

BSPLink Webcast in English for Agents: Q&A report

Question Asked	Answer Given
An agency how many users can have the access ?? or only allowed for Finance Manager !!	There is no limit on number of users. Be mindful that only 1st user Efficient is free of charge. So increasing users, may increase your invoice.
If we need to add user how the payment will done ??	The user administrator or main user is always created by IATA. The remaining users should be created/deleted/modified by the Agent administrator main user. The invoicing is automatic based on the number of users and their profiles. Payment is normally the usual payment method you have for your IATA fees.
How easily new staff can operate with minimum time	<p>If the question is regarding how fast employees can get training, they already have access to the training portal and tutorial videos.</p> <p>If the Question is if there is a special access needed for the new system, it is not the case, any existing user of the Classic BSPLink will automatically have access to the New BSPLink beta version or go-live version</p>
is there any additional charges will be charged	See the pricing list shared in webinars, FAQ and pricing list on Customer Portal. Any agent at any time can add/delete users or upgrade/downgrade them. This is an agent commercial decision that may entitle fees. The migration of the software to the new interface and the training materials are free of charge.
Is being part of GoLite compulsory	IATA accreditation model is independent of BSPLink. No matter your accreditation model, you can choose the most suitable BSPLink tier for your company.
Sorry, the record for efficient & Streamlined plan will last for how long?	The BSPLink Lean will have the ability to store all records subscribed up to 2 years. The other tiers will keep storage levels: 2 months for billing reports, 12 months for refunds and 18 months for ADMs. Note: these 2 years will be start building up as from when subscription starts and will take the existing default historical data mentioned. See more details of packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/ .
Actually will be great that if IATA can waive for the first few months when the system has migrated for us to try out!	IATA Offers for free the beta test to allow using the interface without extra charges. The beta version is available at least 1 month before the go-live date. Some BSPs even have more than a month in Beta version. On top of that all users can request access to the New BSPLink training portal to get acquainted and learn how the new platform works.
Seems and looks like it is making too complicated for Travel Agents by imposing more expenses and gradually to erase Travel Agents from the industry.	The new BSPLink platform is there to simplify and make the daily business processes easier for each of the travel agents. The new BSPLink system adds flexibility and multitasking options for faster processing of the data used by the agencies. Having this will reduce the operating costs of Agencies

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how do we know these charges have already been billed to us?	<p>New prices will be charged according to plan you can find on https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4.</p> <p>All agents will have a period without extra charges and then they will receive an invoice with new pricing as the usual method. All Agents will receive individual communications in advance to announce and remind the dates of the changes. Communication has also been shared with APJGs and Travel Agent Associations.</p>
Will iata decide the user type or can we choose ?	No, never. All Agents have 100% the freedom to choose the profiles and change them at any time. IATA will only do an automatic migration when the country is rolled out and will assume that the users are kept with same access rights.
How do i know my user type	Through the BSPLink menu and also this information appears on your IATA invoice.
In the new BSP portal, billing can be store or view for at least a year?	The BSPLink Lean will have the ability to store all records subscribed up to 2 years. The other tiers will keep storage levels: 2 months for billing reports, 12 months for refunds and 18 months for ADMs. Note: these 2 years will be start building up as from when subscription starts and will take the existing default historical data mentioned. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/
Can you please elaborate more regarding Track your company performance with the Market thanks	The idea is to show bechmark on key features of BSP, such ADM/ACM or refunds and how your company performs vs the market. Obviously anonymized and without the possibility of singling out any competitor. This is a tool we hope will help improving productivity to organizations.
As I understand that fees are per user per month are we going to pay IATA Monthly , Quarterly or Yearly & will have the option to choose?	Fees are per user and month. The vast majority of countries have a monthly invoicing. There are very few exceptions to this. The exceptions so far will be kept.
Can you please elaborate more regarding Track your company performance with the Market as a new option introduced?	The idea is to show bechmark on key features of BSP, such ADM/ACM or refunds and how your company performs vs the market. Obviously anonymized and without the possibility of singling out any competitor. This is a tool we hope will help improving productivity to organizations. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/
Will the TIP be transfer as well ?	Yes. TIP will be accesible in BSPLink. Please, check the leaflets for further details on features on: https://www.iata.org/en/services/finance/bsp/bsplink/
Is the new plan applies for the non pci-dss member since we have been terminated our accreditation for this year?	Accreditation rules are independent of BSPLink service.
Is the migration to the new tool will automatically change from old to new once implemented?	The migration will be completely automated and transparent for the user. Any company can modify their users and their profiles at any time.

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Can we access 2 years data in efficient login id ?	No. Only BSPlink Lean. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/
Will we be receiving a pdf manual on this webinar?	Yes.
for login into new bsp link, please confirm link is same or different	Yes, the same.
When can we start accessing the new BSPlink?	See the roll out planning on our website: https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4
I guess the first question is maybe the new price would be added to the existing bsplink monthly charges?	The new price replaces existing price. It will be a unique price worldwide for all agents. The packaging will be also the same for all agents worldwide.
if you have different branches presently in BSP Link that you have different login/passwords do you need this or IATA port for each to login to	IATA will be performing the migration of all users of your company, including branches. But it is recommended that all customers access the BSPlink through the IATA Customer Portal. So all users of your Agency should have a IATA Customer Portal access as the direct access to the bsplink.iata.org will be decommissioned at one point
At the moment you allow 2 to sign in for the same login/password if need more then set up a sub-user is this still the same	Shared logins are not allowed due to data privacy legislation.
how often do you need to change/update the password	Same as current BSPlink today.
Is there another Webiner dates available	Yes and you can keep track of all future sessions here: https://www.iata.org/en/events/webinars/bsplink-webinar-series/
Can I choose to remain on the old BSPlink?	No. Date is not closed yet, but it will be decommissioned somewhere around Q2 2021. IATA believes the new interface is much more convenient and users will be more comfortable and more productive
Does this migration affect agents on IATA Easy Pay?	No. These are two independent services.
Will there be changes for the Efficient - first user to begin paying or it will be free endlessly?	The first user Efficient is indeed free of charge.
If BSPlink payment has already been made, will there be any adjustment?	For the very few countries that have non-monthly invoices, there will be a pro-rata adjustment.
So you mean, if the full migration of new version of BSPlink is done, the classic BSPlink or the old BSPlink won't not be available anymore?	Correct. There is no exact date, but likely somewhere in Q2 2021, the "old" BSPlink interface will be decommissioned and not
SFTP Settings Means what?	SFTP stands for Secured File Transfer Protocol. In essence it is a service to send files from a server to another. This allows automation and avoids manual download of files in BSPlink.
Madam When we get the ACM's??	ACM queries are available under the ACM query option in the New BSPlink or the Classic BSPlink
Its a kind of software or web based?	BSPlink is a web based software.

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How we come to know the size of the business like small, medium and large - right now we don't have any brach except HO	This appears in the invoice of the annual fee. 1. Prices for 2020 are based on the annual fee calculated between July 2018 and June 2019. 2. Prices for 2021 are based on the annual fee that will be soon calculated between July 2019 and June 2020.
Will there be major changes in report layouts? how does this change help backoffice?	No. BSPlink will provide some dashboards, depeding also on the tier, complementing the reports layouts that exist today.
Size of the Travel Agency is based on the periodic sales? or number of branches?	The same calculation as for annual fee. This is per resolution.
can we use login on different systems (PCs)	Same credentials on different devices yes, but not simultaneously. That would be implying credentials are shared.
we have paid for enhanced user till december 20. do we need to pay again for different	For the very few countries that have non-monthly invoices, there will be a pro-rata adjustment.
will there still have ASCII file?	Reports are not impacted by BSPlink new interface. The existing formats will continue.
The consolidation of the data is normally at the level of the reporting, but will it be also at the level of the billing invoices? I mean will I be able to open a single invoice that shows the various sales of all branches?	The see the sales of your Branches we recommend the Lean option, this will allow a head offices to see Online Consolidated data of their branches. Consolidated data can go from ADM, Refund applications to Sales information, such as the online billing analysis, online billing statement etc... The lean option also provides flexibility to perform operations for all your branches through one user for ADMs. Refund applications and other features. All online query results in the New BSPlink are downloadable in CSV or TXT format.
Under Efficient will the agent be able to issue refunds?	Efficient will be offering refunds worldwide. This is a manual refund application at individual ticket level without auto-complete functions. Streamlined will have the same, but also mass refunds applications and auto-complete to go faster and being more productive. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/
Under efficient will the agent be able to raise disputes?	All tiers allow to raise disputes.
How will I be able to create or upgrade my BSP access from Efficient to streamline or lean?	Through the advanced user management tool, the designated administrator of your company can add/remove user or change their access rights.
Please show slide on the different profiles...Efficient , Streamline	Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/