



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

5 March 2021  
Agents Webinar



# Our focus is maximizing the value delivered by BSPlink

## **Back-office activities**

With the new BSPlink you can further streamline the management of your financial back office operations, saving costs (reduce costs).

## **Your experience:**

The new version of BSPlink will provide a great user experience and additional new features with variety of plans/pricing models suitable for your needs.



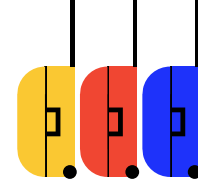
# Simply, we are delivering new value for you



An easy to use new  
User Interface



Functionalities that will  
enable financial back  
office automation and  
cost savings



3 BSPlink plans for you  
to choose from  
according to your  
company needs

# A fresh new interface

1. Work in the language of your choice: English, French, Spanish, Portuguese and German.
2. Customize what you see on screen with drag and drop modular tables.
3. Save time when looking for documents with auto-complete search function.
4. See at a glance when new types of report become available.
5. Multi-tab option to handle several tasks simultaneously.

NEW!

NEW!

NEW!

NEW!

The screenshot displays the IATA BSPlink dashboard. At the top, there is a navigation bar with tabs for DASHBOARD, ACM / ADM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, and USERS. The main dashboard area features a header with the IATA Agent logo and four key performance indicators (KPIs): 75 Refund Applications, 5 ADMs, 6 PBDs, and 143 RET Documents, each with a 'See all' link. Below this, there are three donut charts under the 'Insights' section: 'ADMs by Status' (Total: 650) with categories Billed (300), Pending (125), Disputed (52), and Dispute Approved (52); 'Refund Application by Status' (Total: 650) with categories Pending (300), Pending (125), and Rejected (52); and 'Files by Type' (Total: 650) with categories WebLink Output RET File (300), IBSF's Billing Output (125), WebLink Evaluation File (52), and TIP Reports (57). To the right, there is a 'IATA Messages and News' section with a featured article about the reopening of the IATA Miami office and another about expanding understanding of the Post-Billing Dispute Process. At the bottom, there is a 'Latest searches' section listing several search queries with filters for Bsp, ES, Airline Code, Currency, and Issue Date, along with their respective search dates.

# New features

NEW!

1. Access all your BSP branches/countries with a single sign-on (SSO).

NEW!

2. View the consolidated data of all your BSP branches/countries.

NEW!

3. Start tracking your performance with company dashboards and the market.

NEW!

4. Easily access all your records for up to 2 years.

NEW!

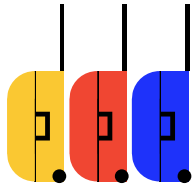
5. Advanced user management system, including management of agent groups and partners.

The screenshot displays the BSPlink dashboard interface. At the top, there is a navigation bar with the BSPlink logo and menu items: DASHBOARD, ACM / ADM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, and USERS. Below the navigation bar, the dashboard features a header with the Agent logo and four key performance indicators (KPIs):

- 75 Refund Applications** issued in the last 7 days. [See all](#)
- 5 ADMs** disputed in the last 7 days. [See all](#)
- 6 PBDs** received in the last 7 days. [See all](#)
- 143 RET Documents** rejected / modified in the last 7 days. [See all](#)

The main content area is divided into several sections:

- Insights:** Three donut charts showing the status of ADMs, Refund Application, and Files. Each chart includes a legend and a 'See all' link.
  - ADMs by Status:** Total: 650. Legend: Billed (300), Pending (125), Disputed (52), Dispute Approved (57). [See all](#)
  - Refund Application by Status:** Total: 650. Legend: Pending (300), Pending (125), Rejected (52). [See all](#)
  - Files by Type:** Total: 650. Legend: WebLink Output RET File (300), IBSP's Billing Output (125), WebLink Evaluation File (52), TIP Reports (57). [See all](#)
- Latest searches:** A list of recent search queries with filters for Bsp, ES, Airline Code, Currency, and Issue Date, along with the search date.
  - ADMs Pending Billing (Date of search: 10/09/2019)
  - ADMs Disputed (Date of search: 07/08/2019)
  - ADMs Dispute Rejected (Date of search: 25/12/2018)
  - Refund Application Authorized (Date of search: 10/09/2019)
  - Refund Application Rejected (Date of search: 10/09/2019)
  - ADMs Dispute Rejected (Date of search: 25/12/2018)
- IATA Messages and News:** A section for news and announcements, including a banner for a BSP LEICHT GEMACHT workshop and a notice about the reopening of the IATA Miami office.



# 3 BSPlink plans suitable, for all business needs

## Efficient

- Access all the essential features of BSPlink's digital platform simply.

## Streamlined

- View all ADMs, ACMs and refunds in one place.
- Auto-complete to automate refund management
- Start tracking your performance with company dashboards.

## Lean

**NEW!**

Available  
in H2 2021

- Access all your BSP countries and branches with a single sign-on (SSO).
- View the consolidated data of all your BSP countries and branches.
- Improve performance analysis with additional dashboards.
- Easily access all your records for up to 2 years.



# Advanced User Management Service



# IT connectivity





# IT connectivity BSPlink SFTP



SFTP



**Agent can receive  
all information (DPC files from any BSP)  
by SFTP to feed their systems**



When will the new BSPlink  
be available for you ?



# Tentative Go Live roadmap

TRAINING AVAILABLE FOR USERS ON IATA CUSTOMER PORTAL



	2020							2021						
	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	
Pilot 1	4 BSPs											◆	□	
Pilot 2		10 BSPs										◆	□	
Wave 1						29 BSPs					◆	□		
Wave 2							30 BSPs					◆	□	
Wave 3								42 BSPs				◆	□	
Wave 4									36 BSPs			◆	□	

<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4>

Beta phase  
(production environment)

Live Phase  
(production environment)



NFE go-live



Old interface decommissioning



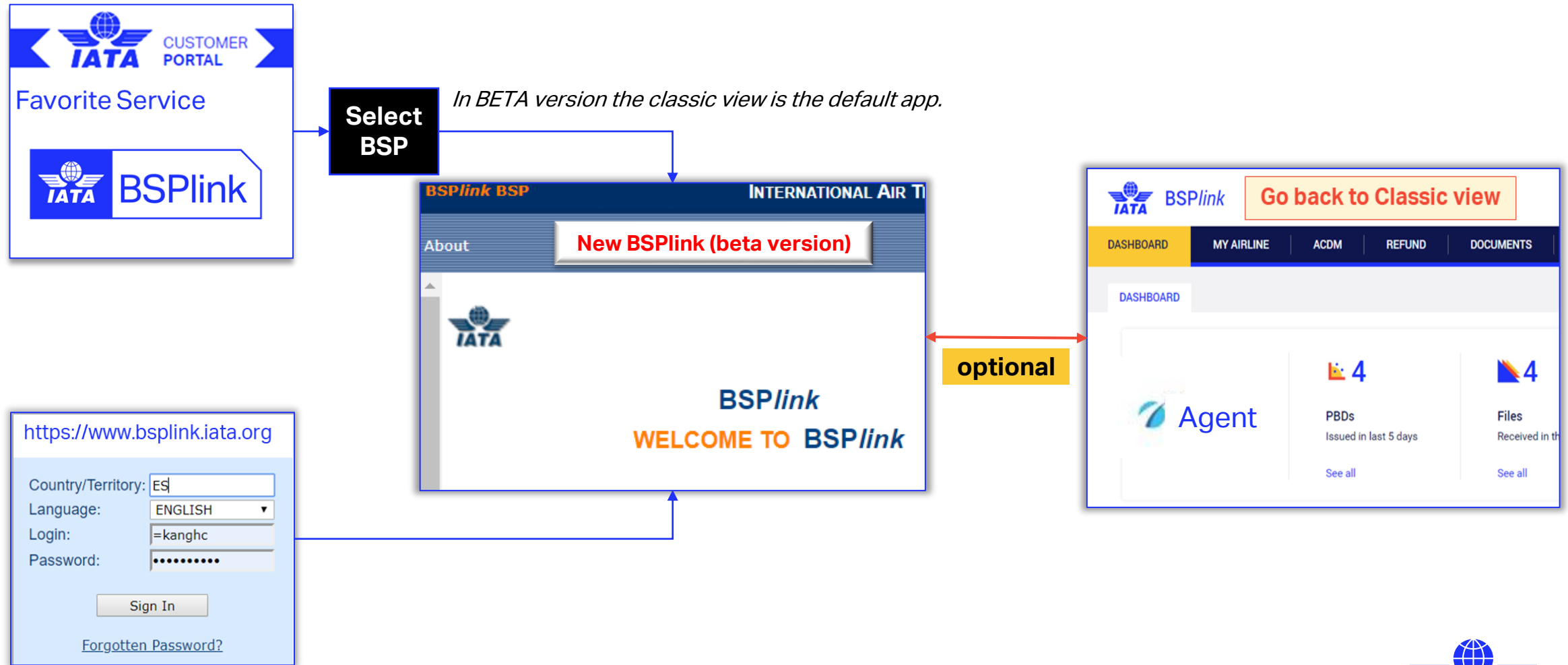
# Waves 4 markets

- Belgium
- Bonaire, Sint Eustatius and Saba
- China
- Curaçao
- Cyprus
- Czech Republic
- Denmark
- Dominica
- Finland
- France
- Germany
- Greece
- Grenada
- Hungary
- Ireland
- Israel
- Italy
- **Kazakhstan**
- Montserrat
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- **Russian Federation**
- Saint Kitts and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Serbia
- Sint Maarten (Dutch part)
- Spain
- Sweden
- Switzerland
- Turkey
- Turks and Caicos Islands
- Ukraine
- United Kingdom

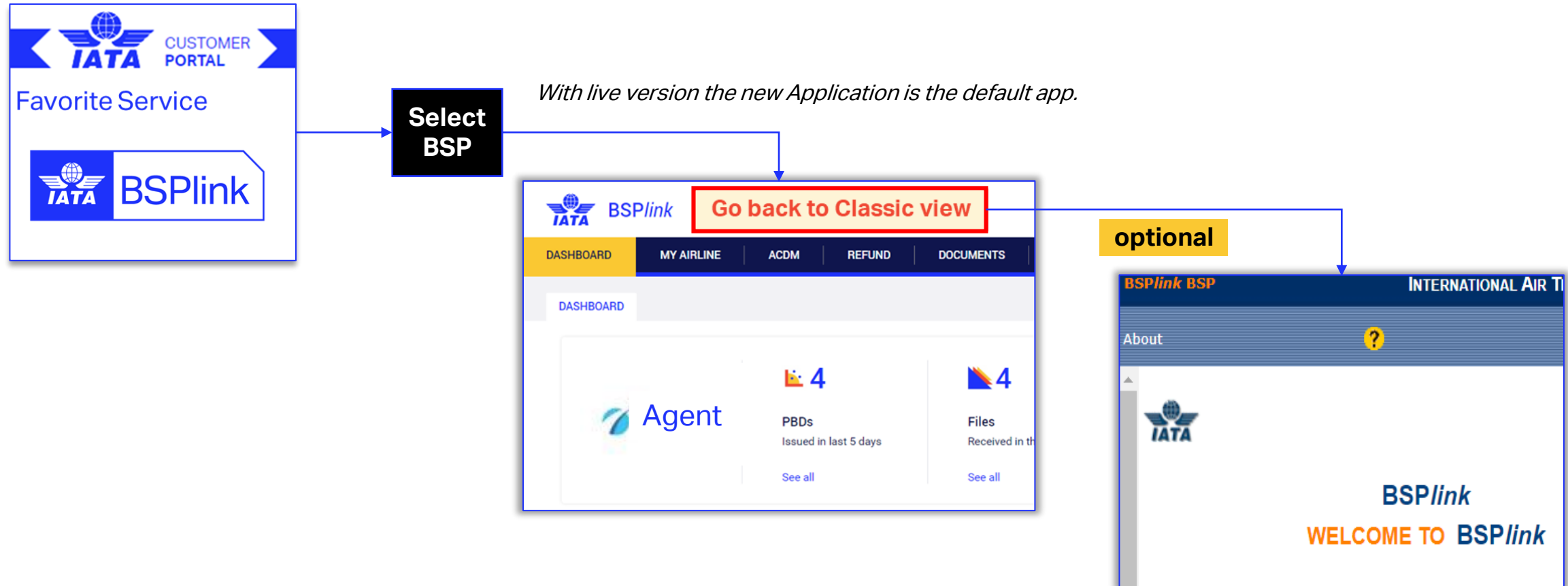
# Why do we launch in waves?

- IATA wants to ensure business continuity for all parties involved and BSPLink is a crucial piece in the day to day work for airlines, agents and GDS alike
- IATA seeks
  - Robustness of the solution
  - Backwards compatibility
  - Stability
  - Ability to absorb any potential queries or doubts from customers during migration plan
- Therefore, IATA considers it is best to have a phased approach to ensure the smoothest roll out possible

# Beta version user experience

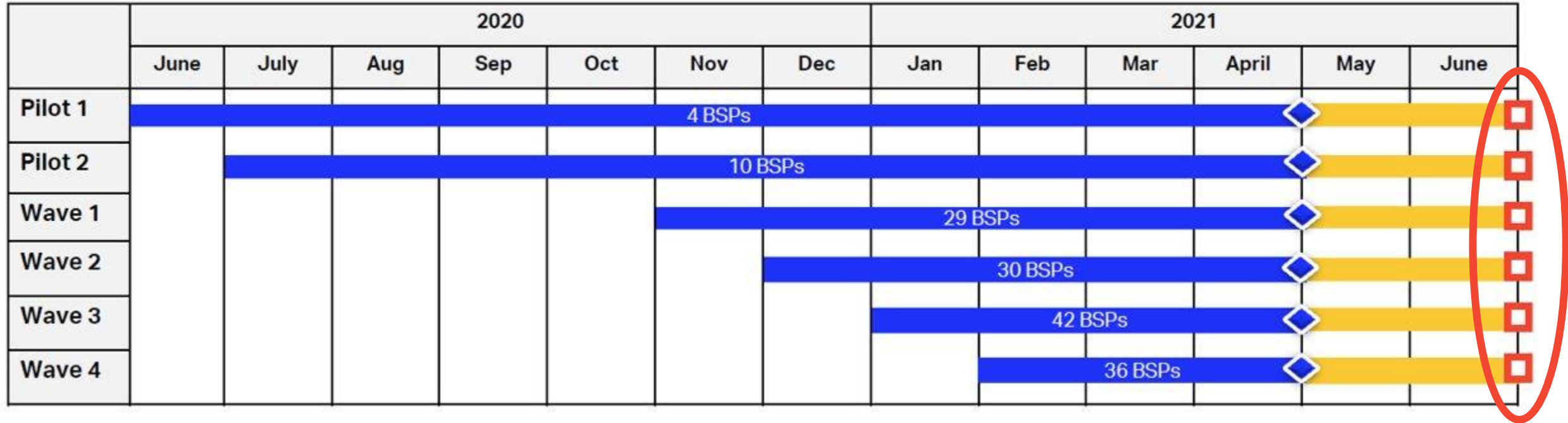


# Go live user experience



# Tentative Go Live roadmap

TRAINING AVAILABLE FOR USERS ON IATA CUSTOMER PORTAL



<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4>

Beta phase  
(production  
environment)

Live Phase  
(production  
environment)



NFE go-live



Old interface  
decommissioning





How does migration impact my company?



# What should I expect from this migration?

1. IATA will ensure **no technical downtime** to support business continuity worldwide
2. All **users will be trained through video tutorials in several languages** and a BSPLink sandbox with dummy data (as from March to end of year 202
3. The current and new interface will co-exist during several months (see planning slide)
  - No matter the interface, production data integrity and access is preserved
4. If you built some **scripts** to extract information from BSPLink, **you may need to re-configure them**
5. SFTP migration will not require re-configuration
6. To respect Data Protection regulation, **logins cannot be shared** and there will be technical implementations to comply with such regulation and protect your data (2FA implementation estimated later in 2021)



# What should I expect from this migration?

## 7. Users will be migrated as follows:

- **Basic** users will be migrated to **Efficient** profile
- **Enhanced** users will be migrated to **Streamlined** profile
- **Group** users will be migrated to **Lean** profile (accessing branches they use, potentially all countries associated to GoGlobal accreditation)

## 8. **Agents' pricing changes in 2020** (see next slides)

## 9. The invoice might change afterwards depending on:

- Your choice of user profiles to organize your back-office functions in accordance with your policy
- Your choice on number of users and countries accessed
- New prices

# New prices: agents

PRICE PER USER TYPE AND MONTH	SMALL <USD200K	MEDIUM USD200K<XX <USD2M	LARGE >USD2M
Efficient – 1 <sup>st</sup> User	Free	Free	Free
Efficient – Additional User	USD 25	USD 40	USD 55
Streamlined – 1 <sup>st</sup> User	USD 40	USD 55	USD 70
Streamlined – Additional User	USD 25	USD 40	USD 55
Lean – 1 <sup>st</sup> User <sup>#</sup>	USD 100	USD 115	USD 130
Lean – Additional User <sup>#</sup>	USD 45	USD 60	USD 75

\* For 2021 prices, size is calculated with from July 2019 to June 2020 Gross Sales (head office, any form of payment). Following years will be revised.

\*\*For non-monthly invoices, there will be a pro-rata.

- Align BSPlink pricing structure with Annual Fee structure, based on Agent's BSP gross sales volumes (categorized as Small, Medium & Large)
- Basic functionality access is included in Annual Fee for one user
- Lean will provide multi-branch access



# New BSPlink information

## General Information

<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-1>

## Online Tutorials

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

## Roadmap

<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4>





**Thank you!**

