**FOREWORD:** This chapter (Chapter 14) covers local BSP procedures applicable in Belgium & Luxembourg. For all other applicable BSP procedures please refer to the core BSP Manual for Agents.

**CHAPTER 14 - Local Procedures**

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14.1 ADDRESSES & CONTACTS

IATA Local Office

IATA - IDFS Belgium & Luxembourg
Avenue Louise 350
B-1050 Brussels
Belgium

Customer service: www.iata.org/customer
Contact us or Log an enquiry

E-mail: info.belux@iata.org
Internet: www.iata.org/belux
Telephone: +32 2 620 01 18 Monday to Friday Between 9:00 – 12:00

Contact names in IATA Belgium & Luxembourg

Norina Vento Country Manager Belgium & Luxembourg
Contact: info.belux@iata.org

Data Processing Centre

Accelya
C/ Bravo Murillo, 377 Pl. 7-A
28020 Madrid
Spain

Clearing Bank

ABN AMRO Bank
Kanselarijstraat 17A
B-1000 Brussels
Tel + 32 2 546 01 00
Contact: Marc Moerkens

List of Approved Ticketing System Providers

The local Approved Ticketing Systems providers are: Amadeus, Galileo, Sabre, Start and Worldspan.
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 find the current delegates:

<table>
<thead>
<tr>
<th>Airline contingent</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SN LAGAE</td>
<td>FRANCOIS</td>
<td><a href="mailto:Francois.Lagae@brusselsairlines.com">Francois.Lagae@brusselsairlines.com</a></td>
</tr>
<tr>
<td>SN SELLEKAERTS</td>
<td>FRANCOIS</td>
<td><a href="mailto:fsellekaerts@brusselsairlines.com">fsellekaerts@brusselsairlines.com</a></td>
</tr>
<tr>
<td>UA DELL’OMO</td>
<td>LUCRECE</td>
<td>lucrece.dell’<a href="mailto:omo@ual.com">omo@ual.com</a></td>
</tr>
<tr>
<td>QA SFIIKA</td>
<td>TITINA</td>
<td><a href="mailto:bruuzoa@olympicairlines.be">bruuzoa@olympicairlines.be</a></td>
</tr>
<tr>
<td>BA VANTOMME</td>
<td>FRANCOISE</td>
<td>Franç<a href="mailto:oise.Vantomme@ba.com">oise.Vantomme@ba.com</a></td>
</tr>
<tr>
<td>LG SCHMIT</td>
<td>FRANK</td>
<td><a href="mailto:frank.schmit@luxairgroup.lu">frank.schmit@luxairgroup.lu</a></td>
</tr>
<tr>
<td>OK PAVEL</td>
<td>SARF</td>
<td><a href="mailto:pavel.sarf@czechairlines.com">pavel.sarf@czechairlines.com</a></td>
</tr>
<tr>
<td>LH GROSSMANN</td>
<td>DIRK</td>
<td><a href="mailto:dirk.grossmann@dlh.de">dirk.grossmann@dlh.de</a></td>
</tr>
</tbody>
</table>

Agent Contingent

| ABTO BERT               | PASCAL          | abto@arcadin.be                           |
| BTO TILKIN              | PHILIPPE        | philippe.tilkin@bdctravel.be              |
| BTO RIVEL               | GEORGES         | rivelg@weinberg-travel.com               |
| BTO VAN SCHAMELHOU      | OTTO            | Otto.VanSchamelhou@airtib.be              |
| VLARA GEERT             | GAENS           | secretary@vlara.be.geert@alk.reizen.be    |
| GAVL LEY                | BERNY           | berny.ley@flammang.lu                    |
| UPAY CUVELERI           | JEAN-PHILIPPE   | jph@rainbow-to.be                         |
| VVR DEMUYNCK            | PIETER          | vvr@vvr.be                                |
| VVR VYNNCK              | CARINE          | vvr@vvr.be                                |
| ABTO DEMUYSERE          | JONA            | jona_demuyser@jetair.be                   |

APJC Delegates

The AGENCY PROGRAMME JOINT COUNCIL (APJC) is a forum where Airline and Travel Agency delegates may consider all aspects of the Agency Programme in Belgium and Luxembourg and make recommendation thereon in the form of agenda proposals to the Passenger Agency Conference.
### Airline Contingent

<table>
<thead>
<tr>
<th>SN</th>
<th>LAGAE</th>
<th>FRANCOIS</th>
<th><a href="mailto:Francois.Lagae@brusselsairlines.com">Francois.Lagae@brusselsairlines.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>SN</td>
<td>SELLEKAERTS</td>
<td>FRANCOIS</td>
<td><a href="mailto:fsellekaerts@brusselsairlines.com">fsellekaerts@brusselsairlines.com</a></td>
</tr>
<tr>
<td>UA</td>
<td>DELL’OMO</td>
<td>LUCRECE</td>
<td>lucrece.dell’<a href="mailto:omo@ual.com">omo@ual.com</a></td>
</tr>
<tr>
<td>OA</td>
<td>SFKA</td>
<td>TITINA</td>
<td><a href="mailto:bruuzoa@olympicairlines.be">bruuzoa@olympicairlines.be</a></td>
</tr>
<tr>
<td>BA</td>
<td>VANTOMME</td>
<td>FRANCOISE</td>
<td><a href="mailto:Francoise.Vantomme@ba.com">Francoise.Vantomme@ba.com</a></td>
</tr>
<tr>
<td>LG</td>
<td>SCHMIT</td>
<td>FRANK</td>
<td><a href="mailto:frank.schmit@luxairgroup.lu">frank.schmit@luxairgroup.lu</a></td>
</tr>
<tr>
<td>OK</td>
<td>PAVEL</td>
<td>SARF</td>
<td><a href="mailto:pavel.sarf@czechairlines.com">pavel.sarf@czechairlines.com</a></td>
</tr>
<tr>
<td>LH</td>
<td>GROSSMANN</td>
<td>DIRK</td>
<td><a href="mailto:dirk.grossmann@dlh.de">dirk.grossmann@dlh.de</a></td>
</tr>
</tbody>
</table>

### Agent Contingent

<table>
<thead>
<tr>
<th>ABTO</th>
<th>BERT</th>
<th>PASCAL</th>
<th><a href="mailto:abto@arcadis.be">abto@arcadis.be</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>BTO</td>
<td>TILKIN</td>
<td>PHILIPPE</td>
<td><a href="mailto:philippe.tilkin@bodtravel.be">philippe.tilkin@bodtravel.be</a></td>
</tr>
<tr>
<td>BTO</td>
<td>RIVEL</td>
<td>GEORGES</td>
<td><a href="mailto:rivelg@weinberg-travel.com">rivelg@weinberg-travel.com</a></td>
</tr>
<tr>
<td>BTO</td>
<td>VAN SCHAMELHOUT</td>
<td>OTTO</td>
<td><a href="mailto:Otto.VanSchamelhout@airtp.be">Otto.VanSchamelhout@airtp.be</a></td>
</tr>
<tr>
<td>VLASTAR</td>
<td>GEERT</td>
<td>GAENS</td>
<td><a href="mailto:secretary@vlara.be">secretary@vlara.be</a>;<a href="mailto:geert@alkreizen.be">geert@alkreizen.be</a></td>
</tr>
<tr>
<td>GAVL</td>
<td>LEY</td>
<td>BERNY</td>
<td><a href="mailto:berny.ley@flammang.lu">berny.ley@flammang.lu</a></td>
</tr>
<tr>
<td>UPAV</td>
<td>CUVELIER</td>
<td>JEAN-PHILIPPE</td>
<td><a href="mailto:jph@rainbow-to.be">jph@rainbow-to.be</a></td>
</tr>
<tr>
<td>VVR</td>
<td>DEMUYNCK</td>
<td>PIETER</td>
<td><a href="mailto:vvr@vvr.be">vvr@vvr.be</a></td>
</tr>
<tr>
<td>VVR</td>
<td>VYNCK</td>
<td>CARINE</td>
<td><a href="mailto:vvr@vvr.be">vvr@vvr.be</a></td>
</tr>
<tr>
<td>ABTO</td>
<td>DEMUYSERE</td>
<td>JONA</td>
<td><a href="mailto:jona_demuysere@jetair.be">jona_demuysere@jetair.be</a></td>
</tr>
</tbody>
</table>
14.2 PARTICIPATING AIRLINES

14.2.1 Participating Airlines List

Airlines list and information is available in our local page [www.iata.org/belux](http://www.iata.org/belux).

14.2.2 Airline Contact Details

BSPlink Enhanced Agents can access the function Airlines on BSPlink and in this way 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.)

- 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.

- Frequently Asked Questions (FAQ’s) to many of your questions are also available on our Customer Service website through the following link: www.iata.org/customer.

- IATA’s BSP Manual for Agents may be accessed via our webpage: http://www.iata.org/whatwedo/travel-tourism/tah.htm

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 Europe Portal

The customer queries are primarily handled through IATA Customer Service Europe: www.iata.org/customer

There you can find the following help functions:

1) Frequently Asked Questions

2) Contact us or Log an Enquiry through Customer Service Portal http://www.iata.org/customer-portal/Pages/contactus.aspx

The IATA Customer Services Europe portal is the primary way for you to find the answers to your query

14.3.3 BSPlink – www.bsplink.iata.org

BSPlink – Basic
BSPlink 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 are entered and maintained by Airlines and Agents.
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 – Enhanced**

In addition to the Basic functions described above, BSP link can also be used to extract online reports, search for historic BSP data (document data, ADM’s etc), create groups for many IATA locations, get email notifications for new files and much more. The Enhanced functions has a cost involved but might very well be worth it.

Furthermore the Ticketing Authority is maintained by Airlines on BSP link so you as an Agent can always check which Airlines that 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.

For further information please check directly on the BSP link site found on [www.bsplink.iata.org](http://www.bsplink.iata.org) or Contact Us via IATA Customer Services Europe Portal [www.iata.org/customer](http://www.iata.org/customer).

**14.3.4 IATA International homepage - www.iata.org**

By entering to [www.iata.org](http://www.iata.org) you will come to IATA’s global home page. Here you can find information on all IATA activities, find ruling resolutions and also buy any IATA publications via the online store. A search tool is available on the site, which will help you to find the information you are looking for.
14.4 STANDARD TRAFFIC DOCUMENTS (STD)

14.4.1 STDs used in Belgium & Luxembourg

Since 1 June 2008, BSP Belgium & Luxembourg operates within a full Electronic Tickets environment.

The 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. Electronic Tickets, used for last minute bookings, avoid the need to issue MPDs for the traditional TOD arrangement.

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 speed up 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 flight 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.
- ET may only be issued where all segments can be ticketed as ET. In cases where an airline segment is not available for ET (both inline or interline), please refer to the individual airline ET policy.
14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

14.5.1 Administrative forms used in Belgium & Luxembourg – General

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

14.5.2 Refund Application Authority

To request an indirect refund from an Airline, the refund Application shall be registered via BSPlink. Option RA issue.
Direct refunds are to be issued by the same GDS they were sold with.

14.5.3 Airline’ own accounting memoranda

In addition to the SAFs prepared by the Agent, individual BSP Airlines also prepare certain BSP accounting memoranda, which are sent directly by the BSP Airline to the Agent concerned. 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 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 14 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.
14.5.4 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 upload as a file into BSPlink so the Agent can view it. Agents have been put on notice 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 tool for use by all BSP Airlines to collect amounts or 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 exists provided that consultation has taken place either individually with the Agent or 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 month of the final travel date. Any debt action initiated beyond this period shall be handled directly between 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
- Any disputes are to be raised by Agents within 30 days of receipt of and ADM and all disputes are to be settled by the Airline within 60 days or receipt.
- 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)
- Lastly, we recommend to refer to recent changes to the ADM provisions contained in Resolutions 818 and 832 and to terms of Resolution 850m.
14.6 COMPLETION OF STANDARD ADMINISTRATIVE FORMS

14.6.1 Agency Sales Transmittal Form (ASTF) - General

Not applicable anymore in Belgium & Luxembourg.
14.7 COMPLETION OF STANDARD TRAFFIC DOCUMENTS

14.7.1 STD Cancellation procedure

Cancellation/Voiding of Documents is automated through the GDS.

14.7.2 Ticketing Authority through BSPlink

Ticketing Authority is exclusively assigned by Airlines to their appointed Agents through BSPlink. Airlines update their Ticketing Authorization List through BSPlink themselves.
14.8 BSP BILLING REPORTS – OUTPUT

14.8.1 General

IATA provides Agents with a range of BSP Reports for each period (four billing periods per month). The reports are provided in electronic form via BSPlink. The BSP reports are final remittance statement. Because the BSP reports are considered as supporting accounting documentation it is important that Agents will save BSP reports for the time prescribed in the local legislation (normally period of 10 years depending of the country). 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).

14.8.2 BSP Reports available

<table>
<thead>
<tr>
<th>Report</th>
<th>Period 1-2</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSP Agent Billing Statement and Analysis</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>BSP Agent Consolidated Billing Statement</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Agent Annual Sales Volume &amp; STD Usage</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
14.8.3 List of BSP Reports with descriptions

Below are descriptions of BSP reports sent to Agent’s. 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 on “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 Portugal)
- 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
File name: STMmmpE (see description above)
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
File name: CONSmmpE (see description above)
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
File name: STGSVyyX (see description above)
Price: Standard – free of charge
14.9 REMITTANCE PROCEDURES

14.9.1 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.

14.9.2 Remittance Date

The Remittance date i.e. the date when the money is due to IATA is published in the Reporting Calendar ([http://www.iata.org/customer-portal/Pages/LocalResourceCenter.aspx](http://www.iata.org/customer-portal/Pages/LocalResourceCenter.aspx)). All remittances must be settled in full on the remittance date. Failure to do this could result in default procedures being applied.

14.9.3 Method of Remittance

Remittance is made through Agent’s bank transfer to IATA’s bank account. The amount to be settled is shown on the BSP Agent Invoice available through BSPlink.

14.9.4 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.

14.9.4 Post-Settlement Errors discovered by Agent

If an Agent discovers a billing error after remittance date, the Agent is to approach the BSP Airline concerned with an adjustment request.

Where the BSP Airline agrees with the Agent's adjustment claim, an ADM or an ACM is raised for the amount over- or under remitted.
14.9.5 Post-Settlement Errors discovered by the BSP Airline

Correction of errors discovered by a BSP Airline are made by sending an ADM or an ACM to the Agent. In some cases when unreported documents are detected by the BSP Airline, it may require IATA to issue a notice of Irregularity, based on the Resolution 832. The Airline will notify the Agent in writing of such discrepancy with a copy to IATA who will then take appropriate action.

14.9.6 Post Settlement Errors Discovered by IATA

If unreported documents are detected by IATA, they will inform the Agent in question in writing and request the referred amount to be settled immediately. If the Agents fail to comply with this requirement IATA will, with support of the Resolution 832, issue a notice of Irregularity and proceed if necessary with Default Actions.
14.10 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.

14.10.1 Interest and clearing bank charges

Late or incomplete Remittance
An Administrative Charge will be levied in accordance with Subparagraph 1.7.1(b) Clearing Bank Charges for each instance of Late or Incomplete Remittance, to cover for the additional administrative work associated with an Agent failure to remit in accordance with the requirements prescribed in Paragraph 1.6 Settlement – The Remittance Date.

A Remittance is deemed late where a payment in respect of a specific reporting period has been received by the Clearing Bank of the local BSP Operation after the close of business on the date shown in the Remittance Date column of the Reporting Calendar which can be found at Customer Portal [www.iata.org/customer](http://www.iata.org/customer).

Each instance of Late or Incomplete Remittance will result in the Agent being issued with a Notice of Irregularity as prescribed by Paragraph 1.9 Notification of Irregularity.

Each Notice of Irregularity issued pursuant to Subparagraph 1.7.5 Overdue or Dishonoured Remittance will generate two instances of Irregularity.

Billing and Settlement of the Administrative Charges will be carried out in accordance with 1.7.1(c) Billing and Settlement of Charges and ISS Management shall notify the Agent and Location concerned in accordance with Subparagraph 1.7.1(d) Notification of Charges.

14.10.2 Interest and Clearing Bank Charges

Interest and Clearing Bank Charges debited to ISS Management by the Clearing Bank as a result of an Agent’s failure to report and/or remit shall be charged to the Agent in accordance with Subparagraph 1.7.1(c) Billing and Settlement of Charges.

ISS Management shall notify the Agent and Location concerned in accordance with Subparagraph 1.7.1(d) Notification of Charges.

14.10.3 Sanctions

Notice of Irregularity and Default
Where an Agent has accumulated four instances of Irregularity within any 12 consecutive months, as prescribed by Subparagraph 1.7.10 Accumulated Irregularities, the Agent will be subject to Default Action as prescribed by Paragraph 1.10 Default Action.

14.10.4 Administrative fees

With the aim of offering consistent services across Europe, IATA will standardize and simplify 20 different administrative fees that are currently applicable in European countries. This action takes place following approval by the Passenger Agency Conference. As from 1 October 2011 the following administrative fees will apply:

- Late Payments/Dishonoured Remittances
- Reinstatements following suspension

These two fees will be based on a transparent cost recovery calculation. Therefore the amount charged will depend on the debt, the late payment time and bank interests incurred. Any cost recovery fees that are applied will be notified to the individual Agents before collected via BSP.
Should you like to have more information please do not hesitate to contact us via the Customer Service portal at www.iata.org/customer.
14.11 CREDIT CARD SALES

14.11.1 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?
  - VI – Visa
  - CA – Master Card (including Eurocard)
  - DC – Diners Club
  - AX – American Express Card
  - TP – Airlines own UATP cards (ATCAN)
- 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

14.11.2 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

14.11.3 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.

14.11.4 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 or mail order 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.)

14.11.5 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.

14.11.6 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.
14.12 REFUNDS

14.12.1 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.

Agents should always perform the refund in their Ticketing System, whenever possible. If this feature is not allowed by your CRS the BSPlink auto refund should be used. Original form of payment on the ticket must always be the same on the refund reported.

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.

14.12.2 Direct Refunds

Procedures for automated reporting of refunds via GDS / Ticketing System

- Collect all unused traffic documents from the passenger (i.e. originals of Passenger Receipt Coupon and Flight Coupons to be refunded).
- Validate that the ticket is refundable according to the rule of the ticket issued.
- Register the refund in your Ticketing System (contact your ticketing system if unsure if this is possible, or if you have any queries about how to perform the task in the system).

14.12.3 Procedure for Refund Application

The Refund Application is to be used in all cases where the Agent is not allowed to or does not know how to affect a refund. The Agent is to complete all details about the refund requested, attach any documents or coupons related to it and send the full application to the ticketing BSP Airline. The BSP Airline computes the refund requested, and approves or rejects the application.

Procedures for Refund Application on BSPlink

- Access the Refund Application in BSPlink through the function “Issue Refund Application” from the Document Enquiry screen and thus have the form auto populated with the basic values from a chosen document.
- After processing the Refund Application, the system will confirm the completion of the action and a Refund Application number is issued. If your agency is an enhanced BSPlink user, you can also control the status of a Refund Application at any time by looking in the Refund Application Query.
- Print out the Form, attach any documents related to the refund requested and send this directly to the Airline in question using the address on the BSP Billing Statement or Address provided by the Airline for this purpose.
- The Airline will respond by approving or rejecting your application in BSPlink. In case of an approval, you will find the processed information on your Billing Analysis for the next reporting period. You can follow the rejection/approval process by using Refund Application Query in BSPlink (BSPLink enhanced users). The status will show “pending” for any applications not yet handled by the Airline, and “Authorised” or “Rejected” for those who are. In order to monitor any action taken by the Airline, BSPLink Enhanced users can take advantage of the Email alert function in BSPLink. Approved Refund Applications will automatically be forwarded for processing at the DPC and will appear on your next coming Billing Analysis, you will not receive any stub for reporting or the refunded document back from the Airline.
14.12.4 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 to know when to expect the Agent Billing Statement and Analysis.

Following columns are shown in the calendar:

• Billing Date:
This date is the latest date when the Agent Billing Statement and Analysis and other BSP Output should be found on BSPlink.

• Remittance Date:
Date when money must be received on IATA’s bank account.

Please make sure to check remittance date to avoid any notice of irregularity.

Valid Reporting Calendars are always to be found on Customer Service Portal [www.iata.org/customer](http://www.iata.org/customer), Document & Form Centre, Travel Agents, Reporting Calendars.