FOREWORD: This chapter (Chapter 14) covers local BSP procedures applicable in the Czech Republic and the Slovak Republic. For all other applicable BSP procedures please refer to the core BSP Manual for Agents.

CHAPTER 14 - Local Procedures

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IATA Office BSP CZ/SK

Address: IATA
International Air Transport Association
Smetanovo nábřeží 4
110 00 Praha 1
Czech Republic

Would you have any questions please send us your inquiry via “IATA Customer Portal Europe - Contact Us”: http://www.iata.org/customer-portal/Pages/index.aspx

Telephones:
Customer service for airlines: +420 242 499 886 (from 9AM to 4PM)
Customer service for agents: +420 242 499 887 (from 9AM to 12AM)

Dear Airline/Agent,

In order to improve the quality of our Customer Service, a web based contact service has been put in place: http://www.iata.org/Pages/customer-service.aspx This will enable you to find answers to most of your questions online or you may submit your queries 24 hours a day. We will follow up the handling of all cases created by these means.

Please choose the option „Contact us/log an enquiry“ on http://www.iata.org/customer-portal/Pages/index.aspx (we advise you to keep this link among your favourite websites), where you will find an online form that can be completed, enabling us to identify your account immediately and assist you as soon as possible (please see the print screens attached). Please refer to your web case number if your new query related to a previous web case.

In order to provide a timely response to your enquiries logged through our website, we would like to bring to your attention that all emails sent to a personal e-mail addresses (or IATA Prague general address iataprg@iata.org) will remain unanswered as from 16th September, 2008.

As of the same date there will be new customer service phone lines: +420 242 499 887 for airlines (available every day from 9AM to 4PM) and +420 242 499 887 (available every day from 9 AM to 12 AM). Beyond these hours, and as your first option anyway, we would kindly ask you to, as said, submit your query via the customer portal: http://www.iata.org/customer-portal/Pages/index.aspx - please see below:
If you need to contact us/log a query, then please go to [http://www.iata.org/customer-portal/Pages/index.aspx](http://www.iata.org/customer-portal/Pages/index.aspx) and click the option Contact us/Log an enquiry.

Fill in the form and send it to us.
IATA Czech and Slovak Republic

- Anca Apahidean, Area Manager RO, MD, CZ, SK, HU, PL
- Blanka Svobodova, Acting Country Manager CZ, SK, HU and Manager Passenger and Cargo Services CZ, SK, HU
- Martina Hochmanova, Assistant Manager, Accreditation Services IDFS
- Marek Hrubes, Financial Controller IDFS
- Ludmila Mihulkova, Officer, Agency Services IDFS CZ/SK

Data Processing Centre (DPC)

DPC means the entity contracted by IATA ISS Management under a BSP to receive, control and process sales of IATA Agents in the particular Billing Period and then distribute the outputs to all BSP participants and IATA/BSP Settlement Office.
DPC for BSP CZ/SK is the company called Accelya in Madrid. If you have any queries regarding billings shown in the Agent Billing Analysis you need to contact the IATA Office. All communication with DPC goes via the IATA Office.

**Clearing Bank**

Clearing bank means the bank or other organisation appointed under the applicable BSP to receive remittances from Agents and to re-distribute them to Airlines (the settlement). Agents are provided by bank details to which they submit sales remittances by the IATA Office (Mrs Mihulkova).

- UniCredit Bank, a.s. Czech Republic for CZ remittances
- UniCredit Bank, a.s. Slovakia for SK remittances

**Global Distribution Systems (GDS)**

GDSs are computerised systems through which reservations can be made or tickets issued. There are three GDSs authorized for the ticketing in CZ/SK:

- Amadeus (AGTD)
- Galileo (GDSL)
- Sabre (SABR)

The usage of a different ticketing system is not allowed. Information about ticketing procedures is provided to Agents directly by GDSs (ticketing course).

Contacts:

- Amadeus: helpdesk@cz.amadeus.com
- Galileo: helpdesk@galileoczsk.cz
- Sabre: via website: http://customersupport.sabre.com

**Local Customer Advisory Group (LCAG)**

It’s a group of Airline representatives established by the Conference in each country/area where a BSP is operated, to provide advice to IATA ISS Management on customer services issues and in establishing and addressing local needs and functions.
Current LCAG CZ/SK delegates:

<table>
<thead>
<tr>
<th>Name</th>
<th>Company</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Jiri Marek (Chairperson)</td>
<td>OK</td>
<td><a href="mailto:jiri.marek@csa.cz">jiri.marek@csa.cz</a></td>
</tr>
<tr>
<td>Mr Frantisek Siling</td>
<td>AF/KL/DL</td>
<td><a href="mailto:frantisek.siling@klm.com">frantisek.siling@klm.com</a></td>
</tr>
<tr>
<td>Mr Fabrice Tamegger</td>
<td>LH/OS/LX</td>
<td><a href="mailto:fabrice.tamegger@austrian.com">fabrice.tamegger@austrian.com</a></td>
</tr>
<tr>
<td>Mr Petr Duchek</td>
<td>BA</td>
<td><a href="mailto:petr.duchek@ba.com">petr.duchek@ba.com</a></td>
</tr>
<tr>
<td>Ms Tereza Lencova</td>
<td>EK</td>
<td><a href="mailto:tereza.lencova@emirates.com">tereza.lencova@emirates.com</a></td>
</tr>
<tr>
<td>Mr Milan Fehervary</td>
<td>AY</td>
<td><a href="mailto:milan.fehervary@finnair.com">milan.fehervary@finnair.com</a></td>
</tr>
</tbody>
</table>

Agency Programme Joint Council (APJC)

The Council may consider all aspects of the Agency Programme in the country (CZ/SK) and make recommendations in the form of agenda proposals to the Passenger Agency Conference which then informs the Council of action taken, and the reason for decision made.

Current APJC CZ/SK delegates:

**Airlines**

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<tr>
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<th>Email</th>
</tr>
</thead>
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<td>OK</td>
<td><a href="mailto:jiri.marek@csa.cz">jiri.marek@csa.cz</a></td>
</tr>
<tr>
<td>Mr Frantisek Siling</td>
<td>AF/KL/DL</td>
<td><a href="mailto:frantisek.siling@klm.com">frantisek.siling@klm.com</a></td>
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<td>Mr Petr Duchek</td>
<td>BA</td>
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<tr>
<td>Mr Milan Fehervary</td>
<td>AY</td>
<td><a href="mailto:milan.fehervary@finnair.com">milan.fehervary@finnair.com</a></td>
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**Agents**

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<tr>
<td>Mr Miroslav Belovsky</td>
<td>OK Tours</td>
<td><a href="mailto:miroslav.belovsky@oktours.com">miroslav.belovsky@oktours.com</a></td>
</tr>
<tr>
<td>Ms Kveta Zajacova</td>
<td>Satur Travel</td>
<td><a href="mailto:zajacova@ba.satur.sk">zajacova@ba.satur.sk</a></td>
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<td>Mr Martin Horvath</td>
<td>Pelikan SK</td>
<td><a href="mailto:martin.horvath@pelikan.sk">martin.horvath@pelikan.sk</a></td>
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<tr>
<td>Mr Pavel Nemec</td>
<td>HRG</td>
<td><a href="mailto:pavel.nemec@hrgworldwide.com">pavel.nemec@hrgworldwide.com</a></td>
</tr>
<tr>
<td>Mr Tomas Navrat</td>
<td>Cedok</td>
<td><a href="mailto:tomas.navrat@cedok.cz">tomas.navrat@cedok.cz</a></td>
</tr>
<tr>
<td>Mr Udo Wichert</td>
<td>Travel plus</td>
<td><a href="mailto:udo.wichert@thomascook.cz">udo.wichert@thomascook.cz</a></td>
</tr>
</tbody>
</table>
14.2 AIRLINES PARTICIPATION

Billing and Settlement Plan (BSP)

BSP is a system designed to facilitate and simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Sales Agents, as well as improve financial control and cash flow for BSP Airlines. A worldwide system facilitating the settlement operations for airlines and agents, BSP operates in some 160 countries and territories. Over 80% of worldwide airline revenues are ticketed via IATA travel agencies in the BSP system. BSP was originally created as an activity of banks that wanted temporarily use the sources coming from sales of airline tickets. The first IATA BSP was created in 1971 in Japan and since then the system has been spread worldwide.

BSP Benefits:

- Agents issue one sales report and remit one amount to a central point
- Airlines receive one settlement covering all agents
- Neutral Traffic Documents - Electronic Ticket replaces dedicated airline ticket stocks
- Agents’ sales are reported electronically
- Less resources required for billing and collection
- Electronic distribution of billing reports, and generation of debit/credit memos via BSPlink
- Increased financial control thanks to centralisation and grouping
- Consolidated document flow, permitting accelerated quality controls
- Overall process monitoring by a neutral body

Participation in BSP is open to all airlines (IATA members and non-members) serving the country or area concerned. All IATA Accredited Agents in the BSP country of operation are automatically eligible for participation in a BSP. General Sales Agents may participate in a BSP in the same way as Accredited Agents, on nomination by the airline they represent, and subject to the airline entering into a standard agreement.

Data Processing Centre prepares the Billing Period outputs for:

1) Agents - so called Agent Billing Analysis (in a form of an invoice) saying how much money must the IATA Accredited Agent remit to the account in the Clearing Bank (for the particular Billing Period)
2) Airlines - so called Airline Billing Analysis (in a form of a note) giving information about sales of airline tickets realized by IATA Accredited Agents (for the particular Billing Period) and so about the amount that will be settled to Airline`s account within the Clearing Bank.

IATA Office acts as a neutral body in relationships of Agents and Airlines. The Country Manager controls if all BSP activities are in accordance to the relevant IATA Resolutions. Agents and Airlines discuss all commercial issues among themselves - about tariffs, conditions, ticketing requirements etc.
### List of IATA Member Airlines (November 2010)

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<td>JA</td>
<td>995</td>
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<td>85</td>
<td>POLET JSC Aircompany Polet</td>
<td>YQ</td>
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<tr>
<td>86</td>
<td>QATAR AIRWAYS</td>
<td>QR</td>
<td>157</td>
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<td>87</td>
<td>ROSSIYA RUSSIAN AIRLINES</td>
<td>FV</td>
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<td>88</td>
<td>ROYAL BRUNEI AIRLINES</td>
<td>BI</td>
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<td>89</td>
<td>ROYAL JORDANIAN AIRLINES</td>
<td>RJ</td>
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<td>90</td>
<td>SAS</td>
<td>SK</td>
<td>117</td>
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<tr>
<td>91</td>
<td>SATA INTERNACIONAL</td>
<td>S4</td>
<td>331</td>
</tr>
</tbody>
</table>
Termination of an Airline in the BSP

Unlike in any other economic activity it might happen that also in the airline business an Airline will have to stop their activities or will go bankrupt. In such a case the IATA Office would follow the particular Resolution. If an Airline’s operation in the BSP is stopped, the IATA Office should immediately inform other BSP participants in the market.

In such a situation Agents should follow these rules:
- to immediately stop issuing of tickets of the Airline, so the Agent is not allowed to use the ticketing authority of the Airline;
- to remit all sales and refunds for the Airline in the closest Billing Period (subject to IATA Office’s directions);
- to immediately inform its clients about the situation and process refunds to the ASTF in the time set by IATA Office;
- to resolve any outstandings after the date set by IATA Office directly with the Airline.

In case of the Airline’s renewal IATA Office would inform Agents accordingly.

Airline Contact Details

Contacts for a BSP Member Airline can be found on the BSP Agent Consolidated Billing Statement, as a part of the BSP Reports for each remittance. Contacts can be also retrieved in the BSPlink:
14.3 CUSTOMER INTERFACES – QUESTIONS

For any questions about your ticket sales and the BSP Procedures, there are several ways to find the answer. This Manual should be one of 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 should be answered by the Helpdesk of your Ticketing System Provider (i.e. Amadeus, Galileo or Sabre).

- Questions about how to issue a ticket, or any queries regarding the rules for a ticket?
  These should be stated directly to the Airline 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.

IATA has several customer interfaces where you can seek information:

**IATA homepage: [www.iata.org](http://www.iata.org)**

Here you can find information about all IATA activities, find 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.

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

BSPlink is an user interface for all parties involved in the BSP process. This is where you as an Agent will receive all your BSP Reports, and where corrective actions such as ADM/ACM or Refund Applications are entered and maintained by Airlines and Agents. Also the Ticketing Authority is maintained by Airlines via the BSPlink, so as an Agent you can always check which Airlines do allow you to sell their tickets.

IATA distribute any important operational information using the BSPlink download function. Agents should log into the BSPlink on a regular basis to check new files, ADM/ACMs or BSP Bulletins about new/changed procedures.
In addition BSPlink can also be used to extract online reports, search for historic BSP data (document data, ADM’s etc), get email notifications for new files and much more.

When joining the BSP, IATA Accredited Agency will obtain a unique login and password for the BSPlink.

14.4 STANDARD TRAFFIC DOCUMENTS - ELECTRONIC TICKET

There are two main groups of air traffic documents:
1) Neutral Traffic Documents used for air ticket sales by an IATA Accredited Agent
2) Traffic Documents of particular airlines

IATA Accredited Agent is entitled to issue air traffic documents only on the Neutral Traffic Documents and to change/refund only the documents ticketed by the Agent - in its premises (IATA location), in case the Airline doesn’t require the changes to be done directly in Airline’s office.

The currently used Neutral Traffic Documents are:
- Electronic Ticket
- V-MPD (a virtual Multi Purpose Document in the BSPlink)
- Automated MCO issued via GDS (MD50) (Miscellaneous Charges Order issued via reservation system)

The following documents are not used any more:
- Paper Ticket OPTAT
  This document is not used in the BSP since the 1st June 2008. But an Agent is still obliged to archive the Agent coupons together with VOID coupons of the tickets issued before the 1st June 2008 for 5 years from the date when the ticket was issued.
  In case an Agent makes a change from an OPTAT to Electronic Ticket, the flight coupons of the original paper ticket that a passenger requires to be changed has to be sent together with a copy of the Agent coupon of the new electronic ticket directly to the Airline’s address. In the attached letter the Agent informs about numbers of the coupons sent. Then Agent keeps the copy of the letter together with the original Agent coupon of the new ticket.
- Manual MPD

Electronic Ticketing

Covered by:
- the Resolution 854 (implementation and operation of automated and electronic ticketing systems in a BSP country)
- Guidelines based on the technical, and other, specifications incorporated in the PAConf and PSC Resolutions for the implementation and operation of Automated and Electronic Ticketing

A Member or any other party wishing to make facilities available to Agents for the electronic issuance of documents, must advise the local IATA Office who will verify the technical compatibility of the system with the operation of the BSP, and its compliance with relevant IATA Resolutions in regard to document issuing and data reporting formats.
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), the whole routing must be issued on OPTAT paper stock.

A possibility to issue an ET is indicated directly within the Reservation/Ticketing System. There has been 100% Eticketing since June 2008 – all journeys have been ticketed only to Electronic Tickets. ET numbers stock is given to Agents directly by the Reservation/Ticketing System.

When issuing an Electronic Ticket you print from the Reservation System the Agent and Audit coupons on the “itinerary” printer. Agents have to keep these coupons for five years. On the ASTF form there are not numbers or number lines of issued electronic tickets, the Reservation System provides the sales data directly to the Data Processing Centre. (GDS can print only the Agent coupon, not necessarily the Audit coupon.)

The Agent is obliged to give the passenger an itinerary of the journey in a paper or email form.

14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

There are the following administrative forms in the BSP CZ/SK:
1) issued by an IATA Accredited Agent
- Agency Sales Transmittal Form (ASTF) - an electronic version
- CCCF (a paper form)
- Refund Application/Authority Form (an electronic version)
2) issued by an Airline
- Agency Debit Memo (electronic)
- Agency Credit Memo (electronic)

Sales declaration in the BSP CZ/SK follows the BSP Billing and Reporting Calendar. There are four periods - so called “Reporting” periods and “Billing/Settlement” in every month. Sales should be declared at four monthly through an electronic Agency Sales Transmittal Form.

Reporting and Billing periods in the BSP CZ/SK:
1. from the 1st to 7th day
2. from the 8th to 15th day
3. from the 16th to 23rd day
4. from the 24th till the end of the month.

The **Agency Sales Transmittal Form** is a standardized electronic form in the BSPlink where an Agent fills all realized sales for the relevant Reporting periods.

[www.bsplink.iata.org](http://www.bsplink.iata.org) - Sales Transmittal - Enter Sales Transmittal

If you have no sales you should mark “1=Nil Sales”
If you have “automated” sales you should mark “2=Automated Documents Only”

Once you fulfil the form you should press “Submit”. The message “The STF is going to be stored” will automatically come up. Press “OK”.
The BSPlink will store the form and offer the options: “Print Sales Transmittal” or “Show Sales Transmittal”.

In accordance with the IATA Resolutions (Travel Agent’s Handbook) a non-delivery or late delivery of the ASTF is considered as an irregularity, with all the consequencies.
CCCF (Credit Card Charge Form)

CCCF or UCCCF (Universal Credit Card Charge Form) is a standard administrative form that is used in case of credit card payments directly to the Airline’s account. There is a five coupons UCCCF form in the BSP CZ/SK. When sending CCCF copies Agents should follow the rules of the Airline about these CCCFs.

Airline’ own accounting memoranda – ADM/ACM

Airlines prepare certain BSP accounting memoranda, which are sent directly by the BSP Airline to the relevant Agent. Where BSPlink ADMs/ACMs have been introduced, the documents are issued either online in the BSPlink or by using a mass file upload feature. This feature allows the airline (or third party acting on behalf of the airline) raising an ADM/ACM to issue the document in its own system and upload it as a file into the BSPlink, so the Agent can view it. Non-disputed ACMs/ADMs are automatically reported to the DPC for processing and an inclusion in billings. Local dispute periods are automatically taken into account. The Airline can activate the outline disputing through the BSPlink, download disputed transactions from the BSPlink and then load them into their own system for a dispute handling. The purpose of these accounting memoranda is to adjust the Agent account with the Airline one via the BSP. ADMs/ACMs issued by an Airline in the BSPlink are billed automatically – therefore don’t need to be shown on the ASTF.

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 a disagreement, the Agent is obliged to contact the issuing Airline within the set disputing period, which is calendar 30 days.
An ADM shall only be processed through the BSP, if issued within nine months of the final travel date. Any claims beyond this period need to be addressed outside of the BSP processes.

Airlines are required to publish and communicate their ADM Policies to Agents in advance. Airlines shall provide Agents with the phone or fax number and email address of a person or department that has the knowledge of the relevant ADM.

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.

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).

Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved.

**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. ACM is considered being a note and will be billed to the Agent’s account immediately after the end of the Billing Period when it was issued.

### 14.6 COMPLETION OF STANDARD TRAFFIC DOCUMENTS

**Ticket Imprinter** is a technical device used for CCCF documents validation. A ticket printer has to be set up in order to print any bigger amount of CCCFs correctly.

**Ticketing Authority (an electronic version of the Carrier Identification Plate)**

Ticketing Authority means an Airline’s expression to cooperate with the Agent and by opening a Ticketing Authority the Airline enables the Agent to validate/use its Standard Traffic Documents. Nowadays, Airlines usually give a Ticketing Authority to all IATA Accredited Agents when they join the BSP.

All IATA Accredited Agents are obliged to have an electronic ticketing system. In case an Airline decides not to open a Ticketing Authority to the agent it means the Airline doesn’t want to cooperate with the Agent, and the Agent cannot validate/issue Standard Traffic Documents of that Airline.

Ticketing Authority is assigned by Airlines to the appointed Agents through BSPlink. Airlines update their Ticketing Authorization List through BSPlink.

**Use of BSPlink for Ticketing Authority Management (Official communication posted on BSPlink on 19 May 2009):**

Dear BSP Participant.

In an effort to simplify the business relationship between airlines and the travel agent community, IATA is working to enforce **BSPlink as the only tool to manage the Airline Ticketing Authority**.
With this in mind, we are planning a synchronization process to ensure that all the GDSs have the same information as shown on the BSPlink system with regards to airline ticketing authority information.

To ensure the success of the project, we would like to remind you about the following facts,

- IATA needs to be notified whenever you change or acquire a new GDS connection at your premises. This information is vital to ensure that whatever updates on ticketing authority the airlines make via BSPlink, are forwarded to the correct party (*).
- Your first point of contact regarding ticketing authorities should always be the airline, and not the GDS nor IATA. If you don’t have a ticketing authority or loose it for one or more carriers on your GDS, only the airline can update the ticketing authority records through BSPlink.

14.7 CANCELLATION PROCEDURE - “VOIDING”

Due to the introduction of so called Daily Reporting of reservation systems sales data (as of December 1st 2001) it’s possible to do any adjustments of an already issued ticket or another document only on the similar day when the document was issued (practically each day by midnight). After midnight the data are automatically transferred to the Data Processing Center.

14.8 BSP BILLING REPORTS - OUTPUT

For each period (four billing periods per month) IATA provides Agents with a range of BSP Reports – the final remittance statement. The reports are provided in electronic form via BSPlink. As the BSP reports are considered to be a supporting accounting documentation it is important that Agents save BSP reports for the time prescribed in the local legislation. The reports are available online on the BSPlink for two months. Older reports can be requested from the BSP local office, the cost upon request. Reports are usually provided in the .pdf format and are compressed. Agents are required to have appropriate software (e.g. Acrobat Reader and a WinZip program).

In case of any report discrepancies Agents should immediately inform the IATA BSP Office.

Below are descriptions of standard BSP reports sent to Agents:

<table>
<thead>
<tr>
<th>BSP Agent Billing Statement and Analysis</th>
</tr>
</thead>
</table>

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. Transactions are sorted by the four main “groups”, being ISSUES, ADM, ACM and REFUNDS.

- 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 Ireland)
• 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.

**BSP Agent Consolidated Billing Statement**

This report consolidates totals for each Billing Period in the month up to and including the current Billing Period.

• This report has a total amount per billing period displayed.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Media</th>
<th>Format</th>
<th>File name</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Periodically</td>
<td>BSPlink</td>
<td>PDF</td>
<td>STMmmmpE (see description above)</td>
<td>Standard – free of charge</td>
</tr>
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<th>Frequency</th>
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<tbody>
<tr>
<td>Periodically</td>
<td>BSPlink</td>
<td>PDF</td>
<td>CONSmmmpE (see description above)</td>
<td>Standard – free of charge</td>
</tr>
</tbody>
</table>
Agent TAX Type Summary Report

This report provides a summary of the tax types for each Agent, giving totals for each tax type and broken up into cash and credit, refunds and ADMs and ACMs.

Frequency: Periodically
Media: BSPlink
Format: PDF
File name: TAX1mmpX (see description above)
Price: Standard - free of charge.

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

Agent Financial Year Summary

This report gives agents financials by calendar month.

Frequency: Annual
Media: BSPlink
Format: PDF
File name: STGFYyyX (see description above)
Price: Standard - free of charge

14.9 REMITTANCE PROCEDURES
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.

**Method of Remittance**

All BSP participants should follow the BSP Reporting Calendar for the relevant year (prepared by IATA Office and approved by IATA headquarters in Geneva). IATA Office (on behalf of the BSP Airlines) strictly controls if the dates in the Calendar have been met. Any exceptions or removal of dates are not possible.

Agent is obliged to remit the total amount of sales as on the Agent Billing Analysis to the Clearing Bank no later than on the Remittance Day. Agents on a band guarantee with an advance payment option should pay not later than the date “Remittance Date - Advance Payments” on the BSP Reporting Calendar.

Any delayed payment by Agent (no matter the reason) is considered to be the Agent’s fault and in consequences the Agents gets so called Irregularity notice and irregularity points. If an Agents gets four irregularity points within last 12 calendar months this leads to a Default and the Agent might lose its status of an IATA Accredited Agent.

There is an irregularity fee of 1000 CZK, in case of further irregularity points the fee increases to 2000 CZK.

If the Agent doesn’t remit the due amount in time (on the Remittance Date) the Agent receives a Demand of Payment. If the agent still doesn’t paid within next 24 hours then IATA Office announces so called Technical Default of the Agent and its Ticketing Authority is closed. The issue is solved in accordance to relevant IATA Resolutions.

**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.

**Net Remittance**
Net Reporting is an agreement between an Airline and an Agent to report sales at a value other than the published fare. The difference between the amount entered in the document fare box and the agreed fare may be a Supplementary (Commission) Amount in the Agent's favour, or the Agent may sell the document at a reduced price to customer. When an Airline enters into an agreement with Agent authorizing the Agent to sell net reporting documents, the Airline establishes a special code(s) (eg. Tour code, Commercial Agreement Reference) with the Agent.

14.10 SANCTIONS, ADMINISTRATIVE AND CLEARING BANK CHARGES

All references to Sections, Paragraphs and Subparagraphs below are references as prescribed in Resolution 818g of the Travel Agent's Handbook, unless stated otherwise.

BSPlink Fee is charged per IATA location per month and is included in the Agent Billing Analysis.

14.11 CREDIT CARD SALES

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 an 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. 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 if such a 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 and on which tariffs?  
  *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  
  *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
How does the Airline prefer to get the sales on Credit Cards reported? (For example to receive a copy of Agent coupon of the ticket together with a CCCF copy by mail to Airline’s office immediately after the sale was realized.)

There are two types of credit card payments:

1) **Directly by the Airline**

In this case the Form of Payment is CC and the amount on the ticket or vMPD is written under “Credit Balance”. Airline charges the full payment from the Client and Agent gets only a provision for an intermediation of the sale. (In other words the payment will be recorded as negative - a provision) and will decrease the total amount Agent is supposed to remit.

IATA Accredited Agent can only accept so called face to face transactions - the Client paying by a Credit Card must be presented in the Agency and confirm the transaction by a signature (the Agents checks with the signature on the Credit Card). Agents cannot accept mail/fax/email orders for Credit Card payments.

Non face to face transactions are accepted at the risk of the Agent and in such a case any charges in respect of disputed transactions will be passed back to the issuing office.

If the Airline has a problem with a Credit Card payment and finds out the Agent didn’t follow Airline’s Credit Card sales transactions or general rules for Credit Card payments then the Airline submit an ADM to the Agent. But in case the Agent met all conditions and rules, the Credit Card transaction has been authorized with an authorization code and the Client has signed the CCCF then it’s the Airline who carries any possible loss.

**Common process of a Credit Card sale performed by Airline directly:**

* check that the Airline accepts Credit Card payments, this type of Credit Card and Credit Card payment for this tariff;
* in “Remittance Area” on the ticket/vMPD the item “Credit Balance” has to be filled (taxes excluded);
* in “Form of Payment” item the whole Credit Card number should be written (in the way that’s described in the Ticketing Handbook from the Ticketing System Provider);
* an approval code is required (via computer or directly within the Credit Card company)
* fill up the CCCF form;
* Agent checks the card validity and that the signature on the charge form match with that on the card;
* all administrative requirements have been performed (the CCCF copy and any other documents if required are sent to the Airline)

2) **Agent processes the payment**

A Client pays by a credit card to Agent’s account. In this case the amount will appear under “Cash Collection” and this sales is considered within the BSP as a cash sale. Agent then remits the amount (minus the commission) to the Clearing Bank.

**Credit Card acceptance in the CZ/SK (Official communication posted on BSPlink on 12 May 2009):**
Dear BSP Member,

Current procedures foresee that when an agent is about to issue a ticket for an airline using a credit card as form of payment, the agent must check if that airline accepts that particular credit card. If this is not done and the airline does not accept that particular credit card, either the transaction is changed into cash by the BSP or that airline will send an ADM to the agent concerned with the aim to recover the ticketed amount from the agent.

As the aim is to move to a fully automated BSP and to reduce the workload for both agents and airlines, we need to change the above-described process. Indeed, taking into consideration the growing number of airlines participating in BSP CZ and BSP SK, who all have different policies related to the acceptance of credit cards, we can no longer require from the agents that they manage fully updated files on the various credit card acceptance rules.

**Effective 01 June 2009,** the BSP data processing center will no longer check if an airline accepts a certain credit card or not. In other words, when the credit card has been accepted by the GDS, the transaction will no longer be changed into cash.

This new procedure becomes possible as the GDSs that are accredited by BSP CZ and BSP SK all have a feature that allows checking if an individual airline accepts or does not accept a certain credit card. In order to have this system operational, all airlines that are member of BSP CZ and BSP SK will need to update the credit card acceptance tables maintained by the GDSs. **May we therefore ask you to contact the 3 GDSs doing business in BSP CZ and BSP SK (Amadeus – Galileo – Sabre) well before 31 May so that your airline tables are correctly set up.**

### 14.12 REFUNDS

Refund means a payback of already paid transport, either of the whole amount or partial depending on the type and usage of the ticket. Refund can be lowered by a so called cancellation penalty (the amount which is indicated within the Agent Billing Analysis by the tax “CP”) charged by the Airline or Agent (then we talk about a manipulation fee).

Currently there are two types of refunds:

- **Direct Refunds** - via GDS/CRS
  
  Agents are entitled by Airlines to make Direct Refunds on their own. It’s usually a refund of the full amount of the ticket lowered or not lowered by the cancellation penalty, or other simple transactions. The Refund Notice/Refund Autorization form has to be archivate.

- **Refund Applications** - via the BSPlink
  
  Refund procedures are covered in IATA Resolution 824r Refunds To Agents (viz Travel Agent Handbook). Reffering to the Resolution the Airline has to proceed with refunds for completelly non-used transport documents in the next billing period since the Agent submitted the refund. In case of a partly used transport documents it has to be within two month from the date of the reception of the request.
  
  An IATA Accredited Agent is allowed to refund only the documents issued by the Agent, where there is the Agent’s IATA number.
Agents use the Refund Application/Authority forms in case they cannot calculate the amount to be pay back on their ownes, they are not allowed to authorized the refund, or due to technical reasons the refund cannot be direct.

Agents fill up only the top part of the electronic Refund Application form in the BSPlink together with an explanation of the request. Then the form has to be closed. (The form gets a number 400x xxx xxx.) In case there are other paper documents related to the Refund Application those can be either uploaded as well or the Agent sends them by mail (as a recommended mail).

If Airline accepts the refund then add the amount to the form (the bottom part - “Authority”) and authorize the refund in the BSPlink. (The status of the refund will change from “pending” to “authorized”.)

The form will be automatically processed in the billing period when it was authorized by the Airline. Agents shouldn’t pay back to Clients until they know if the Airline accepted the refund.
14.13 REPORTING CALENDAR

The reporting calendar shows all important dates of the BSP remittance process. Agents are obliged to check the dates in the calendar.
14.14 IATA LOGO

IATA Accredited Agent can use the logo only on header paper and advertising materials in the form in which the Agent receives it from the IATA Office. Changes are not allowed, the size can be adjusted under the condition the ratio height/width will remain the same.

If you need the IATA logo please contact the local IATA Office.