



# New Front End

## Your New Gateway to IATA Billing & Settlement Plan (BSP)

Nov 2020

BSP TW Agents



# NEW FRONT END - REPLACE BSPLINK

Go beyond financial efficiency with a new generation of BSPLink

- **Save** time when looking for documents with auto-complete search function
- **Download** and query documents, you can easily download data in **txt** or **csv** formats
- **Dashboard** for a snapshot of all **key activities** including refunds, remittance reports, ADMs and more...
- **Multitask** capabilities allowing you to view & process multiple documents through multiple windows at the same time
- **Automate** and speed up management of ACMs or refunds



# NEW FRONT END - ROADMAP

- **Chinese Taipei – Wave 2**
- **Beta version available in TW – 1 December 2020**



NFE USER EXPERIENCE

# NFE user experience - switch between the "Classic BSPLink" and the "New Beta Version "

BSPLink BSP

About **New BSPLink beta version** ?

- MASTER TABLES
- ADM/ACM ISSUES
- ADM FORWARD TO GDS
- BSP ADJUSTMENTS
- BANK GUARANTEE
- GENERAL QUERIES
- CARD ACCEPTANCE
- USERS ADMINISTRATION
- CHARGING
- FILES
- BSPLINK AGENT GROUPS
- LOGIN AND PASSWORD
- LOG IN AS ANY USER
- SUB-USERS MANAGEMENT
- EMAIL ALERT
- MCSU MAINTENANCE
- LOG IN TO ANOTHER COUNTRY/TERRITORY
- POST BILLING DISPUTES
- GLOBAL ADM REPORT
- FORM OF PAYMENTS

IATA BSPLink – MACAO (SAR), CHINA (MO)

IATA Hong Kong IATA

DASHBOARD ADM/ACM REFUND DOCUMENTS FILES SALES MASTER DATA **CLASSIC BSPLink**

DASHBOARD

Insights

Quick Links

IATA Messages and News

**Important Notice** 01/05/2020

The Beta version of the New BSPLink is a fully functional platform of BSPLink

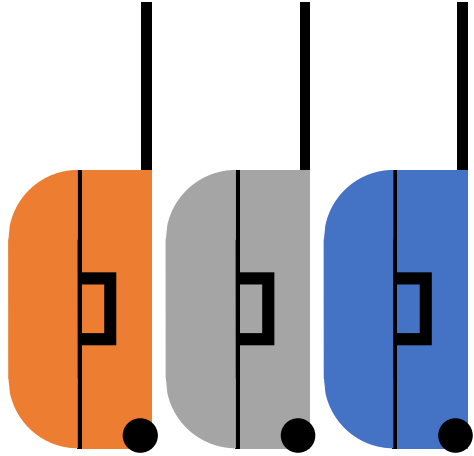
The classic BSPLink will be accessible at any point in time, during New BSPLink Beta Version Phase and Classic BSPLink Backup phase.

Classic BSPLink sunset time not earlier than end of Jun 2021.

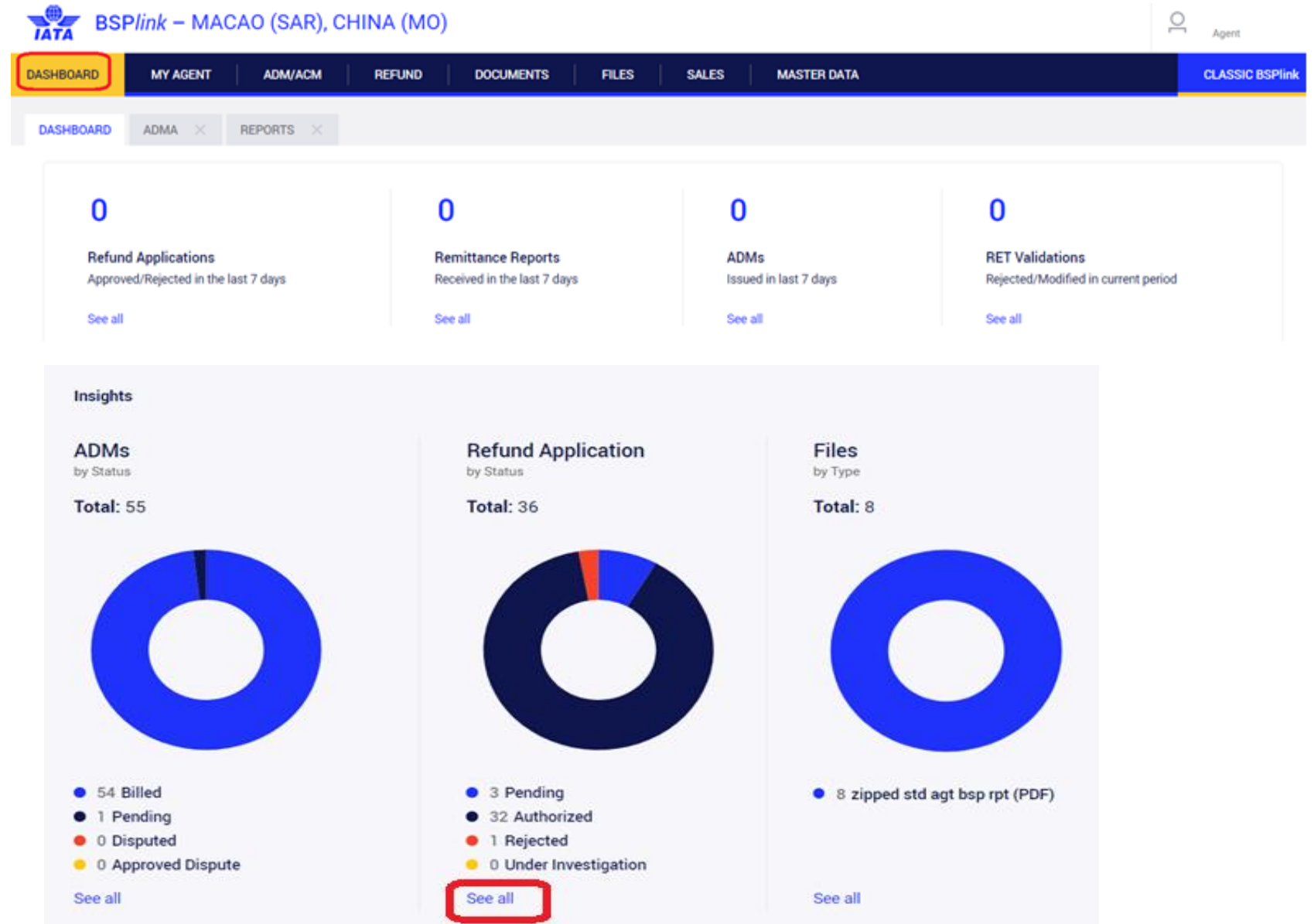


# NFE USER EXPERIENCE - DASHBOARD

# NFE user experience - Dashboard



Dashboard for a snapshot of all key activities including refunds, remittance reports, ADMs and more...



# NFE user experience – Dashboard

## Quick Links

[Issued ADMs](#)

[Disputed ADMs](#)

[Approved Dispute](#)

[Pending Refund Applications](#)

[Rejected Refund Applications](#)

[Authorized Refund Applications](#)

## IATA Messages and News

### Important Notice

01/09/2020

The Beta version of the New BSPLink is a fully functional platform of BSPLink containing real production data and processes.

Beta version is synchronized real-time and shares the same data with your current BSPLink (Classic BSPLink). Any action in one system will be automatically replicated in the other.

Some functions are under development and will be released to Beta version soon. You can use the Classic BSPLink button to access any missing function in Beta version.

You can switch between Classic BSPLink and Beta version at any time. Use the "Classic BSPLink" button located on the top right corner.

If you encounter any issues, please contact us through the Customer Portal.

For more information regarding the New BSPLink please check the FAQ section in the Customer Portal.

## Training materials & training data

01/09/2020

It is recommended to use the training materials of the New BSPLink before using the Beta version.

Training materials consists of tutorial videos for your self-learning, a training portal for your self-practice and user manuals for detailed information on the features.

Check the training materials section located in the IATA Customer Portal.

## All New BSPLink information

01/09/2020

[About New BSPLink](#)

[New BSPLink – Timelines](#)

[New BSPLink FAQ](#)

[New BSPLink – Tutorial Videos](#)

[New BSPLink – Training Portal](#)





# NFE USER EXPERIENCE – MY AGENT

# NFE user experience – My Agent (Properties)

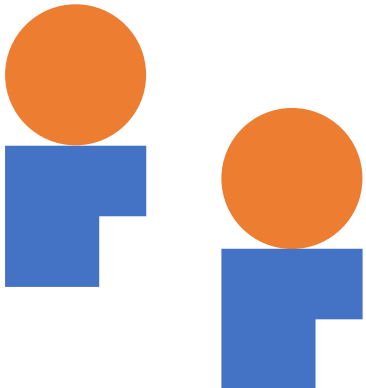
**DASHBOARD** **MY AGENT** ADM/ACM REFUND DOCUMENTS FILES SALES MASTER DATA CLASSIC BSPlink

DASHBOARD MY AGENT ✕

**ABCD Travel Services Ltd**

Properties Configuration Ticketing Authority RA / RN Issuing Authority Contact Information GDS By Agent

General		Contact Details		Address Details	
Agent Name	ABC Travel Agency	Contact Email	–	Country	Macao
IATA Code	1330000	Phone	–	City	Macao
Parent IATA Code	1330000	Contact Fax	–	Address	Unit 1505, 15/F Sunlight Tower
Current Status	Active			Postcode	–
Location Type	HO				
Location Class	P				
Register Date	01/04/2004				
Expiry Date	–				
		Payment Information			
		VAT Number	–		
		Remittance Frequency	W		
		Cash	Active		
		EasyPay	Active		
		Payment Card	Active		



# NFE user experience – My Agent (Configuration)

## EMAIL ALERT - Email Alert Maintenance

### EMAIL ALERT MAINTENANCE

the Tick mark from the boxes next to the title of each alert and click Apply. Multiple the next by a semi colon (;).

- Ticketing Authority Modifications**  
\_\_\_\_\_
- ADM/ACM**  
\_\_\_\_\_
- Refund Application/Authority**  
\_\_\_\_\_
- New file downloads**  
\_\_\_\_\_
- ADM/ACM Request**  
\_\_\_\_\_
- ADNT/ACNT**  
\_\_\_\_\_
- Deleted Disputed ADMs**  
\_\_\_\_\_
- SPCRs/SPDRs, ACMDs/ADMDs**  
\_\_\_\_\_



To keep information update, please complete this email alert configuration page

**Navigation:** DASHBOARD | **MY AGENT** | ADM/ACM | REFUND | DOCUMENTS | FILES | SALES | MASTER DATA

**Breadcrumbs:** DASHBOARD | MY AGENT x

**Company:** ABCD Travel Services Ltd

**Configuration Options:** Properties | **Configuration** | Ticketing Authority | RA / RN Issuing Authority | Contact Information | GDS By Agent

**Configuration Sections:**

- Ticketing Authority**  
Ticketing Authority Modifications  
[Input Field]
- ADM & ACM**  
ADM/ACM  
[Redacted]@iata.org; [Redacted]@iata.org
- ADM/ACM Request**  
[Input Field]
- ADNT/ACNT**  
[Input Field]
- Deleted Disputed ADMs**  
[Input Field]
- SPCRs/SPDRs, ACMDs/ADMDs**  
[Input Field]

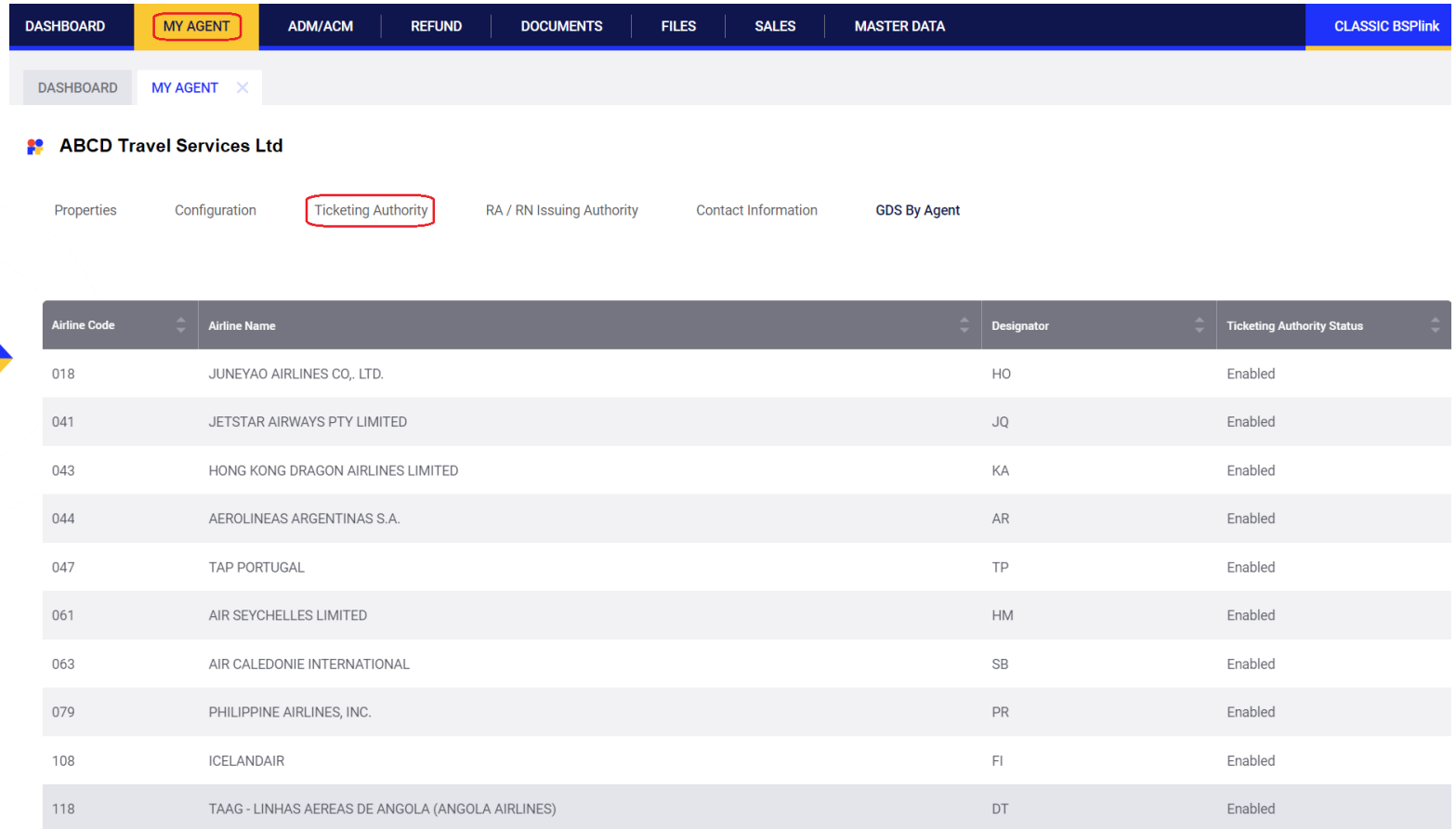
# NFE user experience – My Agent (Ticketing Authority)

## OTHER SERVICES

- Sales Summary
- Ticketing Authority Query
- GDS Query

## TICKETING AUTHORITY QUERY

	Airline Code	
001	AMERICAN AIRLINES INC.	AA
169	HAHN AIR LINES GMBH	HR
173	HAWAIIAN AIRLINES, INC.	HA
191	AIR ITALY S.P.A. DBA AIR ITALY S.P.A.	IG
199	TUNISAIR	TU
205	ALL NIPPON AIRWAYS CO. LTD.	NH
228	TATA SIA AIRLINES LTD DBA VISTARA	UK
275	APG AIRLINES	GP
413	AIRCOMPANY SOMON AIR LLC DBA SOMON AIR	SZ
450	ACCESSRAIL	9B
706	KENYA AIRWAYS	KQ
724	SWISS INTERNATIONAL AIR LINES LTD DBA SWISS	LX
784	CHINA SOUTHERN AIRLINES	CZ
829	BANGKOK AIRWAYS PUBLIC CO., LTD.	PG
961	LANMEI AIRLINES (CAMBODIA) CO.,LTD	LQ



**ABCD Travel Services Ltd**

Properties Configuration **Ticketing Authority** RA / RN Issuing Authority Contact Information GDS By Agent

Airline Code	Airline Name	Designator	Ticketing Authority Status
018	JUNEYAO AIRLINES CO., LTD.	HO	Enabled
041	JETSTAR AIRWAYS PTY LIMITED	JQ	Enabled
043	HONG KONG DRAGON AIRLINES LIMITED	KA	Enabled
044	AEROLINEAS ARGENTINAS S.A.	AR	Enabled
047	TAP PORTUGAL	TP	Enabled
061	AIR SEYCHELLES LIMITED	HM	Enabled
063	AIR CALEDONIE INTERNATIONAL	SB	Enabled
079	PHILIPPINE AIRLINES, INC.	PR	Enabled
108	ICELANDAIR	FI	Enabled
118	TAAG - LINHAS AEREAS DE ANGOLA (ANGOLA AIRLINES)	DT	Enabled

# NFE user experience – My Agent (RA/RN Issuing Authority)

**REFUND APPLICATIONS**

- RA Issue
- RA Query
- RA Query By Reporting Period
- RA Issue Pending Authorisation
- RA Supervise
- RA Airline Permission



DASHBOARD **MY AGENT** ADM/ACM REFUND DOCUMENTS FILES SALES MASTER DATA CLASSIC BSPlink

DASHBOARD MY AGENT X

ABCD Travel Services Ltd

Properties Configuration Ticketing Authority **RA / RN Issuing Authority** Contact Information GDS By Agent

Airline Code	Airline Name	Designator	RA Authority Status	RN Authority Status
001	AMERICAN AIRLINES INC.	AA	Enabled	Disabled
005	CONTINENTAL AIRLINES	CO	Disabled	Disabled
006	DELTA AIR LINES, INC.	DL	Enabled	Disabled
012	NORTHWEST AIRLINES	NW	Enabled	Disabled
014	AIR CANADA	AC	Enabled	Disabled
016	UNITED AIRLINES, INC.	UA	Enabled	Disabled
018	JUNEYAO AIRLINES CO., LTD.	HO	Disabled	Disabled
037	US Airways, Inc.	US	Disabled	Disabled
041	JETSTAR AIRWAYS PTY LIMITED	JQ	Disabled	Disabled
042	VARIG BRAZILIAN	RG	Enabled	Disabled
043	HONG KONG DRAGON AIRLINES LIMITED	KA	Enabled	Enabled

**RA AIRLINE PERMISSION**

The following airlines have authorized you to issue Refund Application.

Code	Name	Abbreviation
001	AMERICAN AIRLINES INC.	AA
006	DELTA AIR LINES, INC.	DL
012	NORTHWEST AIRLINES	NW
014	AIR CANADA	AC
016	UNITED AIRLINES, INC.	UA
042	VARIG BRAZILIAN	RG
043	HONG KONG DRAGON AIRLINES LIMITED	KA



**REFUND NOTICES**

- RN Airline Permission

**RN AIRLINE PERMISSION**

The following airlines have authorized you to issue Refund Notice.

Code	Name	Abbreviation
001	AMERICAN AIRLINES INC.	AA
191	AIR ITALY S.P.A. DBA AIR ITALY S.P.A.	IG
205	ALL NIPPON AIRWAYS CO. LTD.	NH
413	AIRCOMPANY SOMON AIR LLC DBA SOMON AIR	SZ
450	ACCESSRAIL	9B
784	CHINA SOUTHERN AIRLINES	CZ
829	BANGKOK AIRWAYS PUBLIC CO., LTD.	PG
961	LANMEI AIRLINES (CAMBODIA) CO.,LTD	LQ

# NFE user experience – My Agent (Contact Information)

## ABCD Travel Services Ltd

- Properties
- Configuration
- Ticketing Authority
- RA / RN Issuing Authority
- Contact Information
- GDS By Agent

Generic Address/Contact Person

<input checked="" type="checkbox"/> Use this address for all categories	Address 1	Comments
IATA Code 19 5	<input type="text"/>	
Agent Name <b>ABCD Travel Services Ltd</b>	Address 2	
Contact Person	<input type="text"/>	
Email	Locality	
Telephone	<input type="text"/>	
Fax	City	
853 28340039	<input type="text"/>	
	State	
	<input type="text" value="NIL"/>	
	Postcode	
	<input type="text" value="00"/>	
	Country/Territory	
	<input type="text" value="CHINA"/>	

ADM/ACMs

Refunds

# NFE user experience – My Agent (GDS By Agent)



## OTHER SERVICES

- Sales Summary
- Ticketing Authority Query
- GDS Query

## GDS QUERY

It is possible to issue via the following GDS systems

GDS

ABACUS

TRAVELSKY

DASHBOARD MY AGENT ADM/ACM REFUND DOCUMENTS FILES SALES MASTER DATA CLASSIC BSPlink

DASHBOARD MY AGENT X

## ABC Travel Agency

- Properties Configuration Ticketing Authority RA / RN Issuing Authority Contact Information GDS By Agent

### GDS By Agent

FILTER

DOWNLOAD

Code	GDS Name
ABAC	ABACUS
AGTD	AMADEUS
MINS	TRAVELSKY

Records per page 20 Showing: 1 - 3 of 3

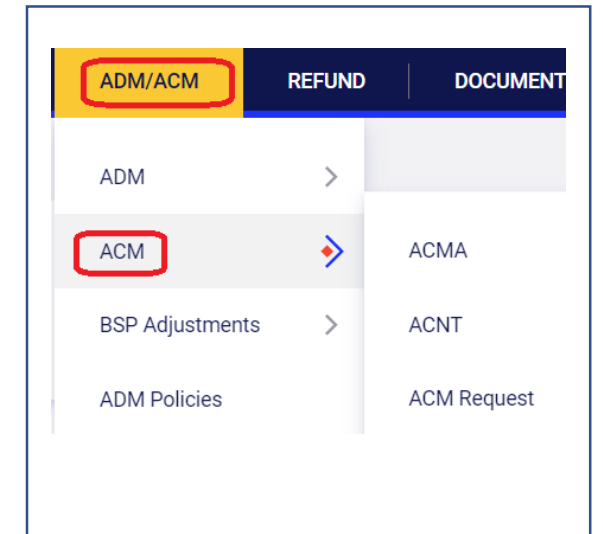
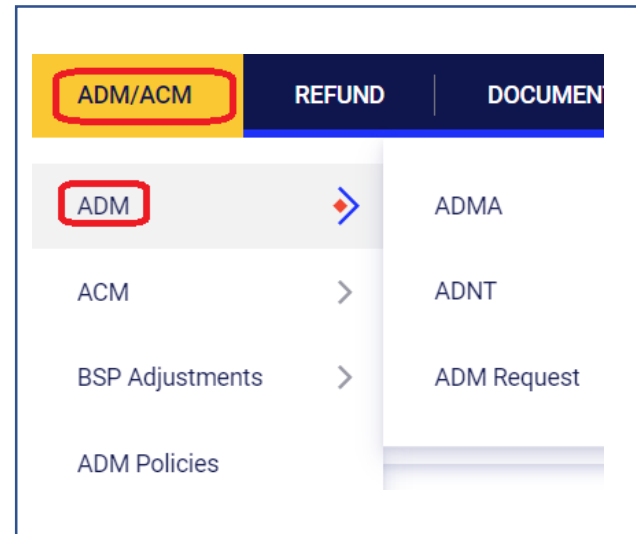
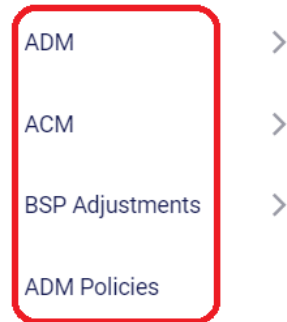


# NFE USER EXPERIENCE – ADM/ACM

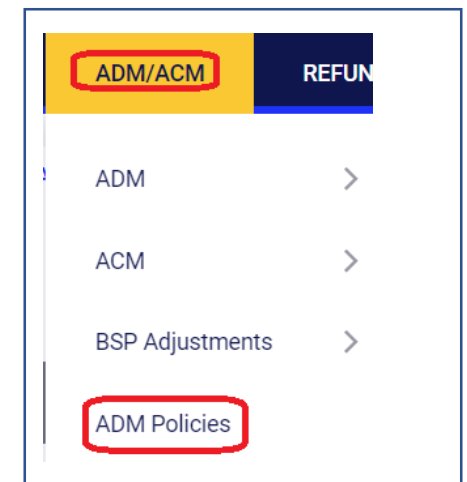
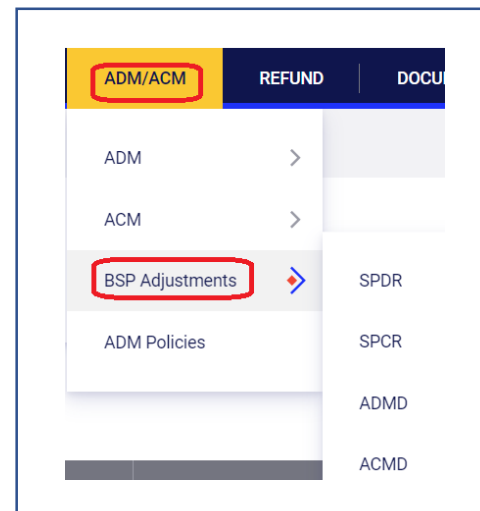
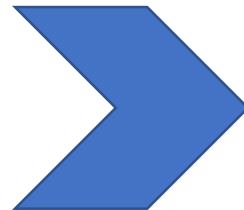


# NFE user experience

## - ADM / ACM / BSP Adjustments / ADM Policy



- ADM/ACM**
- ADM Requests
  - ACM Requests
  - ADM & ACM Query
  - Charging Query
  - ADM Policy Query



# NFE user experience – ADM (ADMA)

The screenshot displays the NFE user interface. At the top, a navigation bar includes 'DASHBOARD', 'MY AGENT', 'ADM/ACM' (highlighted in yellow), 'REFUND', 'DOCUMENTS', 'FILES', 'SALES', 'MASTER DATA', and 'CLASSIC BSPlink'. Below this, a breadcrumb trail shows 'DASHBOARD' > 'ADMA' > 'ADM' (highlighted in red). A dropdown menu is open under 'ADM', listing 'ADM' (highlighted in red), 'ACM', 'BSP Adjustments', and 'ADM Policies'. The 'ADM' option is further expanded to show 'ADMA' (highlighted in red), 'ADNT', and 'ADM Request'. The main content area is titled 'Query ADM' and has tabs for 'Active' and 'Deleted'. Below the tabs is the 'Query ADM List' section, which includes 'FILTER' and 'DOWNLOAD' buttons. A table displays the following data:

BSP	Document Number	Airline Code	Status		Currency	Amount	Issue Date	Reporting Date	
Y1	6633200006	332	Issued	DPC ✓	ARS	100.00	11/08/2020	30/08/2020	⋮
Y1	6633200005	332	Issued	DPC ✓	ARS	100.00	11/08/2020	30/08/2020	⋮
Y1	6034900339	349	Issued	DPC ✓	ARS	202.83	02/06/2020	21/06/2020	⋮
Y1	6034800328	348	Issued	DPC ✓	ARS	202.83	02/06/2020	21/06/2020	⋮

# NFE user experience – ADM (ADMA)

Query ADM List

[FILTER](#) [DOWNLOAD](#)

BSP	Document Number	Airline Code	Status	Currency	Amount	Issue Date	Reporting Date
Y1	0633200006	332	Issued <span>DPC ✓</span>	ARS	100.00	11/08/2020	30/08/2020
Y1	0633200005	332	Issued <span>DPC ✓</span>	ARS	100.00	11/08/2020	30/08/2020
Y1	6034900339	349	Issued <span>DPC ✓</span>	ARS	202.83	02/06/2020	21/06/2020

[DASHBOARD](#) [MY AGENT](#) [ADM/ACM](#) [REFUND](#) [DOCUMENTS](#) [FILES](#) [SALES](#) [MASTER DATA](#) [CLASSIC BSPlink](#)

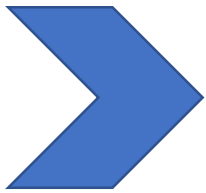
[DASHBOARD](#) [ADMA](#) [ADMA - 0633200006](#)

ADM Number: 0633200006 | Status: Issued DPC ✓ | BSP Name: Test bsp (Y1) | Agent Code: 2500003 | ADMA For Issue | Issue Date: 11/08/2020 | Amount: ARS 100.00

Jump to: [Basic Information](#) | [Details](#) | [Amount and Tax](#)

[FORWARD TO GDS](#) [Dispute](#) [Forward To GDS](#) [Cancel All](#)

Raise ADM Dispute here



### Basic Information

Document Number	Reporting Date	BSP	Type
0633200006	30/08/2020	Test bsp (Y1)	ADMA

---

<b>Airline Information</b>		<b>Agent Information</b>	
Airline Code /	332 / Airline 01	Agent Code /	2500003 / Agent 4
Name		Name	

Start typing to leave a comment...

[Browse files](#) or drag them here

### Activity

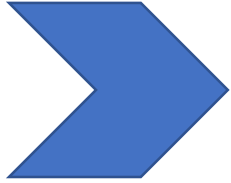
Show: All

**Document issued** 06:39  
by 332, MainUserTHY, hyokcholk@iata.org

Status → ISSUED

11/08/2020

# NFE user experience – ADM (ADMA)



## Airline Contact

Name MainUserTHY

Phone / Fax +907861234567

Email hyokcholk@iata.org

## ADM Properties

ADMA for ISSUE	TOCA Type N/A	Currency ARS	Stat DOMESTIC
-------------------	------------------	-----------------	------------------

Net Reporting

## Details

### ○ Issue Reason

test

RMIC: TEST

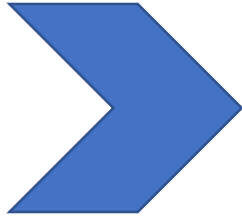
### Related Documents

RTDN Issue Date 03/08/2020

Related Document Number

3321234567890

# NFE user experience – ADM (ADMA)



Amount and Tax			
Amount			
	Agent Input	Airline Input	Difference
Fare	0.00	100.00	100.00
Tax, Fees and Charges	0.00	0.00	0.00
Commission	0.00	0.00	0.00
Tax on Commission	0.00	0.00	0.00
<b>Total, ARS</b>	<b>0.00</b>	<b>100.00</b>	<b>100.00</b>
Tax			
ISO Tax Code			Tax Amount
Total, ARS			0.00

DASHBOARD | MY AGENT | **ADM/ACM** | REFUND | DOCUMENTS | FILES | SALES | MASTER DATA | CLASSIC BSPlink

DASHBOARD | ADMA × | **ADMA - 67** | 103 ×

ADM Number 67 103	Status <b>DPC</b> ✓ Issued	BSP Name Macao (sar), china (MO)	Agent Code 19 01	ADMA For Issue	Issue Date 09/11/2019	Amount MOP 40.39	<b>FORWARD TO GDS</b> <span>▼</span> <span>⋮</span>
Jump to: <a href="#">Basic Information</a>   <a href="#">Details</a>   <a href="#">Amount and Tax</a>   <a href="#">Reason for Issue</a>							<b>Download To PDF</b>

# NFE user experience – ADM (ADMA)

Navigation menu: DASHBOARD | MY AGENT | **ADM/ACM** | REFUND | DOCUMENTS | FILES | SALES | MASTER DATA | CLASSIC BSPlink

Sub-menu: ADM | ACM | BSP Adjustments | ADM Policies

Query ADM: Active | Deleted

Query ADM List

BSP	Document Number	Airline Code	Status	Currency	Amount	Issue Date	Reporting Date
MO	67 103	781	Issued	DPC ✓ MOP	280.00	09/11/2019	30/11/2019
MO	61 195	695	Issued	DPC ✓ MOP	352.50	05/11/2019	23/11/2019
MO	67 22	781	Issued	DPC ✓ MOP	100.00	30/08/2019	15/09/2019

Buttons: FILTER | **DOWNLOAD**



### Download ADM

We will prepare a text document that will contain the search results.

Type of document:  TXT  CSV

Buttons: CANCEL | **DOWNLOAD**



### Query ADM

Active | Deleted

Query ADM List

Buttons: **FILTER** | DOWNLOAD

Form fields:

- Document Number: Enter the document number
- Airline Code / Name: Select Airline
- Status: Choose
- Currency: Choose
- RTDN Type: Choose
- Issue Date: Choose
- Reporting Date: Choose
- Sent to DPC: Choose

Buttons: CLEAR | **SEARCH**

# NFE user experience – BSP Adjustments

## - SPDR : Settlement Plan Debit Issue

**DASHBOARD** | **MY AGENT** | **ADM/ACM** | **REFUND** | **DOCUMENTS** | **FILES** | **SALES** | **MASTER DATA** | **CLASSIC BSPlink**

DASHBOARD | SPDR ✕

### Query SPDR

Active Deleted

### Query SPDR List

[FILTER](#) [DOWNLOAD](#)

BSP	Document Number	Airline Code	Status	DPC	Currency	Amount	Issue Date	Reporting Date	
MO	64953 5 2	953	Issued	DPC ✓	MOP	195.00	26/09/2020	30/09/2020	⋮
MO	64953 1 2	953	Issued	DPC ✓	MOP	195.00	25/08/2020	31/08/2020	⋮
MO	64953 4 3	953	Issued	DPC ✓	MOP	195.00	25/07/2020	31/07/2020	⋮
MO	64953 2 2	953	Issued	DPC ✓	MOP	195.00	29/06/2020	30/06/2020	⋮
MO	64953 2 3	953	Issued	DPC ✓	MOP	195.00	26/05/2020	31/05/2020	⋮

# NFE user experience – BSP Adjustments - SPCR : Settlement Plan Credit Issue

The screenshot displays the NFE user interface. The top navigation bar includes tabs for DASHBOARD, MY AGENT, ADM/ACM (highlighted in yellow), REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, USERS, and CLASSIC BSPlink. A dropdown menu is open under ADM/ACM, with 'BSP Adjustments' highlighted in red. Below the menu, the 'Query SPCR' section is visible, with 'Active' selected. The 'Query SPCR List' table is shown with columns for BSP, Document Number, Airline Code, Issued, Currency, Amount, Issue Date, and Reporting Date. A 'FILTER' button and a 'DOWNLOAD' button are located to the right of the table.

BSP	Document Number	Airline Code	Issued	Currency	Amount	Issue Date	Reporting Date
<input type="checkbox"/> HK	84952xxxxx x	952	Issued	DPC ✓ HKD	3,200.00	26/04/2020	26/04/2020



# NFE user experience – ADM/ACM (ADM Policies)

**DASHBOARD** | **MY AGENT** | **ADM/ACM** | **REFUND** | **DOCUMENTS** | **FILES** | **SALES** | **MASTER DATA** | **CLASSIC BSPlink**

DASHBOARD | ADMA x | ADM > | ACM > | BSP Adjustments > | **ADM Policies**

**ADM Policies** FILTER DOWNLOAD

Code	Designator	Link	Remarks	Last Update
001	AA	<a href="https://saleslink.aa.com/agencyre...">https://saleslink.aa.com/agencyre...</a>		30/01/2020
014	AIR CANADA AC	<a href="https://www.aircanada.com/share...">https://www.aircanada.com/share...</a>		29/04/2014
016	UNITED AIRLINES, INC. UA	<a href="https://jetstream.united.com/#/su...">https://jetstream.united.com/#/su...</a>		19/09/2017
018	JUNEYAO AIRLINES CO., LTD. HO	<a href="http://www.juneyaoair.com/ho-ad...">http://www.juneyaoair.com/ho-ad...</a>		09/12/2014
041	JETSTAR AIRWAYS PTY LIMITED JQ	<a href="https://agenthub.jetstar.com/newt...">https://agenthub.jetstar.com/newt...</a>		31/10/2015
043	HONG KONG DRAGON AIRLINES L... KA	<a href="http://www.kaagents.com/kaa/gc...">http://www.kaagents.com/kaa/gc...</a>		09/05/2014
044	AEROLINEAS ARGENTINAS S.A. AR	<a href="http://agencias.aerolineas.com.ar...">http://agencias.aerolineas.com.ar...</a>		31/10/2015
045	LATAM AIRLINES LA			—
047	TAP PORTUGAL TP	<a href="https://agents.flytap.com/Partner...">https://agents.flytap.com/Partner...</a>	31JAN2020 Updates made on the ...	15/03/2019
055	ALITALIA SOCIETA AEREA ITALIA... AZ	<a href="https://www.alitalia.com/content/...">https://www.alitalia.com/content/...</a>		31/05/2016
057	AIR FRANCE AF	<a href="https://www.agentconnect.biz/HK...">https://www.agentconnect.biz/HK...</a>		31/12/2018



# NFE USER EXPERIENCE – REFUND

# NFE user experience – Refund Enquiry

## Refund Application

RA ISSUE ▼

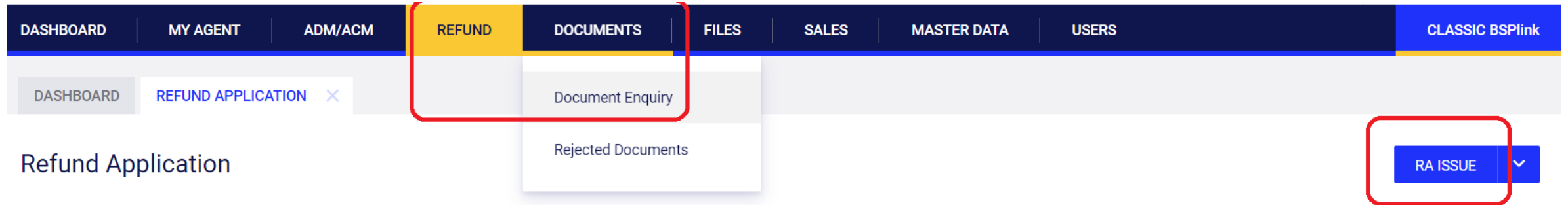
Active Deleted

### Refund Application List

☰ FILTER ⬇️ DOWNLOAD

BSP	Document Number	Airline Code	Status	Currency	Amount	RTDN Number	Application Date	Authorization Date	Rejection Date	
MO	54 947	738	Pending	MOP	202.00	31 96	07/10/2020	—	—	⋮
MO	54 09	169	Authorized <span>DPC ✓</span>	MOP	1,842.00	31 23	15/04/2020	18/05/2020	—	⋮
MO	54 08	169	Authorized <span>DPC ✓</span>	MOP	1,842.00	31 22	15/04/2020	18/05/2020	—	⋮
MO	54 02	169	Rejected <span>DPC Ⓞ</span>	MOP	0.00	31 22	20/03/2020	—	14/04/2020	⋮
MO	54 98	738	Pending <span>✎</span>	MOP	784.00	31 98	20/03/2020	—	—	⋮

# NFE user experience – Refund Application & Documents



**“RA Issue” & “Document Enquiry”  
will explain under “Refund  
Application” session later**



# NFE USER EXPERIENCE – DOCUMENTS

# NFE user experience – Reject Documents

- (Query the documents that have been rejected by the DPC)

DASHBOARD | MY AGENT | ADM/ACM | REFUND | **DOCUMENTS** | FILES | SALES | MASTER DATA | CLASSIC BSLink

DASHBOARD | REJECTED DOCUMENTS ×

Document Enquiry

Rejected Documents

Rejected Documents / MACAO (SAR), CHINA FILTER DOWNLOAD

Filter By: P1 Oct 2020 - P1 Oct 2020 Reset filters

Document Number	Related Document Number	Type	Airline	GDS	Error Level	Error Code	Reason for Rejection	Rejection Date	Rejection Period
31	66	TKTT	675 / AIR MACAU COMPANY LIMIT...	AMADE...	Warning	RET-247	Stock not on agents file	08/10/2020	P1 Oct 2020
31	63	TKTT	675 / AIR MACAU COMPANY LIMIT...	AMADE...	Warning	RET-247	Stock not on agents file	08/10/2020	P1 Oct 2020
31	64	TKTT	675 / AIR MACAU COMPANY LIMIT...	AMADE...	Warning	RET-247	Stock not on agents file	08/10/2020	P1 Oct 2020
31	67	TKTT	695 / EVA AIRWAYS CORPORATION	AMADE...	Warning	RET-247	Stock not on agents file	08/10/2020	P1 Oct 2020
31	65	TKTT	675 / AIR MACAU COMPANY LIMIT...	AMADE...	Warning	RET-247	Stock not on agents file	08/10/2020	P1 Oct 2020



Double click the document number for details  
Download all in TXT or CSV format



# NFE USER EXPERIENCE – FILES

# NFE user experience – Files

## FILES

- Download
- Download Communications



Billing  
Files

Communications

Navigation: DASHBOARD | MY AGENT | ADM/ACM | REFUND | DOCUMENTS | **FILES** | SALES | MASTER DATA | CLASSIC BSPlink

Breadcrumbs: DASHBOARD | REFUND APPLICATION | **REPORTS** | Reports

### Reports / MACAO (SAR), CHINA

Inbox | Archive

Received Files FILTER

<a href="#">M0anALL_MO_BSP Statistics 18th Sep 2020.pdf</a>	Announcement	18/09/2020	7.21 Kb	Not Downloaded	⋮
M0ga19 <a href="#">15_20200916_Agent_Billing092.zip</a>	zipped std agt bsp rpt (PDF)	16/09/2020	143.08 Kb	Downloaded	⋮
M0ga19 <a href="#">15_20200909_Agent_Billing091.zip</a>	zipped std agt bsp rpt (PDF)	09/09/2020	143.43 Kb	Downloaded	⋮
<a href="#">M0anALL_MO_BSP Statistics 3rd Sep 2020.pdf</a>	Announcement	03/09/2020	7.12 Kb	Not Downloaded	⋮
M0ga19 <a href="#">15_20200901_Agent_Billing084.zip</a>	zipped std agt bsp rpt (PDF)	01/09/2020	147.09 Kb	Downloaded	⋮
<a href="#">M0an0000000_20200828_Choose BSPlink Plan that is right to your Business.pdf</a>	Announcement	28/08/2020	159.2 Kb	Not Downloaded	⋮
<a href="#">M0anALL_MO_BSP Statistics 26th Aug 2020.pdf</a>	Announcement	26/08/2020	7.06 Kb	Not Downloaded	⋮
M0ga19 <a href="#">15_20200824_Agent_Billing083.zip</a>	zipped std agt bsp rpt (PDF)	24/08/2020	144.58 Kb	Downloaded	⋮
<a href="#">M0anALL_MO_BSP Statistics 19th Aug 2020.pdf</a>	Announcement	19/08/2020	7.01 Kb	Not Downloaded	⋮



# NFE user experience – Files

DASHBOARD | MY AGENT | ADM/ACM | REFUND | DOCUMENTS | **FILES** | SALES | MASTER DATA | CLASSIC BSPlink

DASHBOARD | REFUND APPLICATION | REPORTS | Reports

Reports / MACAO (SAR), CHINA

Inbox | Archive

Received Files

FILTER

File Name	File Type	Upload Date	Size	Status
MOga19_15_20201009_Agent_Billing101.zip	zipped std agt bsp rpt (PDF)	09/10/2020	143.49 Kb	Not Downloaded
MOga19_15_20201001_Agent_Billing094.zip	zipped std agt bsp rpt (PDF)	01/10/2020	141.86 Kb	Downloaded



C:\Users\leungr\Downloads\MOga19\_15\_20201001\_Agent\_Billing094.zip\

File Edit View Favorites Tools Help

Add Extract Test Copy Move Delete Info

Name	Size	Packed Size	Modified	Created	Accessed	Attributes	Encrypted	Comment
MO_FCAGBILLDET_19_1_20200904.PDF	78 007	73 285	2020-10-01...				-	
MO_FCAGBILLSUM_19_1_20200904.PDF	75 611	71 623	2020-10-01...				-	



# NFE USER EXPERIENCE – SALES

# NFE user experience – Sales (Billing Statement)

## GENERAL QUERIES

- Airlines
- On-line Billing Statement
- On-line Billing Analysis

DASHBOARD

MY AGENT

ADM/ACM

REFUND

DOCUMENTS

FILES

SALES

MASTER DATA

CLASSIC BSPlink

DASHBOARD

BILLING STATEMENT ×

Billing Statement

Billing Analysis

Billing Statement / MACAO (SAR), CHINA

TOTALS

FILTER

DOWNLOAD

Filter By: P4 Aug 2020 - P4 Aug 2020

Reset filters

BSP	Airline Code	Airline Name	Sales Type	Currency	Net to be paid
MO	079	PHILIPPINE AIRLINES, INC.	International	MOP	1,100
MO	189	STARLUX AIRLINES CO., LTD.	International	MOP	200
MO	675	AIR MACAU COMPANY LIMITED	International	MOP	2,500
MO	695	EVA AIRWAYS CORPORATION	International	MOP	2,600
MO	781	CHINA EASTERN AIRLINES	International	MOP	300

Records per page 20 Showing: 1-5 of 5

# NFE user experience – Sales (Billing Statement)

Billing Statement / MACAO (SAR), CHINA

✕ TOTALS ✕ FILTER ↓ DOWNLOAD

Airline Code / Name:

Period:

Sales Type:

Currency:

RESET SEARCH

< August 2020 >

PERIODS

P1	01/08 - 08/08	8 days
P2	09/08 - 15/08	7 days
P3	16/08 - 23/08	8 days
P4	24/08 - 31/08	8 days

Current Period

BSP	Airline Code	Sales Type	Currency	Net to be paid	
MO	079	International	MOP	200	
MO	189	International	MOP	5,000	
MO	675	International	MOP	2,500	
MO	695	International	MOP	600	
MO	781	CHINA EASTERN AIRLINES	International	MOP	2,200

Records per page  Showing: 1-5 of 5

Totals per currency	MOP
	10,500

# NFE user experience – Sales (Billing Analysis)

[DASHBOARD](#) | 
 [BILLING ANALYSIS](#) X

Billing Statement | 
 **Billing Analysis**

Billing Analysis / MACAO (SAR), CHINA ▾

[TOTALS](#) | 
 [FILTER](#)

### Billing Analysis Setup

BSP

MACAO (SAR), CHINA

Please select default filter values for this Billing Analysis tab. Resetting filters will roll-back them to these values.

Default Airline Code / Name

675 / AIR MACAU COMPANY LIMITED

Period

P2 Oct 2020 - P2 Oct 2020

[CANCEL](#) | 
 [SEARCH](#)

Document Type	Document Number	Sales Type	Issue Date	Currency	Cash	Payment Card	EasyPay	Net to be Paid
RFND	34 54 1	International	12/10/2020	MOP	-2,052.00	0.00	0.00	-2,052.00
TKTT	948 25 6	International	12/10/2020	MOP	1,316.00	0.00	0.00	1,316.00
TKTT	948 24 5	International	12/10/2020	MOP	1,316.00	0.00	0.00	1,316.00
RFND	347 53 0	International	12/10/2020	MOP	-2,462.00	0.00	0.00	-2,462.00

- 5
- 10
- 20
- 50

Records per page **20** Showing: 1 - 4 of 4



# NFE USER EXPERIENCE – MASTER DATA

# NFE user experience – Master Data

## GENERAL QUERIES

- Airlines
- On-line Billing Statement
- On-line Billing Analysis

Name	Code
AMERICAN AIRLINES INC.	001
AIR CANADA	014
UNITED AIRLINES, INC.	016
JUNEYAO AIRLINES CO., LTD.	018
JETSTAR AIRWAYS PTY LIMITED	041
HONG KONG DRAGON AIRLINES LIMITED	043
AEROLINEAS ARGENTINAS S.A.	044
LATAM AIRLINES	045
TAP PORTUGAL	047

Click on the Airline Code  
in order to query their data

DASHBOARD | MY AGENT | ADM/ACM | REFUND | DOCUMENTS | FILES | SALES | **MASTER DATA** | CLASSIC BSPlink

DASHBOARD | AIRLINES x

Airlines

Agent Groups

FILTER | DOWNLOAD

### Airline index / MACAO (SAR), CHINA

Code	Name	Designator	Register Date	Expiry Date	Status	
001	AMERICAN AIRLINES INC.	AA	01/01/1999	—	Active	⋮
005	CONTINENTAL AIRLINES	CO	01/01/1999	06/10/2012	Inactive	⋮
006	DELTA AIR LINES, INC.	DL	01/01/1999	04/08/2019	Inactive	⋮
012	NORTHWEST AIRLINES	NW	01/01/1991	30/06/2010	Inactive	⋮
014	AIR CANADA	AC	01/01/1999	—	Active	⋮
016	UNITED AIRLINES, INC.	UA	19/03/1998	—	Active	⋮
018	JUNEYAO AIRLINES CO., LTD.	HO	16/06/2011	—	Active	⋮

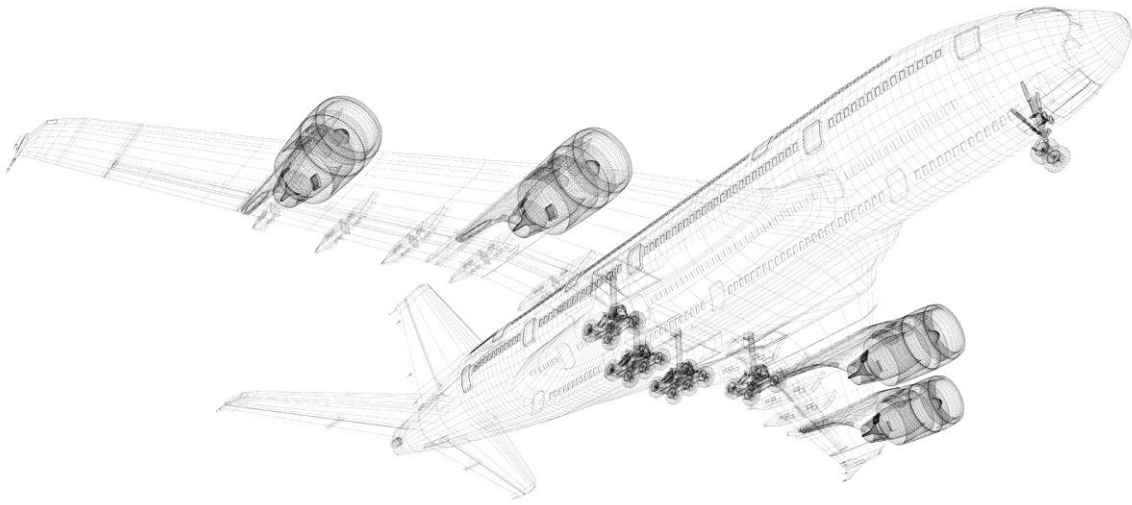


# NFE USER EXPERIENCE – REFUND APPLICATION



# Refund Application

**Refund Application (RA)** is an application which is initiated by agent, and approved by airline



**Refund Notice (RN)** is initiated by airline. Airline does the refund and informs agent accordingly.

# REFUND APPLICATION – NFE VERSION (BASIC/EFFICIENT USER)

## 1 method to raise a RA Application

- Refund – Refund Application
  - By manual input

# Refund Application – NFE Version (Efficient user)

## Refund Application

**RA ISSUE** ▼

Refund Number Not issued yet	Status <b>DPC</b> Not issued yet	BSP Name Macao (sar), china (MO)	Airline Code Not defined yet	Agent Code 19 8	Application Date 06/10/2020	Refund to Passenger, MOP 0.00	<b>ISSUE</b>	⋮
---------------------------------	-------------------------------------	-------------------------------------	---------------------------------	--------------------	--------------------------------	----------------------------------	--------------	---

Jump to: [Basic Information](#) | [Details](#) | [Form of Payment](#) | [Amount and Tax](#) [Collapse All](#)

### Basic Information

#### Airline Information

Airline Code / Name

#### Agent Information

Agent Code / Name

[Show Details](#)

### Activity

Show: All ▼

No activity yet.

# Refund Application – NFE Version (Efficient User)

## Airline Contact

Name

MS

Phone / Fax

853-83 6

Email

**airline@iata.org**

Details

## Agent Contact

Name

ACCOUNTING MANAGER

Phone / Fax

(853) 28 :2

Email

**agent@iata.org**



## Reason Details

Reason for refund

Enter Refund Reason Details here

Note: the length of the reason's description should be no more than 10 lines of 45 characters each

## Related Documents

Statistical Code

I

Passenger

RTDN Issue Date

Waiver Code

Airline

Document N°

Coupons

1  2  3  4

# Refund Application – NFE Version (Efficient user)

+ CONJUNCTION TICKETS

Exchange (Original Issue Details)

## Form of Payment

Tour Code

Tour Code

Customer Reference

Customer Reference

E-Ticket Auth Code

E-Ticket Auth Code

Currency

MOP

ADD FORM OF PAYMENT ▾

ADD FORM OF PAYMENT ▲

Payment Card

Easy Pay

Miscellaneous Credit

Cash

Miscellaneous Cash

## Amount and Tax

Partial Refund

Gross Fare

0.00

Commission

M... ▾

0.00

Less Gross Fare Used

0.00

Total Gross Fare Refunded, MOP

0.00

# Refund Application – NFE Version (Efficient user)

Cancellation Penalty	<input type="text" value="0.00"/>
Tax on CP	<input type="text" value="0.00"/>
ISO Tax Code	Tax Amount
<input type="text"/>	<input type="text" value="0.00"/>
<input type="button" value="+ TAX"/>	

DASHBOARD | MY AGENT | ADM/ACM | **REFUND** | DOCUMENTS | FILES | SALES | MASTER DATA | CLASSIC BSPlink

DASHBOARD | ● RA ISSUE ×

Refund Number Not issued yet	Status <b>DPC</b> ⓘ Not issued yet	BSP Name Macao (sar), china (MO)	Airline Code Not defined yet	Agent Code 19 1	Application Date 14/10/2020	Refund to Passenger, MOP 0.00	<input type="button" value="ISSUE"/> ⓘ
Jump to: <a href="#">Basic Information</a>   <a href="#">Details</a>   <a href="#">Form of Payment</a>   <a href="#">Amount and Tax</a>							<a href="#">Collapse All</a>

# NFE user experience – Refund Enquiry

## Refund Application

RA ISSUE ▼

Active Deleted

### Refund Application List

☰ FILTER

↓ DOWNLOAD

BSP	Document Number	Airline Code	Status	Currency	Amount	RTDN Number	Application Date	Authorization Date	Rejection Date	
MO	54 947	738	Pending	MOP	202.00	31 96	07/10/2020	—	—	⋮
MO	54 09	169	Authorized <span>DPC ✓</span>	MOP	1,842.00	31 23	15/04/2020	18/05/2020	—	⋮
MO	54 08	169	Authorized <span>DPC ✓</span>	MOP	1,842.00	31 22	15/04/2020	18/05/2020	—	⋮
MO	54 02	169	Rejected <span>DPC ⓪</span>	MOP	0.00	31 22	20/03/2020	—	14/04/2020	⋮
MO	54 98	738	Pending <span>✎</span>	MOP	784.00	31 98	20/03/2020	—	—	⋮

# REFUND APPLICATION – NFE VERSION (ENHANCED/STREAMLINED USER)

## 2 methods to raise a RA Application

- Sales – Billing Analysis
- Documents – Document Enquiry



# Refund Application – NFE Version (Streamlined user)

## Method 1

DASHBOARD | MY AGENT | ADM/ACM | REFUND | DOCUMENTS | FILES | **SALES** | MASTER DATA | CLASSIC BSPlink

DASHBOARD | BILLING ANALYSIS | BILLING STATEMENT

Billing Analysis / MACAO (SAR), CHINA

Billing Statement

Billing Analysis

TOTALS | FILTER

Billing Analysis Setup

BSP  
MACAO (SAR), CHINA

Please select default filter values for this Billing Analysis tab. Resetting filters will roll-back them to these values.

Default Airline Code / Name  
675 / AIR MACAU COMPANY LIMITED

Period  
P1 Oct 2020 - P1 Oct 2020

CANCEL | SEARCH

Filter By: P1 Oct 2020 - P1 Oct 2020 | 675 / AIR MACAU COMPANY LIMITED

Document Type	Document Number	Sales Type	Issue Date	Currency
TKTT	94 62	International	07/10/2020	MOP
TKTT	31 33	International	07/10/2020	MOP
TKTT	31 55	International	07/10/2020	MOP
TKTT	31 44	International	07/10/2020	MOP


# Refund Application – NFE Version (Streamlined user)

	Document Number	Description	Owner	<div style="text-align: right;"> <span style="border: 1px solid blue; padding: 2px;">ISSUE ^</span>  <span style="border: 2px solid red; padding: 2px;">Issue RA</span> </div>
	31 63 3	TKTT	AIR MACAU COMPANY LIMITED	

Jump to: [Ticket Details](#) | [Additional Information](#) | [Related Documents](#)

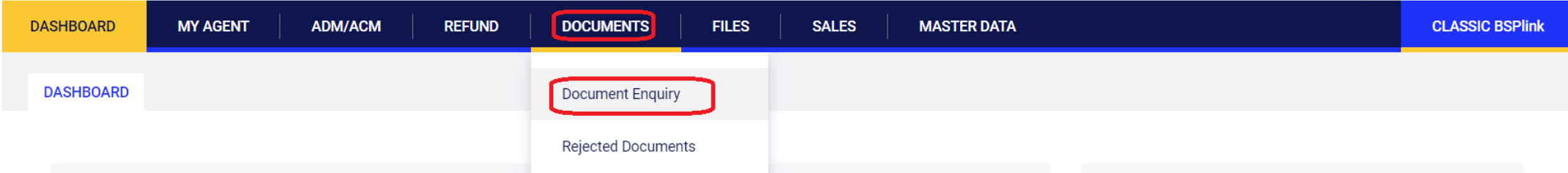


## Ticket Details ^

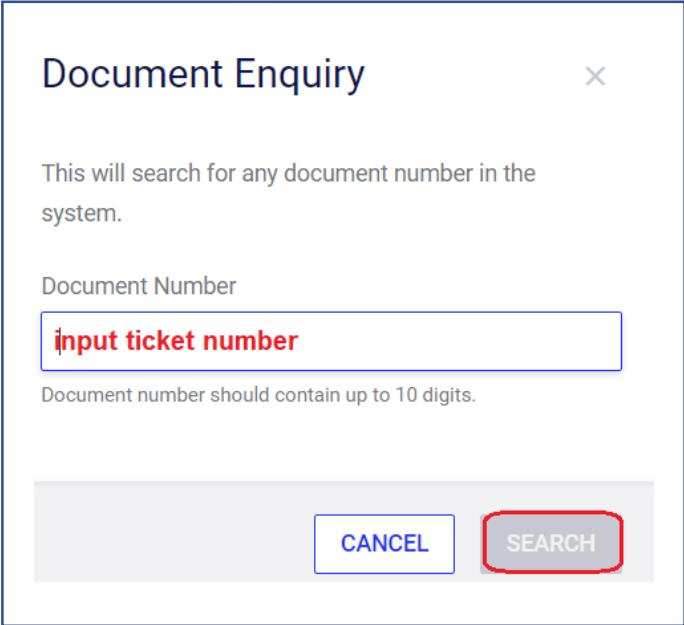
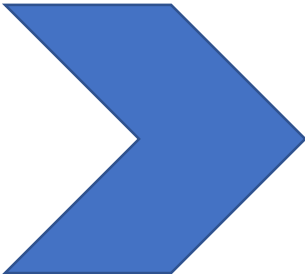
BSP Name MACAO (SAR), CHINA				Period 2020101							
Issued by AIR MACAU COMPANY LIMITED				<b>Passenger Ticket and Baggage Check</b>							
Conjunction tickets				Origin/Destination TYOMFM		Audit coupon 					
Endorsement/Restrictions REF FEE APPLY NO SHOW JPY5000 CHG FEE EXEMPTION B R0.0 69			BSP MO	Booking Ref. QM /1A		TOURS LTD					
Passenger Name Not Transferable Chan/TaiMan Mr			Date of Issue 07Oct20	Issue in exchange for		19 -5 0					
Passenger Specific Data											
X/O	Not Good For Passage From	Carrier	Flight	CL	Date	Time	ST	Fare Basis	N. Valid B	N. Valid A	Allow

# Refund Application – NFE Version (Streamlined user)

Method 2



The screenshot shows a horizontal navigation bar with several menu items: DASHBOARD, MY AGENT, ADM/ACM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, and CLASSIC BSPlink. The 'DOCUMENTS' item is highlighted with a red box. Below the navigation bar, a dropdown menu is visible under 'DOCUMENTS', with 'Document Enquiry' and 'Rejected Documents' listed. 'Document Enquiry' is also highlighted with a red box.



The 'Document Enquiry' dialog box contains the following elements:

- Title: Document Enquiry (with a close button 'x')
- Text: This will search for any document number in the system.
- Label: Document Number
- Input field: A text box containing the placeholder text 'input ticket number'.
- Text: Document number should contain up to 10 digits.
- Buttons: 'CANCEL' and 'SEARCH' (the 'SEARCH' button is highlighted with a red box).

# Refund Application – NFE Version (Streamlined user)

DASHBOARD

BILLING ANALYSIS ×

TKTT - 31 763 ×

● RA ISSUE ×



Document Number  
31 63 3

Description  
TKTT

Owner  
AIR MACAU COMPANY LIMITED

ISSUE ^



Issue RA

Jump to: [Ticket Details](#) | [Additional Information](#) | [Related Documents](#)

## Ticket Details ^

BSP Name  
MACAO (SAR), CHINA

Period  
2020101

Issued by  
AIR MACAU COMPANY LIMITED

**Passenger Ticket and Baggage Check**

Conjunction tickets

Origin/Destination  
TYOMFM

Audit coupon



Endorsement/Restrictions  
REF FEE APPLY NO SHOW JPY5000 CHG FEE EXEMPTION B R0.0 69

BSP  
MO

Booking Ref.  
QM /1A

TOURS LTD

Passenger Name Not Transferable

Date of Issue  
07Oct20

Issue in exchange for

19 -5  
0

Chan/TaiMan Mr

Passenger Specific Data

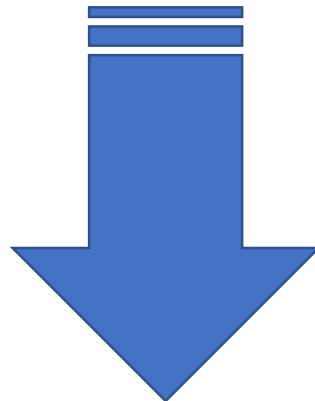
X/O	Not Good For Passage From	Carrier	Flight	CL	Date	Time	ST	Fare Basis	N. Valid B	N. Valid A	Allow
-----	---------------------------	---------	--------	----	------	------	----	------------	------------	------------	-------

# Refund Application – NFE Version (Streamlined user)

## **2 methods to raise a RA Application**

- Sales – Billing Analysis
- Documents – Document Enquiry

**Method 1 or Method 2**



# Refund Application – NFE Version (Streamlined user)

Refund Number Not issued yet	Status <b>DPC</b> ⓘ Not issued yet	BSP Name Macao (sar), china (MO)	Airline Code 675	Agent Code 19 - 1	Application Date 12/10/2020	Refund to Passenger, MOP 5177.00	<b>ISSUE</b>	⋮
---------------------------------	---------------------------------------	-------------------------------------	---------------------	----------------------	--------------------------------	-------------------------------------	--------------	---

Jump to: [Basic Information](#) | [Details](#) | [Form of Payment](#) | [Amount and Tax](#)

[Expand All](#)

## Basic Information

### Airline Information

Airline Code / Name

675 / AIR MACAU COMPANY LIMITED

[Show Details](#)

### Agent Information

Agent Code / Name

19 - 1 / . TOURS LTD

[Show Details](#)

### Airline Contact

Name

Ms Airline Name

Phone / Fax

853-83 - 16

Email

@airmacau.com.mo

### Agent Contact

Name


Ms Agent Name

Phone / Fax

(853) 28 - 50

Email

accounts\_dept@ .com.mo

 [Browse files](#) or drag them here

### Activity

Show: All ▾

No activity yet.

# Refund Application – NFE Version (Streamlined user)

Refund Number Not issued yet	Status <b>DPC</b> Not issued yet	BSP Name Macao (sar), china (MO)	Airline Code 675	Agent Code 19 01	Application Date 12/10/2020	Refund to Passenger, MOP 5177.00	<b>ISSUE</b>	⋮
Jump to: <a href="#">Basic Information</a>   <a href="#">Details</a>   <a href="#">Form of Payment</a>   <a href="#">Amount and Tax</a>							<a href="#">Expand All</a>	

2

## Details

### Reason Details

Reason for refund

Enter Refund Reason Details here

**Input reason of refund**

Note: the length of the reason's description should be no more than 10 lines of 45 characters each

Airline Remarks

Airline Remarks

### Related Documents

Statistical Code

I

Passenger

Mr Chan Tai Man

RTDN Issue Date

07/10/2020

Waiver Code

Airline

675

Document N°

31 .763

Coupons

1  2  3  4

**+ CONJUNCTION TICKETS**

# Refund Application – NFE Version (Streamlined user)

Not issued yet | Not issued yet | Macao (sar), china (MO) | 675 | 19 | 1 | 12/10/2020 | 5177.00 ISSUE ⋮

Jump to: [Basic Information](#) | [Details](#) | [Form of Payment](#) | [Amount and Tax](#)

[Collapse All](#)

## Form of Payment ^

3

Tour Code

Tour Code

Customer Reference

Customer Reference

E-Ticket Auth Code

E-Ticket Auth Code

Currency

MOP

Payment Method

Amount, MOP

Cash

5177.00

Total for cash amounts, MOP

5177.00

**Total, MOP**

**5177.00**

[ADD FORM OF PAYMENT](#) ⌵



# Refund Application – NFE Version (Streamlined user)

Not issued yet | Not issued yet | Macao (sar), china (MO) | 675 | 19 | 1 | 12/10/2020 | 5177.00

ISSUE



Jump to: [Basic Information](#) | [Details](#) | [Form of Payment](#) | [Amount and Tax](#)

[Collapse All](#)

## 4 Amount and Tax

Partial Refund

Gross Fare

Less Gross Fare Used

Total Gross Fare Refunded, MOP **4980.00**

Commission

Discount Amount

Cancellation Penalty

Tax on CP

ISO Tax Code **Tax Amount**

TK

SW

OI

[+ TAX](#)

All taxes are auto fit in the RA form

Refund to Passenger, MOP:

**5177.00**

# Refund Application – NFE Version (Streamlined User)

The screenshot shows the NFE Refund Application interface. At the top is a navigation bar with tabs: DASHBOARD, MY AGENT, ADM/ACM, REFUND (highlighted), DOCUMENTS, FILES, SALES, MASTER DATA, and CLASSIC BSPlink. Below this is a breadcrumb trail: DASHBOARD > RA ISSUE > BILLING ANALYSIS > TKTT - 31 [redacted] 63. The main content area displays a summary table for a refund application:

Refund Number	Status <small>DPC</small>	BSP Name	Airline Code	Agent Code	Application Date	Refund to Passenger, MOP	ISSUE
Not issued yet	Not issued yet	Macao (sar), china (MO)	Not defined yet	19 1	14/10/2020	0.00	<input type="button" value="ISSUE"/>

Below the table, there are navigation links: "Jump to: Basic Information | Details | Form of Payment | Amount and Tax" and a "Collapse All" button. A blue arrow points from the "ISSUE" button in the table to the "ISSUE" button in the legend below.



ISSUE

Issue Refund Application / Authority



ISSUE PENDING SUPERVISOR

Issue Refund Application / Authority Pending Authorisation

**Refund to Passenger** = Gross Fare – Gross Fare Used + Taxed – Cancellation Penalty (CP) – Tax on CP – Misc Fee (MF) – Tax on MF. The system automatically calculates the total amount to be refunded to the passenger.

# NFE user experience – Refund Enquiry

DASHBOARD | MY AGENT | ADM/ACM | **REFUND** | DOCUMENTS | FILES | SALES | MASTER DATA | CLASSIC BSPlink

DASHBOARD | REFUND APPLICATION ×

## Refund Application

RA ISSUE ▼

Active Deleted

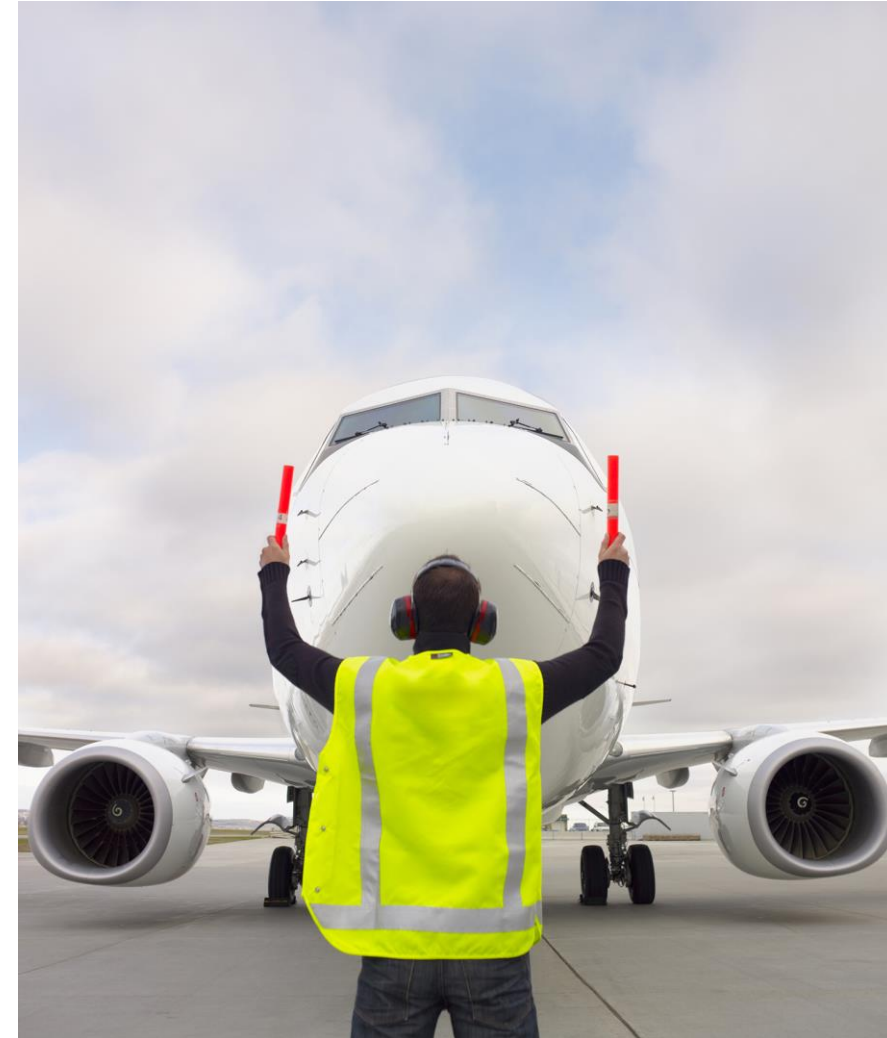
### Refund Application List

FILTER DOWNLOAD

BSP	Document Number	Airline Code	Status	Currency	Amount	RTDN Number	Application Date	Authorization Date	Rejection Date	
MO	54 947	738	Pending	MOP	202.00	31 96	07/10/2020	—	—	⋮
MO	54 09	169	Authorized <span>DPC ✓</span>	MOP	1,842.00	31 23	15/04/2020	18/05/2020	—	⋮
MO	54 08	169	Authorized <span>DPC ✓</span>	MOP	1,842.00	31 22	15/04/2020	18/05/2020	—	⋮
MO	54 02	169	Rejected <span>DPC ⓪</span>	MOP	0.00	31 22	20/03/2020	—	14/04/2020	⋮
MO	54 98	738	Pending <span>✎</span>	MOP	784.00	31 98	20/03/2020	—	—	⋮

# Some functions are under development and will be released soon

- Refund Notice
- TIP
  - consents query
  - own card consents query/maintenance/maintenance history
- Post Billing Disputes
- Form of Payment
  - airlines allows which kinds FOP
  - which kinds FOP agent available
- Sub-users Management

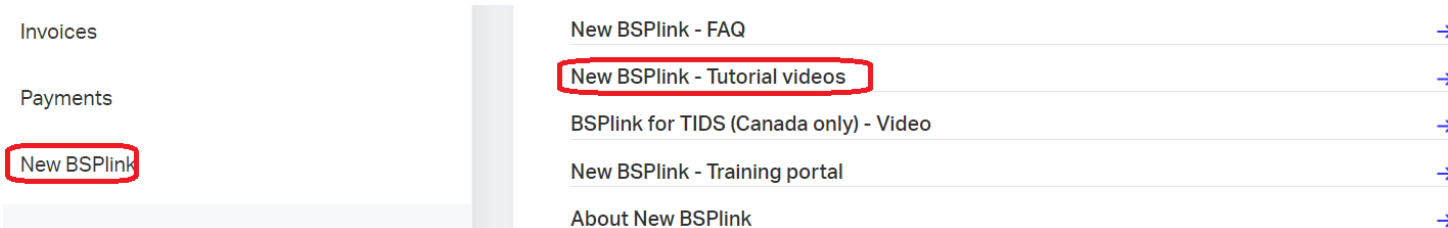
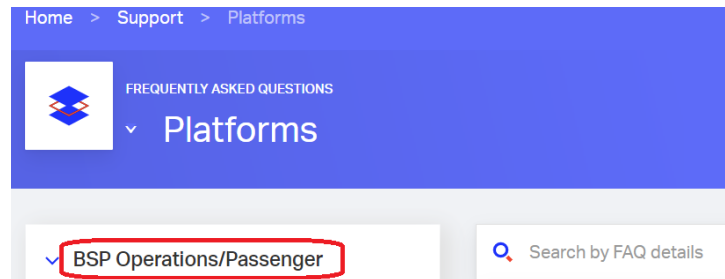
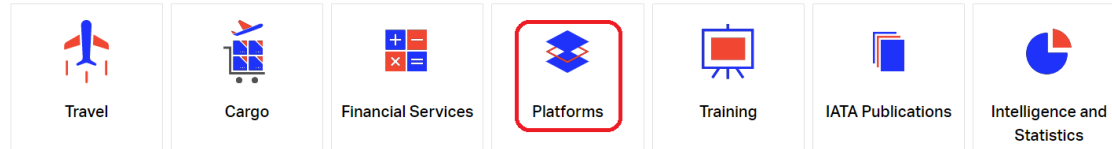


# NFE user experience – Tutorial Videos

- Login Customer Portal <https://portal.iata.org>
- Under Frequently Asked Questions – Platforms
- BSP Operations/ Passenger – New BSPLink – New BSPLink Tutorial Videos



## Frequently Asked Questions



Issue an ADM [ [Download](#) ]



Query an ADM [ [Download](#) ]



## NFE – Dashboard

### All New BSPLink information

01/09/2020

- [About New BSPLink](#)
- [New BSPLink – Timelines](#)
- [New BSPLink FAQ](#)
- [New BSPLink – Tutorial Videos](#)
- [New BSPLink – Training Portal](#)

# Existing BSPlink Price

- **Basic User – Free of Charges**
- **Enhanced User – TWD 1200 Per User**



# New NFE Price

PRICE PER USER TYPE AND MONTH	SMALL <200KUSD	MEDIUM 200KUSD>XX>2 MUSD	LARGE >2MUSD
Efficient - 1st User	Free of charge	Free of charge	Free of charge
Efficient - Add. User	USD 25	USD 40	USD 55
Streamlined - 1st User	USD 40	USD 55	USD 70
Streamlined - Add. User	USD 25	USD 40	USD 55
Lean - 1st User	USD 100	USD 115	USD 130
Lean – Add. User	USD 45	USD 60	USD 75

- Align BSPlink pricing structure with Annual Fee structure, based on Agent's BSP gross sales volumes (categorized as Small, Medium & Large)
- The segmentations for 2021 new pricing is based on the agent sales period from July 2019 to Jun 2020.
- Efficient user = Basic user
- Streamlined user = Enhanced user
- Lean user = Group users (multi-branch access)



Thank you!

