



BSP MANUAL FOR AGENTS

Chapter 14 – Local Procedures IATA MALAYSIA

Updated Version 5 – 6 March 2012

Content

FOREWORD: This chapter (Chapter 14) covers local BSP procedures applicable in Malaysia. For all other applicable BSP procedures please refer to the core BSP Manual for Agents.

CHAPTER 14 - Local Procedures

TABLE OF CONTENTS

14.1	ADDRESSES & CONTACTS	4
	IATA Local Office	4
	Contacts in IATA Local Office	4
	Clearing Bank	4
	List of Approved Ticketing System Providers	5
	LCAG Delegates	6
	APJC Delegates	6
14.2	PARTICIPATING AIRLINES	7
	14.2.1 Participating Airlines List	7
	14.2.2 Airline Contact Details	9
14.3	CUSTOMER INTERFACES - QUESTIONS	10
	14.3.1 General	10
	14.3.2 IATA Customer Services	11
	14.3.3 IATA Local Country homepage – www.iata.org/Malaysia	13
	14.3.4 BSPLink – www.bsplink.iata.org	13
	14.3.5 IATA International homepage – www.iata.org	13
14.4	STANDARD TRAFFIC DOCUMENTS (STD)	14
	14.4.1 STDs used in Malaysia	14
	14.4.2 Allocation of electronic STDs Computer Generated Numbers (CGNs)	14
	14.4.3 Type, Order and Distribution of MPDs	14
	14.4.4 Recall of STDs	14
14.5	STANDARD ADMINISTRATIVE FORMS (SAF)	15
	14.5.1 Administrative forms used in Malaysia - General	15
	14.5.2 Airline's own accounting memoranda	15
	14.5.3 ADM/ACM Procedures	15
14.6	COMPLETION OF SAF	16
	14.6.1 Agency Sales Transmittal Form (ASTF)	16
	14.6.2 Completion Procedures	16
	14.6.3 Timely submission/Submission Date	16
14.7	COMPLETION OF MANUAL STDS	16
	14.7.1 Completion of MPDs - General	16
	14.7.2 STD Cancellation procedure	16
	Cancelled Documents	
	Voided Documents	
	14.7.3 Carrier Identification Plate	16
	14.7.4 Ticketing Authority through BSPLink	16



14.8	BSP BILLING REPORTS - OUTPUT	17
14.8.1	General	17
14.8.2	List of BSP Reports with descriptions	17
14.9	REMITTANCE PROCEDURES	18
14.9.1	General	18
14.9.2	Method of Remittance	18
14.9.3	Reporting Errors and Missing Remittance Notice	18
14.9.4	Post-Settlement Errors discovered by Agent	18
14.9.5	Post-Settlement Errors discovered by the BSP Airline	18
14.9.6	Post-Settlement Errors discovered by IATA	19
14.9.7	Net Remittance	19
14.10	SANCTIONS, ADMINISTRATIVE AND CLEARING BANK CHARGES	21
14.10.1	Administrative Charges	21
	Late or incomplete Remittance	21
14.10.2	Interest and Clearing Bank Charges	21
14.10.3	Sanctions	22
	Notice of Irregularity and Default	22
14.11	CREDIT CARD SALES	23
14.11.1	General	23
14.11.2	Ticket Entry on Credit Card Sales	23
14.11.3	Face to face transactions	24
14.11.4	Non face to face transactions	24
14.11.5	Passengers Signature	24
14.11.6	Reporting of Credit Card Sales by IATA/BSP	24
14.12	REFUNDS	25
14.12.1	General	25
14.12.2	Procedures for Direct Refunds	25
14.12.3	Procedures for Refund Application/Notice	25
14.12.4	Handling of Refunds by IATA Members	26
14.13	REPORTING CALENDARS	27
14.13.1	General	27
14.14	FORMS	29
14.14.1	Credit Balance Form	29



14.1 ADDRESSES & CONTACTS

IATA Local Office

IATA Malaysia
A-18-4, Northpoint
Mid Valley City,
Medan Syed Putra,
59200 Kuala Lumpur
Malaysia

Customer service <http://www.iata.org/customer-portal>

IATA Country www.iata.org/worldwide/asia_pacific/malaysia
Homepage:

Telephone: +603-22894225/226/227/228

Monday – Friday 8.30am – 5.30pm

Contact in IATA Malaysia

Christine AU YONG Country Manager

Clearing Bank

Deutsche Bank (Malaysia) Berhad
Level 18-20, Menara IMC
8 Jalan Sultan Ismail
50250 Kuala Lumpur
Malaysia
Telephone: 03-20536800
Fax: 03-20704054

List of Approved Ticketing System Providers

1. Abacus Distribution Systems (M) Sdn Bhd
Tel: 03-92814755
No.47, Jalan 5/76B
Desa Pandan
55100 Kuala Lumpur
2. Amadeus Malaysia
Tel: 03-23817733
15.01 15th Floor Menara Dion
27 Jalan Sultan Ismail
50250 Kuala Lumpur
3. Galileo Malaysia Limited
Tel: 03-2144 3133
Suite 16-01, 16th Floor
Menara Keck Seng
203 Jalan Bukit Bintang
55100 Kuala Lumpur
4. Sabre
Tel: + 34 67745 3618
tim.powell@sabre.com

LCAG-P Delegates

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

No.	Representative Name	Airline Name	Remark
1	Ms. Suzanne Ng	Malaysia Airlines	LCAG/P Chairman
2	Ms. Estee Ng	Air France / KLM	
3	Mr. Malkit Singh	Air Mauritius	
4	Ms. Patricia Hooi	All Nippon Airways	
5	Mr. Chan Kin Mun	Cathay Pacific	
6	Mr. Vineeth Manilal	Emirates	
7	Ms. Carol Yap	Japan Airlines	
8	Ms. Suzana Mokhtar	Malaysia Airlines	
9	Ms. Vivian Tan-Loh	Qantas-British Airways	
10	Ms. Teing May Sei	Singapore Airlines	
11	Mr. Wichai Laohmatvanich	Thai Airways	

APJC Delegates

The AGENCY PROGRAMME JOINT COUNCIL (APJC) is a forum where Airline and Travel Agency delegates may consider all aspects of the Agency Programme in the country/area and make recommendation thereon in the form of agenda proposals to the Passenger Agency Conference.

For any requests towards EC (e.g. suggested changes for PAConf), please find the current delegates:

Mr. Azman Ahmad	Malaysia Airlines
Ms. Estee Ng	AF / KLM
Mr. Chan Kin Mun	Cathay Pacific
Ms. Vivian Tan	Qantas / BA
Mr. Cenciz Inceosman	Turkish Airlines
Mr. Rayson Tan	SIA
Mr. Wichai Laohmatyanich	Thai Airways
Mr. Maher Elalfy	Egypt Air
Mr. Vineeth Manilal	Emirates
Dato Mohd Khalid Harun	
Mr. Thangavelu	Grandlotus Travel
Mr. John Tan	Mitra Travel
Mr. Ramchand	MSL Travel
Ms. Noorzaleha	Gemala Travel
Dato' Ngiam Foon	PST Travel Services
Ms. Jenny Shabudin	Travcheq Travel
Ms. Zarina Hashim	Tumpuan Vacation
Ms. Karen Low	World Link Travel

14.2 PARTICIPATING AIRLINES

14.2.1 Participating Airlines List

The below list shows participating Airline members of BSP Malaysia as per 7 December 2011.

No	Airline Code	Airline Name	Airline Prefix
1	9B	Accesrail	450
2	SU	Aeroflot	555
3	5L	Aerosur	275
4	VV	Aerosvit Airlines	870
5	ZI	Aigle Azur	439
6	KC	Air Astana	465
7	AC	Air Canada	014
8	CA	Air China	999
9	AI	Air India	098
10	NX	Air Macau	675
11	MD	Air Madagascar	258
12	MK	Air Mauritius	239
13	NZ	Air New Zealand	086
14	PX	Air Niugini	656
15	AK	Air Asia	807
16	AZ	Alitalia-Compania Aerea Italiana SPA	055
17	NH	All Nipon Airways	205
18	AA	American Airlines	001
19	OZ	Asiana Airlines	988
20	OS	Austrian Airlines	257
21	PG	Bangkok Airways	829
22	J8	Berjaya Air	801
23	BG	Biman Bangladesh	997
24	BA	British Airways	125
25	CX	Cathay Pacific	160
26	CI	China Airlines	297
27	MU	China Eastern Airlines	781
28	CZ	China Southern	784
29	CO	Continental Airlines	005
30	DL	Delta Airlines	006
31	MS	Egypt Air	077
32	EK	Emirates	176
33	ET	Ethiopian Airlines	071
34	EY	Etihad Airways	607
35	BR	Eva Airways	695
36	AY	Finnair PLC	105

37	GA	Garuda Indonesia	126
38	Z5	GMG Airlines	009
39	GF	Gulf Air	072
40	HR	Hahn Airlines	169
41	YO	Heli Air Monaco	747
42	HX	Hong Kong Airlines	851
43	KA	Hong Kong DragonAir	043
44	UO	Hong Kong Express	128
45	JL	Japan Airlines	131
46	9W	Jet Airways	589
47	KQ	Kenya Airways	706
48	IT	Kingfisher Airlines	090
49	KL	KLM Royal Dutch/Air France	074
50	KE	Korean Airlines	180
51	KU	Kuwait Airways	229
52	LO	LOT Polish Airlines	080
53	LH	Lufthansa German Airlines	220
54	MH	Malaysia Airlines	232
55	OM	Mongolian Airlines	289
56	8M	Myanmar Airways	599
57	WY	Oman Air	910
58	PK	Pakistan Airlines	214
59	PR	Philippine Airlines	079
60	QF	Qantas Airways	081
61	QR	Qatar Airways	157
62	BI	Royal Brunei	672
63	RJ	Royal Jordanian	512
64	RA	Royal Nepal Airlines	285
65	SV	Saudi Arabian	065
66	SK	Scandinavian Airlines	117
67	ZH	Shenzhen Airlines	479
68	S7	Siberia Airlines	421
69	MI	SilkAir	629
70	SQ	Singapore Airlines	618
71	SA	South African Airways	083
72	UL	SriLankan Airlines	603
73	LX	Swiss Intl Airlines	724
74	JJ	TAM Airlines	957
75	TG	Thai Airways	217
76	UN	Transaero Airlines	670
77	TK	Turkish Airlines	235
78	PS	Ukraine International Airlines	566
79	US	US Airways	037
80	UA	United Airlines	016

81	HY	Uzbekistan Airways	250
82	VN	Vietnam Airlines	738
83	MF	Xiamen Airlines	731
84	IY	Yemen Airways	635

14.2.2 Airline Contact Details

BSPlink Agents can access the function *General Queries - Airlines* on *BSPlink* and in this way retrieve Airline contact details at any time.

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. Abacus, 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.

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

14.3.2 IATA Customer Services Help Desk or Portal

Effective 22nd December 2008 all agents queries will be managed via the web portal, a Help Desk management tool that has been designed and developed to enhance our customer service level to you

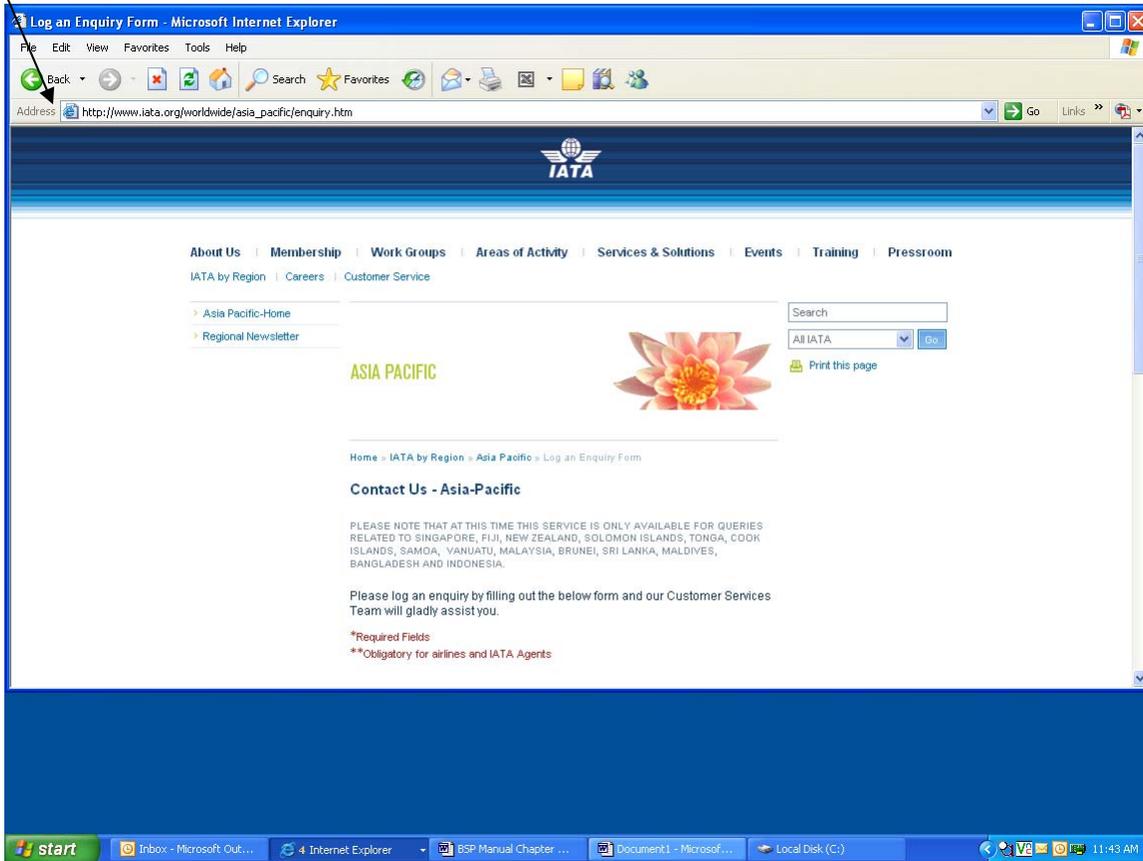
This system will enable airlines and agents to log queries with BSP via the portal. We will acknowledge and respond to you within 12 business hours with a resolution.

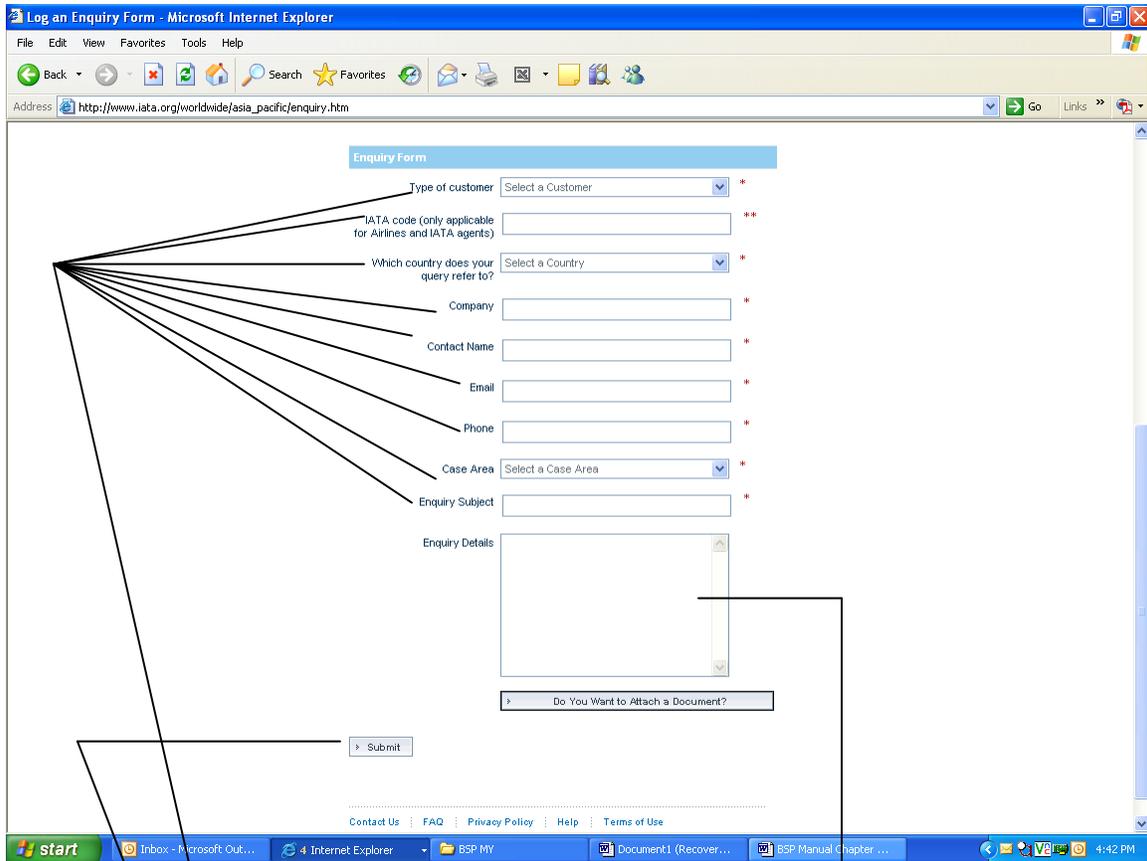


WEB PORTAL PROCEDURES:

Steps:

1. Type URL address: www.iata.org/worldwide/asia_pacific/enquiry.htm





Log an Enquiry Form - Microsoft Internet Explorer

Address: http://www.iata.org/worldwide/asia_pacific/enquiry.htm

Enquiry Form

Type of customer *

IATA code (only applicable for Airlines and IATA agents) **

Which country does your query refer to? *

Company *

Contact Name *

Email *

Phone *

Case Area *

Enquiry Subject *

Enquiry Details

Do You Want to Attach a Document?

[Contact Us](#) | [FAQ](#) | [Privacy Policy](#) | [Help](#) | [Terms of Use](#)

2. Fill in the required field.
3. Kindly type your query in the enquiry column.
4. Finally click the submit button.

14.3.3 IATA Country Homepage – www.iata.org/worldwide/asia_pacific/malaysia

The IDFS Malaysia home page will have local information regarding this market, including airlines, agents, bulletins and circulars, as well as links to other IATA products and services.

14.3.4 BSPLink – www.bsplink.iata.org

BSPLink – Enhanced

BSPLink can 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.

Furthermore the Ticketing Authority is maintained by Airlines on BSPLink 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 BSPLink adds a full transparency between all parties of the process.

Also IATA sends any important operational information using the download function. Make sure to log into BSPLink on a Regular basis and check for any new files, ADM/ACM or BSP Bulletins for new or changed procedures.

For further information please check directly on the BSPLink site found on www.bsplink.iata.org or Contact Us via IATA Customer Service Desk / Portal.

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 Malaysia

- ET = Electronic Ticket
- VMPD = Virtual Multiple Purpose Document and put in description for use

The full list of STDs in use is part of Chapter 1 of the BSP Manual for Agents

14.4.2 Allocation of electronic STDs – Computer Generated Numbers (CGNs)

IATA MY requests for ET range for GDS through the Serial Number Allocation Programme (SNAP) website. Supply Chain Management (SCM) provides ET ranges to each GDS and the information is sent via email to IATA MY SNAP mailbox.

Upon receiving the range, IATA MY will assign allocated ET range to the respective GDS.

Then, GDS shall allocate a block range of 250 to their respective agents and this allocation of stock ranges are loaded into ISIS.

14.4.3 Type, Order and Distribution of MPDs

N/A

14.4.4 Recall of STDs

N/A

14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

14.5.1 Administrative forms used in Malaysia – General

- Agency Sales Transmittal Form (ASTF)

The Agency Sales Transmittal (ASTF) form was previously 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).

The period of time covered by the ASTF 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. **Reporting calendar is attached at the end of Chapter 14.**

At present, IATA MY no longer requires the reporting of the ASTF since all the manual MPD has been withdrawn from the BSP Malaysia market.

14.5.2 Airline's Own Accounting Memoranda

In addition to the SAFs prepared by the Agent, individual BSP Airlines also prepare certain BSP accounting memoranda, which are sent directly by the BSP Airline to the Agent concerned. Where BSPlink ADMs/ACMs have been implemented, the documents are issued under the provisions of resolution 850m either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline's behalf) raising the ADM/ACM to issue the document in its own system and upload as a file into BSPlink so the Agent can view it. Non-disputed ACMs/ADMs are automatically reported to the DPC for processing and inclusion in billings. Local dispute periods are automatically taken into account, and online disputing through BSPlink can be activated by the airline. The airline can also download disputed transactions from BSPlink, and load them into their own system for dispute handling. The purpose of these accounting memoranda is to adjust the Agent's account with the Airline via the BSP. The two accounting memoranda are:

- Agency Debit Memo (ADM)
- Agency Credit Memo (ACM)

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.

14.5.3 ADM/ACM Procedures

Where BSPlink ADMs/ACMs have been implemented, the documents are issued either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline's behalf) raising the ADM/ACM to issue the document in its own system and upload as a file into BSPlink so the Agent can view it.

The rules governing the issue of Airlines' ADMs are detailed in resolutions published in the Travel Agent's Handbook.

14.6 COMPLETION OF STANDARD ADMINISTRATIVE FORMS

14.6.1 Agency Sales Transmittal Form (ASTF) - General

N/A

14.6.2 Completion Procedures

N/A

14.6.3 Timely submission/Submission Date

N/A

14.7 COMPLETION OF MANUAL STANDART TRAFFIC DOCUMENTS

14.7.1 Completion of MPDs - General

N/A

14.7.2 STD Cancellation procedure

- **Cancellation Procedure**
N/A
- **Void Procedure**

Agents are required to keep records of 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.

14.7.3 Carrier Identification Plate

N/A

14.7.4 Ticketing Authority through BSPlink

Airlines assign Ticketing Authority to their appointed Agents in BSPlink and also update the GDS system for ticket allotment level to the respective agents. Therefore, airlines fully control the agents appointment and also the allotment level.



14.8 BSP BILLING REPORTS – OUTPUT

14.8.1 General

IATA provides Agents with a range of BSP Reports for each period (usually four billing periods per month). The reports are provided in electronic form via BSPlink. The BSP reports are final remittance statement. 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 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. MY_RPAGSTM_C_XXXXXXX_MMPP, will reflect the agent code, month and period such as MY_RPAGSTM_C__2030039_0605

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: MY_RPAGSTM_C_XXXXXXX_MMPP (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 with the Clearing Bank in strict compliance with published remittance dates.

14.9.2 Method of Remittance

Agent upon joining BSP will be provided with a bank account number by the Clearing Bank – Deutsche Bank for the purpose of making payment.

Payments are made by the following methods:

- Direct Debit Services (preferred mode of payment)
- Depositing Cash
- Telegraphic Transfer – RENTAS or GIRO
- Cheque or Bank Draft (only from local bank)

14.9.3 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.

14.9.4 Post-Settlement Errors discovered by Agent

Agent is required to write an official letter to the airlines requesting airlines to issue ACM for refund or ADM for additional collection.

14.9.5 Post-Settlement Errors discovered by the BSP Airline

Airlines to issue ADM for additional collection or ACM for agent refund.



14.9.6 Post Settlement Errors Discovered by IATA

IATA to notify agent or airline in writing. Airline to issue ADM or ACM for adjustment.

14.9.7 Net Remittance

Net Reporting is an agreement between an Airline and an Agent to report STDs at a value other than the published fare. The difference between the amount entered in the STD's fare box and the agreed fare may be a Supplementary (Commission) Amount in the Agent's favour, or the Agent may sell the STD at a reduced price to customer. When an Airline enters into an agreement with Agent authorizing the Agent to sell net reporting STDs, the Airline establishes a special code(s) (eg. Tour code, Commercial Agreement Reference) with the Agent.

14.9.7.1 Form of payment – Cash or Invagt

Indiate the nett amount payable to Airline in the Remittance Area of the STD. In the case of auto-ticket, observe the appropriate ticketing entry advised by the respective Ticketing System providers.

14.9.7.2 Form of payment – Credit Card

Certain airlines allow the reporting of nett fare vide credit card. Consult the respective Airlines before accepting and reporting nett fare as credit card payment.

14.9.7.3 Nett Remit Credit Card Procedures (NRCC)

The Net Remit Credit Card scheme allows the reporting of NTA fares (and/or any other negotiated fares) as credit card payment to the Airlines (payment by credit card).

Note: a) only the NTA amount will be reported to the airlines.
b) the airline will absorb the merchant fee on the NTA amount.

14.9.7.4 The Agent's mark up amount (difference between selling and NTA amount) will be charged using Agent's merchant charge form. The Agent will absorb the merchant fee on the mark up amount. In other words, two types of charge form (BSP Standard CCCF for NTA plus tax and Agent Merchant charge form for the mark up amount) will be used. (refer to example below)

Example:

NTA	-	MYR1000
Mark Up amount	-	MYR 100
Tax	-	MYR 40
TOTAL		MYR1140

CRS Ticketing Entry :

NTA amount	-	1000
Tax Amount	-	40
CC amount	-	1040

Charge Form:

BSP CCCF	-	1040
Merchant CCCF	-	100

14.9.7.5 CRS ticketing entries:

The respective CRS/GDS will notify all Agents, vide training, circulars and system news, of the ticketing entries required to perform the NRCC.

Multiple Form of Payments e.g. part cash / part credit is NOT allowed for NRCC.

Tickets CANNOT BE CANCELLED following the day after issuance. Tickets can only be cancelled on the same day of issuance.

14.9.7.6 Tour Code

Tour Code and/or any other special Fare Code MUST be entered in the 'TOUR CODE' box of the ticket. The 'FORM OF PAYMENT' box must not be used to show such codes anymore (Only for NRCC).

14.9.7.7 Refund Procedures

Agents are allowed to issue RAA (Refund Application Authority) if authorized by the Airline or Auto GDS via their respective system provider. There would NOT be any CASH Refund to Agents.

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 818g of the Travel Agent's Handbook, unless stated otherwise.

14.10.1 Administrative Charges

Charges will be imposed on the following circumstances:

- Overdue / Late Remittance
- Dishonored Remittance
- Overdue / Late Submission of Sales Transmittals
- Unreported / Late Transactions

Overdue Or Dishonored Remittance

14.10.1.1 Financial review and penalties as provided for under IATA Reso 818g of the Travel Agents Handbook will be imposed on Agent for overdue/dishonored remittance.

14.10.1.2 If the Clearing Bank does not receive a complete remittance by the remittance date or if an Agent's cheque, or other method of payment is dishonored on or after the remittance date, a demand for immediate payment notice is sent to agent requesting for immediate payment by bank draft before the close of banks business hours of the day such notice is sent.

Ticketing Systems may be inhibited to prevent further issuance of Tickets.

14.10.1.3 If payment is received from the Agent on demand, i.e. before the close of business of the Clearing Bank on the first day of the demand, the BSP office will either send the Agent a notice of irregularity, which counts as two instances of irregularity, or issue a letter of warning that goes into record.

14.10.1.4 If the remittance is not received on demand, the Agent will be declared in default and its credit trading suspended.

14.10.2 Interest and Clearing Bank Charges

- Bank interest on late payment BLR + 1%
- Other charges as and when impose by the bank

14.10.3 Sanctions

The IDFS Manager carries out certain functions and actions as prescribed in the IATA Travel Agent's Handbook against any Agents who fails to adhere to the reporting and remitting procedures as set out in the IATA Resolution 818g.

The circumstances for this may include;

- Overdue / Late / Dishonored Remittance
- Overdue Sales Transmittals
- Late / Unreported Transactions
- Accumulation of the above Irregularities

14.10.3.1 Accumulated Notice Of Irregularities (NOI) / Charges

Accumulated NOI of four (4) instances may ultimately lead to an Agent being placed in Default.

NOTE: Two (2) NOI is deemed as four (4) instances.

14.10.3.2 Non-payment of BSP sales by the Remittance Date as per BSP Calendar may lead to an Agent being placed in Default.

14.11 CREDIT CARD SALES

14.11.1 General

Subject to the authority of the ticketing Airline and the procedures set out in this manual, an Agent may accept Credit Cards and/or Charge Cards in full payment for ticket sales on behalf of the plated airline. Failure to comply with the procedures herein and/or the airlines policies may result in the transaction being billed as cash to the Agent's Billing and once such action is taken, the airline will not retrospectively accept a card as payment for the transaction. Furthermore should a customer dispute and refuse to pay a transaction appearing on their Card Statement where such transaction was generated by an Agent, the airline will raise an ADM for the full value of the rejected transaction and the Agent must settle same. It is important that all Agents understand the general principles of Credit Card transactions.

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?
 - VI – Visa
 - CA – Master Card (including Eurocard)
 - DC – Diners Club
 - AX – American Express Card
 - 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

CCVI5456 6785 8574 8899 followed by the expiry date, 12/09 for example



Where:

“CC” indicates Form of Payment = Credit Card

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

“5456 6785 8574 8899” 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 .

14.12 REFUNDS

14.12.1 General

An Agent is permitted to effect 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.

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 Direct Refunds

Please refer to training guide provided by GDSs on Direct Refunds

14.12.3 Refund Application

- 14.12.3.1 Log on to www.bsplink.iata.org and access the bsplink web.
- 14.12.3.2 Click on 'Refund' – 'Refund Application Authority Issue' to display the RAA form.
- 14.12.3.3 Complete the RAA form (Part A and Part B) in BSPlink.
- 14.12.3.4 Once completed, click on 'Accept' and a RAA number will be displayed
- 14.12.3.5 Indicate the RAA number (generated by system) on the refund document.
- 14.12.3.6 Submit refund document to respective Airline for action.
- 14.12.3.7 Agents need not print the RAA copy from BSPlink for submission to the Airline, as Airline will be able to view them via BSPlink.
- 14.12.3.8 Monitor the authorization in BSPlink by clicking on 'Refund' 'Refund Application/Authority query' menu. Click on the respective boxes shown to see the status or click all boxes to see the status.

NOTES:

1. Ensure coupons are stamped 'REFUNDED'
2. Airlines will retain the document upon authorization.



14.12.4 Handling of Refunds by IATA Members

Under the provisions 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

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

Partly used traffic documents

Members will ensure that refunds on partly used traffic documents are made or authorised by 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

CALENDAR OF REPORTING/BILLING/REMITTANCE DATES -YEAR 2012

MTH	REPORTING	BILLING	REMITTANCE
JAN	Mon 26 Dec 11 – Sun 01 Jan	Wed 04 Jan	Wed 11 Jan
	Mon 02 Jan – Sun 08 Jan	Wed 11 Jan	Wed 18 Jan
	Mon 09 Jan – Sun 15 Jan	Wed 18 Jan	Wed 25 Jan
	Mon 16 Jan – Sun 22 Jan	Wed 25 Jan	Thu 02 Feb
FEB	Mon 23 Jan – Sun 29 Jan	Wed 01 Feb	Wed 08 Feb
	Mon 30 Jan – Sun 05 Feb	Wed 08 Feb	Wed 15 Feb
	Mon 06 Feb – Sun 12 Feb	Wed 15 Feb	Wed 22 Feb
	Mon 13 Feb – Sun 19 Feb	Wed 22 Feb	Wed 29 Feb
MAR	Mon 20 Feb – Sun 26 Feb	Wed 29 Feb	Wed 07 Mar
	Mon 27 Feb – Sun 04 Mar	Wed 07 Mar	Wed 14 Mar
	Mon 05 Mar – Sun 11 Mar	Wed 14 Mar	Wed 21 Mar
	Mon 12 Mar – Sun 18 Mar	Wed 21 Mar	Wed 28 Mar
	Mon 19 Mar – Sun 25 Mar	Wed 28 Mar	Wed 04 Apr
APR	Mon 26 Mar – Sun 01 Apr	Wed 04 Apr	Wed 11 Apr
	Mon 02 Apr – Sun 08 Apr	Wed 11 Apr	Wed 18 Apr
	Mon 09 Apr – Sun 15 Apr	Wed 18 Apr	Wed 25 Apr
	Mon 16 Apr – Sun 22 Apr	Wed 25 Apr	Wed 02 May
MAY	Mon 23 Apr – Sun 29 Apr	Wed 02 May	Wed 09 May
	Mon 30 Apr – Sun 06 May	Wed 09 May	Wed 16 May
	Mon 07 May – Sun 13 May	Wed 16 May	Wed 23 May
	Mon 14 May – Sun 20 May	Wed 23 May	Wed 30 May
JUN	Mon 21 May – Sun 27 May	Wed 30 May	Wed 06 Jun
	Mon 28 May – Sun 03 Jun	Wed 06 Jun	Wed 13 Jun
	Mon 04 Jun – Sun 10 Jun	Wed 13 Jun	Wed 20 Jun
	Mon 11 Jun – Sun 17 Jun	Wed 20 Jun	Wed 27 Jun
	Mon 18 Jun – Sun 24 Jun	Wed 27 Jun	Wed 04 Jul



JUL	Mon 25 Jun – Sun 01 Jul	Wed 04 Jul	Wed 11 Jul
	Mon 02 Jul – Sun 08 Jul	Wed 11 Jul	Wed 18 Jul
	Mon 09 Jul – Sun 15 Jul	Wed 18 Jul	Wed 25 Jul
	Mon 16 Jul – Sun 22 Jul	Wed 25 Jul	Wed 01 Aug
AUG	Mon 23 Jul – Sun 29 Jul	Wed 01 Aug	Wed 08 Aug
	Mon 30 Jul – Sun 05 Aug	Wed 08 Aug	Wed 15 Aug
	Mon 06 Aug – Sun 12 Aug	Wed 15 Aug	Wed 22 Aug
	Mon 13 Aug – Sun 19 Aug	Wed 22 Aug	Wed 29 Aug
SEP	Mon 20 Aug – Sun 26 Aug	Wed 29 Aug	Wed 05 Sep
	Mon 27 Aug – Sun 02 Sep	Wed 05 Sep	Wed 12 Sep
	Mon 03 Sep – Sun 09 Sep	Wed 12 Sep	Wed 19 Sep
	Mon 10 Sep – Sun 16 Sep	Wed 19 Sep	Wed 26 Sep
	Mon 17 Sep – Sun 23 Sep	Wed 26 Sep	Wed 03 Oct
OCT	Mon 24 Sep – Sun 30 Sep	Wed 03 Oct	Wed 10 Oct
	Mon 01 Oct – Sun 07 Oct	Wed 10 Oct	Wed 17 Oct
	Mon 08 Oct – Sun 14 Oct	Wed 17 Oct	Wed 24 Oct
	Mon 15 Oct – Sun 21 Oct	Wed 24 Oct	Wed 31 Oct
NOV	Mon 22 Oct – Sun 28 Oct	Wed 31 Oct	Wed 07 Nov
	Mon 29 Oct – Sun 04 Nov	Wed 07 Nov	Wed 14 Nov
	Mon 05 Nov – Sun 11 Nov	Wed 14 Nov	Wed 21 Nov
	Mon 12 Nov – Sun 18 Nov	Wed 21 Nov	Wed 28 Nov
DEC	Mon 19 Nov – Sun 25 Nov	Wed 28 Nov	Wed 05 Dec
	Mon 26 Nov – Sun 02 Dec	Wed 05 Dec	Wed 12 Dec
	Mon 03 Dec – Sun 09 Dec	Wed 12 Dec	Wed 19 Dec
	Mon 10 Dec – Sun 16 Dec	Wed 19 Dec	Wed 26 Dec
	Mon 17 Dec – Sun 23 Dec	Wed 26 Dec	Wed 02 Jan 2013

Reporting Period	The length of time of the sales period so established.
Billing Date	The date by which the Agent's Billing Statement reports are ready. NOTE: BSP Billing Statements are dispatched electronically via BSPlink every Friday.
Remittance Date	The date by which agents remit their billing payments as Good Value for Money. (refer Remittance procedures).



14.14 FORMS

14.14.1 Agent Negative Balance

(ON AGENT'S OFFICIAL LETTERHEAD)

TO : Country Manager, IATA MY

FROM : **(Agent Name)**
(Agent Code)
(E-mail Address)

This is our instruction to remit the amounts of the Credit Balance due to (agent's name) to the bank account specified below.

Beneficiary Account Name : _____

Bank Account Number : _____

Bank Name : _____

Bank Branch & Address : _____

Bank Code (SWIFT) : _____

Sign on behalf of **(the agent name)**

Name: _____ Signature : _____

Title : _____ Date : _____

Name: _____ Signature : _____

Title : _____ Date : _____

(note: must be signed by 2 senior officers at the Agent's office, at least one (1) of which must be the Chief Executive Officer (CEO), or Managing Director or Head of Accounts.)