FOREWORD: This chapter (Chapter 14) covers local BSP procedures applicable in Serbia and Montenegro. For all other applicable BSP procedures please refer to the core BSP Manual for Agents.

CHAPTER 14 - Local Procedures

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14.1 ADDRESSES & CONTACTS

IATA Local Office
IATA Serbia and Montenegro
Ilica 191C
10000 Zagreb
Croatia

Customer service: www.iata.org/customer-service
Internet: www.iata.org/worldwide/europe/serbia_montenegro
Telephone: + 385 1 2222 060 09:00 – 12:00

Our Contacts

Name & Surname       Title                        e-mail
Mr Gordan Balen      Manager                      baleng@iata.org
Ms Snjezana Ivancan  Assistant Manager           ivancans@iata.org
Ms Aleksandra Donovic Assistant Manager Remittance and Settlement donovica@iata.org
Mr Ivica Kovacic     Customer Service Representative kovacic@iata.org
Ms Gordana Jandric- Glavnik Assistant Accounting and Administration jandricg@iata.org
Mr Borislav Maodus   Assistant Finance and Administration maodusb@iata.org

Data Processing Centre
UNISYS, located in Sydney, Australia. Contact via IATA Local Office.

Clearing Bank
UniCredit Bank, AIRPORT CITY, Omladinskih brigada # 88 I/4, 11070 Belgrade
Contact Person: Ms. Aleksandra Milicevic, Manager, Corporate Service Center
(aleksandra.milicevic@unicreditbank.co.yu), Tel: +381 11 30 28 652

List of Approved Ticketing System Providers
AMADEUS, Bulevar umetnosti # 16, 11070 Belgrade; Contact person: Ms. Zorica Bajcetic, Ticketing & Fare Quote Manager (zbajcetic@yu.amadeus.net); Tel: +381 11 214 50 08

GALILEO ADRIATIC, Admirala Vukovica # 10, 11000 Belgrade; Contact person: Ms. Tatjana Cojic, Customer Support Executive (tatjana.cojic@galileoadiatic.com); Tel +381 11 246 99 03, Fax + 381 11 247 43 64
LCAG Delegates

The LOCAL CUSTOMER ADVISORY GROUP (LCAG) is a forum where Airline delegates discuss operational issues for the BSP. For any requests towards LCAG, please find the current delegates:

See Participating Airlines List.

APJC Delegates

The AGENCY PROGRAMME JOINT COUNCIL (APJC) is a forum where Airline and Travel Agency delegates may consider all aspects of the Agency Programme in the country/area and make recommendation thereon in the form of agenda proposals to the Passenger Agency Conference. For any requests towards APJC (e.g. suggested changes for PAConf), please find the current delegates:

Ms. Djurdjica Vincic Tomic  Jat Airways  (vincicdj@jat.com)
Ms. Jelena Pajovic  Air France  (jepajovic@airfrance.fr)
Ms. Natali Brodnik  British Airways  (natali.brodnik@ba.com)
Mr. Milos Kacanski  Deutsche Lufthansa  (milos.kacanski@dlh.de)
Mr. Goran Jokic  Alitalia  (jokic.goran@alitalia.it)
Mr. Goran Colovic  Gorbis  (gorbis1@cg.yu)
Mr. Rodoljub Veljasevic  Jolly Travel  (rodi.v@olly.co.yu)
Ms. Mirjana Kostic  Kompas Tourism & Travel  (m.kostic@kompasnovisad.com)
Ms. Irena Bajic  Kon Tiki Travel  (avio@kontiki.co.yu)
Mr. Vladimir Macedonic  Kompas Tourism & Travel  (kompas@eunet.yu, kompasns@eunet.yu)
### 14.2 PARTICIPATING AIRLINES

#### 14.2.1 Participating Airlines List

The below list shows participating Airline members of BSP Serbia and Montenegro:

<table>
<thead>
<tr>
<th>Code</th>
<th>Airline</th>
<th>Country</th>
<th>Address</th>
<th>Contact Person</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>016</td>
<td>United Airlines</td>
<td>USA</td>
<td>P.O. Box 66100 Chicago IL 60666-0100, USA</td>
<td><a href="mailto:Frans.Vandenbroek@united.com">Frans.Vandenbroek@united.com</a></td>
<td>+1 847 700 2108</td>
<td>+1 847 700 2172</td>
</tr>
<tr>
<td>033</td>
<td>Flybaboo</td>
<td>F7</td>
<td>66 ave des Champs Elysees 75008 Paris France</td>
<td><a href="mailto:e.biggerstaff@apg.fr">e.biggerstaff@apg.fr</a></td>
<td>+331 53 77 13 29</td>
<td>+331 53 77 13 05</td>
</tr>
<tr>
<td>050</td>
<td>Olympic Airlines</td>
<td>OA</td>
<td>Vasina 14 11000 Belgrade Serbia</td>
<td><a href="mailto:olybeg@eunet.yu">olybeg@eunet.yu</a></td>
<td>+381 11 3036750</td>
<td>+381 11 3036850</td>
</tr>
<tr>
<td>055</td>
<td>Alitalia</td>
<td>AZ</td>
<td>Terazije 43 11000 Belgrade Serbia</td>
<td><a href="mailto:costanzo.orazio@alitalia.it">costanzo.orazio@alitalia.it</a></td>
<td>+381 11 323 3655</td>
<td>+381 11 323 4286</td>
</tr>
<tr>
<td>057</td>
<td>Air France</td>
<td>AF</td>
<td>Knez Mihajlova 30 11000 Belgrade Serbia</td>
<td><a href="mailto:jepajovic@airfrance.fr">jepajovic@airfrance.fr</a></td>
<td>+381 11 3287330</td>
<td>+381 11 2638 378</td>
</tr>
<tr>
<td>064</td>
<td>CSA</td>
<td>OK</td>
<td>Kralja Milana 6 11000 Belgrade Serbia</td>
<td><a href="mailto:beg@czechairlines.com">beg@czechairlines.com</a></td>
<td>+381 11 3614592</td>
<td>+381 11 3614590</td>
</tr>
<tr>
<td>074</td>
<td>KLM</td>
<td>KL</td>
<td>P.O.Box Grindelstrasse 6 8304, Wallisellen Switzerland</td>
<td><a href="mailto:eva.wellinger@klm.com">eva.wellinger@klm.com</a></td>
<td>+41 43 233 4761</td>
<td>+41 43 233 4769</td>
</tr>
<tr>
<td>081</td>
<td>Qantas Airways</td>
<td>QF</td>
<td>Puls 5, Hardturmstrasse 11 8005 Zurich Switzerland</td>
<td><a href="mailto:memi@qantas.com.au">memi@qantas.com.au</a></td>
<td>+41438887873</td>
<td></td>
</tr>
<tr>
<td>105</td>
<td>Finnair</td>
<td>AY</td>
<td>Pesti Barnabas u. 4. H-1052 Budapest Hungary</td>
<td><a href="mailto:Juhani.nuoramo@finnair.com">Juhani.nuoramo@finnair.com</a>, <a href="mailto:pirjo.meszaros@finnair.com">pirjo.meszaros@finnair.com</a>, <a href="mailto:viktor.wilde@finnair.com">viktor.wilde@finnair.com</a></td>
<td>+36 1 266 6691</td>
<td>+36 1 317 42 96</td>
</tr>
<tr>
<td>115</td>
<td>JAT Airways</td>
<td>JU</td>
<td>Kralja Milana 17 11000 Belgrade Serbia</td>
<td><a href="mailto:vincicdj@jat.com">vincicdj@jat.com</a></td>
<td>+381 11 2643787</td>
<td>+381 11 2642534</td>
</tr>
<tr>
<td>125</td>
<td>British Airways</td>
<td>BA</td>
<td>Knez Mihajlova 30 11000 Belgrade Serbia</td>
<td><a href="mailto:natali.1.brodnik@britishairways.com">natali.1.brodnik@britishairways.com</a></td>
<td>+381 11 2639 499</td>
<td>+381 11 2639 629</td>
</tr>
<tr>
<td>157</td>
<td>Qatar Airways</td>
<td>QR</td>
<td>Qatar Airways Tower 5th Floor P.O. Box 22550, Doha Qatar</td>
<td><a href="mailto:guhasundaram@qatarairways.com.qa">guhasundaram@qatarairways.com.qa</a>, <a href="mailto:vrodriguez@in.qatarairways.com">vrodriguez@in.qatarairways.com</a></td>
<td>+974 449 65 44</td>
<td>+974 462 14 25</td>
</tr>
<tr>
<td>165</td>
<td>Adria Airways</td>
<td>JP</td>
<td>Kuzmiceva 7</td>
<td><a href="mailto:irena.drasler@adria.si">irena.drasler@adria.si</a></td>
<td>+386 1 369 1203</td>
<td></td>
</tr>
</tbody>
</table>
14.2.2 Airline Contact Details

BSPLink Enhanced Agents can access the function *Airlines* on *BSPLink* and in this way retrieve Airline contact details at any time.
14.3 CUSTOMER INTERFACES – QUESTIONS

14.3.1 General
For any questions about your ticket sales and the BSP Procedures, there are several ways to find the answers. This Manual should be one of the first sources for you to check, and depending on the nature of the problem you should then turn to the respective party for help:

• Any problems to complete a ticket sale or problems to extract any reports from your ticketing system? This shall of course be answered by the Helpdesk of your Ticketing System Provider (i.e. Sabre, Amadeus, Galileo, Worldspan,)

• Questions about how to issue a ticket, or any queries regarding the rules for a ticket? These should be stated directly to the Airline in question or your ticketing system provider if there is a technical problem.

• Questions on any discrepancies between what you have reported through your ticketing system and what you find on the BSP Reports?
Check which document is causing the discrepancy, and then report this to IATA.

IATA has several customer interfaces where you can seek information and we wish to point out some of them below.

14.3.2 IATA Country homepage - www.iata.org/worldwide/europe/serbia_montenegro
The IDFS Serbia and Montenegro home page will have local information regarding this market, as well as links to other IATA products & services.

14.3.3 IATA Customer Services Help Desk or Portal
The customer queries are primarily handled through IATA Customer Service Help Desk / Portal: www.iata.org/customer-service
IATA Local Office Help Desk may be contacted by telephone (+ 381 11 3234014), Working Hours 09:00-12:00, Mon-Fri.

14.3.4 BSPlink – www.bsplink.iata.org

**BSPlink – Basic**
BSPlink is the user interface for all parties in the BSP Process. This is where you as an Agent will receive all your BSP Reports and corrective actions such as ADM/ACM and Refund Applications are entered and maintained by Airlines and Agents.

Also, IATA sends any important operational information using the file download function. Make sure to log into BSPlink on a regular basis and check for any new files, ADM/ACMs, or BSP Bulletins for new or changed procedures.

**BSPlink – Enhanced**
In addition to the Basic functions described above, BSPlink can also be used to extract online reports, search for historic BSP data (document data, ADM’s etc), create groups for many IATA locations, get email notifications for new files and much more.
Furthermore the Ticketing Authority is maintained by Airlines on BSPlink so you as an Enhanced User can always check which Airlines that allow you to sell their tickets. For that functionality, Airlines, Agents and Ticketing System Providers can access the system, so BSPlink adds a full transparency between all parties of the process.

The Enhanced functions has a cost involved but might very well be worth it.

**Ticketing Authority through BSPlink**

Ticketing Authority is assigned by Airlines to their appointed Agents through BSPlink. Airlines update their Ticketing Authorization List through BSPlink themselves. For Agents declared in default / placed on cash basis Ticketing Authorization is withdrawn by IATA Local Office automatically.

For further information please check directly on the BSPlink site found on [www.bsplink.iata.org](http://www.bsplink.iata.org) or Contact Us via IATA Customer Service Desk / Portal.

**14.3.5 IATA International homepage - www.iata.org**

By entering to [www.iata.org](http://www.iata.org) you will come to IATA’s global home page. Here you can find information on all IATA activities, find ruling resolutions and also buy any IATA publications via the online store. A search tool is available on the site, which will help you to find the information you are looking for.
14.4 STANDARD TRAFFIC DOCUMENTS (STD)

14.4.1 STDs used in BSP Serbia and Montenegro

- ET = Electronic Ticket
- VMPD = Virtual Multiple Purpose Document
- VMCO = Virtual Miscellaneous Charges Order

The full list of STDs in use is part of Chapter 1 of the BSP Manual for Agents

14.4.2. Electronic Ticketing

Electronic ticketing is resolution 854 governs the implementation and operation of automated and electronic ticketing systems in a BSP country or area. Guidelines based on the technical, and other, specifications incorporated in the paconf and psc resolutions for the implementation and operation of automated and electronic ticketing in a BSP have been issued to all IATA managers. A member or any other party wishing to make facilities available to agents for the automated issuance of STDs, must advise the local IATA manager who will verify the technical compatibility of the system with the operation of the BSP, and its compliance with relevant IATA resolutions in regard to document printing and data reporting formats.

Electronic Ticketing (ET) is a method to record the sale of passenger transportation without the issuance of paper flight coupons. The flight coupons issued for carriage are held electronically in the airline system via the GDS system used by the Agent. Electronic Tickets are also refunded via the issuing GDS.

ET is an efficient ticketing method for Agents and passengers:

For Agents:
As there are no paper tickets to account for, stock control for Agents is much easier. Electronic Tickets are automatically reported to the BSP DPC for billing. Electronic Tickets may only be refunded electronically creating opportunities for interfacing to back office systems and providing more accurate accounting and control. Electronic Tickets, used for last minute bookings, avoid the need to issue MPDs for the traditional TOD arrangement.

For passengers:
With an ET, the passenger does not need to queue at the airport ticket desk to pick up a ticket and can go straight to check-in in the Terminal or at the gate, saving time. Many airports/Airlines have Self - Service facilities for ticket / boarding pass issuance using ET which speedup the check in process. Where Agents are permitted to issue Electronic Tickets, Flight Coupons are created by Agents in the airline’s system via an Agents GDS Terminal.

Key features of ET are:
- The flight coupons are not printed on physical STDs.
- The airline whose ticketing authority is used for the ET transaction will retrieve the flight coupon data when the passenger reports to the airline check-in point or ticketing location.
- When creating an ET, the GDS system schedules display will show which flights are available for ET and will confirm whether an ET transaction is accepted.
- ET may only be issued where all segments can be ticketed as ET. In cases where an airline segment is not available for ET (both inline or interline)
14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

14.5.1 Administrative forms used in BSP Serbia and Montenegro – General

Various reporting Forms (e.g. BSP Returned Documents Form, Missing Traffic Document Report, Traffic Document Inventory Report,...) are available at www.iata.org/customer-service

14.5.2 Airline’ own accounting memoranda

In addition to the SAFs prepared by the Agent, individual BSP Airlines also prepare certain BSP accounting memoranda, which are sent directly by the BSP Airline to the Agent concerned. Where BSPlink ADMs/ACMs have been implemented, the documents are issued either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline’s behalf) raising the ADM/ACM to issue the document in its own system and upload as a file into BSPlink so the Agent can view it. Non-disputed ACMs/ADMs are automatically reported to the DPC for processing and inclusion in billings. Local dispute periods are automatically taken into account, and online disputing through BSPlink can be activated by the airline. The airline can also download disputed transactions from BSPlink, and load them into their own system for dispute handling. The purpose of these accounting memoranda is to adjust the Agent’s account with the Airline via the BSP. The two accounting memoranda are:

- Agency Debit Memo (ADM)
- Agency Credit Memo (ACM)

**Agency Debit Memo (ADM)**

The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated. In case of disagreement, the Agent is obliged to contact the issuing Airline within the set disputing period, which is calendar 14 days.

An ADM shall only be processed through the BSP, if issued within nine (9) months of the final travel date. Any claims beyond this period need to be addressed outside of the BSP processes.

**Agency Credit Memo (ACM)**

The ACM is used in those cases where the Airline owes money to the Agent. The Airline submits an ACM to the Agent, setting out the details of the amount to be credited to the Agent.

14.5.3 ADM/ACM Procedures

Where BSPlink ADMs/ACMs have been implemented, the documents are issued either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline’s behalf) raising the ADM/ACM to issue the document in its own system and upload as a file into BSPlink so the Agent can view it. Agents have been put on notice that BSP Airlines’ accounting memoranda must be dealt with immediately and sent to the DPC with the Sales Transmittal of the current reporting period. Failure by an Agent to effect timely reporting of an ADM will lead to the implementation of the Irregularity procedures set out in the Passenger Sales Agency Rules.
• ADMs are legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent.

• Alternative use of ADMs may exists provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.

• ADMs shall only be processed through the BSP if issued within nine month of the final travel date. Any debt action initiated beyond this period shall be handled directly between the BSP Airline and Agent.

• Airlines are required to publish and communicate in writing their ADM policies to Agents in advance of implementation.

• Airlines shall provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM.

• An Agent shall have a minimum of 14 days in which to review an ADM prior to its submission to BSP for processing.

• Any disputes are to be raised by Agents within 14 days of receipt of and ADM and all disputes are to be settled by the Airline within 60 days or receipt.

• If it is established that an ADM is not valid it must be cancelled.

• Where ADMs are withdrawn by BSP Airlines, any administration fee that may have been levied will be withdrawn, or refunded to the Agent. In the event the ADM is refunded to the Agent, the Airline cannot charge an administrative fee associated to the refund.

• Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved.

• An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM, if it is upheld by the Airline, will be dealt with directly and where applicable may result in the issue of an Airline Credit Memo (ACM).
14.6 BSP BILLING REPORTS – OUTPUT

14.6.1 General

IATA provides Agents with a range of BSP Reports for each period (four billing periods per month). The reports are provided in electronic form via BSPlink. The BSP reports are final remittance statement. Because the BSP reports are considered as supporting accounting documentation it is important that Agents will save BSP reports for the time prescribed in the local legislation. The reports are available online on BSPlink for the period of 2 months. Old reports can be requested from BSP local office, and if available there is a cost involved with such a rerun.

Reports are provided in the .pdf format and are compressed. Agents are required to have appropriate software (e.g. Acrobat Reader and a WinZip program).

14.6.2 BSP Reports available

Agent Output – Basic Package

For you to easily see what standard reports that are included in our Basic Package and available on a regular basis via BSPlink, please use this guide. Use it as a source of information and as a reference when you have queries on any reports.

<table>
<thead>
<tr>
<th>Report</th>
<th>Period 1-4</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSP Agent Billing Statement and Analysis</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Agent TAX Type Summary</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Agent Remittance Notice</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Agent Annual Sales Volumes &amp; STD Usage</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

14.6.3 List of BSP Reports with descriptions

Below are descriptions of BSP reports sent to Agent's. Please note that the File Name stated e.g. MMPP, will reflect the month and period such as 0102 for January period 2.
BSP Agent Billing Statement and Analysis

This Agent Statement provides a summary for each Airline followed by a list of ALL Transactions billed to the Agent for the specified Billing Period. The Transactions are sorted by the four main 'groups', ISSUES, ADM, ACM and REFUNDS.

More information
- This report has a summary of all sales for billing period displayed (Summary Box) at the top.
- NTFA (Net Fare Amount) are not displayed on "Comments" column. The NTFA can be calculated (Balance Payable amount less Tax amounts).
- "Supplementary Commission Rate" (percentage) in addition to "Supplementary Commission Amount" is displayed.
- Exchange tickets, Check Digit and Coupon Usage Indicator on exchanged ticket number are displayed ("Comments" column).
- Tour Code is displayed on "Comments" column.
- Date of Issue is displayed on its own column.
- No total amounts per tax type are displayed, but can be found in “Agent Tax Type Summary Report”.
- Breakdown of sales per airline is displayed.

Frequency: Periodically
Media: BSPlink
Format: PDF
File name: RPAGSTM
Price: Standard – free of charge.

Agent TAX Type Summary Report

This Report displays a Summary of the Tax Types for each Agent, giving totals for each Tax Type and divided into Cash and Credit, Refunds and ADMS and ACMS.

Frequency: Periodically
Media: BSPlink
Format: PDF
File name: RPAGTAX1
Price: Standard – free of charge.
### Agent Remittance Notice

This is an Agent Remittance Notice produced after billing reconciliation. It advises the amount due to or by the Agent.

- **Frequency:** Periodically
- **Media:** BSPlink
- **Format:** PDF
- **File name:** RPAGTRMT
- **Price:** Standard – free of charge

### Agent Annual Sales Volume & STD Usage

This is by calendar month and it outlines all sales volumes and STD Usage for an agent. The report is grouped by airlines showing gross and net issues for domestic and international.

- **Frequency:** Annual
- **Media:** BSPlink
- **Format:** PDF
- **File name:** STAGSAVU
- **Price:** Standard – free of charge
14.7 REMITTANCE PROCEDURES

14.7.1 General
IATA produces and forwards to each Agent a billing analysis and summary on behalf of all BSP Airlines. This statement identifies the amount due from/to the Agent, which is to be settled with the Clearing Bank in strict compliance with published remittance dates.

Remittance Date is the final term for Agent payment registration by the Clearing Bank according to the BSP Calendar.

14.7.2 Method of Remittance
By Bank transfer in billing currency. (Check Attachment “A” and “B”)

14.7.3 Reporting Errors and Missing Remittance Notice
Where an Agent, for whatever reason, has not received his Notice of Billing Statement by the remittance date, he is required to carry out the following:

- Notify IATA that the Notice of Billing Statement has not been received;
- Establish and agree with IATA the amount due for remittance on the remittance date.

Where an Agent’s remittance amount is affected by a Ticketing System Provider, that fails to report parts of agency sales for the referred period or due to Agent’s own negligence to report issued tickets he is required to carry out the following:

- Notify IATA
- Establish and agree with IATA the amount of deposit due for remittance on the remittance date or on a date advised by IATA.

The Agent must ensure that sufficient funds are available to facilitate the settlement process.
14.7.4 Net Remittance

Net reporting is an agreement between an airline and an agent to report stds at a value other than the published fare. The difference between the amount entered in the std’s fare box and the agreed fare may be a supplementary (commission) amount in the agent’s favour, or the agent may sell the std at a reduced price to customer. When an airline enters into an agreement with agent authorizing the agent to sell net reporting stds, the airline establishes a special code(s) (eg. Tour code, commercial agreement reference) with the agent.

**Net Remit Calculation**

Values are entered in the Fare Area of Remittance Area of the STD.

**Calculation 2A**

Net Fare Amount (NTFA) is an agreed amount provided in the AEBA field. COTP must be “” or “G”.

Example:

- Gross Fare = 1,500.00
- Standard Commission (09.00%) = 135.00
- Fare - Standard Commission = 1,365.00
- Net Fare Amount = 1,000.00
- Supplementary Amount = 365.00

Ticket Data for Cash Sale:

- TOUR = XXXXXXXXXX
- COTP = Blank or G
- AEBA = 1000.00 (must be > 0)

Ticket Data for Credit Sale:

- TOUR CODE = XXXXXXXXXX
- Credit Amount = 1,000.00
- Standard Comm. Rate = 09.00%
- COTP = Blank or “G”
- NR = NR
- Agent Amount (AEBA) = 1,000.00 (must be > 0)
- Gross Fare = 1,500.00
14.8 SANCTIONS, ADMINISTRATIVE AND CLEARING BANK CHARGES

All references to Sections, Paragraphs and Subparagraphs below are references to Sections, Paragraphs and Subparagraphs as prescribed in Resolution 832 of the Travel Agent’s Handbook, unless stated otherwise.

14.8.1 Administrative Charges

Not currently implemented in BSP Serbia & Montenegro. However, any future developments on this subject will be communicated in a timely manner.

14.8.2 Interest and Clearing Bank Charges

Not currently implemented in BSP Serbia & Montenegro. However, any future developments on this subject will be communicated in a timely manner.

14.9 CREDIT CARD SALES

14.9.1 General

Subject to the authority of the ticketing Airline and the procedures set out in this manual, an Agent may accept Credit Cards and/or Charge Cards in full payment for ticket sales on behalf of the plated airline. Failure to comply with the procedures herein and/or the airlines policies may result in the transaction being billed as cash to the Agent’s Billing and once such action is taken, the airline will not retrospectively accept a card as payment for the transaction. Furthermore should a customer dispute and refuse to pay a transaction appearing on their Card Statement where such transaction was generated by an Agent, the airline will raise an ADM for the full value of the rejected transaction and the Agent must settle same. It is important that all Agents understand the general principles of Credit Card transactions.

When processing a credit card sale, the Agent should always ensure card acceptance and follow customary safety precautions:

- Does the Airline accept Credit Card as form of payment?
- Does the Airline accept this type of Credit Card as form of payment?
- Is the credit card abbreviation valid, e.g.:
  - VI – Visa
  - CA – Master Card (including Eurocard)
  - DC – Diners Club
  - AX – American Express Card
  - TP – Airlines own UATP cards (ATCAN)
- Is the card offered a valid card?
- Has it been altered in any way?
- Has it been blacklisted by the issuing Card Company
- Does the signature on the charge form match with that on the card? (a CC acceptance procedure may involve controlling the Card holder’s identity as customary)
• Is the Card within the validity date?
• Negotiate an approval code from the Credit Card company

### 14.9.2 Ticket Entry on Credit Card Sales

When accepting the Credit Card on the behalf of an Airline the credit Card details shall be entered in the Form of Payment box of the ticket. Credit Card number must follow a specific format

For Entry in the Ticketing System the Agents must control the applicable format with the Ticket System Provider. The format shall cater for Approval code and Date of Validity

### 14.9.3 Face to face transactions

For face-to-face credit card transactions the Airline will hold Agents responsible if customary safety precautions were not taken and result in the Credit Card being rejected due to fraudulent use.

### 14.9.4 Non Face to face transactions

These are transactions where the cardholder is not present at time of issue. Such transactions are either made by telephone or mail order or against signature on file.

These sales are accepted at the risk of the Agent. Any charges in respect of disputed transactions will be passed back to the issuing office. Where a BSP Airline incurs a loss and such loss is attributable to an Agent's failure to adhere to the instructions of the Airline in respect of credit card sales, the Airline may invoice the Agent for such loss. (In normal cases, an ADM will be issued by the Airline.)

### 14.9.5 Passengers Signature

All Tickets issued against Credit Card require approval by the Cardholder. This is expressed by a cardholder’s signature. In those cases a Credit Card charge form is used (described in later paragraph) the cardholder shall sign the CCCF. In cases where the ticketing procedure will not require a CCCF the cardholder shall sign the Agent Coupon of the ticket.

### 14.9.6 Reporting of Credit Card Sales by IATA/BSP

All Credit Card Sales are reported on the BSP Billing Analysis and Statement under a separate column. The commission amount is credited to the Agent in cash and as such is deducted from the total balance payable.
14.10 REFUNDS, CANCELLATION AND VOIDING

14.10.1 General

An Agent is permitted to effect refunds on STDs that were issued and reported by the Agent himself. In all other cases, prior permission must be obtained from the Airline whose document has been used. In all cases where prior permission to affect a refund must be obtained from the Airline concerned, either as a matter of policy or because the Agent cannot compute the refund himself, an Airline Refund Application/Authority must be issued.

14.10.2 Direct Refunds

A transaction initiated by the Agent through GDS. It does not require any Airline authorization. This transaction is processed through GDS Auto-refund module.

14.10.3 Refund Application (Indirect Refund)

A transaction initiated by the Agents via BSPlink using Refund Application. These transactions require the Airline authorization (e.g. Refund of Exchange Ticket) and they are processed via BSPlink Refund Application/Authority.

NOTE: Refund of Exchange Ticket not allowed – subject to Airline authorization!

14.10.4 Handling of Refunds by IATA Members

Under the provisions of IATA Resolution 824r, Members have agreed to expedite refunds on unused or partly used traffic documents in accordance with the following practices:

Unused traffic documents

Members will ensure that valid refunds on totally unused traffic documents are made or authorized not later than the following remittance date after the carrier receives the refund application from the Agent.

Partly used traffic documents

Members will ensure that refunds on partly used traffic documents are made or authorised by not later than two months after the carrier receives the refund application from the Agent.

14.10.5 Cancellation and voiding procedure

Agents in their premises keep OPATB2 void coupons as archive according to applicable domestic law. Refunded, Exchanged and Cancelled Coupons to be send regularly to the Airlines as per their instructions.

Agents are required to report any cancelled or voided Traffic Documents on the same day as the day of issuance and in that days sales report generated by the Ticketing System Supplier to the Data Processing Centre.
14.11 REPORTING CALENDAR

14.11.1 General

The reporting calendar shows all important dates of the BSP remittance process. Agents are obliged to check the dates in the calendar.

<table>
<thead>
<tr>
<th>No.</th>
<th>Reporting Period</th>
<th>Closing Dates</th>
<th>Billing Outputs Airlines</th>
<th>Output HOT</th>
<th>Airline Settlement</th>
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**DEFINITIONS EXPLANATIONS**

**Reporting period:** The time span covered by a Sales Transmittal. Shows the start and end date for the Reporting Period, in the format DD-MMM-YY.

**Ticket Cancellation Periods:** The Period within which the agent may perform a ticket cancellation, and this is normally daily. Possible entries are:

- Daily – meaning until 23:59 local time on the day of the ticket issuance;
- Periodly

**Submission Date:** The last date that the DPC can receive documents for data capture and sorting. The following alternatives exist:

- SUBMISSION DATE means the close of business on the date by which Sales Transmittals must be received by the DPC, as determined by ISS Management. When the DPC is closed for business on such a day, the submission date will be the first subsequent day on which the DPC is open for business. (Local variations of this definitions exist);
- MAILING DATE means that reporting envelope for the respective Reporting Period must be stamped no later than this date (the postal office stamp is valid proof of envelope being sent in due time).

**Billing Date:** The date (in the format DD-MMM-YY) on which the DPC must produce billings to agents and airlines, according to data submitted by means of the Sales Transmittals and data reported by the GDSs. This includes:

- all files being available on BSPlink;
- all HOTs being available for the end user (airline, agent, BSPlink), including the 'Final' HOT for Daily HOT subscribers;
- all EFT files being dispatched to the Clearing Banks

**Agent Remittance date:** means the Clearing Bank's close of business on the latest value date by which the Agent’s remittance must reach the Clearing Bank.

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<table>
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<tr>
<th>#</th>
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<th>End Date 1</th>
<th>End Date 2</th>
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