



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

August, 2020
Airlines Webinar



Profitez de la nouvelle génération de BSPlink

IATA a enrichi le BSPlink pour vous aider à augmenter vos revenus indirects et à maîtriser vos coûts de gestion.



Our focus is maximizing the value delivered by BSPlink

Backoffice activities

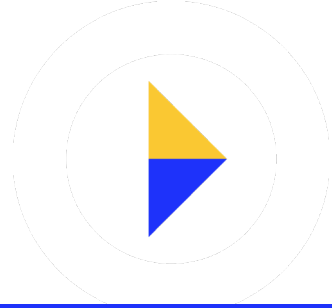
With the new BSPlink you can further streamline the management of your financial back office operations, saving costs (reduce costs).

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.



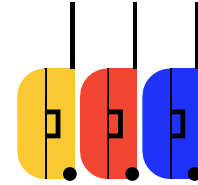
Les différentes valeurs:



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 d'augmenter l'efficacité de vos processus administratifs commerciaux et financiers

01

Gérer le recouvrement et les paiements auprès des agents de voyage à travers le monde en un seul processus.

02

Automatiser la récupération des données nécessaires au rapprochement des revenus grâce à un seul transfert de fichiers.

03

Faire le rapport de vos coûts de règlement *Transparency in Payments* (TIP - la transparence des paiements).

04

Déterminer les politiques de règlement et les appliquer par l'autorisation d'émission ou par les *ADM*.

05

Automatiser et accélérer l'émission d'*ADM* ou de remboursements.

06

Suivre et améliorer la gestion de vos revenus et votre taux de recouvrement.

07

Améliorer vos processus grâce à des produits IATA complémentaires tels que *Treasury Dashboard*, notre tableau de bord de la trésorerie, et *Global Net Remit 5*, notre outil de gestion des incitations aux agents de voyage.



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 sections:

- Navigation Bar:** Includes IATA and BSPlink logos, search, help, and user profile icons. The main menu contains: DASHBOARD, ACM / ADM, REFUND, DOCUMENTS, FILES, SALES, MASTER DATA, and USERS.
- Dashboard Summary:** Four key metrics cards:
 - Refund Applications:** 75 issued in the last 7 days.
 - ADMs:** 5 disputed in the last 7 days.
 - PBDs:** 6 received in the last 7 days.
 - RET Documents:** 143 rejected / modified in the last 7 days.
- Insights:** Three donut charts showing the status distribution of:
 - 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 Bsp, Airline Code, Currency, and Issue Date.
 - 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:**
 - BSP LEICHT GEMACHT:** Advertisement for a new BSP Workshop with a "JETZT ANMELDEN" button.
 - Reopening of IATA Miami office:** News article dated 20/08/19 regarding the reopening of the IATA Americas Service Center in Miami.
 - Expand your understanding of the Post-Billing Dispute Process:** Advertisement for a webinar on 20 June 2019.
 - Changes to BSPlink terms of use (data protection):** News article dated 20/08/19 regarding GDPR compliance.



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.

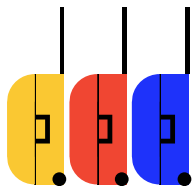
NEW!

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:

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- Dashboard Summary:** Shows four key metrics:
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 - 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 of:
 - ADMs by Status (Total: 650): Billed (300), Pending (125), Disputed (52), Dispute Approved (57).
 - Refund Application by Status (Total: 650): Pending (300), Disputed (125), Rejected (52).
 - 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:** Includes a banner for "BSP LEICHT GEMACHT" and a news item titled "Reopening of IATA Miami office" dated 20/08/19.



3 forfaits BSPlink en fonction des besoins de votre entreprise

Efficient

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

Streamlined

- ▶ Accédez à tous vos pays BSP grâce à l'authentification unique (SSO).
- ▶ Profitez d'opérations de masse comme l'émission d'ADM ou les remboursements.
- ▶ Commencez à suivre vos performances avec les tableaux de bord d'entreprise.

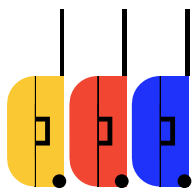
Lean

- ▶ Consultez les données consolidées de tous vos pays BSP grâce à l'authentification unique (SSO).
- ▶ 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 plusieurs pays par une connexion unique (SSO)	×	●	●
Se connecter à partir d'un ordinateur ou appareil mobile	●	●	●
Émettre des ADM individuels	●	●	●
Émettre des ADM en masse	×	●	●
Spécifier le flux d'émission d'ADM individuels ou en masse	×	●	●
Émettre des remboursements	●	●	●
Émettre des remboursements en masse	×	●	●
Spécifier le flux d'émission de remboursements individuels ou en masse	×	●	●
Définir les politiques d'autorisation d'émission de billets	●	●	●
Définir les politiques de modes de paiement et accédez aux rapports <i>TIP</i>	●	●	●
Émettre vos factures et suivre le paiement	●	●	●
Visualiser les calendriers de paiement	●	●	●
Télécharger et suivre vos documents	●	●	●
Émettre des états de ventes et de facturation	●	●	●
Obtenir des tableaux de bord personnalisés	×	●	●
Évaluer votre performance par rapport aux niveaux de l'industrie	×	×	●
Faire l'intégration de façon sécurisée via SFTP	×	●	●
Accéder à toutes vos archives pendant 2 ans	×	×	●
Optionnel			
Envoyer des messages aux agents de voyage individuellement ou en masse (optionnel)	●	●	●
Obtenir des services de distribution de données SFTP plus avancés avec <i>iiNet</i> (optionnel)	●	●	●
Dresser le bilan de votre programme d'incitations (si l'option <i>Global Net Remit 5</i> est activée)	●	●	●
Accéder aux informations de trésorerie grâce au tableau de bord <i>Treasury Dashboard</i> (optionnel)	●	●	●

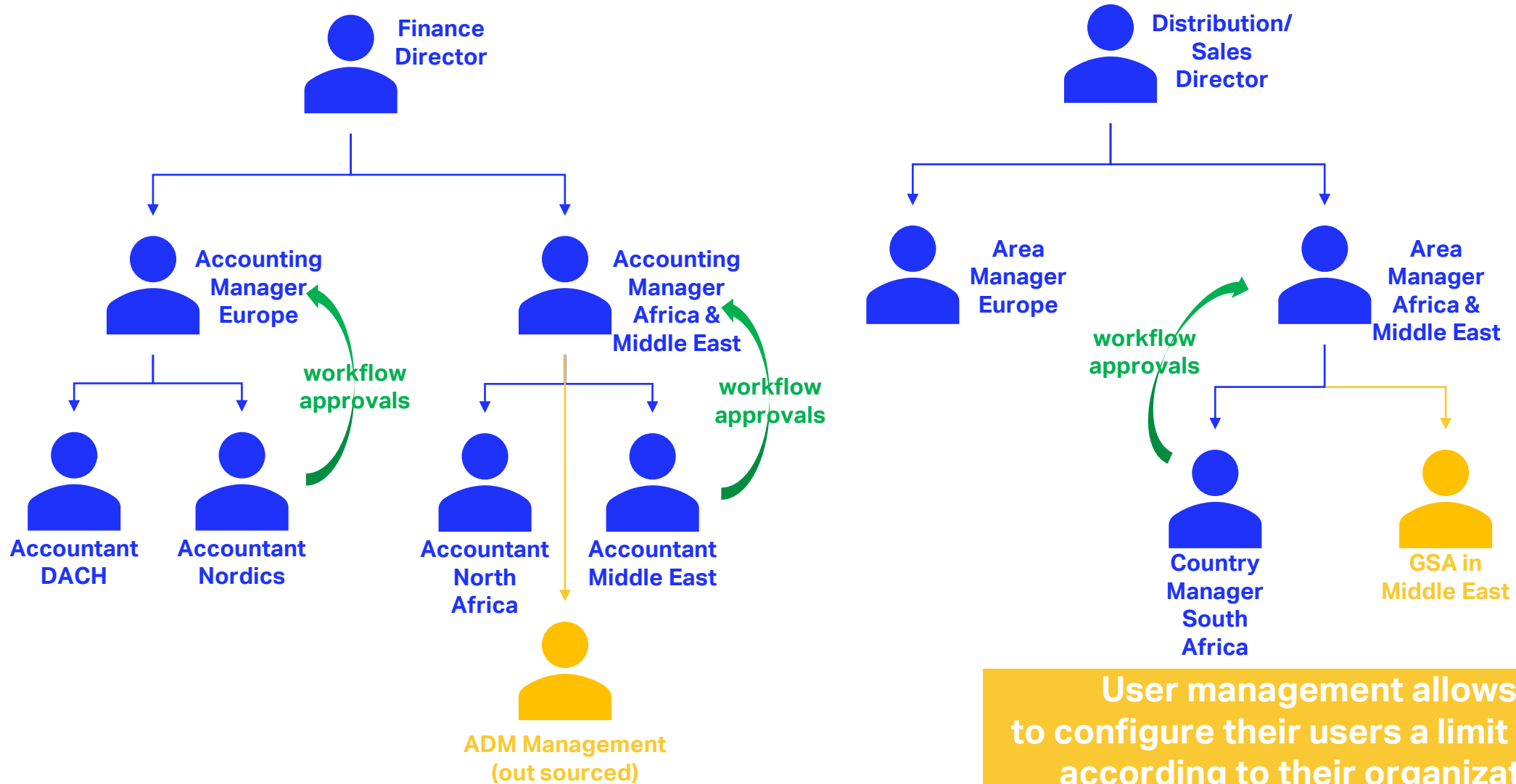


Systeme avancé de gestion des utilisateurs



Use case

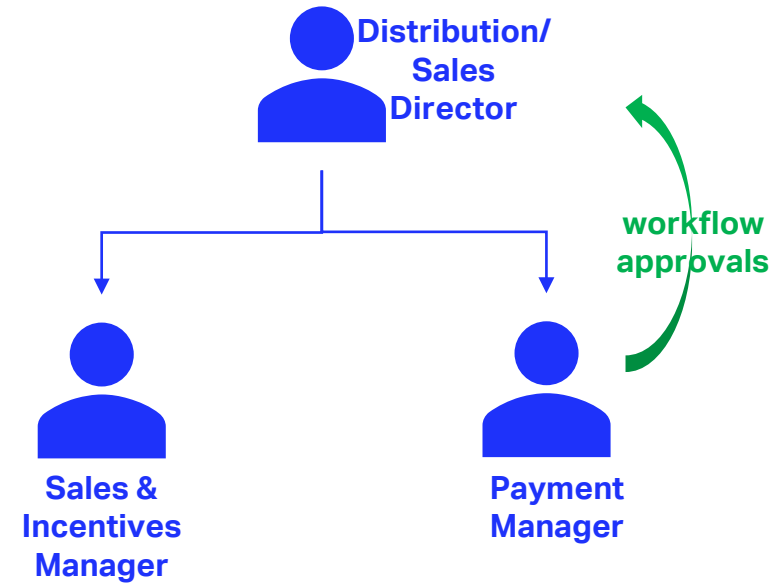
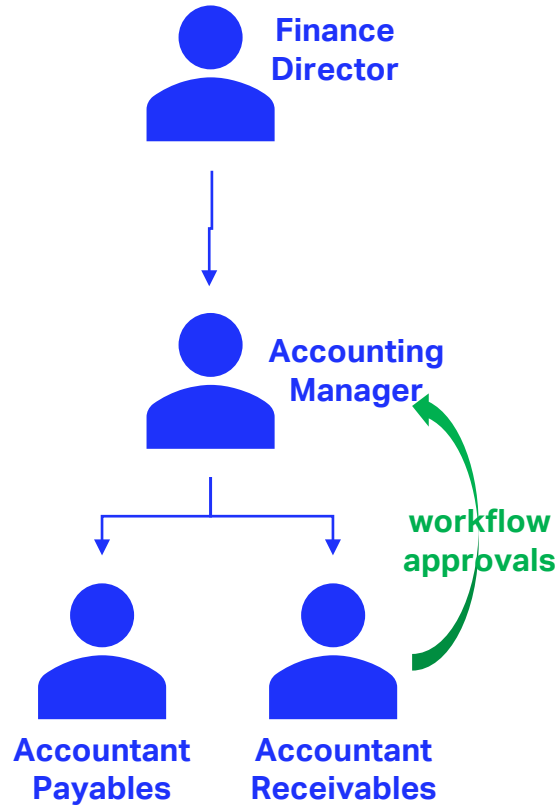
Airline A (decentralized & outsourcing)



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

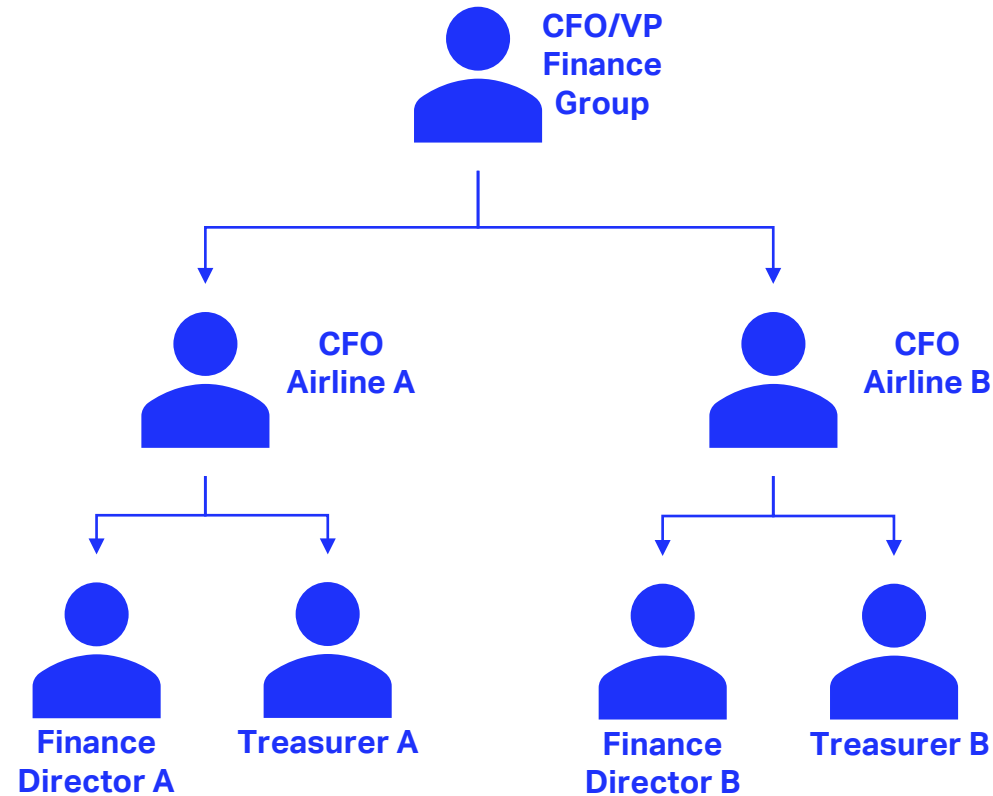
Use case

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

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

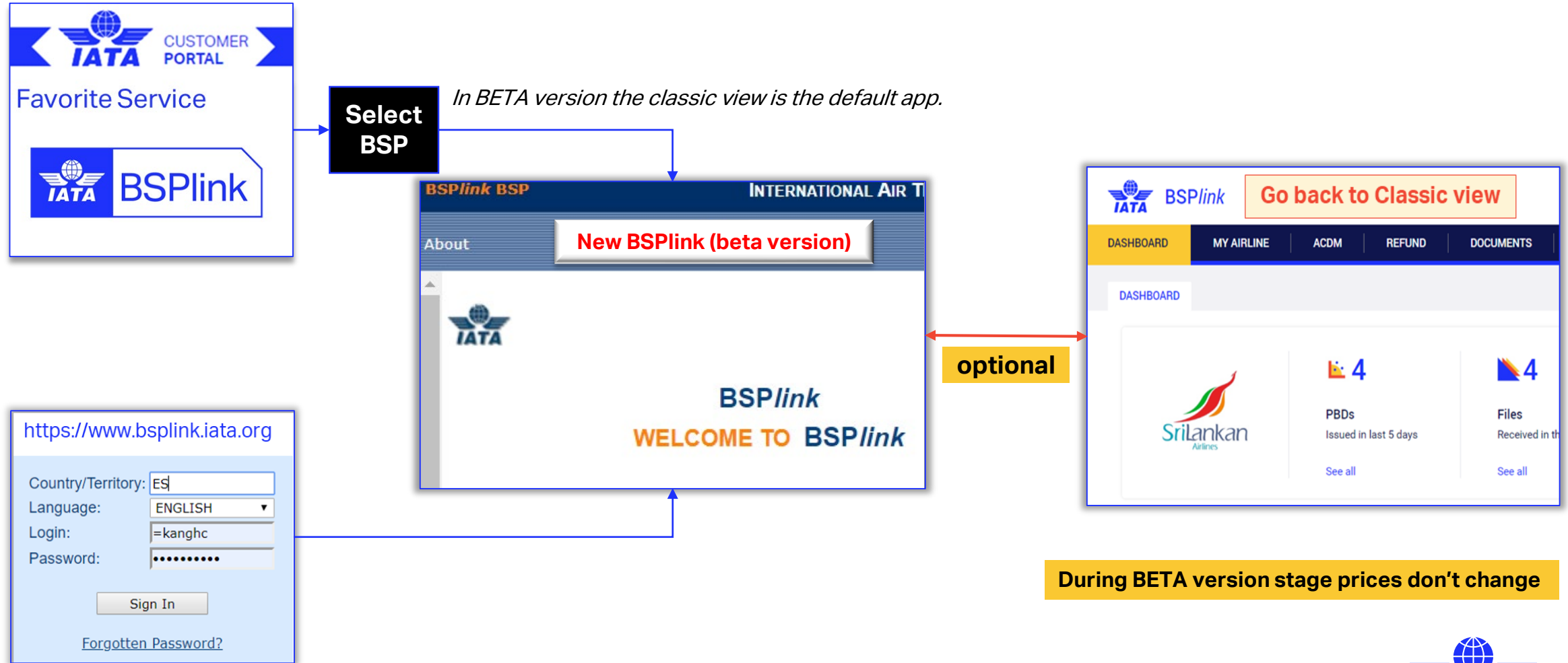
- Mongolia
- Chad
- Haiti
- Togo
- Samoa
- Belize
- Myanmar
- Bosnia and Herzegovina
- Kosovo
- Micronesia, Federated States of
- Philippines

Waves and countries in 2020

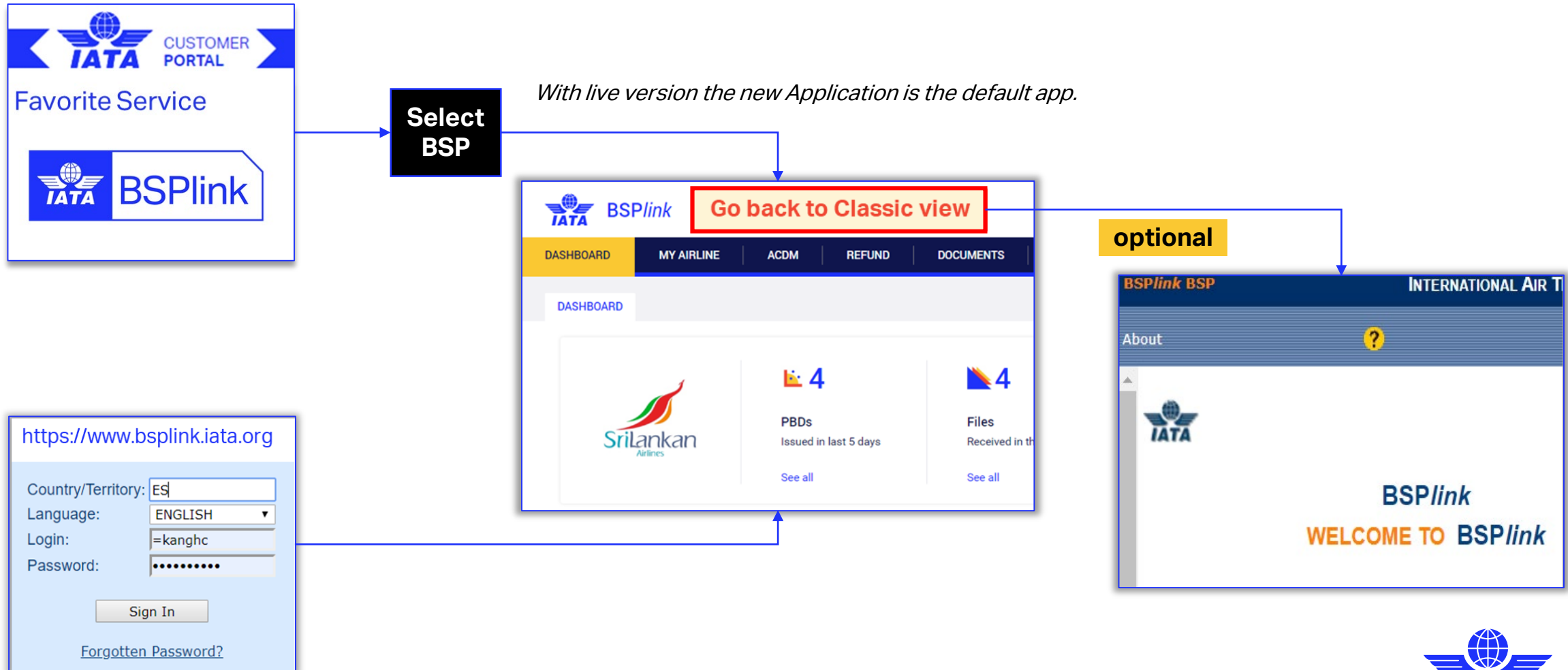
WAVE 1

- 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 (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

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: 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).



Thank you!

