



List of prioritized solutions for 2018

Technical Solutions

- **Dynamic ADM Policy Repository**
 - To provide a central source of information in BSPLink by creating dynamic ADM policies of Airlines in a standard manner, with the purpose of facilitating an easy update process to Airlines and a simple and concise reference for Agents.
- **Self-service Commission Control and central repository for query**
 - To provide a platform for Airlines to check the respective Commission Control schemes available in each BSP market, and add, modify and expire their own setups accordingly. In addition, it will allow Agents and GDSs to query those setups whom they have authorization to view.
- **Credit Card Acceptance Chart**
 - A single point of reference storing all credit card acceptance by each Airline, allowing Agent and GDS queries as well as potential synchronization from BSP to GDSs.
- **Automate Tax on Commission / Withholding tax calculation (localized solution)**
 - The objective of this solution is for the BSP to include additional billing calculations in BSPs where there are local practices to settle tax on agency commission and incentives through ADMs in order to enhance the Billing and Settlement Plan services.
- **Strengthen BSP validations**
 - Through the discussions with the Agency Debit Memo (ADM) Working Group, there have been various suggestions to strengthen the validations performed in BSPLink and IATA data processing in order to better support Airlines and Travel Agents with warnings and rejections related to IATA Resolution and ADM requirements.

Best Practices

- **Industry ADM Best Practices Guideline**
 - A list of best practices raised and endorsed unanimously by the ADM Working Group, as a guideline for a streamlined ADM Process, and other related processes that are relevant to the ADM process.

- **Credit Card Chargeback Evidence Guideline**
 - To continue enhancing the existing guideline, in partnership with the Payment Method Working Group in order to continuously educate the market with relevant Chargeback prevention tips and updates.
- **Auto-Categorization of ADMs**
 - Continue advocating the benefits of BSPLink Auto-Categorization to the wider industry to encourage and enable the best practices of the ADM Working Group, with the purpose of facilitating an individual root cause analysis process that will help Airlines and Agents improve their efficiencies in their ADM management and reduce operational costs via internal improvements and control processes that can be identified and taken place with the support of ADM auto-categorization.
- **Fare Filing Best Practices**
 - To continue discussion with ADM Working Group and ATPCO, in order to detect costly industry pain points where fare filing best practices could be identified and promoted amongst industry partners.

Trainings

- **Airline Fare Filing Training**
 - Airline-specific training on how to file fares that would accurately reflect the Airline's intent, in order to enable GDS's to correctly price fares as per the fare rules filed.
- **Agent Training**
 - ITDI training courses for Agents addressing such issues as manual intervention to the ticketing process, in particular with tricky exchanges and refunds.