



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

August 2020
Agents Webinar



Our focus is maximizing the value delivered by BSPlink

Back-office activities

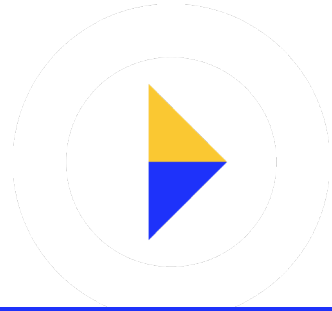
With the new BSPlink you can further streamline the management of your financial back office operations, saving costs (reduce costs).

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.



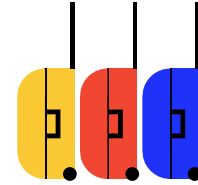
Simply, we are delivering new value for you



An easy to use new
User Interface



Functionalities that will
enable financial back
office automation and
cost savings

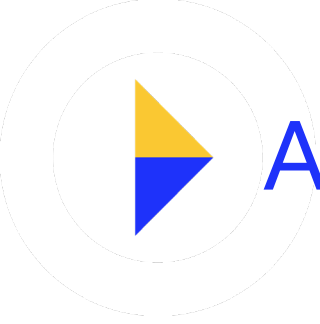


3 BSPlink plans for you
to choose from
according to your
company needs

Your benefits:

BSPLink aims to help
Finance Directors and
Owners in
managing more efficiently
financial administrative
functions

- 01 Manage payments with airlines worldwide in a single process.
- 02 Automate recovery of incentive data through file transfer.
- 03 Automate and speed up management of ACMs or refunds. Build intelligence with the new option: ADM Insights.
- 04 Gain valuable input for your treasury management process.



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!

NOTE: Available in all tiers.

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](#)

Insights

ADMs by Status
Total: 650

Billed	300
Pending	125
Disputed	52
Dispute Approved	52

[See all](#)

Refund Application by Status
Total: 650

Pending	300
Disputed	125
Rejected	52

[See all](#)

Files by Type
Total: 650

WebLink Output RET File	300
IBSP's Billing Output	125
WebLink Evaluation File	52
TIP Reports	52

[See all](#)

Latest searches

- ADMs Pending Billing
Date of search: 10/09/2019
Bsp. ES | Airline Code: 623 | Currency: EUR | Issue Date from 01/01/2019
- ADMs Disputed
Date of search: 07/08/2019
Bsp. ES | Airline Code: 623 | Currency: EUR | Issue Date from 01/01/2019
- ADMs Dispute Rejected
Date of search: 25/12/2018
Bsp. ES | Airline Code: 623 | Currency: EUR | Issue Date from 01/01/2019
- Refund Application Authorized
Date of search: 10/09/2019
Bsp. ES | Airline Code: 623 | Currency: EUR | Issue Date from 01/01/2019
- Refund Application Rejected
Date of search: 10/09/2019
Bsp. ES | Airline Code: 623 | Currency: EUR | Issue Date from 01/01/2019
- ADMs Dispute Rejected
Date of search: 25/12/2018
Bsp. ES | Airline Code: 623 | Currency: EUR | Issue Date from 01/01/2019

IATA Messages and News

20/08/19
BSP LEICHT GEMACHT
Dein neues BSP Workshop
[JETZT ANMELDEN](#)

Reopening of IATA Miami office
20/08/19
Dear customers,
We are happy to inform that the IATA Americas Service Center in Miami has been able to eliminate the backlog of queries caused by our offices being closed for Hurricane Irma.
Our time of response is back to normal and you should not experience any delays. If you experience a lower time of response, please let us know by registering a query in our customer service portal.
Thank you for your patience and understanding.
Alicia Lines
FDS Regional Director Operations
IATA Service Centre Americas
International Air Transport Association
[See less](#)

20/08/19
Expand your understanding of the Post-Billing Dispute Process
Register for the webinar! 20 June 2019

Changes to BSPlink terms of use (data protection)
20/08/19
The EU General Data Protection Regulation enters into force on 25 May 2018. In light of the GDPR, and to ensure full compliance with applicable data protection and
[See more](#)

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.

NOTE: See detail of features and plans in next slides and leaflets.

The screenshot displays the BSPlink dashboard with the following components:

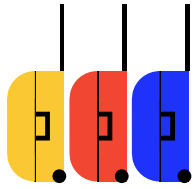
- Navigation Bar:** Includes IATA and BSPlink logos, and menu items: DASHBOARD, ACM / ADM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, and USERS.
- Summary Cards:** Four cards showing key metrics for the last 7 days:
 - Refund Applications:** 75 issued.
 - ADMs:** 5 disputed.
 - PBDs:** 6 received.
 - RET Documents:** 143 rejected / modified.
- Insights Section:** Three donut charts showing data by status:
 - ADMs by Status:** Total 650. Legend: Billed (300), Pending (125), Disputed (52), Dispute Approved (57).
 - Refund Application by Status:** Total 650. Legend: Pending (300), Pending (125), Rejected (52).
 - Files by Type:** Total 650. Legend: WebLink Output RET File (300), IBSP's Billing Output (125), WebLink Evaluation File (52), TIP Reports (57).
- Latest searches:** A list of search results for ADMs Pending Billing, ADMs Disputed, ADMs Dispute Rejected, Refund Application Authorized, Refund Application Rejected, and ADMs Dispute Rejected, each with search criteria like Bsp, Airline Code, Currency, and Issue Date.
- IATA Messages and News:** A sidebar containing news items such as "Reopening of IATA Miami office" and "Changes to BSPlink terms of use (data protection)".

Presenting the new BSPLink



Improve
performance analysis
with benchmark dashboards
per market.





3 BSPlink plans suitable, for all business needs (agents)

Efficient

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

Streamlined

- View all ADMs, ACMs and refunds in one place.
- Manage ACM and refund requests en masse.
- Start tracking your performance with company dashboards.

Lean

NEW!

Available
in Q4 2020
– Q1 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.

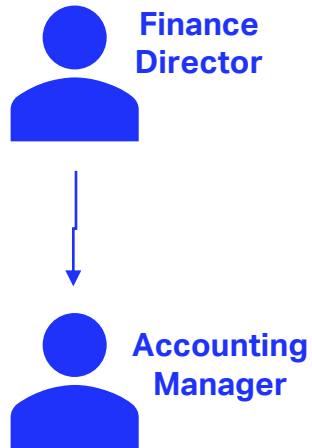


Advanced User Management Service



Use case

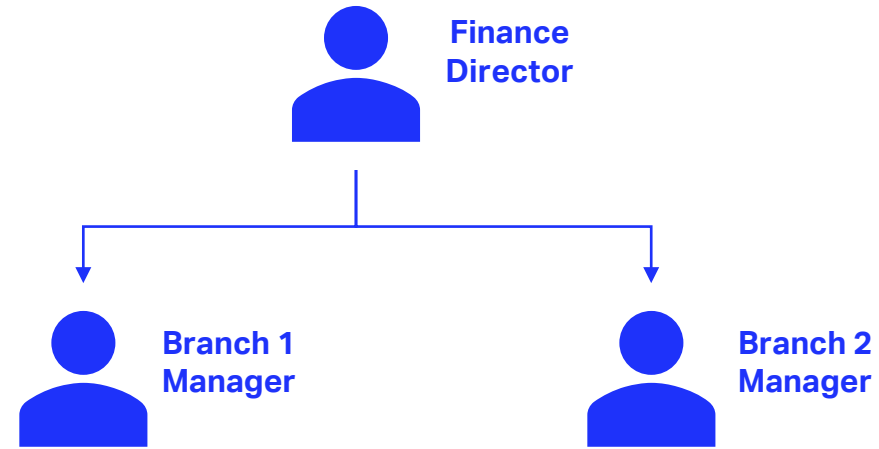
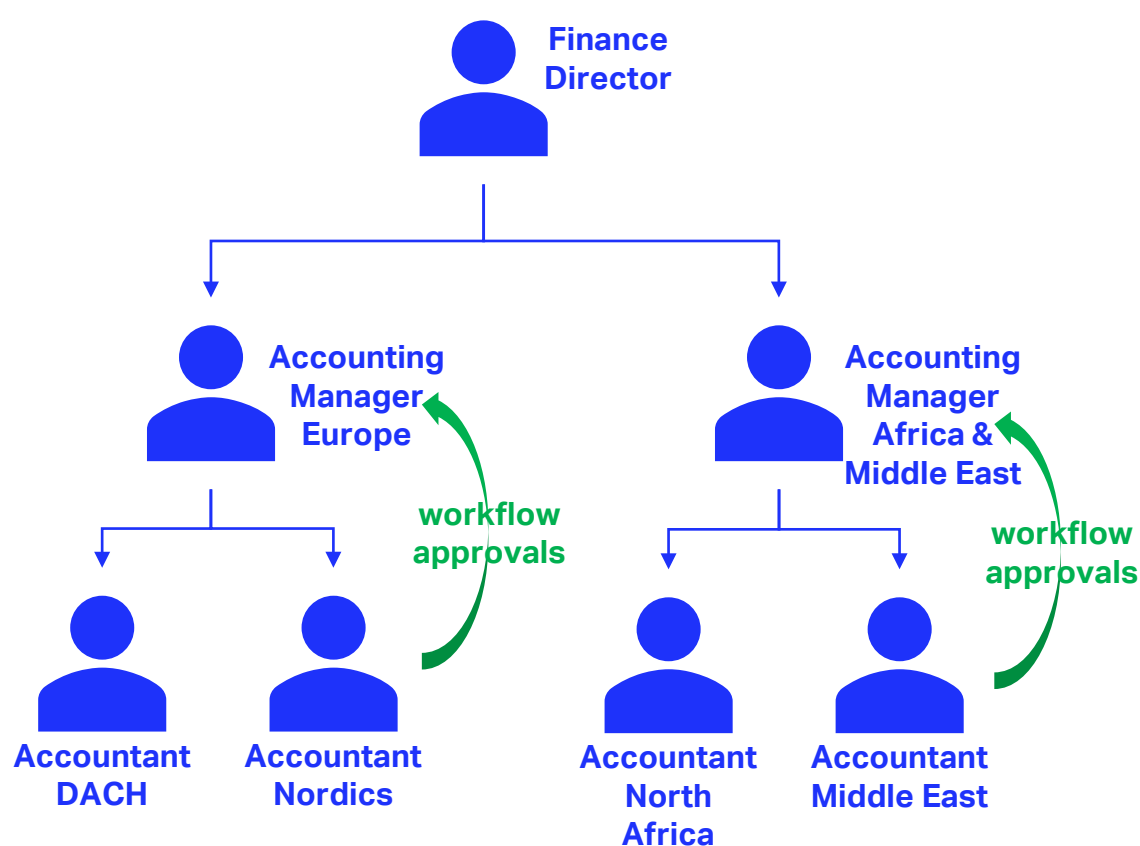
Travel Agent A (single branch, small agent)



User management allows each agents to configure their users a limit their permissions according to their organizational structure

Use case

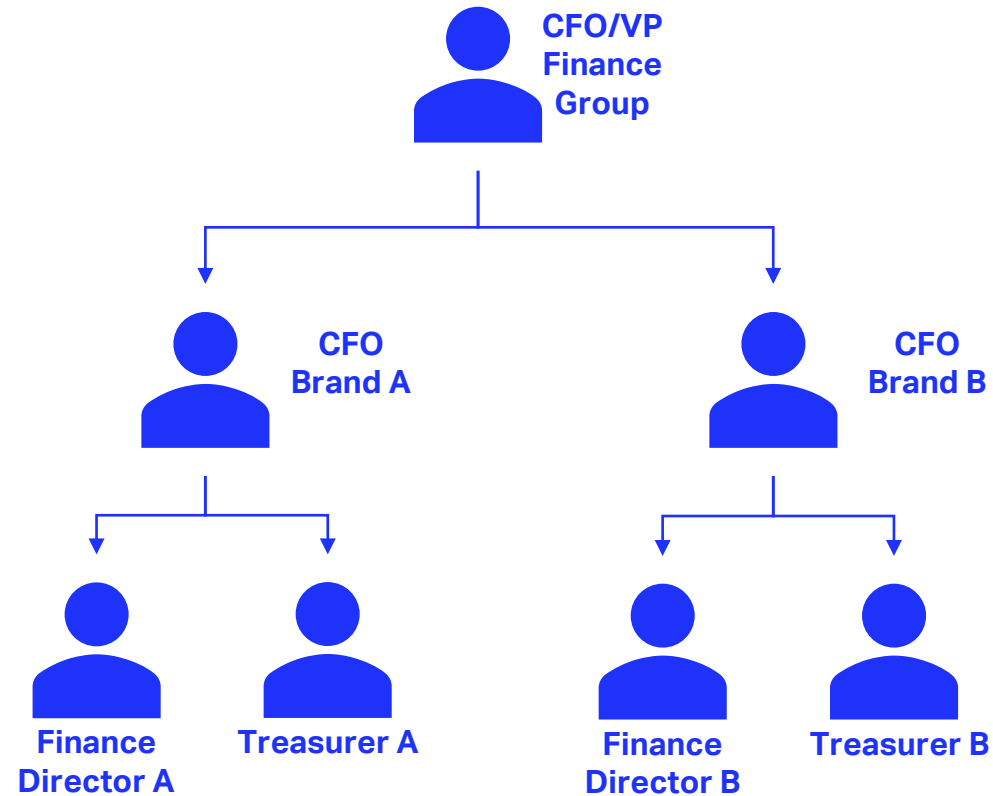
Travel Agent B (several branches, several countries)



User management allows each agents to configure their users a limit their permissions according to their organizational structure

Use case (under evaluation)

Agents holdings and sub-brands



User management will allow also, a more efficient organization and visibility within a group of agents

Pre-defined roles (under evaluation)

ROLE RESPONSIBILITIES: IT Administrator

- Addition or deletion of users
- Addition or deletion of groups linked to the organizational model of the company
 - Includes out-sourced companies
 - Will include agents' groups
- Users' permissions management
- SFTP settings
- Control cost of BSPlink in a centralized way
 - acceptance of price/charges

ROLE RESPONSIBILITIES: Air Supply

- Verify ticketing authority with airline(s)
- Verify payment accepted products and policies by airlines
- Sales reports (individual or aggregated, depending on tier)

Pre-defined roles (under evaluation)

ROLE RESPONSIBILITIES: Accounting Manager or Finance Director

- Reporting
- Approval process for refunds & PBD
- ADM (supervise + statistics)
- Billing reports
- This function may be local or global

ROLE RESPONSIBILITIES: Accountant (payables or receivables)

- Receivables
 - Billing & reports
 - Refunds
 - Incentives (GNR5)
- Payables
 - Billing & reports
 - ADM (issue management, queries)
- This function may be local or global

Pre-defined roles (under evaluation)

ROLE RESPONSIBILITIES: ADM Manager

- This person issues ADMs and supervises its collection
- The function includes a workflow approval process to the manager hierarchically defined by the Administrator
- This function may be out-sourced

IT connectivity



IT connectivity BSPlink SFTP



SFTP



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



Other data delivery options: iiNET

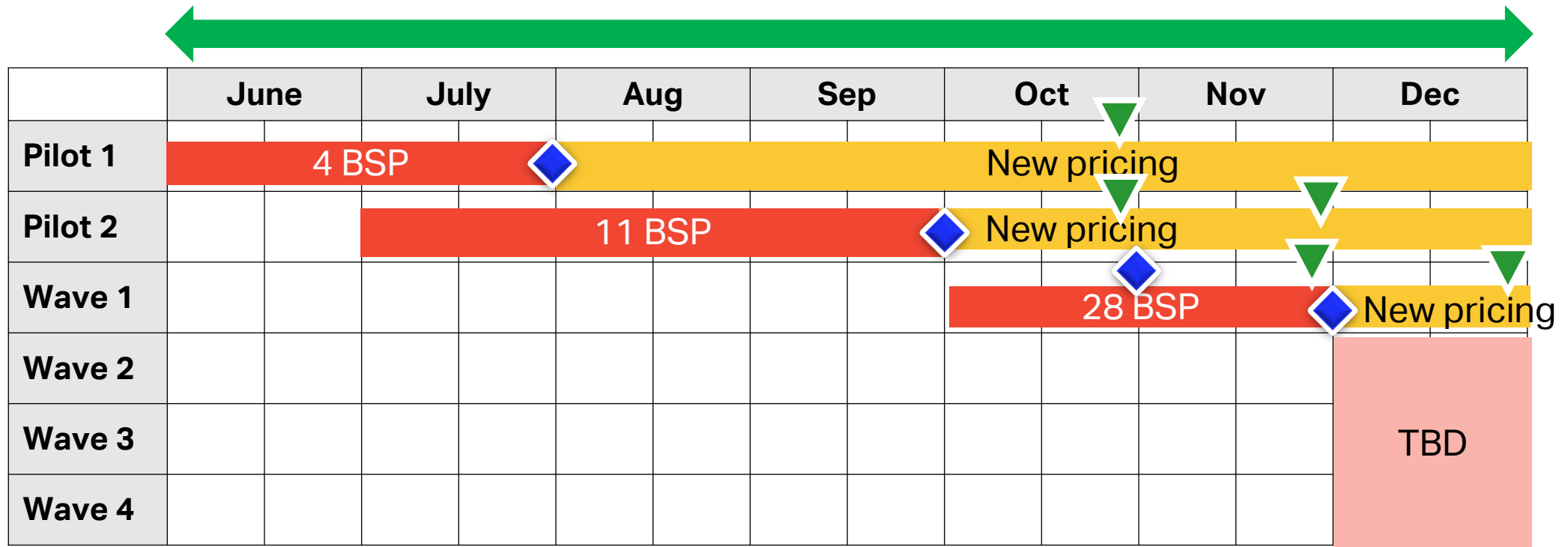
	BSPLink	iiNET
BSP Data	✓	✓
PCI compliant	✓	✓
Data aggregation for all BSP operations	✓	✓
Security (SSL, IPSec, API Sec)	✓	✓
Multiple SFTP dispatches (to different servers)	✗	✓
Other Settlement Data (eg. CASS, ICH...)	✗	✓
File data processing (eg. file name change)	✗	✓

When will the new BSPlink
be available for you ?



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)

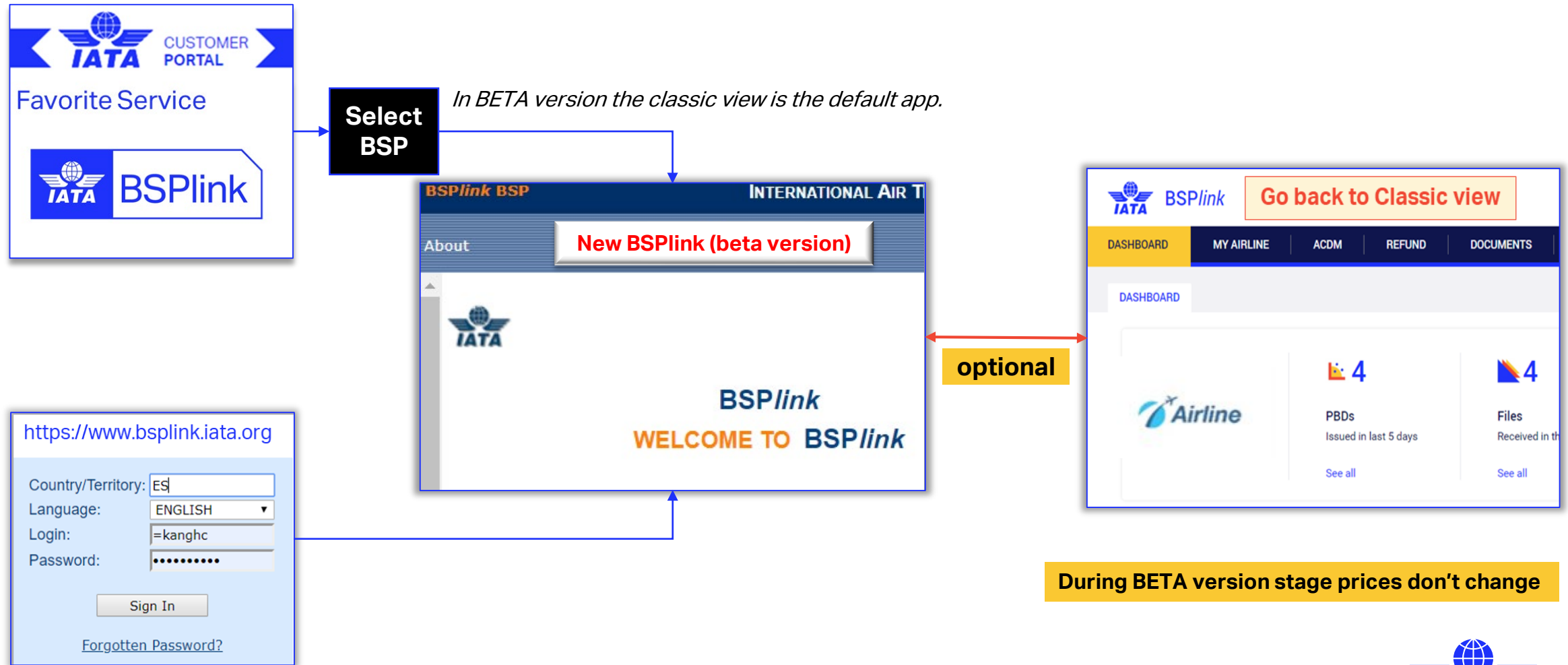
Live Phase
(production
environment)

◆ NFE go-live

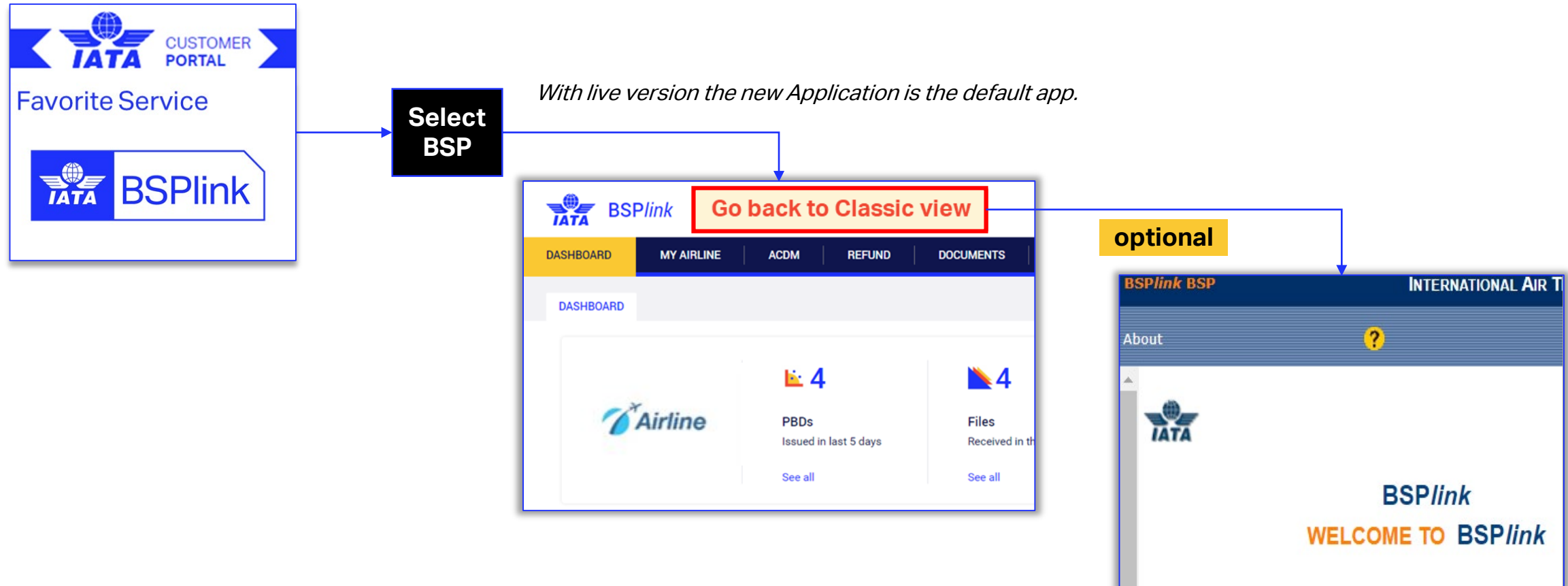
▼ 1st invoice with new pricing



Beta version user experience



Go live user experience



Waves and countries

PILOT 1

- Fiji
- Macao
- Malta
- Mozambique

PILOT 2

- Belize
- Bosnia and Herzegovina
- Chad
- Haiti
- Kosovo
- Micronesia, Federated States of
- Mongolia
- Myanmar
- Philippines (1st invoice in November)
- Samoa
- Togo

Waves and countries in 2020

WAVE 1

- Argentina
- Brazil (1st invoice in November)
- Canada (1st invoice in November)
- Chile
- Colombia
- Ecuador
- Egypt
- Hong Kong
- India (1st invoice in November)
- Japan
- Jordan
- Kenya
- Korea, Republic of
- Kuwait
- Lebanon
- Mexico
- Morocco
- New Zealand
- Nigeria
- Oman
- Peru
- Qatar
- Saudi Arabia
- Singapore
- South Africa
- Tunisia
- UAE
- Venezuela, Bolivarian Republic of

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

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 with dummy data (as from March to end of year 2021)
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 **GDPR** (European Data Protection regulation), **logins cannot be shared** and there will be technical implementations to comply with such regulation and protect your data



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 <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

* For 2020 prices, size is calculated with July 2018 to June 2019 sales. 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



Other data delivery options: iiNET

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Other Settlement Data (eg. CASS, ICH...)	✗	✓
File data processing (eg. file name change)	✗	✓
Price	Included in Lean*	Price per volume



*Any company with the SFTP service now, it will be kept



Thank you!

