



BSP Manual for Agents - Local Procedures

Chapter 14

GREECE

BSP MANUAL FOR AGENTS
CHAPTER 14 (Edition January 2007)

1. International Air Transport Association
8, I. Metaxa Street, 1st Floor
GR-173 43 Aghios Dimitrios, Athens
IATA Manager: Mrs. Nicki Boussioti
www.iata.org/europe/cs
Fax: 2109768038
2. Customer Service/Help Desk is done through www.iata.org/europe/cs
3. BSP CALENDAR: Attachment “A”

Payments are done on the remittance date to the National Bank of Greece using the bank deposit slip. Instructions available in www.iata.org/worldwide/greece → “BSP Forms”.
4. Voiding Procedure:

Agents are required to report any cancelled or voided Traffic Documents on the same day as the day of issuance and in that day's sales report generated by the Ticketing System Supplier to the Data Processing Centre.
Void coupons are to be kept at the Agent's premises according to the Greek tax laws.
5. Refunds are done through BSPlink, and through the GDSs. Electronic Tickets should be refunded only through the GDS that were originally issued. Credit Card Refunds for full or part refunds are done by using the Refund Application/Authority.
6. Administration Charges:

Excessive Voiding Charge of 0,58Euro per ticket is applicable if voids exceed:
15% of total issued tickets per reporting period for International tickets.
12% of total issued tickets per reporting period for Domestic tickets.

Reinstatement fee for Domestic Non-IATA Agents is 800 Euro each time after the first default.
7. STD types that are currently being used in BSP Greece are:
OPTATs , OPATB2s.
8. STDs are replenished upon request from the agent through www.iata.org/europe/cs. Five working days should be allowed for the delivery.
Stock Distributor: Danzas International
25 km, Old National High Way
Athens -Thivas
GR-196 00 Mandra
Greece
9. GDSs working with BSP Greece:
Amadeus, Galileo, Sabre, Worldspan
10. DATA PROCESSING CENTER:
UNISYS AUSTRALIA
11. Local Data Processing Center:
FIRST DATA INTERNATIONAL
Krioneriou Ave. & Stratopedou AVYP 2, OR Stratiotikou Syndesmou 24, Kolonaki - Athens
GR-145 68 Krioneri
Tel:+30210-6244000
12. CLEARING BANK:

National Bank of Greece
Mitropoleos Branch (146)
Mitropoleos Square
GR-105 56 Athens
Greece
Contact: Mrs. Xini
Phone: 2103349615 Fax: 2103240443

13. 67 Airlines are members of BSP Greece:

AV, A3, SU, VV, AB, AC, AF, CA, KM, 9U, TS, AP, 7D, LV, AZ, E8, AA, OS, BA, BD, CX, CY, CO, OK, DL, LH, MS, LY, EK, ET, GJ, AY, GF, HR, HF, DU, IB, IR, JU, KL, LO, LT, LG, MA, ME, OA, FV, QR, RJ, LX, SV, SK, SQ, SA, RB, TP, RO, TG, TU, TK, US, UA, HY, DI, NZ, KQ, SN

14. Local Customer Advisory Group (LCAG) composition:

Chairman	Mr. John Gritsis (OA)
Aegean Airlines	Mr. Babis Bekes
Alitalia	Mr. Nikos Bolias
Cyprus Airways	Mr. George Antonaros
KLM	Mr. Panagis Vassilatos
Lufthansa	Mr. Christos Papadiotis
Singapore Airlines	Mr. Panagiotis Dimitriou
Thai Airways	Mr. Theodoros Mantzios

15. Ticketing Authorities/CIPs are given by the Airlines. BSP uplifts CIPs in cases of Default /suspension /removal.
16. Net remit ticketing can be implemented upon Airline's advice. Two options are available, Option1, net fare and Option2 supplementary percentage commission.
17. ADM/ACMs are reported by the Airline through BSPlink. BSPlink should be checked daily for pending memos. The Code of Best Practice for the issue and processing of ADM's is described in Resolution 850m (Travel Agent's Handbook, edition January 2007).
18. Some Airlines in BSP Greece participate in Daily Electronic Credit Card Invoicing. Airlines should be contacted directly regarding their credit card policy.

FACE-TO-FACE TRANSACTIONS

For face-to-face credit card transactions (when both the card and the cardholder are present), Agents must ensure that all the necessary security precautions are carried out before handing over the ticket.

The Agent in particular must ensure that the card details are captured by use of a card imprinter, or card swipe (electronic card reader). Card details may, in addition to obtaining an imprint, be entered into the GDS PNR by an Agent for card authorisation and for billing by the BSP.

Details of the card required in an imprint;

1. card number,
2. card holder name,
3. expiry date and, where applicable, effective date of card

The Agent shall obtain authorisation for each transaction from the Card Company, and subsequently record it in the assigned space on the charge form, and into the GDS PNR.

The Agent shall verify the expiry date, and where appropriate the effective date, of the Card.

The signature of the Card Holder on the charge form shall be witnessed by the Agent, and matched against the signature on the reverse of the Card.

All standard ticketing rules and regulations must be complied with:

- only one type of STD may be covered by one charge form;

- only one Airline per charge form;
- completion of the remittance area;
- completion of the "Form of Payment" box, showing the Credit Card two-letter identifier followed by the Credit Card Number.
- check that issuing Airline will honour the credit card presented

19. BSPlink is a web-based system that provides access to relevant transactions and information in BSP. BSPlink is offered in two versions:

- **Basic version**, gives the facility to download billing reports, view pending information for ACM's/ADM's and issue Refund Application Authority. This service is offered free of charge for one user and 15 Euro per additional user per month.
- **Enhanced version** includes the facilities provided by the basic version plus issuance and enquiry of Refund Notice/Refund Application Authority, E-mail Alert, Sales Summary, Ticketing Authority Query, GDS Query and Document Enquiry. This service is charged with 40 Euro per month giving access to two users and any additional user is 15 Euro.

Password and login are provided by BSP once BSP/BSPlink training has been completed.

BSP Reporting Calendar

2007 GREECE

Agents

<u>Reporting Period</u>			Agent submission date	Billing date	Remittance date NON-IATA Agents DOM. Sales	Remittance date IATA Agents DOM. Sales	Remittance date IATA Agents INT'L Sales
No	From	To					
	01-Jan-07	15-Jan-07	18-Jan-07	25-Jan-07	31-Jan-07		
	16-Jan-07	31-Jan-07	05-Feb-07	12-Feb-07	15-Feb-07	14-Feb-07	15-Feb-07
	01-Feb-07	15-Feb-07	21-Feb-07	28-Feb-07	28-Feb-07		
	16-Feb-07	28-Feb-07	05-Mar-07	12-Mar-07	15-Mar-07	14-Mar-07	15-Mar-07
	01-Mar-07	15-Mar-07	20-Mar-07	27-Mar-07	02-Apr-07		
	16-Mar-07	31-Mar-07	04-Apr-07	13-Apr-07	16-Apr-07	16-Apr-07	16-Apr-07
	01-Apr-07	15-Apr-07	18-Apr-07	25-Apr-07	30-Apr-07		
	16-Apr-07	30-Apr-07	04-May-07	11-May-07	15-May-07	14-May-07	15-May-07
	01-May-07	15-May-07	18-May-07	25-May-07	31-May-07		
	16-May-07	31-May-07	05-Jun-07	12-Jun-07	15-Jun-07	14-Jun-07	15-Jun-07
	01-Jun-07	15-Jun-07	20-Jun-07	27-Jun-07	02-Jul-07		
	16-Jun-07	30-Jun-07	04-Jul-07	11-Jul-07	16-Jul-07	13-Jul-07	16-Jul-07
	01-Jul-07	15-Jul-07	18-Jul-07	25-Jul-07	31-Jul-07		
	16-Jul-07	31-Jul-07	03-Aug-07	10-Aug-07	16-Aug-07	14-Aug-07	16-Aug-07
	01-Aug-07	15-Aug-07	20-Aug-07	27-Aug-07	31-Aug-07		
	16-Aug-07	31-Aug-07	05-Sep-07	12-Sep-07	17-Sep-07	14-Sep-07	17-Sep-07
	01-Sep-07	15-Sep-07	19-Sep-07	26-Sep-07	01-Oct-07		
	16-Sep-07	30-Sep-07	03-Oct-07	10-Oct-07	15-Oct-07	12-Oct-07	15-Oct-07
	01-Oct-07	15-Oct-07	18-Oct-07	25-Oct-07	31-Oct-07		
	16-Oct-07	31-Oct-07	05-Nov-07	12-Nov-07	15-Nov-07	14-Nov-07	15-Nov-07
	01-Nov-07	15-Nov-07	20-Nov-07	27-Nov-07	30-Nov-07		
	16-Nov-07	30-Nov-07	05-Dec-07	12-Dec-07	17-Dec-07	14-Dec-07	17-Dec-07
	01-Dec-07	15-Dec-07	19-Dec-07	28-Dec-07	02-Jan-08		
	16-Dec-07	31-Dec-07	04-Jan-08	11-Jan-08	15-Jan-08	14-Jan-08	15-Jan-08