

Authorization Procedure for Refund Applications by IATA Travel Agents

Service Centre Europe

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English

V1.0

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As from July 1st 2006, IATA agents must submit ALL their Refund Applications electronically to airlines through BSPlink. This option is available for basic and enhanced agent users.

Therefore airlines must handle the approval of Refund Applications through BSPlink as well.

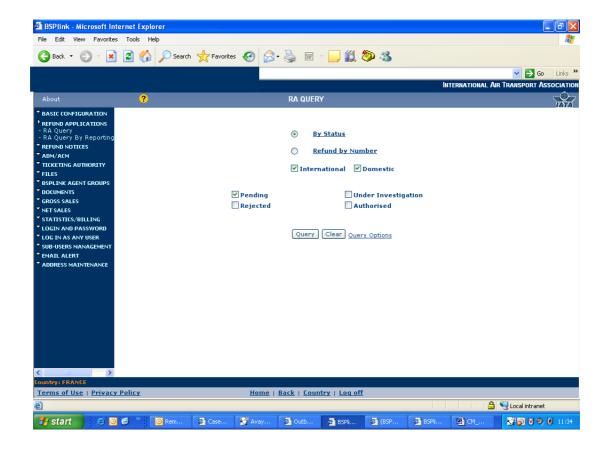
The form found in BSPlink is the **only** Refund Application document accepted by the BSP beginning August 1st 2006. Should an airline receive a different type of form (paper manual refund applications) after this date, they must send it back to the agency.

Important notice: Any paper Refund Applications dated from the 1st of August or later must be immediately sent back to the agency, with a request to complete an RA directly through BSPLink.

In case you want to receive an Email alert notification whenever a Travel Agency requests a refund, you may use the Email Alert maintenance functionality – enable the applicable option and insert one or more email addresses. This will allow you to be aware of all refund requests without having to perform queries for pending refunds.

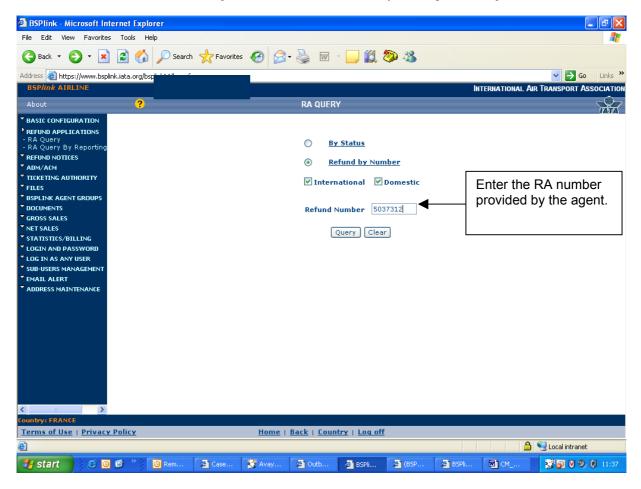
Method

- 1. Airlines may search for an RA by Status.
 - a. Enter the « REFUND APPLICATION » section in the BSPlink menu.
 - b. Click on « RA QUERY »
 - c. Tick the **Pending** Status box and submit by clicking on **Query**.



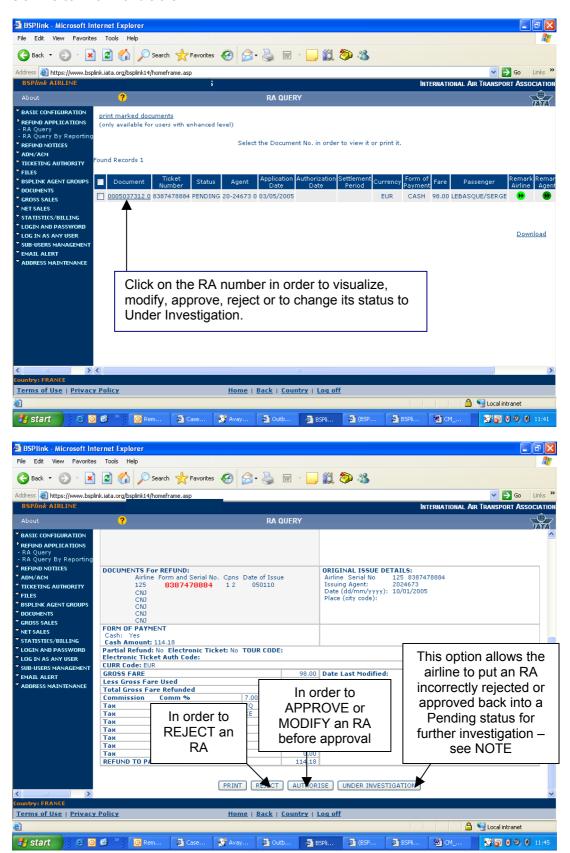


- 2. Airlines may search for an RA by Number:
 - a. Enter the « REFUND APPLICATION » section in the BSPlink menu.
 - b. Click on « RA QUERY »
 - c. Tick the Refund by Number box and submit by clicking on Query.





3. The airline can now handle the RA.





NOTE – Once indirect refunds have been authorized, it is possible to change them to pending status by means of the 'Select Pending' option, provided that the documents have not already been billed. The applicable BSP settlement period is equivalent to the reporting period when the Refund will be billed.

4. By clicking on AUTHORIZE once, the airline can modify the RA. To give final approval AUTHORIZE must be selected a second time.

