

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

8 March 2020 Airlines Webinar



## Our focus today

- BSPlink has been enhanced
- BSPlink is easier to use
- Impact to users
  - Where, when
  - Things to note
- Simple Demo



### Simply, we are delivering new value for you



### **BSPlink current packaging**

### **MULTI-COUNTRY**

Access all your BSP countries with a single signon (SSO)

### SFTP services\*

### BASIC

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

Start tracking your performance with company dashboards and widgets.

**ENHANCED** 

Take advantage of mass

operations such as ADMs

and refunds.

\* SFTP services have been configured optionally also for airlines with no Multi-Country pack.

## 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 autocomplete search function.



NEW!

NEW!

4. See at a glance when new types of report become available.



5. Multi-tab option to handle several tasks simultaneously.



### SFTP connectivity service continues



### Other optional data delivery such as iiNet



## 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 period: user flow





## Go Live: user flow





## **Pilot markets**

Beta Phase started since June / July 2020

- PILOT 1
- Fiji
- Macao
- Malta
- Mozambique

### • PILOT 2

- Belize
- Bosnia and Herzegovina
- Chad
- Haiti
- Kosovo
- Micronesia, Federated States of
- Mongolia
- Philippines
- Samoa
- Togo

## Wave 1 markets

### **Beta Phase started since November 2020**

- Argentina
- Brazil
- Canada
- Chile
- Colombia
- Ecuador
- Egypt
- Hong Kong
- India
- Japan
- Jordan
- Kenya
- Korea, Republic of
- Kuwait
- Lebanon

- Mexico
- Morocco
- Myanmar
- New Zealand
- Nigeria
- Oman
- Peru
- Qatar
- Saudi Arabia
- Singapore
- South Africa
- Tunisia
- UAE
- Venezuela, Bolivarian Republic of

## Wave 2 markets

### **Beta Phase from December 2020**

- Australia
- Austria
- Bahrain
- Bangladesh
- Bolivia
- Bulgaria
- Chinese Taipei
- Costa Rica
- Dominican Republic
- El Salvador

- Ethiopia
- Ghana
- Guatemala
- Honduras
- Indonesia
- Malaysia
- Mauritania
- Mauritius
- Pakistan
- Panama

- Paraguay
- Senegal
- Tanzania
- Thailand
- Trinidad and Tobago
- Uganda
- Uruguay
- Vietnam
- Zambia

## Waves 3 markets

### **Beta Phase started since January 2021 in different phases**

- Albania
- Antigua and Barbuda
- Aruba
- Azerbaijan
- Bahamas
- Barbados
- Benin
- Bermuda
- Botswana
- Burkina Faso
- Cambodia
- Cameroon
- Côte d'Ivoire

- Croatia
- Estonia
- French Polynesia
- Gabon
- Georgia
- Guam
- Guyana
- Iceland
- Jamaica
- Latvia
- Lithuania
- Macedonia
- Malawi
- Mali

- Nepal
- New Caledonia
- Nicaragua
- Niger
- Papua New Guinea
- Rwanda
- Slovakia
- Slovenia
- Sri Lanka
- Sudan
- Suriname
- Tonga
- Zimbabwe

## Waves 4 markets

### **Beta Phase started in February 2021 in different phases**

- 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 providers
- 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

## 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 with dummy data (available to end of year 2021)
- 3. The current and new interface will co-exist during several months
- 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 reconfigure them
- 5. SFTP migration will not require re-configuration
- 6. Logins should NOT be shared (2FA implementation estimated June 2021)
  - Note request from FinAC SG and FinDev
- 7. Airlines' pricing and packaging does not change in 2021
  - In agreement with FinAC SG and FinDev

## The risk of sharing user IDs



### Avoid cyber-security breaches

Any user accessing shared credentials may have the possibility to realize a fraudulent action by usurping the identity of the real user. IATA **must** put means to preempt this kind of illegal usages from happening. Identity control is one of them and it is in line with fraud best practices issued by groups under PASB.

Sharing users in BSPlink has a consequence on sharing users on Customer Portal, which has larger functionalities and services

### **GDPR** and data protection

IATA **must** put means in order to ensure the access to data is controlled to preserve data protection. This is a mandatory regulation, and identity control allows to fulfil this obligation.

### Fairness of the cost recovery model

This creates an imbalance in a cost recovery scenario





### So how does the New BSPlink look like?





# Welcome to the IATA Customer Portal

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Access IATA services Directly access more than 60 IATA services, specially selected for you.

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Stay up to date Easily manage and update your IATA profile.

#### $\bigcirc$

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Find special offers Discover the selection of publications, trainings and other IATA products and services.

#### Get answers

Access our extensive collection of questions & answers; and get direct support from IATA.

#### Go to our FAQ 🎵

Login		
Email		
airline@airline.com		
Password	Forgot Password?	
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Login		
New to the IATA Custor Create New Us		

BSPlink AIRLINE	349 Airline 15	INTERNATIONAL AIR TRANSPORT A	SSOCIATION
About New BSPlink beta version	· ?		
BASIC CONFIGURATION	<u> </u>		
MAINTENANCE	IATA		
REFUND APPLICATIONS	UNREAD IATA Communications: 0		
REFUND NOTICES		BSPlink	
ADM/ACM		WELCOME TO BSPlink	
CARD ACCEPTANCE			
TICKETING AUTHORITY			
FILES			
BSPLINK AGENT GROUPS			
TRAVEL AGENTS			
DOCUMENTS			
GROSS SALES			
NET SALES			
STATISTICS/BILLING			
LOGIN AND PASSWORD			
SUB-USERS MANAGEMENT			
ADDRESS MAINTENANCE			
ТІР			
DPC SERVICES			
FORM OF PAYMENTS			



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Insights

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Insights

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#### Insights

#### ADMs

by Status

Total: 547



- 439 Billed
- 102 Pending
- 6 Disputed
- O Approved Dispute

See all





- 0 Authorized
- 0 Rejected
- 0 Under Investigation

See all

See all

Files

by Type

Total: 0

#### 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 realtime 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.

#### **Quick Links**

### **BSPlink** - Training | TEST BSP (Y1)

JJTEST5 Airline

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IATA Messages and News

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IATA Messages and News

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IATA Messages and News

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ADM Properties

## **BSPlink** - Training | TEST BSP (Y1)

JJTEST5 Airline

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### Ticket Details

BSP Name TEST BSP		Period 2020021			
Issued by AIRLINE 15		Passenger Ticket and Bagga	ge Check		
Conjunction tickets		Origin/Destination HKGHKG	Audit coupon		
Endorsement/Restrictions NON-END.RER.REBKG.REF/ VLD ON CA OPT FLT	BSP Y1	Booking Ref. WT57H2/1G	Agent 1		
Passenger Name Not Transferable TEST/TEST MR	Date of Issue 02Feb20	Issue in exchange for	2500000-6		

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Description

TKTT

Owner Airline 15

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Conji	unction tickets							Origin/ HKGH	Destinat	tion		Audit coup	
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	HKG	CA	412	т		10 OK	1P	FH	K	010CT	010	OCT	CYF
	To: CTU	CA	411	т		25 OK	1P	FH	K	070CT	070	OCT	CYF
	To: HKG							VO	ID				
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		PCS	ST	U	PCS	WT	U	PCS	WT	U	PCS	WT	U
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# Thank you!

