 1DEC04

Donbassaero 7D/897 an Ukrainian carrier based in Donetsk joined recently BSP Nordic and Baltic in SE, DK, NO, LV, EE and LT. At the same time **Uzbekistan Airlines HY/250** also joined our BSP but initially only in LV. HY operates directly to RIX from Tashkent and New York

Airline Volare(263 - VA) in Suspension affecting Estonian Agents, 23rd Nov 2004.

Due to the information on the Airlines own web page www.volareweb.com, IATA is taking action according to Resolution 850 F and suspends the Airline, which is only active in Estonia. Ticketing will be closed with immediate effect and any Refunds can still be carried out during period 02NOV (until 30th Nov). Further details will follow.

Agent Annual Fees for 2005 uploaded as ADM on BSPlink from Airline 950, 22nd Nov 2004

The Agent Annual Fees for 2005 are during period 02NOV being uploaded as an ADM on BSPlink from Airline 950. The contact details for this Airline says "IATA HQ - Agency Fees", and the ADM is not disputable on BSPlink. Each Agent will also receive a paper copy of the invoice with specifications, but the money will be deducted on your remittance of the 15th December and thus visible as an ADM on the BSP report for period 02NOV.

Inventory of Traffic Documents, 17th Nov 2004

It is now time to perform an inventory of the Agents Traffic Documents stock. This is a task for 1061 of our Agents. Please check your BSP Link account if this concerns your IATA Code. If you can find a file

called "Inventory Report.xls" under FILES\Download on BSP Link then the inventory is a mandatory task for your IATA code.

You can find a description how to login and download files from BSP Link here: [How to login and download files from BSP Link](#)

In the document "Inventory Instruction.pdf" also found on BSP Link you will find information about what you need to do to complete for the inventory.

All further information and communication regarding the inventory will from now on be sent to you via BSP Link. Read all information and instructions carefully. An administrative charge of SEK 2.500 will apply to any follow-up inquiry needed where a completed Inventory Form has not been received by IATA Nordic & Baltic BSP before 15th December 2004.

The inventory is an important step to improve the quality of the ticket distribution because stock on hand data is one of the parameters regulating the auto replenishment (automatic orders) to the agents.

New Airlines joined BSP in Baltic Countries

Uzbekistan Airlines joined BSP operations in Latvia on 1 November, 2004. Emirates extended their participation to Estonia on the same day making their presence in all three Baltic states now. Uzbekistan Airways is new to BSP Nordic and Baltic. Latvia is their first participation country. The airline operates intercontinental flights to New York via Riga. The ticketing code is 250 and abbreviation is HY. Gateways in Copenhagen represents HY in our region.

Final Refunds for Air Littoral to be collected no later than 29th October, 2004-10-06

Due to final agreements with the liquidators of Air Littoral, there is now a chance for Agents to send in any still outstanding eligible refunds. Please see the full information in the document below

[Air Littoral Final Refunds](#)

Closed Ticketing from 1st October on Braathens(BU/154) documents, 1st Oct 2004

Please be informed that ticketing on Braathens(BU/154) documents, in BSP Nordic & Baltic countries, will be terminated as per 1st October 2004. Tickets which would ordinarily be issued on Braathens(BU/154) will from that day be undertaken on SAS(SK/117) documents.

Agents still holding any outstanding and eligible documents for refund, shall register these refunds, by using airline code BU/154 until further notice.

All issued BU/154 documents are valid for travel, reissue and refund according to normal ticketing rules.

We ask you kindly to return the Braathens(BU/154) physical Carrier Identification Plate(CIP) as soon as possible after the 1st October 2004 to;

Braathens AS
Avregningsavdelingen
Postboks 55
1330 Fornebu
Norway

For information, Braathens prefix (flight code) BU will continue on BU scheduled routes until 31st December 2004.

For any further inquiries, please feel free to contact helge.steensen@sasbraathens.no or anne.steen@sasbraathens.no

Feedback from Customer Survey, 2004-09-27

Please find the feedback from the customer survey performed during Aug-Sep, regarding first level of support for customer services, in the below file.

[Customer Survey Feedback.pdf](#)

Agent stock take activities, 24 September 2004

IATA Nordic & Baltic has started the biannual inventory of the agent ticket stock. 100 agents in Scandinavia have already received the new inventory form. Remaining agents will get the inventory form and detailed instructions uploaded on BSP Link on November 17. The Inventory Form will present the stock data per reporting period two in October. Your task is to compare the IATA list with your actual stock and in detail describe and report any discrepancies. To facilitate the process you should make a physical inventory of all your IATA coupons in stock on October 31 (end of reporting period two). Note that data from your system provider such as PIL etc is not valid for this inventory!

Neglecting to accomplish the inventory form will result in an administrative fee of SEK 2500 according to the BSP Manual for agents, chapter 9 section 9.8.

Important dates

October 31, 2004 – make a physical inventory of all your IATA coupons

November 15, 2004 – inventory form uploaded on your BSP Link account

December 6, 2004 - deadline for admitting the inventory form

Problems with telephone / switchboard services for customer service, 3rd Sep 2004

Due to problems with our local telephone operators, you might have experienced problems to reach our customer contact center on number +46 8 4700210. The problem should now be solved, but if you still experience any troubles, please call on +46 8 4700200 and we will manually connect your call.

September 1, 2004 Change of distribution hub

In the process to improve the distribution of Standard Traffic Documents from IATA Nordic & Baltic we will change distribution hub from Safram Spedition AG in Germany to the French subsidiary Saflog SARL. Saflog SARL have their modern warehouse facilities based in Genas just outside of Lyon in France. SafLog SARL is highly experienced to handle BSP documents and they have a better capacity to pick and pack and ship our orders to you.

The move of the warehouse stock will take place 1:st to 5:th of September 2004. During this period we have only possibility to do smaller emergency shipments.

We have updated the Return of Documents Form and the Requisition Card with new addresses.

Address to our new distribution hub:

Saflog SARL
Nordic & Baltic operations
7, rue de la Fonderie
FR-69740 Genas
France

Change of distribution hub, 27 August 2004

In the process to improve the distribution of Standard Traffic Documents from IATA Nordic & Baltic we will change distribution hub from Safram Spedition AG in Germany to the French subsidiary Saflog SARL. More information could be found under Useful Information Distribution.

Returned Documents Form and the Requisition Card are updated with new address information.

Additional reports sent by error for P1JUL04, 28 July 2004

Some customers will find Agent Remittance and Airline Settlement reports in P1 July04. Those were sent by error as this type of report is only sent in Period 2 each month. Observe that no amounts have been calculated for this period. Please disregard those reports.

SweFly joined in DK and NO, 28 July 2004

After joining BSP in Sweden on 10th of July, SweFly has now even extended their BSP operations to Danmark and Norway

Survey about Customer Services´interfaces, 2004-07-28

Please find below the message and the URL(url deleted 25th Sep) to the online survey that will be available for Airlines and Agents in Nordic & Baltic until the 12th of September 2004.

[Survey about Customer Services interfaces](#)

Update regarding Refund Procedures for DUO, 23 July 2004

Please see important update about the refund procedures for DUO Airways under subpage "BSP Participating Airlines".

Refund Procedures for DUO Airways 16 July 2004

For Agents having any outstanding refunds for DUO Airways, please find information under the link "BSP Participating Airlines". Note that Refund Applications requested in the procedures must be sent in, and received by BSP, *no later than 30th of July 2004*.

SweFly joining BSP Nordic and Baltic, 10 July 2004

Another Swedish carrier will become member of BSP Nordic and Baltic on 16th July 2004. SweFly with codes WV and 612 has joined in Sweden only.

All agents in Sweden were awarded with ticketing authority of WV. Initially WV will not accept CC in the ticket. WV is working on resolving this for several card type however.

BMI joined Nordic and Baltic, 10 July 2004

BMI former British Midlands with codes BD and 236 joined BSP Nordic and Baltic in all seven countries. BMI will accept VI, CA and AX but initially not DC. Local contact is a GSA located in Copenhagen at Trommesalen 5, 5tv.Contact Person Mr Holger Fredriksen

All agents has been updated with ticketing authority by BMI.

New Airlines joining in July, 2 July 2004

On 1st of July Welcome Air 2W/227 joined BSP Nordic and Baltic in Sweden. The Airline is represented by GSA Aviareps. All agents have been authorised for ticketing. NO physical CIP plates were delivered.

Following Airlines will join soon: BMI British Midland International DB/237 and City Airline of Gothenburg CF/419. More information to come

IMPORTANT INFORMATION TO ALL CUSTOMERS IN NORDIC & BALTIC - New Call Centre Procedures, 15 Jun 2004

IATA is restructuring its local offices to provide customers with an improved level of service across the Europe region. This means that, as the restructuring progresses, there will be changes in the way we interface with our customers. *Effective 22 June, all calls coming into our Customer Services Department will be rerouted to a new Contact Centre.* Please read the full information under "Operational" how this will affect you.

New Airlines as of 1 June 2004 31May2004

Cimber Air 647&QI joined BSP Nordic and Baltic on 1 June 2004. Cimber will participate in Denmark, Sweden, Norway.

East African Safari Airways S9/895 joined BSP Nordic and Baltic on 1 June 2004 . S9 will participate in Norway, Denmark and Sweden.

New Regional Manager IATA Nordic & Baltic, 24 May 2004

Per Johansson has been appointed Regional Manager IATA Nordic & Baltic with responsibility for BSP, CASS and ASO within the area. Per has been with IATA for two years managing the Customer Services. Before IATA, Per worked several years at different Travel Agencies and has also worked with the hotel industry. Per replaces Ms MiJa Bruce who has relocated to Geneva assuming the role as Regional Manager Accreditation for Europe. Following this appointment Mr Tommy Enecrona has been appointed Supervisor Customer Services IATA Nordic & Baltic. Tommy has worked for IATA for the past two years as Airline Coordinator.

Further to DUO AIRWAYS collapse, 10 May 2004

Acting under provision of the resolution 850 Atch F, IATA/BSP Nordic & Baltic has asked all Ticketing System Providers to close both Ticketing and refunds for VB

Remittance by the 16/05/2004 for period 1 and 2 April 2004 will have to be settled in full to IATA including VB transactions. IATA will open a separate account for these funds to be held pending central agreement with the Liquidator. Information about tickets issued before April and thus not included in the BSP billing for April 2004 will have to be communicated later once agreed centrally with the Liquidator. Any Credit Card/Cash or Refund transactions dated on or after the 01/05/2004, and subsequent, Sales Transmittals, will be returned to you for direct accounting with the Airline.

If you have any questions, please contact us via email iatascan@iata.org

New Call Centre Procedures, 2004-06-15

As from 22nd June all incoming calls from Nordic & Baltic customers will be rerouted to a new contact centre. Please find the full information on how this will affect you in the document below.

[New Call Centre Procedures](#)

ISS Transformation Phase 2 Update, 2004-06-11

Please find an update on the ISS Transformation for IDFS services in Europe below

[ISS Transformation Phase 2 Update](#)

DUO AIRWAYS ceased operations, 2004-05-03

British carrier Duo has suspended all Operations as of 30 APRIL 2004. Acting under provision of the resolution 850 Attch F, BSP has asked all Ticketing System Providers to close both Ticketing and Refunds for VB. Bill Dawson and Andrew Peters, partners of Deloitte, were appointed Joint Administrators to Duo Airways Limited on 1 May 2004. Following this appointment Duo has ceased to trade and there will be no further flights. Passengers are directed to following points of contact:

Duo Airways Limited
2245 Coventry Road
Birmingham
B26 3NG
Tel + 44 121 743 9090

or write to the Administrators at

Deloitte
201 Deansgate
Manchester
M60 2AT

Delay in 02MAR output, 2004-04-15

Due to technical problems at data processing center, some of the output(e.g statistics for airlines) for period 02MAR, primarily for countries NO and SE, are delayed and will not be shipped until 16th Apr.

New Airlines Joining 4 APR 2004

Ghana Airways and Volare Airlines joined BSP operations as of 1 APR 04. Ghana is participating in Sweden, Denmark and Norway while Volare only in Estonia. More info under "participating Airlines" page

Meet IATA at TUR fair in Gothenburg, 2004-03-25

IATA will have representatives present at the TUR trade fair in Gothenburg on the 25th and 26th of March 04. We will not have a stand this year but we will be happy to meet with you if wish to make an appointment. Please call the office at +46 8 470 02 00 and we will coordinate a meeting with the IATA staff in Gothenburg. Hope to see you there!

Reminder for all Agents to use correct address for reporting of BSP Sales, 2004-03-25

All Agents should be aware that the only valid way to send the periodic reporting to BSP is by reporting envelopes, including postage, to the address:

EDS/BSP Service Center
EDS Danmark A/S
Post Box 721
DK-2500 VALBY
(or DK-2450 COPENHAGEN SV, both addresses valid)
DENMARK

Using the old Box 445 or any delivery service to EDS or Danish post office might cause a delay of the reporting envelope and an irregularity as a consequence. More info to be found under the link "Operational".

Please also note the short time frame, due to public holiday, for reporting sales of period 02MAR. Mailing date is set to 1st April.

Customer Satisfaction Survey / Airlines, 2004-03-25

We are pleased to invite you to participate in our 2004 ISS Customer Satisfaction Survey for IDFS Nordic & Baltic . This survey is part of an ongoing programme to review the services provided by the IATA Settlement Systems worldwide, to ensure they continue to meet customer needs and expectations. Please take a few minutes to fill out the online survey. The link has been sent via SITA and BSPlink to all airlines, if you did not receive it please contact customer services. The survey will be online until 26 March 2004, and your input will remain confidential. Thank you in advance for your kind participation.

Clarification regarding Repayment to PBAir passengers, 2004-03-08

With regards to earlier message regarding PBAir repayment, IATA would like to make the following clarification: IATA has been successful in securing repayment for regular tickets that IATA Travel Agencies have passed through the IATA clearing and settlement system (the BSP system) and meeting the following criteria:

The IATA Travel Agent has:

- issued the ticket on regular BSP documents and reported such sale through BSP
- refunded and sent the original ticket through the BSP system in period 1 or 2 OCT01, i.e. 01-31 October 2001 as instructed

These IATA Travel Agencies have received repayment through the BSP System in period 2JANO4, i.e. 15 FEB 2004 for further distribution to their customers/passengers. Passengers who have not bought regular tickets reported into the IATA BSP System, will have to turn directly to their Travel Agent and/or to PB Air Company Ltd in Thailand for processing of their claims. The following websites may provide further information: www.pbair.com www.pbair.net

IATA manages the payment system for regular tickets only and can only address repayments of cash obtained for such regular tickets. The "Customer Self Service" portal at this website will within short be available for specific questions or look under What's New - "Newsletters" for earlier messages.