

Frequently Asked Questions:

Download:

The download of your monthly Billing Reports (Billing Analysis, Statement, Synopsis of ADM/ACM) will be available in *.pdf format. We recommend that you save your billing data as soon as it is made available. The data will be available for a maximum period of 60 days as from the date of retrieval. In case you delete a file by mistake, you will find the deleted file in the folder 'deleted files'.

Please note that it is your responsibility to download all reports as soon as they are made available.

The online help within *BSPlink* will guide you through the necessary steps. For downloading files we recommend to click on the right button of your mouse and select 'target save as'.

Creation of Sub-Users

You have the opportunity to create sub-users. By using this function you can authorize other persons to access *BSPlink* and limit their access rights. This will help you to control and protect your data and to structure the work processes within your office. The cost per sub-user is displayed in the attached price list.

Agent Groups

Please note that IATA agents can create agency groups within *BSPlink* for centralization and consolidation of their BSP procedures. You can query those groups if you are subscribed to the **enhanced version**.

ADMs/ACMs

The ADM/ACM function will presumably be available effective December, 2004. We will keep you posted through our local web site www.iata.org/worldwide/europe/germany. The ADM/ACM function includes the following tools:

- Immediate validation of key fields at time of on-line completion of forms
- Ability to automatically generate base data for ADM/ACM based on the original issued document - no need to re-enter the data
- Interface between *BSPlink* and airline back-office systems. Airline can continue to use current system to issue documents and then transfer data to *BSPlink* using standard file format and also to download disputed ADMs.
- Permits centralization of functions

The ADMs/ACMs will stay within *BSPlink* for a maximum period of 16 months as from the date of retrieval. The ADMs are disputable until 30 months after the date of issue or within eighteen months of the date of commencement of travel. We strongly recommend saving the files externally within the 16 month period. Resolution 850m refers.

Ticketing Authority

By becoming a user of *BSPlink* you will be able to administer your ticketing authorization for each single agent (except Satellite Ticket Printer Locations). You are able to assign or delete Ticketing Authority to all active agents registered in the system. At the same time when you activate or deactivate ticketing authorities an Email will be generated to the respective GDSs.

Email Alert

Enhanced Agents and Airlines can subscribe to receiving an Email message or messages whenever there is a change in transaction, ticketing authority or a file received. By subscribing the users do not need to log into *BSPlink* to check for any new transactions. Only one message per day will be sent for new ADM/ACMs and one message per change in Ticketing Authority or new files for downloading. The message will be sent to the appropriate recipients, who can then take action as required. This feature is optional and available to enhanced users only.

Error-Reports and Annual Statistic Report

These reports will continue to be sent in paper format.

Charging Frequency

Your airline is charged on a monthly basis per user and sub-user(s) via ACM.