BSP Manual for Agents – Local Procedures

Chapter 14

Ireland

August 2006

English

Content

FOREWORD: This chapter (Chapter 14) covers local BSP procedures of IATA Ireland. In those cases where local procedure is described it precedes the global procedures described in chapters 1-13 of BSP Manual for Agents. BSP Agents Bulletins will be issued and posted to BSPlink and IDFS Ireland local web page www.iata.org/ireland under Useful Information as required and the content of these bulletins will be incorporated into the annual publication of Chapter 14 as appropriate.

CHAPTER 14 - Local Procedures

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14.1 ADDRESSES & CONTACTS

IATA Local Office

IATA Ireland
Ashley House,
182-184 Parnell Street,
Dublin 1, Ireland

Customer service	www.iata.org/europe/cs	**Contact us** or **Log an enquiry**
E-mail:	Info.ie@iata.org	
Internet:	www.iata.org/ireland	
Telephone:	+35316058420	Between 9:00 – 12:00

Contact in IATA Ireland

Tom Lonergan	Country Manager Ireland
Contact:	info.ie@iata.org

Data Processing Centre

Unisys
1G Homebush Bay Dr
Level 3, Building G
Rhodes, NSW 2138
Australia

Ticket Document Distribution Centre (TDD)

Saflog SARL
7 Rue de la Fonderie
FR-69740 GENAS
France

Clearing Banks

Bank of Ireland
6 Lower O' Connell Street
Dublin 1
Ph 353 1 8787870
Fax 353 1 8748335

LCAG Delegates

The LOCAL CUSTOMER ADVISORY GROUP(LCAG) is a forum where Airline delegates discuss operational issues for the BSP. For any requests towards LCAG, please find the current delegates:

Simon Daly	British Airways (simon.t.daly@britishairways.com)
Carole Millroy	British Airways carole.a.millroy@britishwairways.com)
Jean Maxwell	KLM (jean.Maxwell@klm.com)
Marie O'Connor	Aer Lingus (marie.oconnor@aerlingus.com)
Eoin Scott	Air France (eoscott@airfrance.fr)

APJC Delegates

The AGENCY PROGRAMME JOINT COUNCIL(APJC) is a forum where Airline and Travel Agency delegates discuss operational issues for the BSP. For any requests towards APJC(e.g. suggested changes for PAConf), please find the current delegates:

George Barter	Barter Travel (gbarter@jbarter.com)
Niamh Byrne	Executive Travel (nbyrne@exectrav.ie)
Con Neenan	Neenan Travel (con.neenan@neenantrav.ie)
Enda Corneille	Aer Lingus (enda.corneille@aerlingus.com)
Simon Daly	British Airways (simon.t.daly@britishairways.com)
Joe Hogan	Singapore Airlines (joe_Hogan@singaporeair.com.sq)
Siobhan Scanlon	Delta Airlines (Siobhan.Scanlon@delta.com)
Eoin Scott	Air France (eoscott@airfrance.fr)

14.2 PARTICIPATING AIRLINES

14.2.1 Participating Airlines List

The below list shows participating Airline members of BSP Ireland as per 1July 2006 (to be revised)
The list is available on www.iata.org/ireland (under 'Key Contacts') where you will always find an updated version.

ALPHA CODE	NUM CODE	TRADING NAME
AA	001 1	American Airlines
CO	005 5	Continental Airlines
DL	006 6	Delta Airlines
AC	014 0	Air Canada
UA	016 2	United Airlines
US	037 2	US Airways
LK	040 5	Air Luxor
RG	042 0	Varig Airlines
AR	044 2	Aerolineas Argentinas
TP	047 5	TAP-Air Portugal
CY	048 6	Cyprus Airways
OA	050 1	Olympic Airways
EI	053 4	Aer Lingus
AZ	055 6	Alitalia
AF	057 1	Air France
OK	064 1	Czech Airlines
SV	065 2	Saudi Arabian Airlines
ET	071 1	Ethiopian Airlines
GF	072 2	Gulf Air
KL	074 4	KLM Airlines
IB	075 5	Iberia Airlines
MS	077 0	Egypt Air
LO	080 3	LOT Polish Airlines
QF	081 4	Qantas Airways
SN	082 5	Brussels Airlines
SA	083 6	South African Airways
NZ	086 2	Air New Zealand
AY	105 0	Finnair
BW	106 1	BWIA West Indies Airways
FI	108 3	Icelandair
LY	114 2	El Al Airlines
SK	117 5	SAS Airlines
BA	125 6	British Airways
GA	126 0	Garuda Airlines
JL	131 5	Japan Airlines
LG	149 2	Luxair
QR	157 3	Qatar Airways
CX	160 6	Cathay Pacific Airways
UM	168 0	Air Zimbabwe
HR	169 1	Hahn Airlines GmbH
EK	176 1	Emirates Airlines
KE	180 5	Korean Air
MA	182 0	Malev Airlines
NH	205 2	All Nippon Airways
TG	217 0	Thai Airways
LH	220 3	Lufthansa Airlines
KU	229 5	Kuwait Airways

ALPHA CODE	NUM CODE	TRADING NAME
MH	232 1	Malaysian Airlines
TK	235 4	Turkish Airlines
BD	236 5	British Midland Airlines
MK	239 1	Air Mauritius
OS	257 5	Austrian Airlines
JY	267 1	British European Airways
RO	281 1	Tarom Romanian Air
CI	297 3	China Airlines
YQ	342 1	Polet Airlines
3W	482 6	Euromanx Airlines
RJ	512 1	Royal Jordanian Airlines
SU	555 2	Aeroflot Airlines
PS	566 6	Ukraine Intl. Airlines
CE	567 0	Nationwide Airlines
UL	603 1	Sri Lankan Airlines
EY	607 5	Etihad Airways
SQ	618 2	Singapore Airlines
KM	643 6	Air Malta
BT	657 6	Air Baltic
UN	670 5	Transaero Airlines
WX	689 3	Cityjet
KP	721 0	Keith Prowse
LX	724 3	Swiss International Airlines
AB	745 3	Air Berlin
AW	777 0	Arrow Tours
MU	781 6	China Eastern Airlines
RE	809 4	Aer Arann Express
PG	829 3	Bangkok Airlines
TE	874 6	Lithuanian Airlines
VS	932 1	Virgin Atlantic Airlines
OV	960 1	Estonian Air
OZ	988 1	Asiana Airlines
CA	999 5	Air China

14.2.2 Airline Contact Details

For any queries towards a BSP Member Airline you will find contact details for airlines, on which your Travel Agency have had sales, on the *BSP Agent Consolidated Billing Statement,* which is included among BSP Reports for each remittance.

BSP*link* Enhanced Agents can access the function *Airlines* on *BSPlink* and in this way retrieve Airline contact details at any time.

Contact details for all IATA Ireland participating Airlines are available through www.iata.org/ireland under the 'Key Contacts' section.

14.3 CUSTOMER INTERFACES – QUESTIONS

14.3.1 General

For any questions about your ticket sales and the BSP Procedures, there are several ways to find the answers. This Manual should be one of the first sources for you to check, and depending on the nature of the problem you should then turn to the respective party for help:

• Any problems to complete a ticket sale or problems to extract any reports from your ticketing system? *This shall of course be answered by the Helpdesk of your Ticketing System Provider (i.e. Sabre, Amadeus, Galileo, Worldspan,)*

• Questions about how to issue a ticket, or any queries regarding the rules for a ticket? *These should be stated directly to the Airline in question or your ticketing system provider if there is a technical problem.*

• Questions on any discrepancies between what you have reported through your ticketing system and what you find on the BSP Reports?

Check which document is causing the discrepancy, and then report this to IATA.

•
Frequently Asked Questions (FAQ's) to many of your questions are also available on our Customer Service website through the following link: www.iata.org/europe/cs.

IATA has several customer interfaces where you can seek information and we wish to point out some of them below.

14.3.3 IATA Customer Services Europe

The customer queries are primarily handled through IATA Customer Service Portal:

www.iata.org/europe/cs

There you can find the following help functions:

1) **Frequently Asked Questions**

2) **Contact us** or **Log an Enquiry** through Customer Service Portal www.iata.org/europe/cs

The Customer Self Service portal is the primary way for you to find the answers to your query

14.3.2 IATA Ireland homepage - www.iata.org/ireland

The IDFS Ireland home page will have local information regarding this market, including airline key contacts, Customer bulletins and circulars, and BSP/CASS performance statistics, as well as links to other IATA products & services*.*

14.3.4 BSPlink – www.bsplink.iata.org

BSP*link* – Basic
BSP*link* is the user interface for all parties in the BSP Process. This is where you as an Agent will receive all your BSP Reports and corrective actions such as ADM/ACM and Refund Applications are entered and maintained by Airlines and Agents.

Furthermore the Ticketing Authority is maintained by Airlines on BSP*link* so you as an Agent can always check which Airlines that allow you to sell their tickets. For that functionality, Airlines, Agents and Ticketing System Providers can access the system, so BSP*link* adds a full transparency between all parties of the process.

Also, IATA sends any important operational information using the file download function. Make sure to log into BSPlink a minimum of once per period and check for any new files, ADM/ACMs, or BSP Bulletins for new or changed procedures.

BSP*link* – Enhanced
In addition to the Basic functions described above, BSP*link* can also be used to extract online reports, search for historic BSP data (document data, ADM's etc), create groups for many IATA locations, get email notifications for new files and much more. The Enhanced functions has a cost involved but might very well be worth it.

For further information please check directly on the BSP*link* site found on www.bsplink.iata.org or Contact Us via IATA Customer Portal www.iata.org/europe/cs .

14.3.5 IATA International homepage - www.iata.org

By entering to www.iata.org you will come to IATA's global home page. Here you can find information on all IATA activities, find ruling resolutions and also buy any IATA publications via the online store. A search tool is available on the site, which will help you to find the information you are looking for.

14.4 STANDARD TRAFFIC DOCUMENTS (STD)

14.4.1 STDs used in Ireland

- OPTAT = Off-Premise Transitional Automated Ticket; 250/Box - delivery minimum 500
- OPATB2 = Off-Premise Automated Ticket/Bording Pass Version 2; Direct Thermal 1000/Box - 5000 minimum order
- MPD = Multiple Purpose Document (neutral, carbonised, manual) , single coupon. 100/Box

14.4.2 Distribution of STDs

Standard Traffic Documents are distributed to Agent's Locations upon instruction from the IATA BSP Office, by the assigned STD Distributor who delivers them to the Agents.

Where STP and STDO Locations have been implemented, Standard Traffic Documents assigned to the STP / STDO Location are delivered to the Host Location and are the responsibility of the Host Approved Location.

Blank STDs should be viewed as blank cheques. Care and discretion are required in receiving and storing them. Agents are responsible for their own stock, and cannot allow blank STDs to be taken to another location. Minimum security standards must be respected, in order to cover the Agent's responsibility.

Ticket Covers are automatically distributed together with the OPATB2s.

Neutral Ticket Covers – Delivered free of charge in connection with an OPATB2 delivery.

14.4.3 Initial Distribution of STDs

IATA BSP office instructs the STD Distributor to supply each new Agent's location in the BSP with STD stocks equal to, in general, two months' estimated requirements.

14.4.4 Automatic Replenishment of Agents' stock of STDs

Each period the IATA BSP Data Processing Centre automatically checks its records of STDs received and used by each location, and informs the STD Distributor where the STD stock is below the estimated need, calculated from a usage formula in the system.

Upon such notification authorized by the IATA BSP Office, the STD Distributor automatically replenishes this location's stock accordingly. The IATA BSP Office may only modify this by creating an additional manual STD order.

14.4.5 Manual STD Order (emergency supplies)

If for some reasons, an Agent finds that their STD stock at one of their locations has fallen below the minimum level (40% of normal delivery quantity), they may obtain emergency supplies by informing the IATA BSP Office.

Final responsibility for stock replenishment lies with the Agent, who is expected to request emergency supplies as necessary. The Agent should take into account the estimated delivery time for a Manual STD order, which is a minimum of 5 working days.

14.4.6 The BSP Automated Ticket Distribution

- Estimation of needs determines the initial stock delivered to Agents, usually two months' supply.

- Periodical review of stock after billing takes into account the number of STDs reported.

- As required, delivery of STDs brings Agents' stock back to the initial levels, when those stocks have gone below approximately 40% of initial stocks.

- Agents still need to keep track of their inventory, as required in the Passenger Sales Agency Rules.

- The system cannot forecast future unexpected peaks. As Agents control their day-to-day usage, they must bring to the IATA BSP Office's attention unusual increases in volume, for planned group sales for example, in order to avoid shortages.

- Minimum delivery time for an STD order is 5 working days.

- An Agent should never accept a partly or visual damaged delivery of STDs. Check the number and condition of packages before stamping and duly signing the parcel provider's delivery note. The company stamp is compulsory.

- A receipt (Delivery Note) filled out with name, date and document numbers must be checked by the Agent against the delivery of STDs.

- If the Agent finds any discrepancies, it should immediately be reported to IATA after delivery. Failure in reporting such discrepancy at the time of delivery will result in an Administrative Charge being invoiced. The delivery note must be stored by the Agent.

- All additional requests for STDs must be addressed through the IATA Customer Service Portal www.iata.org/europe/cs by filling in a STD Order form or Contact Us web form

14.4.7 Recall of Stock

Due to global shortage of Computer Generated Numbers, IATA Head Office must from time to time recall STD stock. This means that stock has a limited lifecycle of 2 to 3 years, from it's printing day. IATA will contact the Agents via BSPlink when it needs to recall stock or STDs. Please be alert and follow instructions when it is time to recall stock.

14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

14.5.1 Administrative forms used in IDFS Ireland - General

- Agency Sales Transmittal (AST) – for reporting of MPDs only
- Refund Application/Authority (RAA)
- Missing Traffic Document Report (MTDR)
- Minor Adjustment Notice (MAN)

14.5.2 Agency Sales Transmittal form (ASTF)

For reporting of periodic sales of manual MPDs transactions only.

14.5.3 Refund Application Authority

To request refund from an Airline.
Refund Application shall be registered via BSPlink.

14.5.4 Missing Traffic Document Report

To be used for lost Standard Traffic Documents, Carrier Identification Plates and Agent Validator Plate. Missing Traffic Document / CIP Report can be found at Customer Service Portal www.iata.org/europe/cs

Minor Adjustment Notice (MAN)
To be used for adjusting unpaid commission on tickets. Value can be no greater than EUR65.00. The MAN shall be registered via BSPlink

14.6 LOCAL REPORTING PROCEDURES

14.6.1 Completion of Manual documents - General

The Agent is required to report manual documents twice a month. Combine period 1 and 2 and report in period 2; combine period 3 and 4 and report in period 4. The sections listed hereunder refer to the completion of remittance area on the MPDs, which are relevant to the BSP processing and settlement procedures.

14.6.2 Completion of Remittance Area

To the right of the "Total" box of a manually issued MPD is the remittance area (see below). Remittance area is only visible on the audit coupon and the Agent coupon of the MPD. Passenger parts of the document will not show this information, but is instead used for the remarks area.

Currency	Cash collection		Credit balance		Commission Rate	Tax amount

The entries made in this area determine the amount for which the Agent will be billed for the document as well as the amount of commission.

The Agent completes the remittance area after the usual ticketing entries have been made on the MPD. The Agent and Audit coupons must be previously detached, to avoid remittance area entries being unintentionally recorded on the subsequent coupons of the MPD.
Where no entry is to be made in a box (e.g. a voided document) in the remittance area, the box is to be cancelled by a bold diagonal line.

The remittance area on the OPTAT/OPATB is in the bottom right hand area of the document and is completed by the ticket printing device.

Currency Box
The alphabetical code of the of payment is recorded in this box. For BSP Ireland, this will always be euro. The currency code identifies the currency in the cash collection and credit balance boxes.

Cash Collection Box
The amount of cash collected, excluding tax, on the issue is entered in the cash collection box.

Currency	Cash collection		Credit balance		Commission Rate	Tax amount
EUR	120				7	300 SE 21 US

This example shows how to fill out the remittance area for a cash transaction. Note that the "cash collection" amount excludes tax and that "tax amount" must include each tax type. The tax amount including their codes are entered in the tax amount box.

Credit Balance Box
The value of the credit to be collected excluding tax, in a credit or part credit transaction, is entered in the credit balance box.

Currency	Cash collection	Credit balance	Commission Rate	Tax amount
EUR		120	7	300 SE 21 US

Commission Rate Box

The rate of commission payable to the Agent on the transaction is recorded in the commission rate box. See examples below:

Commission Rate	Applicable Entry
Nil	0
3 %	3
7 ½ %	7.5

Tax Amount Box

Taxes payable on a MPD are recorded in the tax amount box. They must be recorded in the same currency as collected for the fare.

Where tax has been collected in a part cash / part credit transaction, the tax is to be treated as a cash collection.

*Note: When the **U.S. PFC** is applicable to one or more airports, show the total PFC amount in the 'TAX' box, preceded or followed by the code "XF" and detail the airports to which the PFCs apply, including USD value at the end of the fare calculation entry (e.g. XFMIA4.5).*

Special Fare issue

Some Airlines will allow ticket issues for so called NET/NET fares where the face value fare of the ticket will differ from the price passenger pays. In those cases the agents are requested to replace the currency code with letters "NR"

The DPC will in those cases capture the data in the remittance area but also the face value fare.

Currency	Cash collection	Credit balance	Commission Rate	Tax amount
EUR		120	7	300 SE 21 US

14.6.3 Tickets issued against Prepaid Ticket Advice (PTA)

The MPD can be used to collect sales for a PTA. The MPD number will serve as a PTA number for Airline and passenger reference. The completion of the remittance box is as usual. Both the exchange and the audit coupons shall be included in the BSP report.

If a PTA handling fee is required by an Airline it shall be entered as a tax amount with a code XP.

Refunds of tickets issued against PTA

Observe that in cases of PTA the ticket is paid by sponsor and not by the passenger. Ensure therefore that the refunds are only made to sponsor and not to the passenger

In case of refund when agent is refunding the document issued again the PTA reported on agents Billing analysis as the MPD sales, the agent shall make a refund for the same MPD number and not the ticket itself. Ensure that the 'issued in exchange' box is filled in with the details of your MPD before proceeding with refunds. The refunded ticket must be accompanied by the passenger coupon of the MPD returned by the sponsor and an authorised RAA.

14.6.5 STD Cancellation procedure

Cancelled Documents
Draw a diagonal line across the face of all coupons and perforate or print boldly in ink across all coupons the word "CANCELLED"
Store all the coupons of cancelled document for the time equal to that locally applicable for storing financial document as enforced by local taxation authorities.

Voided Documents
For Voided Documents, the Agent is fully responsible for the destruction of all coupons of Standard Traffic Documents reported as voided.
The Agent will be fully responsible for any malpractice in connection with this procedure and will consequently be charged for possible malpractice.

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

MPD
An MPD that is cancelled but has not been registered in a ticketing system shall be sent with the BSP report (except Agent Coupon) with the current AST in an envelope marked "for input by service centre".

14.6.7 Carrier Identification Plate

For the purpose of issuing Manual MPD Airlines will supply Agents with their Carrier Identification Plates (CIP).
Some Airlines have a policy of distributing the CIP automatically to all Agents; some prefer to be contacted by email/letter of request.

14.7 COMPLETION OF STANDARD ADMINISTRATIVE FORMS

14.7.1 Agency Sales Transmittal Form (AST) - General

The Agency Sales Transmittal (AST) form is to be used by the Agent to report all of the accountable manual MPD transactions for the Approved Location concerned. This applies to Head Offices (HO) as well as Branch offices (BR) and Special Activity location (SA).

The period of time covered by the AST is called the "Reporting Period". The last day of the Reporting Period is called the "Reporting Date". They are specified in the yearly BSP calendar, provided by IATA each year. For the current reporting calendar please consult Customer Portal at www.iata.org/europe/cs .

14.7.2 Completion Procedures

ASTs must be completed to incorporate all manual accountable MPD transactions that have taken place during the Reporting Period, up until the Agent's close of business on the Reporting Date. The AST shall be completed with Agents IATA code, name and Address, the clarification of the concerned period.

Following General rules apply:

- All MPD's shall be issued and reported in numerical order.
- It is important that all transactions issued during a reporting period are included in the report. Failure to do so could result in a notice of irregularity in case when Airlines discover Unreported transactions
- To complete the form, all unbroken sequences of MPDs shall be reported as series with the serial numbers of the first and last MPDs of the series issued or cancelled during the reporting period
- refund transactions do not need to be entered in the AST.

14.7.3 Timely submission/Submission Date

The completed ASTF must be submitted to IATA by its close of business on the mailing date, which is advised in the reporting calendar mentioned earlier in this section. It must be posted by standard post to the following address only: **IATA/BSP, PO Box 9085, Dublin 1.**

Where the DPC does not receive an Agent's complete AST report on time, IATA is advised and issues a notice of Irregularity as per provisions of the Passenger Sales Agency Rules. The base for the decision is the date shown in the post stamp date.

14.7.4 Airlines Reporting Memorandums – ADM and ACM

The DPC does not verify the accuracy of the fare computations or commissions claimed since that function is the prerogative of the ticketing Airlines. In order to correct discrepancies in reported tickets, the Airline will issue accounting memos. The purpose is to adjust the Agent's account within the BSP process. Following types are available:

Agency Debit Memo (ADM)

The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated. In case of disagreement, the Agent is obliged to contact the issuing Airline within the set disputing period, which is calendar 30 days.

An ADM shall only be processed through the BSP, if issued within nine (9) months of the final travel date. Any claims beyond this period need to be addressed outside of the BSP processes.

Agency Credit Memo (ACM)

The ACM is used in those cases where the Airline owes money to the Agent. The Airline submits an ACM to the Agent, setting out the details of the amount to be credited to the Agent.

14.7.5 ADM/ACM Procedures

- ADM and ACM are submitted electronically to the Agents on BSPlink.

- *Agents are obliged to check regularly on BSPlink for any pending ADM/ACM.*

- During the disputing period (30 days), Agents can access the ADM form on BSPlink under the function "ADM Pending Settlement". ADM found here can be disputed, and if the Airline allows it, BSPlink Enhanced Agents can even dispute electronically.

- If an Agent disputes an ADM, the Airline will approve or reject the Dispute.

- After disputing period, the ADM will appear under "ADM to be billed in the current period", until the last day of the reporting period, when they are automatically included in BSP Process.

- ACM will appear under "ACM to be billed in the current period", until the last day of the reporting period, when they are automatically included in BSP Process. The disputing period is not applicable for ACM.

- BSPlink Enhanced Users can find historical ADM/ACM data of the last 16 months.

14.8 BSP BILLING REPORTS – OUTPUT

14.8.1 General

IATA provides Agents with a range of BSP Reports for each period (four billing periods per month). The reports are provided in electronic form via BSPlink. The BSP reports are final remittance invoice and will as such differ from the reports produced by Agents own back office systems and Ticketing System Provider reports. The reason for those differences is that BSP reports will include data from all parties in the market not only from the Agents themselves. Some data entered by the Agents may be rejected during BSP process; some data provided by other parties may affect Agent's remittance (for instance ADM and ACM from the Airlines).

Because the BSP reports are considered as supporting accounting documentation it is important that Agents will save BSP reports for the time prescribed in the local legislation (normally period of 7 years depending of the country). The reports are available online on BSPlink for the period of 2 months. Old reports can be requested from BSP local office, and if available there is a cost involved with such a rerun.

Reports are provided in the .pdf format and are compressed. Agents are required to have appropriate software (e.g. Acrobat Reader and a WinZip program).

14.8.2 BSP Reports available

Agent Output – Basic Package

For you to easily see what standard reports that are included in our Basic Package and available on a regular basis via BSPlink, please use this guide. Use it as a source of information and as a reference when you have queries on any reports.

Report	Period 1-4	Annual
BSP Agent Billing Statement and Analysis	X	
BSP Agent Consolidated Billing Statement	X	
Agent Credit Card Detail Report	X	
Agent TAX Type Summary	X	
Agent Net Remit Tickets Error Report	X	
Agent Unreported Documents Report	Period 4	
Agent Remittance Notice	X	
Agent Annual Sales Volume & STD Usage		X
Agent Financial Year Summary		X

14.8.3 List of BSP Reports with descriptions

Below are descriptions of BSP reports sent to Agent's. Please note that the File Name stated e.g. STMmmpE, will reflect the month and period such as STM012X for January period 2.

BSP Agent Billing Statement and Analysis

This Agent Statement provides a summary for each Airline followed by a list of ALL transactions billed to the Agent for the specified Billing Period. The transactions are sorted by the four main "groups", being ISSUES, ADM, ACM and REFUNDS.

More information
- This report has a summary of all sales for billing period displayed (Summary Box) at the top.
- NTFA (Net Fare Amount) are not displayed on "Comments" column. The NTFA can be calculated (Balance Payable amount less Tax amounts).
- "Supplementary Commission Rate" (percentage) in addition to "Supplementary Commission Amount" is displayed.
- Exchange tickets, Check Digit and Coupon Usage Indicator on exchanged ticket number are displayed ("Comments" column).
- Tour Code is displayed on "Comments" column.
- "Tax on Commission" is displayed in a separate column (but it is not currently applicable in Ireland)
- Date of Issue is displayed on its own column.
- No total amounts per tax type are displayed, but can be found in "Agent Tax Type Summary Report".
- Breakdown of sales per airline is displayed.

Frequency:	Periodically
Media:	BSPlink
Format:	PDF
File name:	STMmmpE (see description above)
Price:	Standard – free of charge.

BSP Agent Consolidated Billing Statement

This report consolidates totals for each Billing Period in the month up to and including the current Billing Period.

More information

- This report has a total amount per billing period displayed.

Frequency:	Periodically
Media:	BSPlink
Format:	PDF
File name:	CONSmmpE (see description above)

Agent Credit Card Detail Report

This report shows credit card transactions that have been forwarded by IATA within the Credit Card Invoicing Scheme.

Frequency:	Periodically
Media:	BSPlink
Format:	PDF
File name:	AGDTX100
Price:	Standard – free of charge.

Agent TAX Type Summary Report

This report provides a summary of the tax types for each Agent, giving totals for each tax type and broken up into cash and credit, refunds and ADMs and ACMs.

Frequency:	Periodically
Media:	BSPlink
Format:	PDF
File name:	TAX1mmpX (see description above)
Price:	Standard – free of charge.

Agent Net Remit Tickets Error Report

This report prints all the Net Remit error tickets for an agent. The tickets are sorted by ticket number. The itinerary details are also included in this report, as well as the error for the ticket.

Frequency:	Periodically
Media:	BSPlink
Format:	PDF
File name:	NETEmmpX (see description above)
Price:	Standard – free of charge.

Agent Unreported Documents Report

The ticket stock is to be issued and reported sequentially (in the same order as supplied). This report prints all the ticket numbers that are detected to have a sequence error during the month. The document also contains instructions to correct the status of the unreported documents.

Frequency:	Monthly
Media:	BSPlink
Format:	PDF
File name:	RPAGUNREP
Price:	Standard – free of charge.

Agent Remittance Notice

This is an Agent Remittance Notice produced after billing reconciliation, showing the amount due for the remittance from the agents account.

Frequency:	Monthly
Media:	BSPlink
Format:	PDF
File name:	AGMTmmpX (see description above)
Price:	Standard – free of charge

Agent Annual Sales Volume & STD Usage

This is by calendar month and it outlines all sales volumes and STD Usage for an agent. The report is grouped by airlines showing gross and net issues for domestic and international.

Frequency:	Annual
Media:	BSPlink
Format:	PDF
File name:	STGSVyyX (see description above)
Price:	Standard – free of charge

Agent Financial Year Summary

This report gives agents financials by calendar month.

Frequency:	Annual
Media:	BSPlink
Format:	PDF
File name:	STGFYyyX (see description above)
Price:	Standard – free of charge

14.9 REMITTANCE PROCEDURES

14.9.1 General

IATA produces and forwards to each Agent a billing analysis and summary on behalf of all BSP Airlines. This statement identifies the amount due from/to the Agent, which is to be settled by means of Direct Debit with the Clearing Bank in strict compliance with published remittance dates.

14.9.2 Remittance Date

The Remittance date i.e. the date when the money is due to IATA is published in the Reporting Calendar. All remittances must be settled in full on the remittance date. Failure to do this could result in default procedures being applied.

14.9.3 Method of Remittance/Direct Debiting

Remittance is made through direct debit of Agent's bank account and is credited to Airline's bank account on the same day. The amount to be settled is shown on the Agent Remittance Notice available through BSPlink. The Direct Debit is based on the signed mandate provided by each agent.
An Agent wishing to change banks or bank accounts must notify IATA of their intention 14 days in advance by submitting a completed Direct Debit form to the Bank with a copy to IATA (scanned copy to info.ie@iata.org).

14.9.4 Reporting Errors and Missing Remittance Notice

Where an Agent, for whatever reason, has not received his Notice of Billing Statement by the remittance date, he is required to carry out the following:

- Notify IATA that the Notice of Billing Statement has not been received;
- Establish and agree with IATA the amount due for remittance on the remittance date.

Where an Agent's remittance amount is affected by a Ticketing System Provider, that fails to report parts of agency sales for the referred period or due to Agent's own negligence to report issued tickets he is required to carry out the following:

- Notify IATA
- Establish and agree with IATA the amount of deposit due for remittance on the remittance date or on a date advised by IATA.

The Agent must ensure that sufficient funds are available to facilitate the settlement process.

14.9.5 Post-Settlement Errors discovered by Agent

If an Agent discovers a billing error after remittance date, the Agent is to approach the BSP Airline concerned with an adjustment request.

Where the BSP Airline agrees with the Agent's adjustment claim, an ADM or an ACM is raised for the amount over- or under remitted.

14.9.6 Post-Settlement Errors discovered by the BSP Airline

Correction of errors discovered by a BSP Airline are made by sending an ADM or an ACM to the Agent. In some cases when unreported documents are detected by the BSP Airline, it may require IATA to issue a notice of Irregularity, based on the Resolution 832, The Airline will notify the Agent in writing of such discrepancy with a copy to IATA who will then take appropriate action.

14.9.7 Post Settlement Errors Discovered by IATA

If unreported documents are detected by IATA, they will inform the Agent in question in writing and request the referred amount to be settled immediately. If the Agents fail to comply with this requirement IATA will, with support of the Resolution 832, issue a notice of Irregularity and proceed if necessary with Default Actions.

14.10 SANCTIONS, ADMINISTRATIVE AND CLEARING BANK CHARGES

All references to Sections, Paragraphs and Subparagraphs below are references to Sections, Paragraphs and Subparagraphs as prescribed in Resolution 832 of the Travel Agent's Handbook, unless stated otherwise.

14.10.1 Administrative Charges

Late or incomplete Remittance
An Administrative Charge will be levied in accordance with Subparagraph 1.7.1(b) Clearing Bank Charges for each instance of Late or Incomplete Remittance, to cover for the additional administrative work associated with an Agent failure to remit in accordance with the requirements prescribed in Paragraph 1.6 Settlement – The Remittance Date.

A Remittance is deemed late where a payment in respect of a specific reporting period has been received by the Clearing Bank of the local BSP Operation after the close of business on the date shown in the Remittance Date column of the Reporting Calendar which can be found at Customer Portal www.iata.org/europe/cs .

Each instance of Late or Incomplete Remittance will result in the Agent being issued with a Notice of Irregularity as prescribed by Paragraph 1.9 Notification of Irregularity.

Each Notice of Irregularity issued pursuant to Subparagraph 1.7.5 Overdue or Dishonoured Remittance will generate two instances of Irregularity.

Billing and Settlement of the Administrative Charges will be carried out in accordance with 1.7.1(c) Billing and Settlement of Charges and ISS Management shall notify the Agent and Location concerned in accordance with Subparagraph 1.7.1(d) Notification of Charges.

This Charge will be levied for each case when an Agent does not meet BSP's request to provide information that is related to:
STD inventory;
Missing Traffic Document/CIP Report;
CIP inventory.

BSP will send such requests to the Location concerned, with a copy to the relevant HO/AO, as applicable. The maximum timeframe to give a reply for standard inquiries is set to five (5) working days. However, for urgent matters, such as theft, burglary, emergency distribution/withdrawal of STDs/CIPs and similar situations, and immediate reply will be required.

14.10.2 Interest and Clearing Bank Charges

Interest and Clearing Bank Charges debited to ISS Management by the Clearing Bank as a result of an Agent's failure to report and/or remit shall be charged to the Agent in accordance with Subparagraph 1.7.1(c) Billing and Settlement of Charges.

ISS Management shall notify the Agent and Location concerned in accordance with Subparagraph 1.7.1(d) Notification of Charges.

14.10.3 Sanctions

Notice of Irregularity and Default
Where an Agent has accumulated four instances of Irregularity within any 12 consecutive months, as prescribed by Subparagraph 1.7.10 Accumulated Irregularities, the Agent will be subject to Default Action as prescribed by Paragraph 1.10 Default Action.

14.11 CREDIT CARD SALES

14.11.1 General

At the Agent's option and subject to the procedures set out in this Manual, the Agent may accept credit cards and/or charge cards in payment for ticket sales on behalf of the ticketing Airline, provided that Airline accepts the card for payment.

In doing so, the Agent accepts that he must comply with the terms and conditions of that Airline's card agreement. If an Airline does not accept credit card in the ticket and the Agent issued the ticket using Credit Card as payment and entered it into the ticket, the Airline will charge the cost of an issued ticket to the Agent via an ADM.

When processing a credit card sale, the Agent should always ensure card acceptance and follow customary safety precautions:

- Does the Airline accept Credit Card as form of payment?

- Does the Airline accept this type of Credit Card as form of payment?

- Is the credit card abbreviation valid?
    - o   VI – Visa
    - o   CA – Master Card (including Eurocard)
    - o   DC – Diners Club
    - o   AX – American Express Card
    - o   TP – Airlines own UATP cards (ATCAN)

- Is the card offered a valid card?

- Has it been altered in any way?

- Has it been blacklisted by the issuing Card Company

- Does the signature on the charge form match with that on the card? (a local CC acceptance procedure may involve controlling the Card holder's identity as customary)

- Is the Card within the validity date?

- Negotiate an approval code from the Credit Card company

14.11.2 Ticket Entry on Credit Card Sales

When accepting the Credit Card on the behalf of an Airline the credit Card details shall be entered in the Form of Payment box of the ticket. Credit Card number must follow a specific format

For Entry in the Ticketing System the Agents must control the applicable format with the Ticket System Provider. The format shall cater for Approval code and Date of Validity

For the Manual documents the entry in the Form of Payment box shall follow following format

> CCVI222222222222 followed by the expiry date, 12/05 for example

Where:

"CC" indicates Form of Payment = Credit Card

"VI" indicated type of Credit Card (in this case Visa)

"22222222222" indicates credit card number

The approval code is entered in its own box.

14.11.3 Face to face transactions

For face-to-face credit card transactions the Airline will hold Agents responsible if customary safety precautions were not taken and result in the Credit Card being rejected due to fraudulent use.

14.11.4 Non Face to face transactions

These are transactions where the cardholder is not present at time of issue. Such transactions are either made by telephone or mail order or against signature on file.

These sales are accepted at the risk of the Agent. Any charges in respect of disputed transactions will be passed back to the issuing office. Where a BSP Airline incurs a loss and such loss is attributable to an Agent's failure to adhere to the instructions of the Airline in respect of credit card sales, the Airline may invoice the Agent for such loss. (In normal cases, an ADM will be issued by the Airline.)

14.11.5 Passengers Signature

All Tickets issued against Credit Card require approval by the Cardholder. This is expressed by a cardholder's signature. In those cases a Credit Card charge form is used (described in later paragraph) the cardholder shall sign the CCCF. In cases where the ticketing procedure will not require a CCCF the cardholder shall sign the Agent Coupon of the ticket.

14.11.6 Reporting of Credit Card Sales by IATA/BSP

All Credit Card Sales are reported on the BSP Billing Analysis and Statement under a separate column. The commission amount is credited to the Agent in cash and as such is deducted from the total balance payable on the day of remittance.

14.12 REFUNDS

14.12.1 General

An Agent is permitted to affect refunds on STDs that were issued and reported by the Agent himself. In all other cases, prior permission must be obtained from the Airline whose document has been used.

Agents should always perform the refund in their Ticketing System, whenever possible. If this feature is not allowed by your CRS the BSPlink auto refund should be used. Original form of payment on the ticket must always be the same on the refund reported.

In all cases where prior permission to affect a refund must be obtained from the Airline concerned, either as a matter of policy or because the Agent cannot compute the refund himself, an Airline Refund Application/Authority must be issued.

14.12.2 Procedures for Direct Refunds

Procedures for automated reporting of refunds via GDS / Ticketing System

- Collect all unused traffic documents from the passenger (i.e. originals of Passenger Receipt Coupon and Flight Coupons to be refunded).

- Validate that the ticket is refundable according to the rule of the ticket issued.

- Register the refund in your Ticketing System (contact your ticketing system if unsure if this is possible, or if you have any queries about how to perform the task in the system)

- Include all coupons (Passenger Receipt Coupon and Flight Coupons to be refunded) marked **REFUNDED** in your Reporting Envelope. Mark the envelope "For Sorting Only" and send it in the same reporting period as the refund was registered.

14.12.3 Procedures for Refund Application

The Refund Application is to be used in all cases where the Agent is not allowed to or does not know how to affect a refund. The Agent is to complete all details about the refund requested, attach any documents or coupons related to it and send the full application to the ticketing BSP Airline. The BSP Airline computes the refund requested, and approves or rejects the application.

Procedures for Refund Application on BSPlink

- Access the Refund Application inBSPlink through the function "Issue Refund Application" from the Document Enquiry screen and thus have the form auto populated with the basic values from a chosen document.

- After processing the Refund Application, the system will confirm the completion of the action and a Refund Application number is issued. You can also control the status of a Refund Application at any time by looking in the Refund Application Query. CAN BASIC AGENTS DO THIS?

- Print out the Form, attach any documents or coupons related to the refund requested and send this directly to the Airline in question using the address on the BSP Billing Statement or Address provided by the Airline for this purpose.

- The Airline will respond by approving or rejecting your application in BSPlink. In case of an approval, they will keep the Refunded document and you will find the processed information on your Billing Analysis for the next reporting period. You can follow the rejection/approval process by using Refund Application Query in BSPlink. The status will show "pending" for any applications not yet handled by the Airline, and "Authorised" or "Rejected" for those who are. In order to monitor any action taken by the Airline, BSPlink Enhanced users can take advantage of the Email alert function in BSPlink. Approved Refund Applications will automatically be forwarded for processing at the DPC and will appear on your next coming Billing Analysis, you will not receive any stub for reporting or the refunded document back from the Airline.

14.12.4 Handling of Refunds by IATA Members

The Passenger Sales Agency Rules do not stipulate a time limit for effecting refunds by IATA Members. However, through the adoption of IATA Resolution 824r, Members have agreed to expedite refunds on unused or partly used traffic documents in accordance with the following practices:

Unused traffic documents

Ensure that valid refunds on totally unused traffic documents are made or authorised not later than the following remittance date after the carrier receives the refund application from the Agent.

Partly used traffic documents

Use their best endeavours to ensure that refunds on partly used traffic documents are made or authorised not later than two months after the carrier receives the refund application from the Agent.

14.13 REPORTING CALENDARS

14.13.1 General

The reporting calendar shows all important dates of the BSP remittance process. Agents are obliged to check the dates in the calendar to know when to send in the ASTF, when to expect the Notification of Billing Statement etc. Following columns are shown in the calendar:

- Reporting Period:
Shows the date for the Reporting Period. Any documents issued between these dates are to be reported in the respective period.
- Reporting Date:
The last date in each reporting period.
- Mailing Date:
Reporting Envelope for the respective period must be sent no later than this date.
- Notification of Billing Statement:
This date is the latest date when the "Notification of Billing Statement" and other BSP Output should be found on BSPlink.
- Remittance Date:
Date when money must be received by to IATA.

Please make sure to check mailing date and remittance date to avoid any late reporting charges or an irregularity. **Valid Reporting Calendars are always to be found on Customer Service Portal www.iata.org/europe/cs , Document & Form Centre, Travel Agents , Reporting Calendars .**