



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

August, 2020
Agents Webinar



Profitez de la nouvelle génération de BSPLink

La nouvelle génération BSPLink de IATA contribue à l'amélioration continue de vos opérations administratives et de vos coûts de gestion.



Our focus is maximizing the value delivered by BSPlink

Backoffice activities

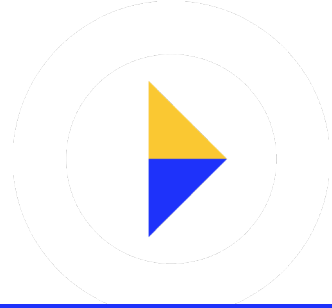
With the new BSPlink you can further streamline the management of your financial back office operations, saving costs (reduce costs).

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.



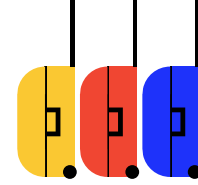
Les différentes valeurs:



Une interface plus
simple à utiliser



Des fonctionnalités qui
permettront
l'automatisation des
activités du back office
des économies de coûts



3 forfaits BSPlink pour
vous de choisir en
fonction des besoins
de votre entreprise

La nouvelle génération de BSPlink vous permet de :

- 01 Gérer les paiements auprès des compagnies aériennes à travers le monde en un seul processus.
- 02 Automatiser la récupération des données concernant vos incitatifs par transfert de fichiers.
- 03 Automatiser et accélérer le traitement des Agency Credit Memos (ACM, notes de crédit) et remboursements.
- 04 Obtenir des informations utiles pour le processus de gestion de votre trésorerie.

La nouvelle interface vous offre

1. Travaillez dans la langue de votre choix : anglais, français, espagnol, portugais et allemand.

NEW!

2. Personnalisez ce que vous affichez à l'écran en glissant et déplaçant les tables modulaires.

NEW!

3. Gagnez du temps en cherchant vos documents grâce à la fonction de recherche à saisie semi-automatique.

NEW!

4. Voyez en un coup d'oeil la disponibilité de nouveaux rapports.

The screenshot displays the BSPlink dashboard with the following components:

- Navigation Bar:** Includes the IATA BSPlink logo, search icon, user profile (Andries Grootenk), and menu items: DASHBOARD, ACM / ADM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, and USERS.
- Dashboard Summary:** Four key metrics cards 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:** Three donut charts showing the status distribution of ADMs, Refund Applications, and Files.
 - ADMs by Status:** Total: 650. Legend: Billed (300), Pending (125), Disputed (52), Dispute Approved (52).
 - Refund Application by Status:** Total: 650. Legend: Pending (300), Pending (125), Rejected (52).
 - Files by Type:** Total: 650. Legend: WebLink Output RET File (300), IRSP's Billing Output (125), WebLink Evaluation File (52), TIP Reports (52).
- Latest searches:** A list of recent search queries with filters for Example (Bsp: ES), Airline Code (623), Currency (EUR), and Issue Date (from 01/01/2019).
 - 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 with a featured article titled "BSP LEICHT GEMACHT" (Your new BSP Workshop) and a news item about the "Reopening of IATA Miami office" dated 20/08/19.



Nouvelles options

NEW!

1. Accédez à tous vos BSP avec une Authentification unique single sign-on (SSO).

NEW!

2. Consultez les données consolidées de tous vos pays BSP

NEW!

3. Commencez à suivre vos performances avec les tableaux de bord de l'entreprise et le marché.

NEW!

4. Accédez facilement à tous vos factures jusqu'à 2 ans.

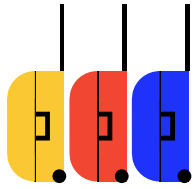
NEW!

5. Système avancé de gestion des utilisateurs, y compris la gestion des groupes de compagnies aériennes / d'agents et des partenaires.

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

The screenshot displays the BSPlink dashboard with the following sections:

- Navigation Bar:** Includes IATA and BSPlink logos, and menu items: DASHBOARD, ACM / ADM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, USERS.
- Dashboard Summary:** Four key metrics for an Airline:
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 - Files by Type (Total: 650): 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 various ADMs (Pending Billing, Disputed, Dispute Rejected, Refund Application Authorized, Refund Application Rejected, ADMs Dispute Rejected) with filters for Bsp, Airline Code, Currency, and Issue Date.
- IATA Messages and News:**
 - 20/08/19: "BSP LEICHT GEMACHT" - Der neue BSP Workshop. JETZT ANMELDEN.
 - 20/08/19: "Reopening of IATA Miami office" - 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.
 - 20/08/19: "Expand your understanding of the Post-Billing Dispute Process" - Register for the webinar 20 June 2019.
 - 20/08/19: "Changes to BSPlink terms of use (data protection)" - The EU General Data Protection Regulation enters into force on 25 May 2018.



3 forfaits BSPlink en fonction des besoins de votre agence

Efficient

- ▶ Accédez simplement à toutes les fonctions essentielles de la plateforme numérique BSPlink.

Streamlined

- ▶ Accédez à tous vos ADM, ACM et remboursements de façon centralisée.
- ▶ Gérez les ADM/ACM et les demandes de remboursement de façon groupée.
- ▶ Suivez votre performance avec des tableaux de bord.

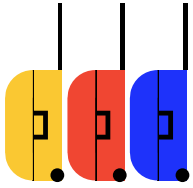
Lean

- ▶ Accédez à tous vos pays et succursales avec le single sign on (SSO).
- ▶ Consultez les données consolidées de tous vos pays et succursales BSP.
- ▶ Améliorez l'analyse de votre performance avec des tableaux de bord supplémentaires.
- ▶ Accédez facilement à toutes vos archives pendant 2 ans.

NEW!

Available
in Q4 2020
– Q1 2021





	Efficient	Streamlined	Lean
Accéder à vos localisations multiples (succursales ou pays) par une connexion unique (SSO)	×	×	●
Se connecter à partir d'un ordinateur ou appareil mobile	●	●	●
Gérer les ADM et ACM individuellement	●	●	●
Demander des remboursements	●	●	●
Demander des remboursements en masse avec saisie automatique des données	×	●	●
Spécifier le flux des demandes de remboursement individuelles ou groupées	×	●	●
Consulter vos autorisations d'émission de billets	●	●	●
Consulter les formes de paiement autorisées, et / ou demander un accord pour utiliser votre propre carte de crédit d'agent de voyages	●	●	●
Consulter les rapports de ventes et leur statut	●	●	●
Consulter les calendriers de règlement	●	●	●
Demandes de documents	×	●	●
Consulter ventes	×	●	●
Obtenir des tableaux de bord personnalisés*	×	×	●
Évaluer votre performance par rapport aux références de l'industrie*	×	×	●
Faire l'intégration de façon sécurisée via SFTP	×	×	●
Accéder à toutes vos archives pendant 2 ans*	×	×	●
Optionnel			
Obtenir des services de distribution de données SFTP plus avancés avec iiNet (option payante)	●	●	●

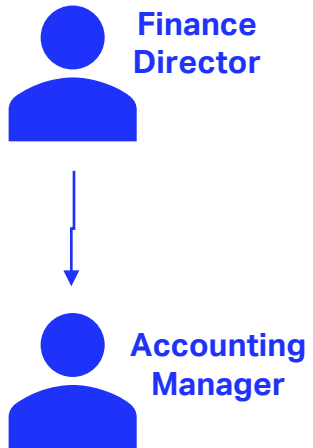


Systeme avancé de gestion des utilisateurs



Use case

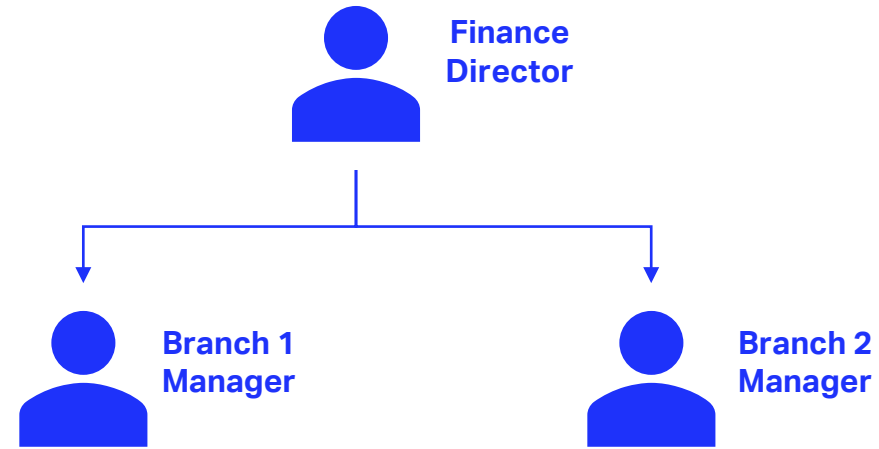
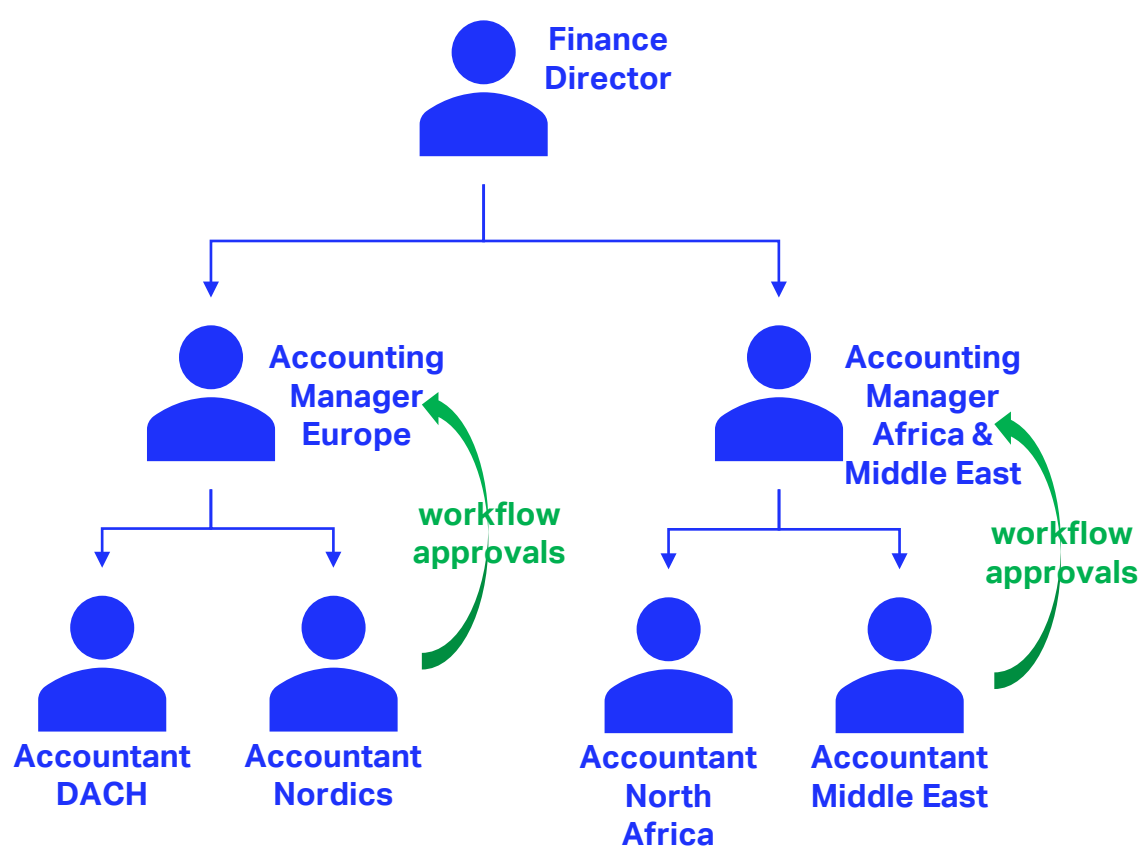
Travel Agent A (single branch, small agent)



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

Use case

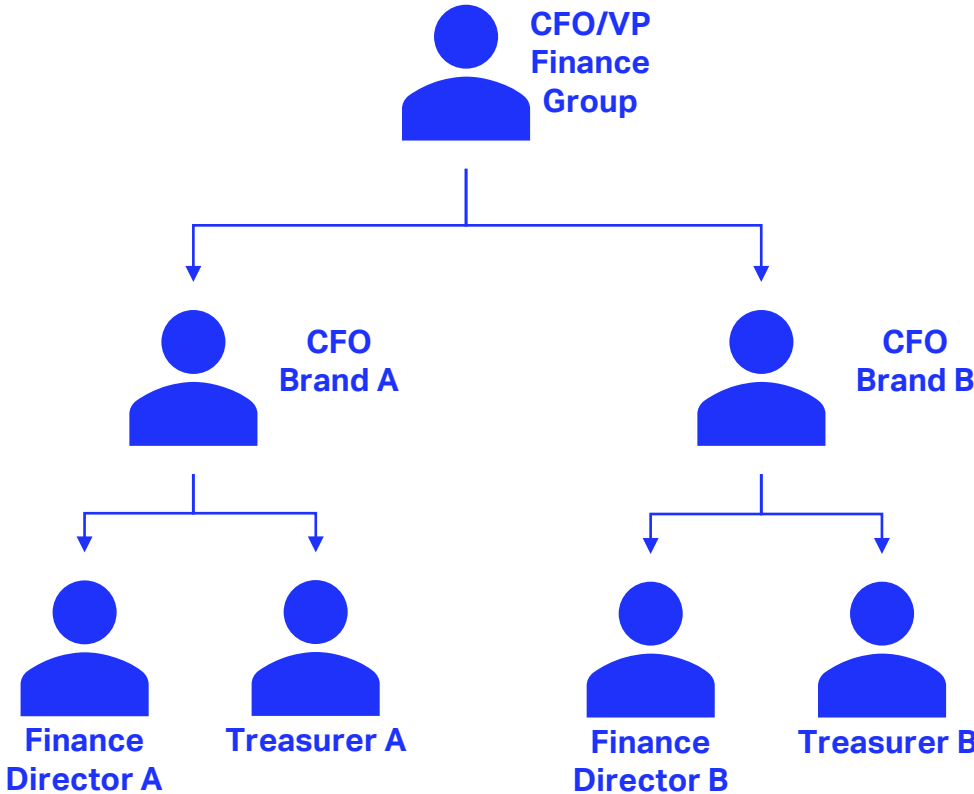
Travel Agent B (several branches, several countries)



User management allows each airline to configure their users and 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 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 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 (NR5)
- 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

When will the new BSPlink
be available for you ?



Vous voulez profiter des nouvelles fonctionnalités ?

La nouvelle génération de BSPlink sera déployée progressivement. Elle sera disponible dans différents pays BSP à des dates différentes, et de nouvelles capacités deviendront actives au fur et à mesure.

Pour commencer à en tirer avantage dès que nous l'actualiserons, prenez contact avec le

→ Service-clients *IATA Customer Service*
à travers le portail *Customer Portal*
ou avec votre responsable de pays/zone IATA.



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								

Beta phase
(production environment)

Live Phase
(production environment)

◆ NFE go-live



Waves and countries

PILOT 1

- Fiji
- Malta
- Mozambique
- Macao

PILOT 2

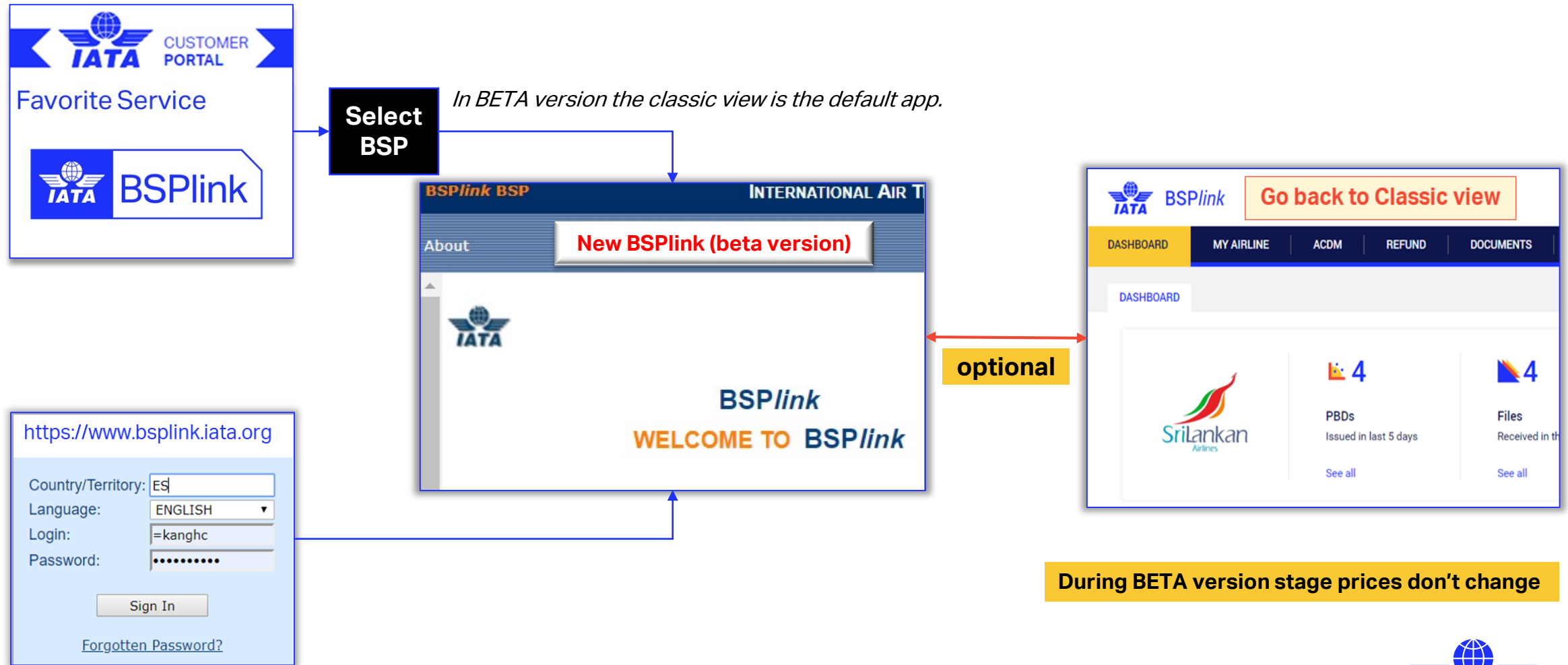
- Mongolia
- Chad
- Haiti
- Togo
- Samoa
- Belize
- Myanmar
- Bosnia and Herzegovina
- Kosovo
- Micronesia, Federated States of
- Philippines

Waves and countries in 2020

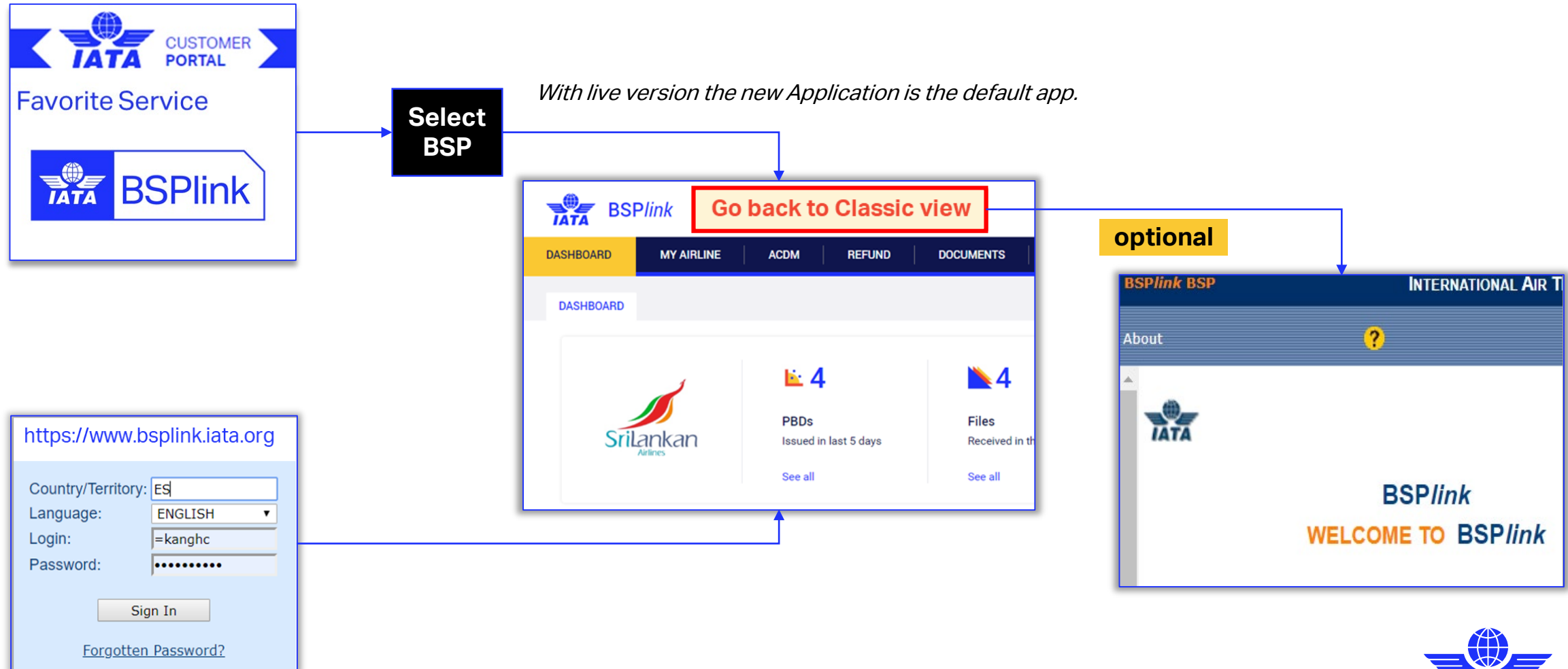
WAVE 1

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

Beta version user experience



Go live user experience



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

What should I expect from this migration?

10. Training:

- Videos:

About New BSP link: https://portal.iata.org/s/faq-article?language=en_US&article=About-New-BSPlink

Tutorial videos: <https://portal.iata.org/s/faq-article?article=New-BSPlink-tutorial-videos>

- To get an access to training environment portal you can send an email to :
Newbsplink@iata.org

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

- 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



Thank you!

