

## **News Bulletins IATA Nordic & Baltic 2005**

This document is intended as a reference document to see when information was uploaded on the IATA Nordic & Baltic website. We can not guarantee that links to other websites and documents are still active. In case of any queries on old News Bulletins, please log your case to IATA Nordic & Baltic from the [Customer Service Portal](#) for Europe

### **Update on SWEFLY (612-WV) reconstruction, 16th December 2005**

IATA has been informed that a general creditors meeting at the Court will take place on 23 December, 2005. It appears, that the reconstructor has received more than 90 % approvals from the creditors. Consequently, IATA believes that the court will deem the reconstructor's proposal acceptable. However, some of the conditions for the reconstruction plan are still not formally resolved. Pending resolution of such issues, the situation remains somewhat unclear

### **Update on SWEFLY (612-WV) reconstruction, 29 November 2005**

IATA's discussions with the reconstructor have not yet come to any conclusion. Clearly, the reconstructor has to concentrate on resolving the issues stated as conditions for the proposed reconstruction. Efforts in that regard are underway. It should however also be noted, that the composition process calls for a convention of creditors at the court, once the conditions for the proposed reconstruction has been fulfilled. Such a creditors meeting is likely to occur in late December 2005. Until that date, claims can be filed. Any further developments will be communicated on this website.

### **Important Changes of Procedures, in relation to IATA Nordic & Baltic changing data processing partner during November 2005.**

The detailed information about changes and how they affect Airlines and Agents has been uploaded to BSPlink and can be found in the below documents.

[Important Changes of Procedures for Airlines](#)

[Important Changes of Procedures for Agents](#)

### **Mapping Documents for Airlines and Agents November 2005.**

[MAPPING DOCUMENT for AIRLINES](#)

[MAPPING DOCUMENT for AGENTS](#)

### **Air Lithuania(TT-843) in Suspension, 23rd Nov 2005**

Referring to Resolution 850f, please be advised that the Carrier Air Lithuania (TT-843) has been put into suspension by IATA. This means that Ticketing is closed with immediate effect in DK, NO, SE and LT, and IATA is holding all funds for the Airline in Question. BSP Remittances for Agents should be completed in full regardless of claims towards the Airline, and IATA will initiate discussions when any official liquidator has been assigned. For further information at this stage, please contact us at [info.se@iata.org](mailto:info.se@iata.org)

### **Update on SWEFLY(612-WV) Reconstruction, 22nd Nov 2005**

IATA is currently involved in discussions with the reconstructor for SWEFLY. First of all, the discussions serve the purpose of informing the reconstructor and explaining details of the IATA clearing and settlement systems. Also, the reconstructor was presented information about tickets, flights, payments, etc to allow the reconstructor to form an opinion on how a reconstruction should proceed. A decision by the reconstructor is likely to be presented in the near future. Any further developments will be communicated on this website.

### **Reporting Error from PAS/TICS Ticketing System, 11th Nov 2005**

There has been an error in reporting affecting the October billing for all users of PAS/TICS Ticketing System in countries DK, NO, SE, LV and LT. Transactions intended for period 02OCT has been reported by PAS/TICS in period 01NOV. This causes incorrect amounts on billing and remittance reports when comparing PAS/TICS report versus BSP reports. Agent can find more information uploaded in a separate document to BSPlink

Since the BSP process for period 02OCT is already run and reports and files to banks are already produced, there is no way for IATA to reverse this for the upcoming remittance on the 15th November. The amount stated on the Agents Remittance Notice, found on BSPlink, must therefore be paid in full! Since the transactions in question are already reported in period 01NOV all differences that might occur will be cleared on the next remittance.

Agents seeking further clarification are referred to contact the help desk of their Ticketing System Provider PAS/TICS on email [STOHB.helpdesk@sas.se](mailto:STOHB.helpdesk@sas.se)

### **IATA Nordic & Baltic changing Data Processing Partner and eliminating manual capture of documents in November 2005**

Please be advised that IATA Nordic & Baltic are changing Data Processing Partner during the month of November 2005. The software used for all BSP Processes and Reports will remain the same and reports will remain in the same format. The above change of supplier will however have some impact on operations during time of migration, e.g. a freeze for the production of daily files and stock orders between 11th and 18th November 2005.

Also, following the European IATA Best Practice, **all manual data capture of documents will be eliminated as from 1st December**. Basically, the last manual alternatives for reporting will now be removed and all reporting will be through the Agents Ticketing System and/or BSPlink. By this we will move towards a more modern and efficient environment, and the electronic reporting prepares all parties for the global elimination of paper tickets as from 2008. This will also bring a more consistent and transparent environment in all Nordic & Baltic countries.

Detailed documents about the above has been uploaded to all Airlines and Agents on BSPlink (Files – Download) and can also be found on this website under the link '[Operational](#)'

### **VASP suspension update (7 Oct 2005)**

VASP ceased operating on 27th of January 2005 and has filed a petition for judicial reorganization on 1st of July 2005 (similar to US Chapter 11 reorganization). The purpose of that filing is to provide protection for the company from its creditors, while it reorganizes the business. An operational message regarding this has been uploaded to all Agents and Airlines via BSPlink

### **Several new carriers to join BSP Operations (1st Oct 2005)**

Several new carriers are now available for ticketing for agents in Nordic and Baltic area. Following carriers joined BSP operations recently:

TACV Cabo Verde (VR), AirNamibia (SW), Lloyd Aero Boliviano (LB), Air Tahiti Nui (TN). Those carriers are now opened in SE, NO and DK. Air Namibia even opened their sales in EE

Uzbekistan Airlines (HY) that up to now only were open in Latvia has now decided to open even in LT, EE, SE, DK and NO.

### **Delta Air Lines (DL-006) on Chapter 11 (16th Sep 2005)**

Delta Air Lines Inc (DL-006) filed for Protection of the Court under Chapter 11 of the US Bankruptcy Code on the 14th of September 2005. The purpose of that filing is to provide protection for the company from its creditors, while they reorganize the business.

The position of IATA is to do whatever we can to support Member airlines, which are undergoing the Chapter 11 process, whilst also protecting the interests of our other Members, other customers, and the traveling public.

An operational message regarding this has been uploaded to all Agents and Airlines via *BSPlink*.

### **Remittance for August , re Swe Fly(WV-612) in Suspension(13th Sep 2005)**

Since Carrier Swe Fly is still suspended by IATA, we wish to point out to all Agents that the remittance for August (due 15th Sep) is to be settled in full. IATA/BSP will hold all funds due to Swe Fly relating to this settlement period until clarification regarding refunds can be made and awaiting further developments with the carriers' operation.

### **Swe Fly(WV-612) in Suspension(6th Sep 2005)**

Referring to Resolution 850f, please be advised that the Carrier Swe Fly(WV-612) has been put into suspension by IATA. Ticketing will be closed with immediate effect. For further information at this stage, please contact us at [info.se@iata.org](mailto:info.se@iata.org)

### **Phuket Air(9R-436) in Suspension(1st Sep 2005)**

Referring to Resolution 850f, please be advised that the Carrier Phuket Air(9R-436) has been put into suspension by IATA. Ticketing will be closed with immediate effect. For further information at this stage, please contact us at [info.se@iata.org](mailto:info.se@iata.org)

### **Brazilian Carrier Varig(RG-042) Filed for judicial restructuring. (22nd July 2005)**

Brazilian carrier Varig (RG-042) filed for judicial restructuring (the equivalent of US Chapter 11) in Brazil on 17th June 2005. RG is continuing to operate scheduled air services while it restructures.

IATA has concluded an agreement with RG whereby the Airline has confirmed and undertaken that the IATA agreements, including the Clearing House agreements and the Billing and Settlement Plan will remain in full force and effect with respect to RG.

Also, to reassure that all involved parties interests are being addressed, RG has agreed to provide IATA with a security deposit, which will be built over a period of 4 months. If further questions please contact us on [info.se@iata.org](mailto:info.se@iata.org)

### **Preprogrammed downtime of BSPlink Saturday and Sunday 30th and 31st July (22nd July 2005)**

Please note the preadvised downtime of the BSPlink application. There will be a full stop in *BSPlink* on Saturday 30th July to Sunday 31st July. This is to update *BSPlink* File Servers processing speed and memory and will result in more powerful performance for *BSPlink*. However some sFTP users may afterwards need a new host fingerprint and SSH protocol which will require a new one-time confirmation.

The stop will be on **Saturday 30th July from 09:00 CET to Sunday 31st July 23:59 CET.**

### **Duplicate Transactions in Daily process Friday 10th June. (13th June 2005)**

Our data processing center has unfortunately reported an error in the daily process made on Friday 10th June. All transactions this date were duplicated, affecting parties receiving daily files(Credit Card Acquires and Airlines(Daily HOT files and Daily Credit Card Files))

All duplicate transactions have now been reversed in all related systems and corrected data has been sent to parties requiring it.

If you have any further inquiries related to this error, please log your case on the Customer Service Website.

### **Delay in Remittance from Swedish Agents for month of April. (17th May 2005)**

The remittance from Agents in Sweden for the month of April, due on the 17<sup>th</sup> May is delayed. This means that the money on your Account might not be remitted until the 18<sup>th</sup> May. *It is very important that you do not make any alterations on the amounts on your account, nor any manual payments to IATA.*

All remittances will be done on the 17<sup>th</sup> or 18<sup>th</sup> May, and the Airlines will not be affected. Provided you follow the above instructions (i.e keep the money available on the account) you should not risk any irregularity from IATA.

Sorry for the inconvenience caused.

### **Customer Service Procedures from 2nd May 2005**

IATA are continuing to restructure and improve Customer Services activities within Europe and to this end we have now launched our new Customer Services website for Europe ([www.iata.org/europe/cs](http://www.iata.org/europe/cs)). This website will be your primary point of access to IATA Nordic & Baltic's Customer Services.

Effective **2nd May 2005** following are the options to use for any Customer Services enquiries:

- Self-help via our Customer Services website - [www.iata.org/europe/cs](http://www.iata.org/europe/cs)
  
- Log an enquiry online from Customer Services website - [www.iata.org/europe/cs](http://www.iata.org/europe/cs)
  
- E-mail Customer Services IATA Nordic & Baltic - [info.se@iata.org](mailto:info.se@iata.org)
  
- Call Customer Services IATA Nordic & Baltic - +46 8 470 02 10

(In light of feedback we have received from our customers the calls will now be routed directly to the local IATA office, instead of the use of a call center. This service will be available **(0900-1200 hrs)** Monday through Friday, so the quickest way to find the solution of your problem, or to have your case logged, will always be through the Customer Services website.)

This message has also been uploaded to BSP on Files / Download and you can find the full document as a .pdf under the link "Operational"

### **New Customer Service Procedures as from 2nd May 2005**

Please find the full document about the new procedures below

[Customer Service Procedures from 2nd May 2005](#)

### **Ghana Airlines closes operations, 1APR05**

Ghana Airways GH/237 has ceased the operations. BSP delared GH suspended as per provisions of the resolution 850 Attch F.

We will revert with more specific information once more details are known to us. Meanwhile all Ticketing and Refunding on that carrier is suspended by the Ticketing System Providers on IATA request.

### **New Airlines join in the Baltic countires, 1APR05**

Recently sevelar airlines joined BSP Operation in Baltic countries.

In Estonia: Gulf Air, City Airline, Ethiopian Airlines, Cimber Air joined, in Latvia: Cimber Air and Gulf Air and In Lithuania: Cimber Air, Aerosvit, Gulf Air

### **New Cancellation Rules as from 1st March 2005**

As of that date the agents will only have possibility to perform cancellation of the documents on the same date as the issue. In all other cases the agents shall perform a refund. Up to now the cancellation was allowed to for the entire reporting period. (Cancellation with reversal )

The decision was taken based on two major aspects: firstly to adopt BSP Nordic and Baltic Procedures to globally recognized standard and secondly to ensure that cancellation and refunds of documents that were restricted by the specific fare basis will not be possible already at Ticketing System level.

The decision was taken in consultation with Local Customer Advisory Group (LCAG) and agents representatives in Area Programme Joint Council (APJC). The new cancellation rules will be effective in BSP Nordic and Baltic as of 1st March 2005. (Agents were advised of this change on BSPlink on the 5th January 2005)

The change of procedures results in minor changes to the BSP Manual for agents. The replacement pages will be uploaded to all agents on BSPlink in connection with providing reports for Period 1Feb05

#### **Britania Airways AB to leave BSP on 1MAR05, 22Feb 2005**

Britania Airways will be leaving BSP on 1st March 2005. The airline no longer operates scheduled flight thus is now leaving BSP. All agents that still hold unrefunded documents for Britania are asked to process them before that date

#### **Airline JAT(115 /JU) in Financial Difficulites, 17th Feb 2005**

IATA Nordic & Baltic wishes to point out that Airline JAT has reported that they are in financial difficulties. IATA Head Office is following the development of this and we will post further information as soon as it becomes official.

#### **\*\*Remittance for 02JAN put on hold, updated 16th Feb\*\***

The latest status of BSP Output and Remittance for 02JAN, on a country by country basis can be found in the below document:

[Status on 02JAN Remittance in BSP Nordic & Baltic 16th Feb.pdf](#)

*Previous Message 15th Feb:* The problems causing delay in the period 02JAN processing has now been identified and new Remittance/Settlement Notices are being uploaded to BSPlink. Note that the errors do not affect all Agents/Airlines, so many of you will see the same amounts as previously on your reports.

*Remittance/Settlement will now be performed on the 16thFeb in countries Denmark, Norway, Estonia, Latvia, Lithuania and Iceland.*

For Sweden, remaining reports are still being produced and Remittance and Settlement for *Sweden is now scheduled for Thursday 17th Feb*. More info will follow on [www.iata.se](http://www.iata.se) during Wednesday 16th Feb.

*Previous message 14th Feb:* "Due to numerous errors found in the billing process and outputs for period 02JAN, the Remittance and Settlement is put on hold. Reruns of billings are in process and new Remittance and Settlement notices will be uploaded during Tuesday 15th Feb. (This will also affect all other output for period 02JAN, which will be reloaded to BSPlink/iiNET).

Please refer to this website during Tuesday 15th Feb for most updated information of the remittance."

#### **MPDs in series 501 will soon expire, 28th Jan 2005**

Due to safety reasons MPDs have a preprinted expiry date on the first coupon. MPDs with document number 5015 000 000 to 5015 314 999 will expire on 13 March 2005 and 5015 315 000 to 5015 864 999 on 22 March 2005.

We will deliver new MPDs to agents that have only MPDs in 501 series before 9 March 2005.

More information have been uploaded to the Travel Agents on BSPLink.

#### **Air Littoral Refunds Finalized, 20th Jan 2005**

The final settlement with Air Littoral Liquidators has now been finalized and all Agents that reported Refund Applications, as per instructions advised in October, has now received the full amount as a Refund in period 02DEC. Agents can now proceed and reimburse passengers. This case is now considered closed by IATA.

#### **BSP Reports and Output (For Airlines and Agents in DK, NO and SE) for period 02DEC, 17th Jan 2005**

As per the reporting calendar the Remittance and Settlement Notices were due on the 14th Jan, and they were indeed uploaded to BSPLink on thursday the 13th. However, the remaining Reports and HOTs for Denmark, Norway and Sweden will be uploaded during monday 17th January. Also, please find new updated Reporting Calendars for whole of 2005 on the subpage "BSP Baltic & Nordic Calendars".

#### **Local training in New Fare Construction Rules**

Effective 15th of January 2005 new fare construction rules will apply which will include the removal of the Sales indicators SITI/SITO/SOTI/SOTO when constructing fares. A training for IATA Travel Agents will be held on the 25th of January 2005 in Stockholm, Sweden aiming at giving a better understanding and insight to these changes. Below link will provide more information and also includes a general summary of the changes to the fare construction rules. For full details, please refer to the IATA Interline Tariff Voluntary Rerouting Guide.

[Training Course for the New Fare Construction Rules](#)