

WITHDRAWAL OF BSP NEUTRAL PAPER TRANSPORTATION DOCUMENTS EFFECTIVE 1 JUNE 2008. PAYMENT OF SPECIAL SERVICES.

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1. Purpose of this document

10 Purpose of this document is to provide additional, detailed instructions on the procedures for the payment of additional Services (such as, but not limited to, STCR, OXYG, EXST, XBAG, PETC, AVIH) by BSP Travel Agents after 1 June 2008, when BSP Neutral Transportation Documents will be withdrawn; it is intended for use by Alitalia Travel Agent Partners.

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2. Payment of Additional Services in Connection with Travel on Alitalia

Alitalia will accept 'BSPLink Virtual Multi Purpose Documents' (V-MPDs) for payment of all Additional Services.

20 The procedure described in this document applies to Travel Agents located in:

Austria
Belgium
Czech Republic
France
25 Germany
Hungary
Italy
Jordan
Luxembourg
30 Netherlands
Poland
Portugal
Russian Federation
Saudi Arabia
35 Slovak Republic
South Africa
Spain
Switzerland
United Kingdom
40 Ukraine.

3. Issuance of the V-MPD

45 Please refer to the 'BSPLink Virtual Multi Purpose Document (V-MPD) Manual – Agents' for detailed information on how to issue V-MPDs.

Presentation material about the V-MPD and a list of Frequently Asked Questions (FAQs) are available for download in the 'Download Centre' of the BSPLink Portal at <https://www.bsplink.iata.org> (refer to section 'BSPLink Customer Manuals')

'BSPLink' is an online application managed by IATA.

50 Alitalia will allow all Travel Agents that already have Ticketing Authority with the carrier to issue V-MPDs via BSPLink.

When issuing the V-MPD please consider the following instructions:

Additional Service	Reason for Issuance Code	Other V-MPD fields needed (in addition to mandatory fields)	Information to be entered in the 'Remarks' field	Notes
STCR	O - Other	1. PNR REFERENCE/AIRLINE DATA	1. FLIGHT, CLASS, DATE, ROUTING 2. Email of the Travel Agent's staff responsible for the transaction.	Applicable charge is generally 3 times the Y Full Fare for each segment. This is a commissionable charge.
OXYG	O- Other	1. PNR REFERENCE/AIRLINE DATA	1. FLIGHT, CLASS, DATE, ROUTING 2. Email of the Travel Agent's staff responsible for the transaction.	This is a commissionable charge.
EXST	O – Other	1. PNR REFERENCE/AIRLINE DATA	1. FLIGHT, CLASS, DATE, ROUTING 2. Email of the Travel Agent's staff responsible for the transaction.	This is a commissionable charge.
XBAG, CBBG, AVIH, PETC	O – Other	1. PNR REFERENCE/AIRLINE DATA	1. FLIGHT, CLASS, DATE, ROUTING 2. Email of the Travel Agent's	This is a NON commissionable charge.

			staff responsible for the transaction.	
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4. The Procedure, Step by Step.

Step	Actions	Notes
1	The Travel Agent creates the V-MPD in BSPLink, a printed copy of which can be sent to the Passenger (or Passengers) or the Customer.	Please see Paragraph 3 'Issuance of the V-MPD', and/or refer to the IATA documentation on BSPLink (same Paragraph).
2	An email notification, which includes the details of the V-MPD, is automatically sent to the Alitalia Support Centre by BSPLink.	There is no need for the Travel Agent to take any action after the V-MPD creation.
3	The Alitalia Support Centre takes action against the email notification sent by BSPLink: 1. retrieves the relevant PNR in the AZ system 2. checks that the the Additional Service has been correctly booked 3. checks the amount of the charge paid 5. 'Marks As Used' the V-MPD 7. acknowledges receipt of the V-MPD, and confirms back to the Travel Agent, by inserting 'SSR OTHS' items in the AZ PNR, that should generate a queue in the corresponding Travel Agent GDS PNR.	
4	If there is any issue with the transaction, a. 'SSR OTHS' items holding text to explain the issue are immediately entered in the AZ PNR, that should generate a queue in the Travel Agent GDS PNR b. an email note (in English or Italian only) with an explanation of the issue is sent to the email address of the Travel Agent responsible staff inserted in the V-MPD 'Remarks' field.	Travel Agents should carefully check the GDS PNRs. The Alitalia Support Centre will use 'SSR OTHS' within the PNRs to communicate with the Travel Agents, Email notes will be used only when absolutely necessary. Travel Agents can have confirmation that the transaction has been successfully managed through 'SSR OTHS' elements entered by the Alitalia Support Centre.
5	The passengers contact the AZ check-in desks on departure, show a copy of the V-MPD	

5. MODIFICATIONS

60 Please send any modifications requests only via email to vmpd@alicos.net.