



Authorization Procedure for Refund Applications by IATA Travel Agents

Service Centre Europe

July 2006

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**.

The screenshot shows the BSPlink web application interface. The left sidebar contains a menu with various sections, including 'BASIC CONFIGURATION', 'REFUND APPLICATIONS', 'REFUND NOTICES', 'ADM/ACM', 'TICKETING AUTHORITY', 'FILES', 'BSPLINK AGENT GROUPS', 'DOCUMENTS', 'GROSS SALES', 'NET SALES', 'STATISTICS/BILLING', 'LOGIN AND PASSWORD', 'LOG IN AS ANY USER', 'SUB-USERS MANAGEMENT', 'EMAIL ALERT', and 'ADDRESS MAINTENANCE'. The main content area is titled 'RA QUERY' and features two radio buttons: 'By Status' and 'Refund by Number'. The 'Refund by Number' option is selected. Below the radio buttons, there are two checkboxes: 'International' and 'Domestic', both of which are checked. A text input field labeled 'Refund Number' contains the value '5037312'. A callout box with an arrow points to this field, containing the text 'Enter the RA number provided by the agent.' Below the input field are two buttons: 'Query' and 'Clear'. The bottom of the page shows a footer with 'Country: FRANCE', 'Terms of Use', 'Privacy Policy', 'Home', 'Back', 'Country', and 'Log off' links. The Windows taskbar at the bottom shows the start button and several open applications, including 'Rem...', 'Case...', 'Avay...', 'Outb...', 'BSPl...', '(BSP...', 'BSPl...', 'CM_...', and a system clock showing 11:37.



3. The airline can now handle the RA.

BSPlink - Microsoft Internet Explorer

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

BSPlink AIRLINE INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? **RA QUERY**

print marked documents
(only available for users with enhanced level)

Select the Document No. in order to view it or print it.

Found Records 1

Document	Ticket Number	Status	Agent	Application Date	Authorization Date	Settlement Period	Currency	Form of Payment	Fare	Passenger	Remark Airline	Remark Agent
<input type="checkbox"/> 0005037312_0	8387478884	PENDING	20-24673 0	03/05/2005			EUR	CASH	98.00	LEBASQUE/SERGE	+	+

Download

Click on the RA number in order to visualize, modify, approve, reject or to change its status to Under Investigation.

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

BSPlink AIRLINE INTERNATIONAL AIR TRANSPORT ASSOCIATION

About ? **RA QUERY**

DOCUMENTS For REFUND:

Airline	Form and Serial No.	Cpns	Date of Issue
125	8387478884	1 2	050110
CNJ			
CNJ			
CNJ			
CNJ			

ORIGINAL ISSUE DETAILS:

Airline Serial No 125 8387478884
Issuing Agent: 2024673
Date (dd/mm/yyyy): 10/01/2005
Place (city code):

FORM OF PAYMENT
Cash: Yes
Cash Amount: 114.18

Partial Refund: No Electronic Ticket: No TOUR CODE:
Electronic Ticket Auth Code:
CURR Code: EUR

GROSS FARE 98.00 Date Last Modified:
Less Gross Fare Used
Total Gross Fare Refunded
Commission Comm % 7.00
Tax
Tax
Tax
Tax
Tax
Tax
Tax
Tax
REFUND TO PA 114.18

In order to REJECT an RA

In order to APPROVE or MODIFY an RA before approval

This option allows the airline to put an RA incorrectly rejected or approved back into a Pending status for further investigation – see NOTE

PRINT REJECT AUTHORISE UNDER INVESTIGATION

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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.

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

BSPlink COMPAGNIE Aérienne INTERNATIONAL AIR TRANSPORT ASSOCIATION

Concernant: ? **RA QUERY**

BASIC CONFIGURATION

Telephone: 0141437374 Fax: 0141437589 Telephone: 0497036404 Fax: 0497036460

REFUND APPLICATIONS

AIRLINE VAT No.: AIRLINE CONTACT: Traitement Remboursement AGENT CONTACT:

REFUND NOTICES

Email: cspar@iata.org Email: Phone/Fax: Phone/Fax:

ADH/ACM

AUTORISATION D'EMETTRE

FICHIERS

GROUPE AGENTS BSPLINK

DOCUMENTS

VENTES BRUTES

VENTES NETTES

STATISTIQUES / FACTURAS

IDENTIFIANT ET MOT DE P

IDENTIFIEZ VOUS COMME

GESTION SOUS UTILISATE

EMAIL ALERT

ADDRESS MAINTENANCE

PASSENGER NAME: PAPOUCHADO/SERGEMR

Passenger Details:

REASON FOR REFUND:

BILLETS EMIS DEUX FOIS BILLETS PAPIERS EMIS ET CONFIRMES N 4856405421 2 TICKETS A REMBOURSER SANS FRAIS N 4855823331 OK FRANCE QF

AIRLINE REMARKS:

Remarks can be included to advise the agent of corrections made or to list reasons for rejection.

DOCUMENTS FOR REFUND:

Airline Form and Serial No. 081 4855823331 Cpn 1 2 3 4 Date of Issue 050624

ORIGINAL ISSUE:

Airline Serial No Issuing Agent Date (dd/mm/yy) Place (city code)

FORM OF PAYMENT

Cash: ☒ Electronic Ticket: No TOUR CODE: Electronic Ticket Auth Code:

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Correct the ticked coupons for refund if necessary.



BSPlink - Microsoft Internet Explorer

Address: <https://www.bsplink.iata.org/bsplink14b/homeframe.asp>

BSPlink COMPAGNIE Aérienne INTERNATIONAL AIR TRANSPORT ASSOCIATION

Concernant: ? RA QUERY

BASIC CONFIGURATION

- REFUND APPLICATIONS
 - RA Query
 - RA Query By Reporting
- REFUND NOTICES
- ADM/ACM
- AUTORISATION D'EMETTRE
- FICHIERS
- GROUPE AGENTS BSPLINK
- DOCUMENTS
- VENTES BRUTES
- VENTES NETTES
- STATISTIQUES / FACTURATION
- IDENTIFIANT ET MOT DE PASSE
- IDENTIFIEZ VOUS COMME
- GESTION SOUS UTILISATEUR
- EMAIL ALERT
- ADDRESS MAINTENANCE

FORM OF PAYMENT

Cash: ☒ **Cash Amount:** 369.20

Partial Refund: ☐ Electronic Ticket: No TOUR CODE: IT5SS212TOG01

Electronic Ticket Auth Code:

CURR Code: EUR

GROSS FARE	227.80
Less Gross Fare Used	0.00
Total Gross Fare Refunded	0.00
Commission	Comm % 0.00 %
Taxes Associées :	
Tax	FR 26.12
Tax	QX 9.09
Tax	GP 8.38
Tax	QZ 13.81
Tax	YQ 84.00
Tax	0.00
Tax	0.00
Tax	369.20

DATE LAST MODIFIED:

AIRLINE REF No.:

Airline REFERENCE

NOTICE: amounts included in these two boxes must be identical.

Please compare the amounts to be refunded and correct whenever necessary.

AUTHORISE

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