



BSP Manual for Agents - Local Procedures

Chapter 14

IATA Cyprus
January 2007
English

BSP CYPRUS MANUAL FOR AGENTS
CHAPTER 14 - LOCAL PROCEDURES/INFORMATION

14.1 CONTACT DETAILS

14.1.1 IATA Cyprus Office

Address: 22, Chytron Street, Office 202
P.O. Box 23453, 1683 Nicosia

Telephone: +357 22 768022
Customer Service from 9:00 to 11:00
At any time you can also contact us through:
www.iata.org/europe/cs

Fax: +375 22 768007

Contact Nicki Boussiotti
Names: IATA Manager, Greece & Cyprus
boussiotin@iata.org

Anna Stylianou
IATA Passenger/Cargo Services Coordinator, Cyprus
stylianoua@iata.org

Christina Sakka
Assistant IDFS
sakkac@iata.org

Annita Dionysiou
Accountant
dionysioua@iata.org

14.1.2 Data Processing Center (DPC)

Processing is done remotely in Australia by UNISYS Australia Ltd.

Data Entry of Manual MPDs is done locally by Bank of Cyprus. Their contact details are:

Address: Bank of Cyprus Ltd
IT Division
Stasinou Street
2002, Strovolos, Nicosia

Telephone: +357 22 842458

Fax: +357 22 378328

14.1.3 Clearing Bank

Address: Bank of Cyprus Ltd
86-88-90 Phaneromenis Street
P.O. Box 21472, 1599 Nicosia

Telephone: +357 22 848216

Fax: +375 22 673593

Contact Mrs Yiannoula Soteriou
Name:

14.2. REPORTING AND SETTLEMENT INFORMATION

14.2.1 BSP Cyprus Reporting/Remittance 2007 Calendar

The BSP Cyprus reporting, billing and remittance calendar for 2007 is attached.

14.2.2 Local Credit Card Procedures

Manual Credit Card Charge Forms (CCCFs), automated CCCFs incorporated in automated tickets and in automated MPDs, and CCCFs incorporated in electronic tickets are in use in BSP Cyprus.

Manual CCCFs are used for:

- a) Manual MPD transactions
- b) Where requested by Airlines, manual CCCFs for automated and electronic tickets, for automated and Virtual MPD paid by AX or UATP, should be sent to Airlines directly.

14.2.2.1 Manual CCCFs Reporting

Manual CCCFs for manual MPDs together with the audit coupons, should be included in the respective weekly Sales Transmittal and delivered to the selected Bank of Cyprus (BoC) Branch on the reporting date.

Where requested by Airlines, manual CCCFs for automated and electronic tickets, for automated and virtual MPDs paid by AX and UATP, should be sent to Airlines directly.

14.2.2.2 Automated and electronic CCCFs Reporting

Agents do not have to report and submit anything for automated and electronic CCCFs to Bank of Cyprus (BoC). Such transactions are processed directly from the input submitted by the approved ticketing systems to the BSP Processing Centre on a daily basis.

14.2.2.3 Agent Records

In case where a problem may arise, Airlines may request appropriate supporting documentation and information from the Agent and the Agent shall promptly comply with any such request within 7 days.

Agents shall retain all supporting documentation relating to the Card transaction for a minimum period of thirteen months.

14.2.2.4 Same day Voiding/Cancellation

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

14.2.2.5 Handling of automated coupons

Agents should keep in their premises cancelled automated tickets and cancelled automated MPD's.

Agents should enclose coupons of EX automated tickets in the weekly sales transmittal envelope.

14.2.2.6 Agency Sales Transmittal Form

Manual MPDs issued against cash, manual MPDs issued against credit cards, and manual cancelled MPDs should be reported in numeric sequence on the sales transmittal.

The appropriate columns for cash, credit and tax amounts should be completed

The appropriate boxes for number of refunds enclosed and gross amount of refunds should be completed.

If there is nothing to report for a specific period, then a "NO SALES" transmittal form should be sent by fax to 22378328.

14.2.2.7 Documents Enclosed in the Sales Transmittal Envelope

Only manual MPDs (Cash, Credit, Cancelled)

GDSs refunds together with the refunded coupons.

Coupons of automated EX Tickets

14.2.3 BSPlink ADMs/ACMs Procedures

Airlines can issue ADMs/ACMs through BSPlink.

If the ADM is disputable, Agents have 20 days from the day of the issuance of the ADM to dispute it through BSPlink. The disputed ADM, will remain pending, until the Airline rejects or accepts the dispute.

ACMs are included in the billing period in which they have been issued.

Once an ADM/ACM has been settled by the Agent, any dispute relating to such an ADM/ACM must be taken up by the Agent directly with the Airline concerned.

Attention is drawn to the IATA Resolution 850m, for the issuance and processing of ADMs/ACMs.

14.2.4. Dispatch of Billings

Agents and Airlines are able to view and download their billings through BSPlink. Billing reports remain available in the download function of BSPlink for only 2 months and then they are automatically deleted from the system.

14.2.5 Method of Remittance

Method of remittance is by cash or cheque or direct debit to the BSP Bank Account with Bank of Cyprus Ltd, using the Agent Remittance Notice included in the billing reports.

14.2.6 Disputed Billings

14.2.6.1 Minor Amounts

Where an Agent disputes an item of the billing but he recognises that this amount in question is not significant enough to cause financial hardship, the Agent is required to settle the entire billing with the clearing bank by the remittance date. Subsequent correction of the discrepancy shall be initiated by the Agent with the BSP Airline concerned.

14.2.6.2. Major Amounts/Suspense Action

Where an Agent disputes any item of the billing and the settlement of the amount disputed is, in the Agent's opinion, likely to cause him financial hardship, the Agent shall be entitled to seek the authorisation of the IDFS Manager to have the disputed item placed in suspense pending investigation. Where such suspensive action is authorised, the Agent shall nevertheless settle the undisputed amount of the billing with the Clearing Bank by the remittance date. Where the IDFS Manager has authorised suspense action, the IDFS Manager shall raise a Statement of Disputed Billing and send it to the Airline with copy to the Agent concerned and to the Clearing Bank.

14.2.6.3 Post Settlement Errors

If an Agent discovers a billing error after he has remitted the amount due, the Agent shall approach the ticketing airline directly.

14.2.7 Local Refund Rules and Procedures

Agents are allowed to issue refund applications for automated tickets and for automated and Virtual MPDs through BSPlink.

Agents are allowed to issue refund notices only through GDSs, only for totally unused automated tickets issued within the last 12 months. A printout of the Refund together with the refunded documents should be included in the respective weekly sales report.

E-tickets should only be refunded through GDSs.

14.2.7.1 BSPlink Refund Application/ Authority

For partly automated used tickets and for MPDs (manual, automated and virtual), Agents must issue a Refund Application/ Authority through BSPlink.

A printout of the Refund Application together with the coupons to be refunded should be sent directly to the Airline.

Pending Refund Applications can be modified or deleted by Agents at any time.

Refund Applications are automatically included in the billing report, once authorised by the Airline. No further action is needed by the Agent (i.e. Agents should not issue a Refund Notice).

14.2.7.2 Refund validations

For a direct Refund Notice the amount to be refunded must be equal to the amount paid (less cancellation fees, if any).

Airline's authority is needed if the amount to be refunded is less than the amount paid.

A refund will be rejected by the system, if the amount on the refund is greater than the amount originally paid.

The Refunding Airline must be the Ticketing Airline, otherwise the refund will be rejected by the system.

The Refunding Agent must be the Agent who has issued the ticket initially, otherwise it will be rejected by the system.

All MPD's need prior Airline authority for refund.

Only one refund per ticket is accepted by the system. If a second refund is submitted for the same ticket, it will automatically be rejected by the system.

The Form of Payment on the Refund must be the same with that on the ticket, or it will be rejected automatically by the system

For credit card refund notices, sale must have been invoiced i.e. refunds should be issued after 72 hours from the date of the issue of the ticket.

For credit card refunds, the credit card number must be the same with the one on the ticket.

Commission rate must be the same

Flight coupons must agree

14.3 STANDARD TRAFFIC DOCUMENTS (STDs)

14.3.1 Types of Standard Traffic Documents (STDs) used in BSP Cyprus

Off-Premise Transitional Automated Tickets (OPTATs)
Manual Multiple-Purpose Documents (MPDs)
Automated Multiple-Purpose Documents
Virtual Multiple-Purpose Documents
Off-Premise Automated Transitional Boarding Tickets (OPATB-2)
E-Tickets

14.3.2 STDs Replenishment

Traffic Document replenishment is done once a month. The form for ordering STDs is now available on the website "www.iata.org/europe, and Agents must complete and submit this form online on the web. Once the form is submitted, BSP will take appropriate action. This order form should be completed and submitted by the 15th of each month.

14.3.3 Ticket Distributor

Eurofreight Logistics Ltd

14.3.4 Method of Distribution

Eurofreight Logistics Ltd delivers STDs directly to the Agent premises. Only authorized persons are entitled to collect STDs. When collecting STDs stock, agents should check and ensure that the serial numbers and quantities collected agree with the serial numbers on the delivery slip they sign.

14.3.5 Expiry overprint on carbonised STDs

STDs have an expiry date overprinted, which is normally two years. Agents are advised to notify the IDFS Manager, in the event they become aware of stock that has either reached its expiry date or will soon expire.

14.4 STANDARD ADMINISTRATIVE FORMS (SAFs)

According to the BSP Manual for Agents, Travel Agents are requested to use standard administrative forms to report any missing document, to request STDs or BSP Envelopes etc.

These administrative forms are available on the website:
www.iata.org/europe/cs

14.5 BSP CHARGES

14.5.1 EMERGENCY TICKET STOCK SUPPLY

In cases where an Agent, has not ordered ticket stock within the time limits, and an emergency ticket stock supply is needed, a charge will be applied accordingly.

14.5.2 BSPLINK CHARGES

As there are costs involved in the maintenance of BSPlink, there is a monthly charge for both Airlines and Agents. For Agents, the charge has been set to CYP25,00 per month covering two enhanced users. Agents wishing to have more than two users, will be charged an amount of CYP9.00 per additional user per month.

14.5.3 STD CANCELLATION FEES

Cancelled tickets over 10% of tickets issued in a billing period are charged at CYP0.50c each. A debit advice is issued automatically by the system which is processed and charged to the Agent in the same billing period under Airline 954.

14.6 APPROVED TICKETING SYSTEM PROVIDERS

Amadeus
Galileo
Sabre

14.7 CARRIER IDENTIFICATION PLATES (CIPs)

14.7.1 Ticketing Authority

Airlines are responsible to give ticketing authority to agents. through BSPlink. Automated Ticketing Systems are informed accordingly, directly through BSPlink.

14.7.2 Removal of CIPs

CIPs remain the Airline's property and can be removed at any time by the airline concerned or the IDFS Manager in case of default or suspension from BSP.

14.8 THIRD PARTIES

BSP services may be extended to "Third Parties" not directly related to the air transport business. This may be done on a local, regional or worldwide basis.

In Cyprus, we have two "Third Party" participating in BSP, which is Let's Go Tours and Zenon Distribution Services

Let's Go Tours charges, are processed through the BSP System under Airline Code 777. These charges are submitted electronically directly by Let's Go Tours.

Zenon charges, are processed through the BSP System under Airline Code 792. These charges are submitted electronically directly by Zenon.

14.9 NET REMIT SCHEME

A net remit (NR) scheme in operation in BSP Cyprus and its basic characteristics are:

NR Indicator in Tour Code Box - "NR"

Commercial Agreement Reference in Tour Code Box

Selling Fare in Remittance Area

Published Fare in Fare Box

14.10 COMPOSITION OF LCAG (Local Customer Advisory Group)

Airline Members: CY, A3, BA, EK, GF, KL, LH, ME, OA, OS, RJ, ZU

14.11 LIST OF BSP CYPRUS PARTICIPATING AIRLINES

	AIRLINE	2 LTR CODE	NUM. CODE
1	ADRIA AIRWAYS	JP	165 4
2	AEGEAN AIRLINES	A3	390 5
3	AEROFLOT	SU	555 2
4	AEROSVIT AIRLINES	VV	870 2
5	AIR CANADA	AC	014 0
6	AIR FRANCE	AF	057 1
7	AIR MALTA	KM	643 6
8	ALITALIA	AZ	055 6
9	AMERICAN AIRLINES	AA	001 1
10	AUSTRIAN AIRLINES	OS	257 5
11	BELAVIA BELARUSIAN AIRLINES	B2	628 5
12	BRITISH AIRWAYS	BA	125 6
13	BRITISH MIDLAND	BD	236 5
14	CATHAY PACIFIC AIRWAYS	CX	160 6
15	CONTINENTAL AIRLINES	CO	005 5
16	CYPRUS AIRWAYS	CY	048 6
17	CZECH AIRLINES	OK	064 1
18	DELTA AIR LINES	DL	006 6
19	EGYPT AIR	MS	077 0
20	EL AL ISRAEL AIRLINES	LY	114 2
21	EMIRATES	EK	176 1
22	FINNAIR OYJ	AY	105 0
23	GULF AIR	GF	072 2
24	HAHN AIR LINES GMBH	HR	169 1
25	HEMUS AIR	DU	748 6
26	IBERIA	IB	075 5
27	IRAN AIR	IR	096 5
28	JAT AIRWAYS	JU	115 3
29	KLM	KL	074 4
30	LIBYAN ARAB AIRLINES	LN	148 1
31	LOT POLISH AIRLINES	LO	080 3
32	LUFTHANSA	LH	220 3
33	MALEV	MA	182 0
34	MEA	ME	076 6
35	OLYMPIC AIRLINES	OA	050 1
36	ROSSIYA	FV	195 6
37	QATAR AIRWAYS	QR	157 3
38	ROYAL JORDANIAN	RJ	512 1
39	SCANDINAVIAN AIRLINES	SK	117 5
40	SINGAPORE AIRLINES	SQ	618 2
41	SRILANKAN AIRLINES	UL	603 1
42	SWISS	LX	724 3
43	SYRIAN ARAB AIRLINES	RB	070 0
44	TAROM ROMANIAN AIRLINES	RO	281 1
45	UNITED AIRLINES	UA	016 2

BSP CYPRUS CALENDAR – 2007

Reporting Period	Submission Date	Billing Date	Remittance Date
Jan 01 - 07	Jan 10	Jan 26	Jan 31
Jan 08 - 15	Jan 18	Jan 26	Jan 31
Jan 16 - 23	Jan 26	Feb 12	Feb 15
Jan 24 - 31	Feb 05	Feb 12	Feb 15
Feb 01 - 07	Feb 12	Feb 26	Feb 28
Feb 08 - 15	Feb 20	Feb 26	Feb 28
Feb 16 - 23	Feb 28	Mar 13	Mar 15
Feb 24 - 28	Mar 05	Mar 13	Mar 15
Mar 01 - 07	Mar 12	Mar 28	Apr 02
Mar 08 - 15	Mar 20	Mar 28	Apr 02
Mar 16 - 23	Mar 28	Apr 13	Apr 16
Mar 24 - 31	Apr 03	Apr 13	Apr 16
Apr 01 - 07	Apr 13	Apr 26	Apr 30
Apr 08 - 15	Apr 18	Apr 26	Apr 30
Apr 16 - 23	Apr 26	May 11	May 15
Apr 24 - 30	May 04	May 11	May 15
May 01 - 07	May 10	May 29	May 31
May 08 - 15	May 18	May 29	May 31
May 16 - 23	May 29	Jun 13	Jun 15
May 24 - 31	Jun 05	Jun 13	Jun 15
Jun 01 - 07	Jun 12	Jun 28	Jul 02
Jun 08 - 15	Jun 20	Jun 28	Jul 02
Jun 16 - 23	Jun 27	Jul 12	Jul 16
Jun 24 - 30	Jul 04	Jul 12	Jul 16
Jul 01 - 07	Jul 11	Jul 26	Jul 31
Jul 08 - 15	Jul 18	Jul 26	Jul 31
Jul 16 - 23	Jul 26	Aug 10	Aug 16
Jul 24 - 31	Aug 03	Aug 10	Aug 16
Aug 01 - 07	Aug 10	Aug 28	Aug 31
Aug 08 - 15	Aug 20	Aug 28	Aug 31
Aug 16 - 23	Aug 28	Sep 12	Sep 17
Aug 24 - 31	Sep 05	Sep 12	Sep 17
Sep 01 - 07	Sep 12	Sep 27	Oct 02
Sep 08 - 15	Sep 19	Sep 27	Oct 02
Sep 16 - 23	Sep 26	Oct 11	Oct 15
Sep 24 - 30	Oct 03	Oct 11	Oct 15
Oct 01 - 07	Oct 10	Oct 26	Oct 31
Oct 08 - 15	Oct 18	Oct 26	Oct 31
Oct 16 - 23	Oct 26	Nov 12	Nov 15
Oct 24 - 31	Nov 05	Nov 12	Nov 15
Nov 01 - 07	Nov 12	Nov 27	Nov 30
Nov 08 - 15	Nov 19	Nov 27	Nov 30
Nov 16 - 23	Nov 28	Dec 12	Dec 17
Nov 24 - 30	Dec 05	Dec 12	Dec 17
Dec 01 - 07	Dec 12	Dec 27	Dec 31
Dec 08 - 15	Dec 18	Dec 27	Dec 31
Dec 16 - 23	Dec 28	Jan 11	Jan 15
Dec 24 - 31	Jan 04	Jan 11	Jan 15