



## New BSPLink for Airlines FAQ

### PRICING Questions

New ID prices are not clear. Head Office Main User (HOMU) will be still free?

HOMU is not a free service today. HOMU and HOSU users are billed per user per month

How about Local Office Main User (LOMU) , Local Office Sub User (LOSU) ? Please explain these in an easy-to-understand manner.

There is no change to the LOMU or LOSU pricing for both IATA members and non-members.

And when will new payment be started?

In 2021 there will be no changes to the communicated pricing structures.

If we create new users in BSPLink after 28th Feb-2021 are we going to be billed for the additional users?

Billing will be the same on a monthly invoicing or the invoicing frequency that applies for that BSP.

In previous presentation we could see discounts provided to users with 60+ BSP. I can't see it now. Are there any discounts now?

There are no price changes for this year. The new pricing revisions being discussed with the FinDev will be made available and communicated from Q2 2021.

What is the cost for an extra sub user?

In 2021 there will be no changes to the communicated pricing structures.

When should we expect the new pricing to be communicated?

New pricing shall be communicated in Q2 2021

### ACCESS/ USERS Questions

Will the SSI replace HOMU Access?

Once the Lean feature is fully developed HOMU users will be able to have consolidate date available so no need to change country. In the streamlined the HOMU will be able to change countries without having to logoff. Just by selecting from a dropdown to access the information for that BSP.

Team

We have HOSU users at Financial Shared service center, if log ins are not to be shared: what will be the costs of the separate IDs, as HOSU do not need the ID the whole day , but we have more people in the teams than HOSU

The cost of a separate ID should be the additional user cost that is associated with the template chosen.

Is there one login ID per person? Will the share be repelled?

The cost of a separate ID should be the additional user cost that is associated with the template chosen.

While you do not recommend several log in access - however, this means that there will be an additional cost as there is only 1 free user?

Yes, this is correct. But for security reasons it is not recommended to share credentials.

How we are going to inform IATA the chosen airline package? And can we change it now?

If your user is a Basic, this will automatically be migrated to Efficient

If your user is an Enhanced, this will automatically be migrated to Streamlined

If your user is a HOMU user, this will be automatically migrated to Streamlined with access to all your BSPs.

In the future, the Lean can be signed up to.

Can we restrict certain functionalities like ticketing authorities/ approvals?

Yes. Using the Access permissions under the User menu.

if you are already registered on the IATA Customer Portal, do you need to change credentials? I meant to access the training.

Training is free and has separate credentials. If you want access to the training portal, this can be requested by raising a case in the IATA Customer Portal.

Multiple users technically have the option to login at the same time?

Only one session is allowed. Credentials should not be shared.

Do we need to change customer portal password every 90 days?

Customer Portal password procedure remains the same. No changes here.

Will a single user be able to log-in more than one time to NFE so they can compare details side by side (2 screens), rather than flipping between tabs on one screen?

No, only one session allowed, but there is no need for you to login several times. On the new BSPLink platform you can have several tab open at the same time and easily switch between the tabs.

How to add new users in BSPLink?

Through the Users menu.

## TECHNICAL Questions

In the previous presentation I saw that China is part of the February 2021 wave but in the last slide I saw that ASD is planned for the Q4 of 2021. Please when will the beta version be available for China ASD?

BSP China is already available in Beta version. ASD will be migrated to BSPLink in this year.

Can I access the old and new BSPLink at the same time?

No, you can switch from one system to another, by using the Go To Classic or Go to Beta buttons.

### [How to access training site? can you provide with URL?](#)

You can find all the information related to the New BSPlink and training in:

<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-2>

Access to New BSPlink training portal can be requested by contacting us through the IATA Customer Portal.

### [RAA/RN query by a sales reporting period is not available in new BSPlink unlike in classic BSPlink](#)

Querying by Reporting period option is being developed and will be released soon to the New BSPlink.

### [Is it possible to filter refunds or ADM by Agent's name?](#)

Yes it is possible.

### [Under Document - Query by Credit card number for a sales reporting period is not available in the new BSPlink. It is In testing phase now and will be released soon to the New BSPlink.](#)

### [Sales - Billing Statement/ Billing Analysis - information cannot be downloaded for more than one sales reporting period unlike in classic BSPlink.](#)

The option to select more than one period is in the development backlog and is expected to be released this year.

### [Will TIP be available on the new platform?](#)

Yes, it will be released soon.

### [How do you log in for several companies on the same portal?](#)

If you want to login to several companies through the IATA Customer Portal, you need to ensure that the BSPlink users for all of these companies are under the same email address and have the IATA Customer Portal account also with this email account registered. Accessing different company information through the New BSPlink is a feature we are investigating and looking into developing. Yes, we do have authenticator for the IATA Customer Portal.

### [Any possibility to have system remember log-in and password?](#)

We apply the user security recommendations for Login and password. No changes there. If you access the BSPlink through the IATA Customer Portal, you can retrieve forgotten passwords there.

### [How long are files and data available for download? Is it different per type of user?](#)

1. ADM/ACM/SPCR/SPDR - 13 Months
2. Refunds - The system will display information back to 13 months in the case of Refund Notices, and 24 months in the case of Refund Applications.
3. Reports ( under Files/download) - 2 months
4. Tickets in document enquiry - 24 Months

### [Please confirm that all agent will be able to raise ACM in their GDS](#)

ACMs cannot be raised by a GDS or in a GDS system, they can be raised in BSPlink and forwarded for informational purpose to the GDS.

### [For the lean access can we restrict the access to specific BSP countries as some users should not see all stations?](#)

The lean feature for consolidated BSPs is under development and we will investigate the suggestion of having the options to restrict BSPs or access permissions.

We could not see the access permission screen in the BETA version. is its available in the training URL?

Access permissions is under the Users feature and can be accessed to multiple users or to individual users by clicking on the 3 dots at row level in the Users Query.

Currently there is a possibility to download the ADMs or ADM Disputes in PDF formats by option "Download Marked Documents to PDF", which is not available in Beta version in the download options. It is very useful, is it located somewhere else or it is not available at all. If not do you plan to enable it also in the new version?

This option is currently being developed and will be released soon to the New BSPlink platform. All classic BSPlink features will be available in the New BSPlink.

How do you upload ADMs in the new BSP link? The permissions given to the users in the classic BSPlink are the same permissions in the New BSPlink?

Yes correct, no changes in the SFTP connections, so uploading a file can be done under the feature Files - Upload in the New BSPlink.

The most important difference between basic and enhanced user was that the authorization of ticketing was only with enhanced user. How this control is realized in new BSP and new structure of user's access?

The Ticketing authority in the New BSPlink is also available for the Efficient (Basic) user, you will be able to manage ticketing authority for your agents the same way from the New BSPlink. Access permissions can be managed through the user management feature.

Please confirm that both efficient and streamlined users can authorize ticketing if otherwise not restricted? Who will be given the access to the user management feature? Previously enhanced user would set-up access for basic user. In beta version there is no sub-user management functionality

The user management is available for the Main user (Admin) account of each BSPlink user associated to the airline code. The option for User management is under the User section, and then you can select multiple or individual users and by clicking the row option (3 dots on the right of the row) configure the access permissions for your sub-users. Efficient and Streamlined both will be able to setup Ticketing authority.

Dashboard for ADMs is not matching with the report (Query on ADM list) at least for ADMs Pending. Also, from dashboard there is not possibility to dive into details. Any plans to enhance the same?

The Discrepancy mentioned is already being fixed and will be released soon into production.

So much empty spaces on the screen that requires constant scrolling up/down, left/right - can data be presented in more compact way (like in old BSPlink)?

The Discrepancy mentioned is already being fixed and will be released soon into production.

SFTP files are available as daily download or as per the billing cycle?

SFTP Files are available depending on the frequency of the DPC files itself. If the files are delivered on a daily basis, you can download them daily from the SFTP connection.

[Where can i find resources with information on the sales summary report in the new BSPlink?](#)

Yes, user manuals are being uploaded in the coming 2 weeks (end of March 2021) and 16 video tutorials are already available. One new video about user management will be created and uploaded soon.

[Where can i find the sales summary report in the new BSPlink?](#)

This is in progress for development and will be available in the New BSPlink in the coming months.

[When can airlines access the New BSPlink beta version and when will the Classic BSP be available until?](#)

During beta phase, users will land by default on classic interface and be able to access the new one. After 30 April 2021, airline users will automatically land on the new interface, but will be able to access the classic version until end of June.

## NEW FEATURE Questions

We expected modern and enhanced security triggers to be included in the new BSPLink, like 2 steps authentication, any plans to include it in near future?

All users should access the classic BSPLink and new BSPLink through the IATA CS Portal for Security purposes. 2FA authentication is also in the pipeline but no estimates yet on the deployment.

## TRAINING Questions

Will there be a User manual to Manage User also within IATA Customer Portal?

Yes, user manuals are being uploaded in the coming 2 weeks (end of March 2021) and 16 video tutorials are already available. One new video about user management will be created and uploaded soon.

Do you have a new manual for new BSPLink?

New BSPLink manual for Airline and Agents will be uploaded to the New BSPLink platform in the coming 2 weeks (end of March). It will also be downloadable from the New BSPLink platform. Online tutorial videos are already available through the Project web page that can be found here:

<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/>

How is IATA going to train the Travel Agents?

New BSPLink manual for Airline and Agents will be uploaded to the New BSPLink platform in the coming 2 weeks (end of March). It will also be downloadable from the New BSPLink platform. Online tutorial videos are already available through the Project web page that can be found here:

<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/>

Are there any documents regarding NFE which we can forward to our IT dept? We must make sure that all upload / download processes work even with the NFE. Thank you for sharing information.

No changes on the upload and download processes. All SFTP configurations and setups remain the same and will be automatically migrated to the new BSPLink.