



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

August 2020
Airlines Webinar



Our focus is maximizing the value delivered by BSPlink

Backoffice activities

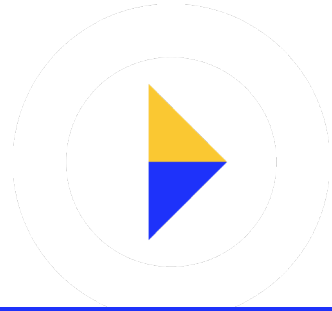
With the new BSPlink you can further streamline the management of your financial back office operations, saving costs (reduce costs).

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.



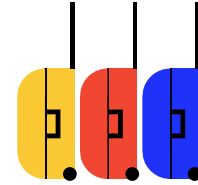
Simply, we are delivering new value for you



An easy to use new
User Interface



Functionalities that will
enable financial back
office automation and
cost savings

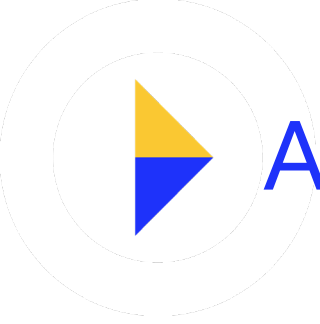


3 BSPlink plans for you
to choose from
according to your
company needs

Your benefits:

BSPLink aims to help
Distribution &
Finance Directors in
managing more
productively back-office
functions

- 01 Manage collection and payments with travel agents worldwide in a single process.
- 02 Automate recovery of revenue reconciliation data through a single file transfer.
- 03 Report on your payment costs with Transparency In Payments (TIP).
- 04 Determine payment policies and enforce them through ticketing authority or ADMs.
- 05 Automate and speed up issue of ADMs or refunds. Build intelligence with the new option: ADM Insights.
- 06 Track and improve your revenue management and collection performance.
- 07 Gain valuable input for your BSP treasury management process, and a larger treasury view with the option Treasury Dashboard.



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.

The screenshot displays the BSPlink dashboard with a top navigation bar containing 'DASHBOARD', 'ACM / ADM', 'REFUND', 'DOCUMENTS', 'FILES', 'SALES', 'MASTER DATA', and 'USERS'. The main content area features a 'DASHBOARD' section with four key metrics: 75 Refund Applications, 5 ADMs, 6 PBDs, and 143 RET Documents, each with a 'See all' link. Below this is an 'Insights' section with three donut charts: 'ADMs by Status' (Total: 650), 'Refund Application by Status' (Total: 650), and 'Files by Type' (Total: 650). The 'ADMs by Status' chart shows: Billed (300), Pending (125), Disputed (52), and Dispute Approved (52). The 'Refund Application by Status' chart shows: Pending (300), Disputed (125), and Rejected (52). The 'Files by Type' chart shows: WebLink Output RET File (300), IBSP's Billing Output (125), WebLink Evaluation File (52), and TIP Reports (57). To the right is a 'IATA Messages and News' section with a featured article 'BSP LEICHT GEMACHT' and a 'JETZT ANMELDEN' button, followed by a notice about the 'Reopening of IATA Miami office'. A 'Latest searches' section lists several queries with filters for Bsp, ES, Airline Code, Currency, and Issue Date. The bottom of the page includes a footer with the BSPlink logo, 'Privacy', and 'Terms and Conditions'.

New features

NEW!

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

NEW!

2. View the consolidated data of all your BSP 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 airline/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:

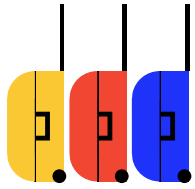
- Navigation Bar:** Includes IATA and BSPlink logos, and menu items: DASHBOARD, ACM / ADM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, USERS.
- Summary Cards:** Four cards showing key metrics for an Airline:
 - 75 Refund Applications issued in the last 7 days.
 - 5 ADMs disputed in the last 7 days.
 - 6 PBDs received in the last 7 days.
 - 143 RET Documents rejected / modified in the last 7 days.
- 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 filters for Bsp, Airline Code, Currency, and Issue Date.
- IATA Messages and News:** A section with a banner for "BSP LEICHT GEMACHT" and a news item titled "Reopening of IATA Miami office" dated 20/08/19.

Presenting the new BSPLink



Improve
performance analysis
with benchmark dashboards
per market.





3 BSPLink plans suitable, for all business needs

Efficient

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

Streamlined

- Access all your BSP countries with a single sign-on (SSO).
- Take advantage of mass operations such as ADMs and refunds.
- Start tracking your performance with company dashboards.

Lean

NEW!

Available
in Q4 2020
– Q1 2021

- View the consolidated data of all your BSP countries.
- Improve performance analysis with additional dashboards.
- Easily access all your records for up to 2 years.

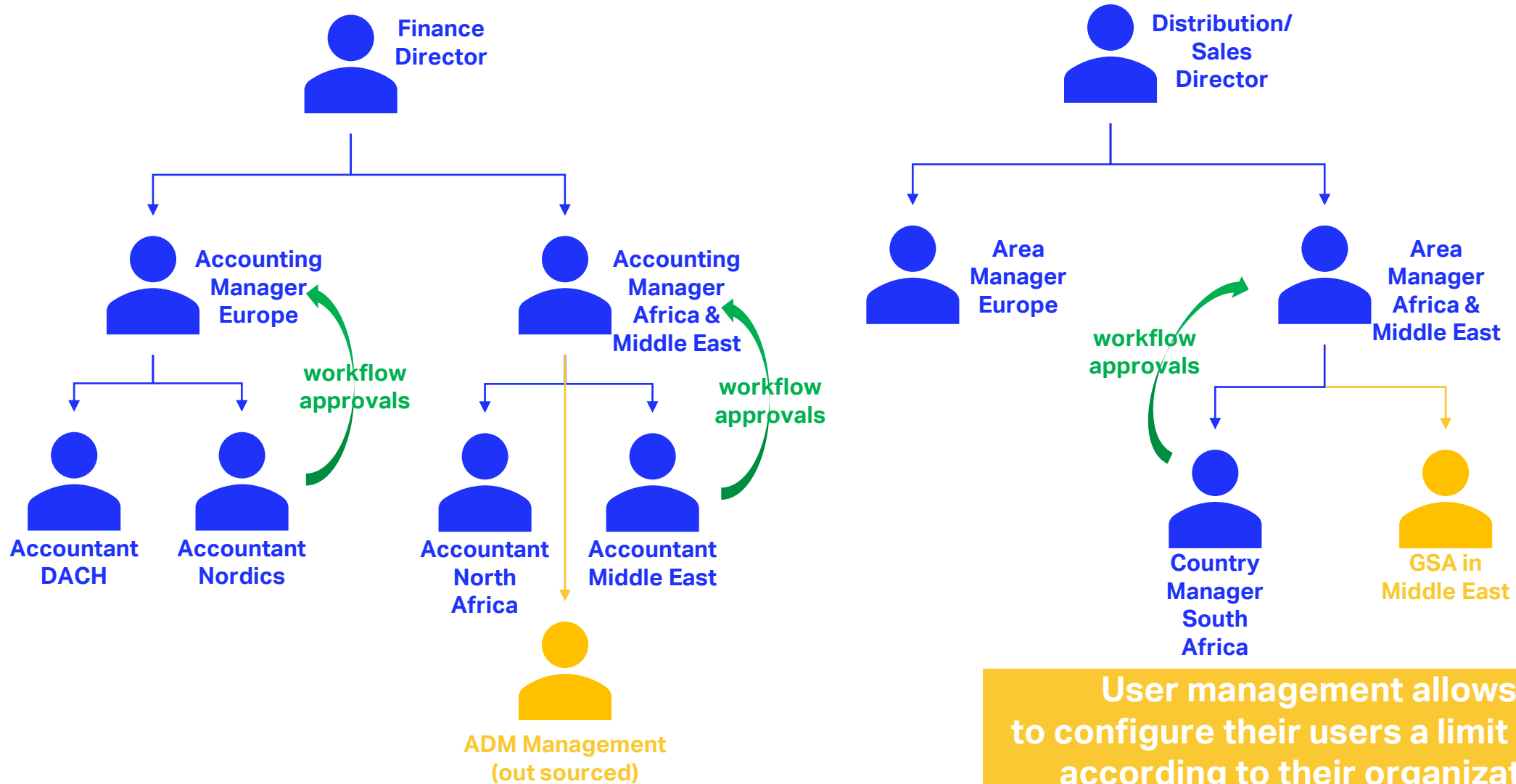


Advanced User Management Service



Use case

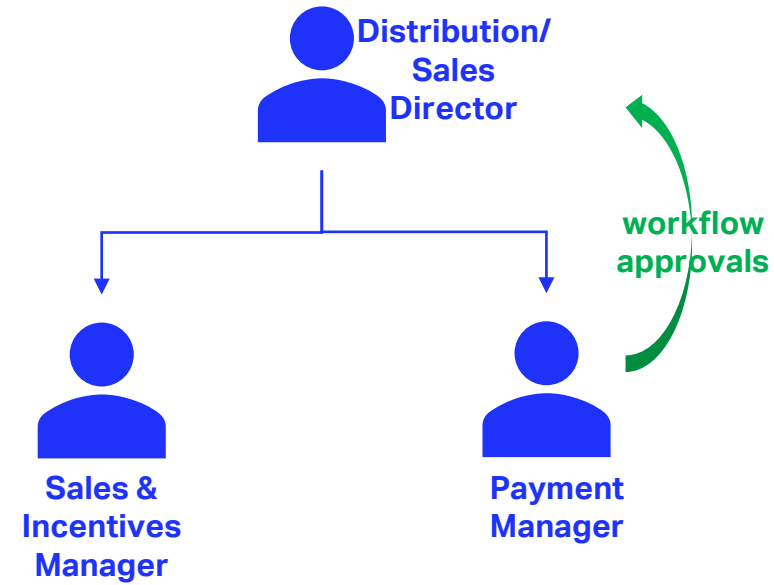
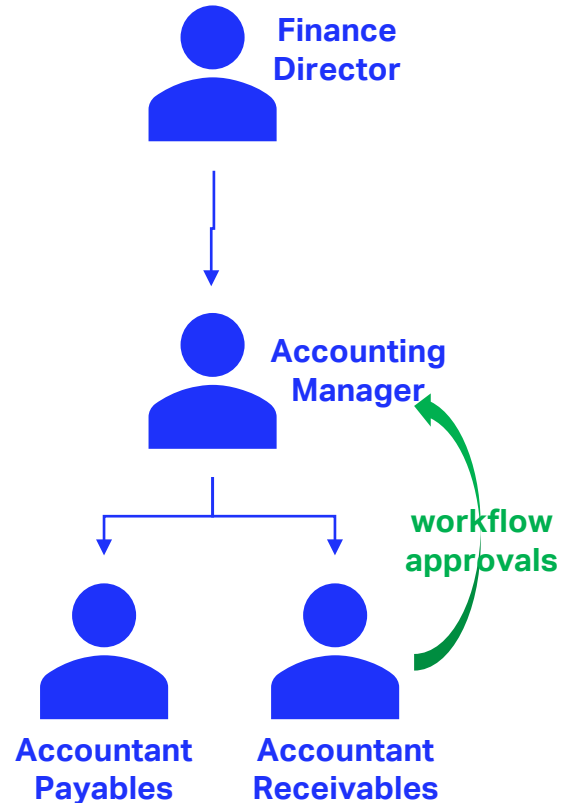
Airline A (decentralized & outsourcing)



User management allows each airline to configure their users and limit their permissions according to their organizational structure

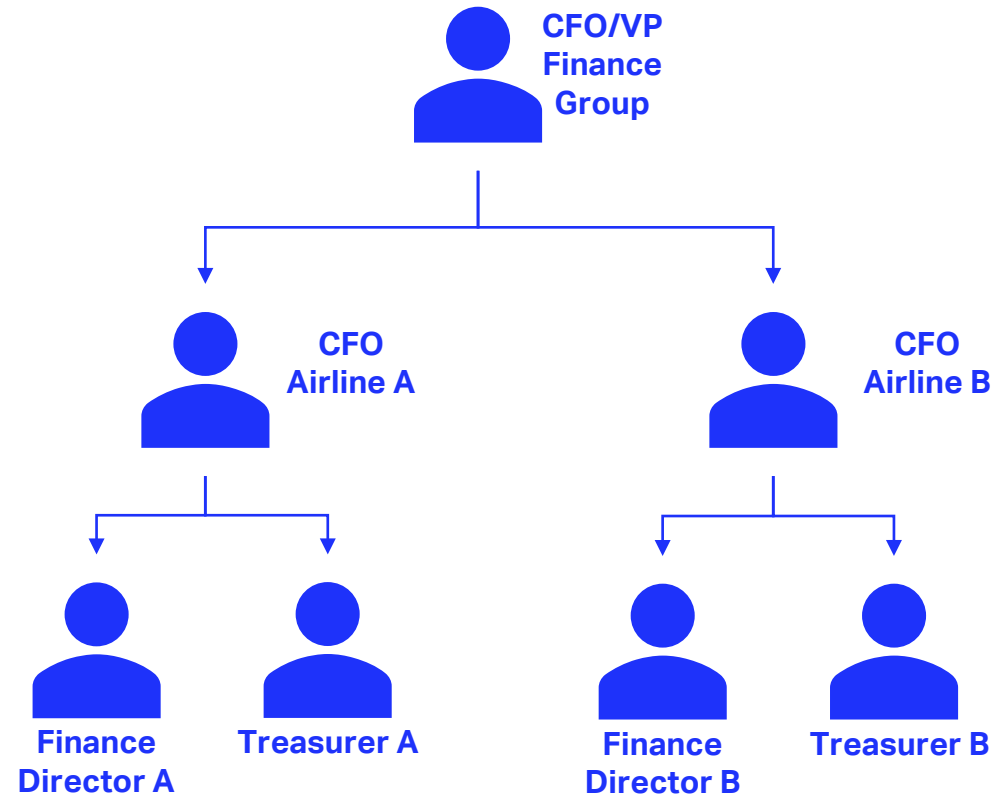
Use case

Airline B (centralized & in-house)



User management allows each airline to configure their users and limit their permissions according to their organizational structure

Use case (under evaluation) Airline Group



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

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 airline groups
- Users' permissions management
- SFTP settings
- Control cost of BSPlink in a centralized way
 - acceptance of price/charges

ROLE RESPONSIBILITIES: Sales/Country Manager or Sales/Distribution Director

- Grant/Remove ticketing authority to agent(s)
- Define payment accepted products and policies for agents
- Sales reports (individual or aggregated, depending on tier)
- Sales commissions control

Pre-defined roles (under evaluation)

ROLE RESPONSIBILITIES: Payment Manager

- Responsible for payment policy definition (penalties, incentives, FOP accepted)
- Oversees cost of payment across channels

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

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)

- Payables
 - Billing & reports
 - NR5
 - Refunds
- Receivables
 - Billing & reports
 - ADM (issue management, queries)

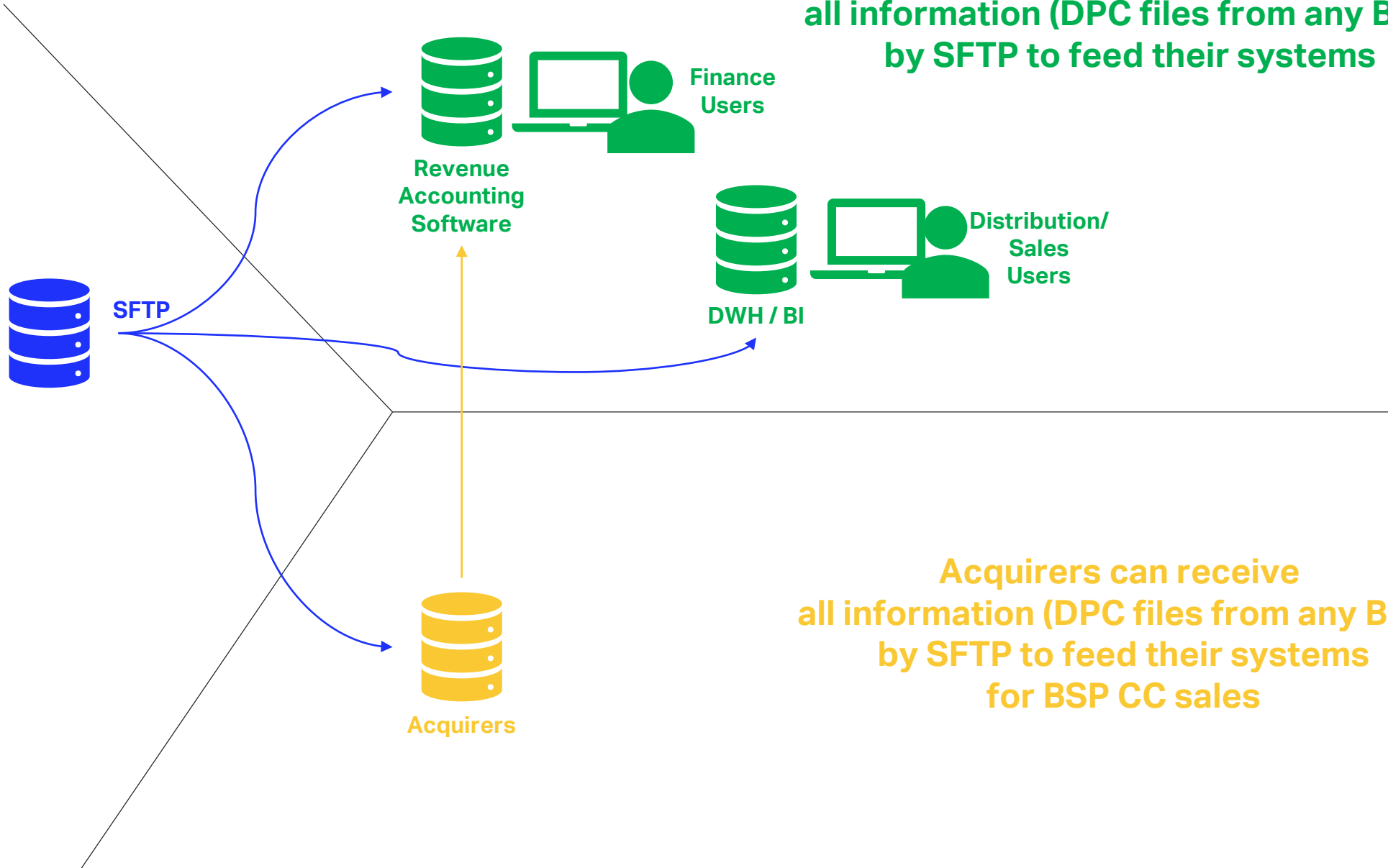
Note: this function may be local or global

IT connectivity



IT connectivity: BSPLink SFTP

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



Acquirers can receive all information (DPC files from any BSP) by SFTP to feed their systems for BSP CC sales

Other data delivery options: iiNET

	BSPLink	iiNET
BSP Data	✓	✓
PCI compliant	✓	✓
Data aggregation for all BSP operations	✓	✓
Security (SSL, IPSec, APISec)	✓	✓
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



	June	July	Aug	Sep	Oct	Nov	Dec
Pilot 1	4 BSP						
Pilot 2		11 BSP					
Wave 1					28 BSP		
Wave 2							TBD
Wave 3							
Wave 4							

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

Beta phase
(production environment)

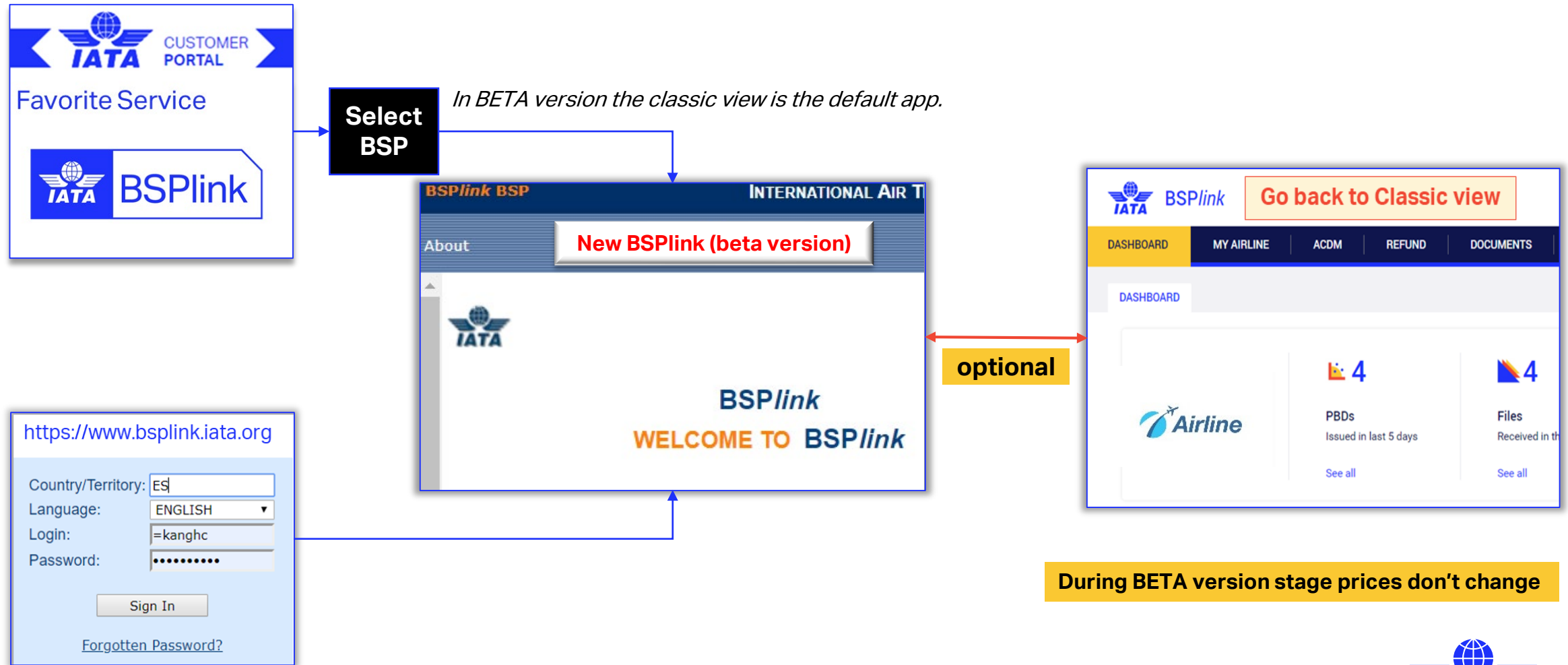
Live Phase
(production environment)



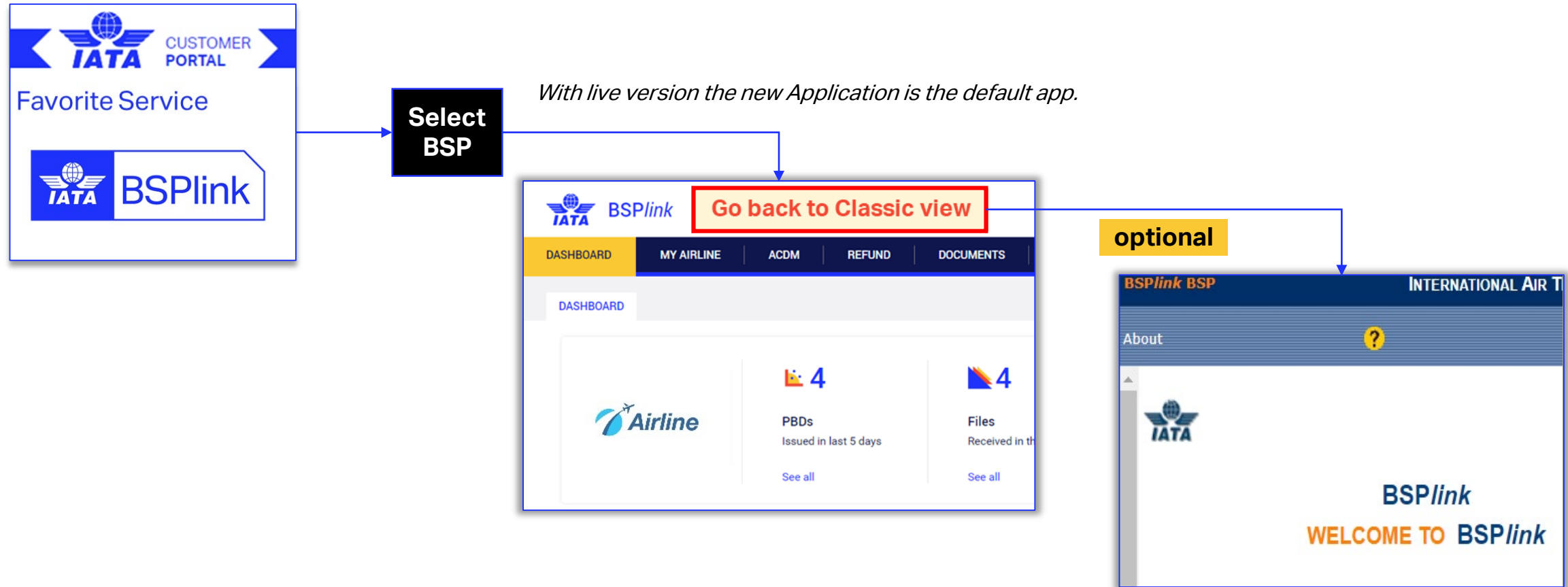
NFE go-live in 2021



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 (accessing all BSPs they use)
- **Multi-country** users will be migrated to **Streamlined** profile (accessing all BSPs available)

8. **Airlines' pricing does not change in 2020** (see next slides)

- A new meeting with FinDev is being planned to define when new pricing will be applied (expectation for now is end Q1 2021)

9. The invoice might change when new prices are applied 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: airlines (validated by FinDev)

	Prices	
Efficient	\$	40.00
Streamlined	\$	140.00
Lean	\$	200.00

	Discounts	
1-20		0%
21-60		15%
60+		60%

Pack type is chosen
at company level

- Prices for non-members will need to apply a factor of 1.5 (or 50% increase).
- There will be a discount policy as follows:
 - Efficient pack will have no discount regardless of BSP volumes.
 - Streamlined and Lean packs will have discounts for larger BSP participation volumes as per the table below. Note the discount applies per tier. So the first 20 BSP will have no discount, the subsequent 40 BSPs will have a 15% discount and all BSP above 60 will have a 60% discount ("stair" model).
- All airlines can up/downgrade or upgrade at any time.
- A calculator is provided for airlines (excel).

Other data delivery options: iiNET

	BSPLink	iiNET
BSP Data	✓	✓
PCI compliant	✓	✓
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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!

