



Refund Applications in BSPlink

Beginning July 1st, 2006 BSPlink will allow agents to send all Refund Applications directly to the airlines through BSPlink.

In depth :

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FOR **ENHANCED BSPlink USERS** P9

For further information please send us your queries on-line through our Customer Service website :
http://www.iata.org/customer_portal_europe/contactus.htm



BASIC BSPLINK USERS

This Refund Application is sent electronically through BSPlink to the airlines and therefore they must handle all Refund Applications through BSPlink as well. **PAPER REFUND APPLICATIONS WILL NO LONGER BE ACCEPTED BY THE AIRLINES FOR APPROVAL.**

Starting **JULY 1st 2006**, no refund applications will be handled manually.

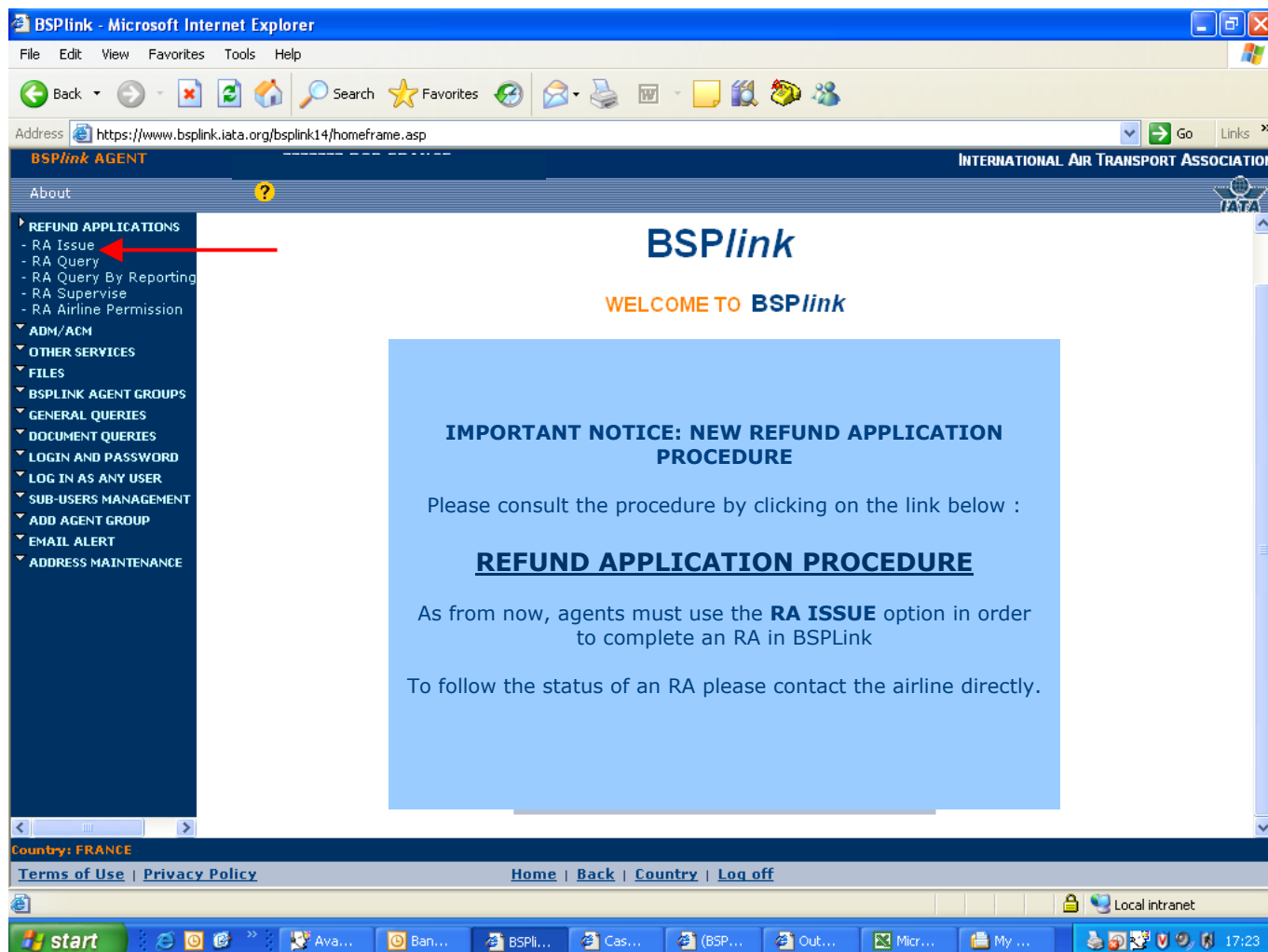
Procedure:

Fill in one REFUND APPLICATION per individual ticket (except for conjunction tickets = tickets with over 4 coupons)

Log into BSP Link (www.bsplink.iata.org)

Enter the « **REFUND APPLICATION** » section.

Click on « **RA Issue** » and the form will appear on the screen.



International Air Transport Association

European Service Centre
Torre Europa
Paseo de la Castellana, 95
28046 Madrid, Spain



BSPlink - Microsoft Internet Explorer

Address: https://www.bsplink.iata.org/bsplink14/homeframe.asp

BSPlink AGENT INTERNATIONAL AIR TRANSPORT ASSOCIATION

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ADDRESS MAINTENANCE

REFUND APPLICATION / AUTHORITY

Date of Application: 060623 STAT: International Status:

TO: 2 FROM: 1

Address:

Telephone:

Fax:

AIRLINE VAT No.:

AIRLINE CONTACT:

Email:

Phone/Fax:

AGENT:

EMAIL:

PHONE:

PASSENGER NAME: 3

Passenger Details: 4

REASON FOR REFUND: 5

Country: FRANCE

Documents For REFUND: Document Enquiry

ORIGINAL ISSUE DETAILS:

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start Av... Ba... BS... Ca... (B... Ou... Mi... De... RA... 17:24

1. **STAT** : Indicate whether the flight is domestic or international.
2. **TO** : **Numeric code** of the airline the Refund Application is addressed to. (Example **125** for BRITISH AIRWAYS) The airline's details will be automatically filled in.
3. **PASSENGER NAME** : Surname/Given name of the passenger
4. **PASSENGER DETAILS** : Further details on the type of passenger where applicable (CHD, Senior..)
5. **REASON FOR REFUND** : Brief explanation for refund and any other necessary comments to be taken into account by the airline.



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DOCUMENTS For REFUND: Document Enquiry

Airline	Form and Serial No.	Cpns	Date of Issue (YYMMDD)
1		1 2 3 4	3
CNJ		1 2 3 4	
CNJ		1 2 3 4	
CNJ		1 2 3 4	
CNJ		1 2 3 4	
CNJ		1 2 3 4	

ORIGINAL ISSUE DETAILS:

Airline Serial No

Issuing Agent: 4

Date (dd/mm/yyyy):

Place (city code):

FORM OF PAYMENT

Cash: ☐

CC: ☐

Cash Amount: 0.00

Card Type Credit Card Number Exp Date Amount

5bis

Sub total credit: 0.00

TOTAL Cash & Credit: 0.00

Partial Refund: ☐ Electronic Ticket: ☐ TOUR CODE: 8

Customer Ref: 9 Electronic Ticket Auth Code: 7bis

CURR Code: EUR

	Amount
GROSS FARE	0.00
Less Gross Fare Used	0.00
Total Gross Fare Refunded	0.00
Commission Comm %	0.00 %
Tax	0.00
Tax	0.00

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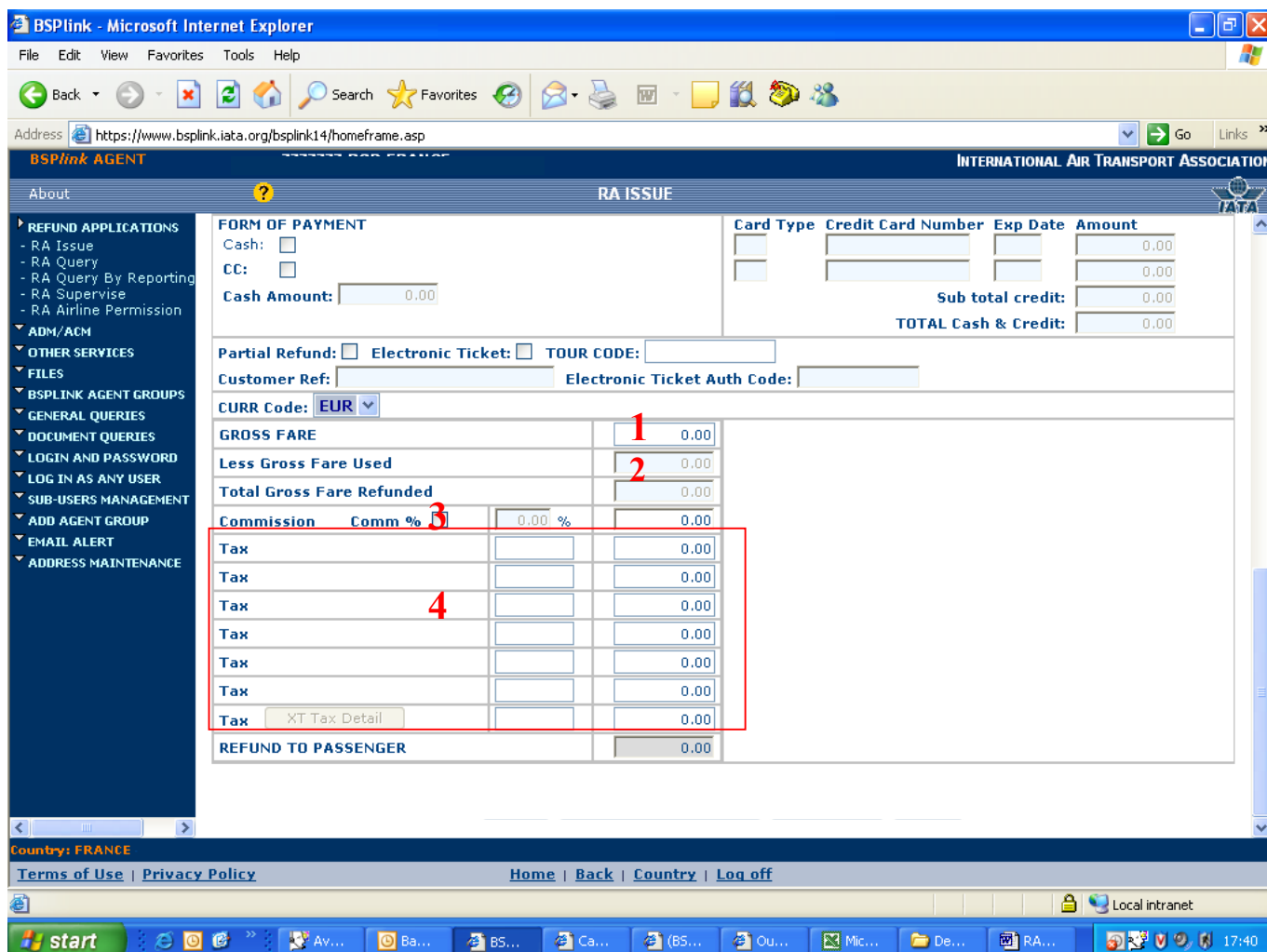
Local intranet

start Av... Ba... BS... Ca... (BS... Ou... Mic... De... RA... 17:26

1. Fill in with **Airline numeric code** + 10-digit **ticket number**
2. Tick the **refundable coupons**. When applying for the refund of an **MPD**, tick **coupon 1 ONLY**. CNJ = conjunction ticket, when the ticket has over 4 coupons.
3. **DATE OF ISSUE** : Follow this format for the date of issue : **YYMMDD (year month day)** For example 060211 for a ticket issued on February 11th, 2006.
4. **ORIGINAL ISSUE DETAILS** : Fill in the details of the original ticket when the ticket to be refunded has been issued in exchange for another. If this is not the case, leave these fields blank.
5. **FORM OF PAYMENT** : State the form of payment:
If paid by **CASH**, fill in the CASH AMOUNT with the total amount to be refunded to passenger. Tick the CASH box as well for tickets paid by **CHECK**.
If paid by Credit Card tick **CC**, and fill in the related details : Type of card, number, expiry date and amount to be recredited on the passenger's card. (**5bis**)
6. **PARTIAL REFUND** : Tick this box only when the ticket has been partly used.
7. **ELECTRONIC TICKET**: Tick this box for an e-ticket. "Electronic Ticket Auth Code" is not a mandatory field (**7bis**).
8. **TOUR CODE** : Optional field, when the ticket price has been negotiated.
9. **CUSTOMER REF** : Optional field, customer reference.

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1. **GROSS FARE** : Total price of the ticket excluding taxes and commission amount. Leave this field blank if you wish to refund the taxes only. Subtract the PENALTY FEES from this amount when applicable and advise the company in the REASON FOR REFUND.
2. **LESS GROSS FARE USED** : To be filled in only when the ticket has been partly used, with the price without taxes of the USED coupons. (= amount NOT to be refunded)
3. **COMMISSION** : You can either fill in the total amount or the percentage of the commission.
4. **Tax details** (FR, QX ... + amounts). **Be AWARE that XT is not a tax**, it is the result of the sum of several taxes you will find in the fare line of the ticket.

XXXXYY or XXX stands for the ISO code of the airport charging the tax and Y is the amount in USD (as it appears in the fare line of the ticket).

XFJFK3	2.27
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HOW TO FILL IN THE TAXES ON A REFUND APPLICATION

Example of a ticket with an XT tax:

1. XT is not a tax, it is the result of the sum of several taxes.
A ticket has only three boxes to indicate taxes, therefore taxes number 3, 4, 5... are added up in XT and the detail is to be found in the fare line. RA BSPlink features six lines to list the taxes. If you have over 6 different taxes, you must add the remaining ones on the 7th line to create an XT.
2. The "XT Tax Detail" button must not be used to enter all your XT taxes. Its purpose is to describe the remaining taxes there is no room for in the six previous lines.

GROSS FARE: 422.00 (Leave this field blank if you wish to refund the taxes only.)

FR: 7.95

FR: 7.61 (You can add both identical taxes as shown in the image)

XT: 57.93

=

QX: 12.10

AY: 6.03

US: 22.60

XA: 3.97

XY: 5.61

YC: 4.01

XFATL4.5: 3.61 (Tax for the United States: enter the tax as shown in the image.)

In this example taxes FR, QX, AY, US, XA and XY must be listed on the main screen.

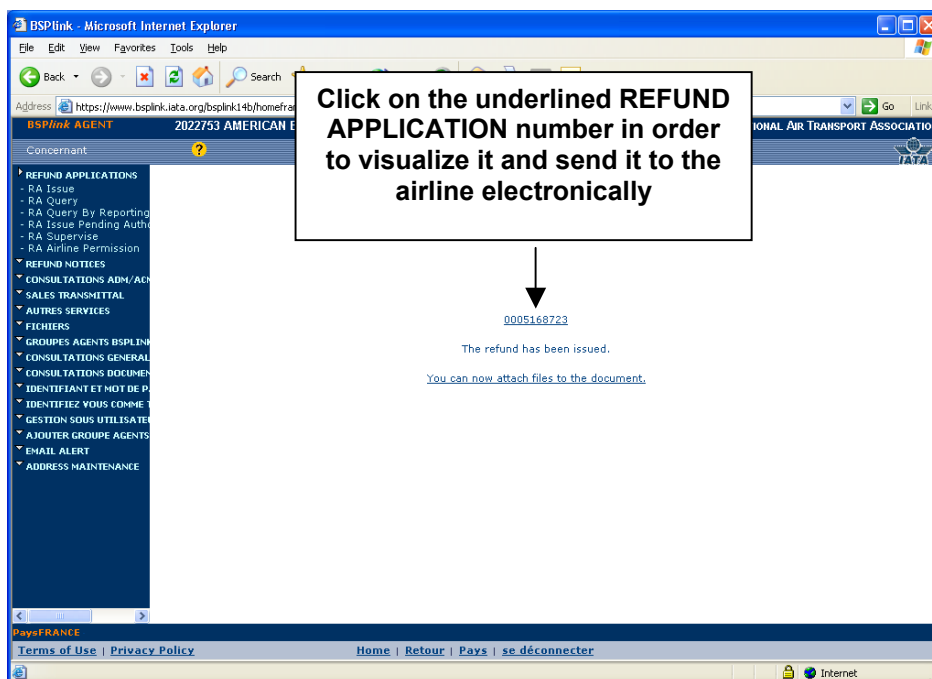
As for the last two tax amounts they must be added and entered on the XT line, then click on the **"XT Tax Detail"** button. Enter the first tax and click on **"Add Tax"** to enter the following one. Once they have all been listed, click on **"SAVE"**



3. Once the form has been completed, press the **ISSUE** button, bottom left of the screen.

This message will appear :

Click on « **OK** ».



Once the REFUND APPLICATION has been printed, please send it by post to the airline with the passenger coupons for refund or a copy of the agency coupon if it is an E-ticket.

The airline will then search for the REFUND APPLICATION in BSPlink and handle its approval electronically.

AGENTS WILL NO LONGER RECEIVE THE AIRLINE AUTHORIZATION ON PAPER, AS AIRLINES MUST EITHER AUTHORIZE OR REJECT APPLICATIONS DIRECTLY THROUGH BSPLINK.

In order to follow the status of Refunds, we suggest agents to consult their Billing Analyses frequently or to contact the airline directly. Please note that BSPLink Enhanced allows agents to see the status of their Refund Applications.



ENHANCED BSPlink USERS (the procedure remains unchanged)

Log into BSPlink with the user name and password provided by the BSP.
Enter the « **DOCUMENT QUERIES** » SECTION then « **DOCUMENT ENQUIRY** » in the menu on the left side of the screen.

BSPlink - Microsoft Internet Explorer

Address: https://www.bsplink.org/bsplink14/homeframe.asp

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DOCUMENT ENQUIRY

Enter the document number for the search : 4328819020

Last date for which HOT data is available : 27/6/2006

Basic Query Detailed Query Clear

Enter the 10-digit ticket number to be refunded (without the airline code) Click on Search.

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Clicking on Basic Query : displays the ticket amounts.

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DOCUMENT ENQUIRY

Document 4328819020 1

Status

Date / Current Time

Document	4328819020 1	Settlement Period:	2006052
Agent	2020030 - ASTRALTOUT		
Type of Document	35-CGN / OPATB2		
Airline Code	232 MALAYSIAN AIRLINE SY	Issue Date:	12/05/2006
		Capture Date:	13/05/2006
Form of Payment	CA CASH	Coupons:	FFFF
Cash Amount	*****	Cancellation Fees:	*****
Credit Amount	*****	Commission on/ expenses:	*****
Sum of Taxes	*****	GDS System	AMADEUS
Currency	EUR		
Commission Amount	*****	Tour Code:	*****
% Commission	*****	Net Remit Indicator:	*****
VAT/GST Amount:	*****		

Balance Payable to Airline: *****

On-line Billing Statement for the Agent: *****

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Clicking on **Detailed Query** : Displays an image of the ticket.

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DOCUMENT ENQUIRY

Document: 4328819020 1
Description: 35-CGN / OPATB2
Owner: MALAYSIAN AIRLINE SY

Ticket Image PERIOD: 2006052

ISSUED BY: MALAYSIAN AIRLINE SY

ORIGIN/DESTINATION: PARPAR

BOOKING REF: X9SXPQ/1A

PASSENGER NAME: NOT TRANSFERABLE DATE OF ISSUE: 12May06

ISSUE IN EXCHANGE FOR: M

X/O	NOT GOOD FOR PASSAGE FROM	CARRIER	FLIGHT	CL	DATE	TIME	ST	FARE BASIS	N.VALID B	N.VALID A	ALLOW
	CDG-PARIS CHARLES DE	MH	0021	D	16May	1200	OK	DRT			30K
0	TO KUL-KUALA LUMPUR	MH	0125	D	20May	0940	OK	DRT			30K
0	TO PER-PERTH	MH	0124	D	22May	1630	OK	DRT			30K
X	TO KUL-KUALA LUMPUR	MH	0020	D	22May	2330	OK	DRT			30K
0	TO CDG-PARIS CHARLES DE										

FARE CALCULATION: IT PAR MH KUL MH PER MIT MH X/KUL MH PAR MIT END XT7.04FR8.50FR9.87MY13.42WY22.97AU4.58WG

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At the bottom of the page (both in Basic and Detailed Query), different options can be accessed.

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DOCUMENT ENQUIRY

Form of Payment: CA CASH
Cash Amount: 673.00
Credit Amount: 0.00
Sum of Taxes: 76.04
Currency: EUR
Commission Amount: 0.00
% Commission: 0.00
VAT/GST Amount: 0.00

Capture Date: 13/05/2006
Coupons: FFVV
Cancellation Fees: 0.00
Commission on/ expenses: 0.00
GDS System: AMADEUS
Tour Code:
Net Remit Indicator:
Transaction Code: TKTT

Balance Payable to Airline: 749.04
On-line Billing Statement for the Agent: 749.04

See Detailed Information

Related BSPlink ACM/ADM/RFND

Related Billed ACM/ADM/RFND

Issue Refund Application/Authority

Rejected Related Documents

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IMPORTANT:

If the ticket is a **NET REMIT (NR)**, that is, a fixed price, this link will not appear. A RA must be manually completed in the **REFUND APPLICATIONS** section + **RA Issue**. The RA will be sent electronically to the airline, but it is recommended to send a printed copy with the **original passenger coupon** or a **copy of the agent coupon** (for an E-ticket).

Click on « **Issue Refund Application/Authority** »

Via this link, a REFUND APPLICATION to the airline is opened for the ticket.



The form will already contain certain details by default (passenger name, airline, ticket number, date of issue and credit card number when applicable). All that is necessary is to fill in the REASON FOR REFUND and double check the coupons and amounts to be refunded.

The taxes are not filled in by default but this can be done by clicking on « **Populate** », and all the taxes will appear. Select the taxes to be refunded and finally press the « **Populate selected** » button.



Modify the **GROSS FARE** when necessary for partly used tickets or for refunds with penalty fees .
If the total amount is altered, the commission amount must be modified and the result copied in « **CASH AMOUNT** »

Now click on « **Issue** » to send the application to the airline through BSPlink.

Notice, in order to simplify the search of a RA on-line and avoid delays in approval by the airline, it is recommendable to send a printed copy of the RA with the passenger coupons.
Should the airline send you their approval by post, please advise them to authorize through BSPlink, as the BSP no longer handles RAs manually.

It is also possible to attach certificates to your electronic RA, as a means of reducing the amount of paper documents being sent to airlines.

IF AFTER READING THIS PROCEDURE DOUBTS CONTINUE TO ARISE, DO NOT HESITATE TO CONTACT US.