

IATA implements new process for accessing settlement statements

Effective June 30, 2017

As of June 30, 2017, all Canadian accredited and TIDS travel agents will be required to access their settlement statements using BSPLink. Statements for GDS bookings are already available on BSPLink, but **this will be a new process for bookings made through WestJet Agent**. Commission for WestJet Agent bookings will continue to be settled through TIESS as it is today. This change has been mandated by IATA and will be in effect industry-wide.

With BSPLink, you will be able to easily access your online settlement statements for all air transactions. You will also be able to download your statements in a PDF format. Effective June 30, 2017, this is where you will access your statements and settle your commission:


Booking channel	Access settlement statements	Commission settlement
WestJet Agent	BSPLink	TIESS
GDS	BSPLink	BSPLink

In order to prepare for this transition, all travel agents will require an active BSPLink account before June 30, 2017. Your banking information must be registered on BSPLink in order to access your statements.

After June 30, settlement statements for your air transactions will not be available on TIESS. We recommend that you download any statements you may need from TIESS before this date. Once the transition to BSPLink has taken place, you will need to contact IATA's customer service team using the [IATA customer portal](#) if you require statements for transactions that took place prior to June 30. When submitting a request, be sure to use "TIESS reporting" as the subject line. In the body of the message, include your IATA number, legal name and email address.

These changes only apply to air bookings. Commission on WestJet Vacations bookings will continue to be settled through TIESS and there will be no change to how you receive your statements.

Here is an example of what your settlement statement will look like in BSPLink:




WESTJET
WESTJET
22 AERIAL PLACE NE
CALGARY AB T2E 3J1
CA

Billing and Commission Report

** STATEMENT CLOSED # 0000123456 **

Statement Date: 24-MAY-2017

To be credited on 25-MAY-2017



PARTNER NUMBER

PARTNER NAME

ADDRESS LINE 1

ADDRESS LINE 2

TAX REF 1:

TAX REF 2:

Original Currency: CAD Process Date: 24-MAY-2017 - Page: 0001

DOCUMENT NUMBER	DNR/INFO	DATE OF ISSUANCE	DOCT TYPE	FARE			TAXES		COMMISSION		TAX ON COMM		CLEARING AMOUNT	PASSENGER NAME/REMARKS
				CASE	CREDIT	CODE	CASE	CREDIT	RATE	AMOUNT	CODE	AMOUNT		
11111111111111	XYZDEF	12-MAY-17	RPND	0.00	-451.92	ATSC	0.00	14.25	0.00%	0.00	--	0.00	0.00	SMITH/JOHN MR
						CP	0.00	100.00						
						HST/GST	0.00	3.25						
						AIF	0.00	55.00						
						HST/GST	0.00	27.96						
						NAV	0.00	46.00						

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If you are a TIDS agency:

- You will receive an email from IATA BSPLink that includes a link to the BSPLink homepage and your login credentials. Please be sure to check your junk email folder if the email is not in your inbox.
- If you do not receive this email, log an enquiry with IATA's customer service team using the [IATA customer portal](#). Be sure to use "BSPLink" as the subject line and in the body of the message, include your IATA number, legal name and email address.
- To complete the BSPLink activation, you will need to register your banking information.

To learn more about how to log in to the IATA customer portal, access your BSPLink account, register your banking information, download settlement statements and more, watch IATA's [educational video](#) on their customer service page.

If you are an accredited agency:

- Before June 30, 2017, be sure that your BSPLink account is active and that you have the most up-to-date banking information on your account.

To learn more about how to log in to the IATA customer portal, access your BSPLink account, register your banking information, download settlement systems and more, watch IATA's [educational video](#) on their customer service page.

If you are an accredited or TIDS agency that has never booked with WestJet:

- **You will need to be registered with both TIESS and BSPLink to be able to access your settlement statements and receive your commission payments.**
- To register with TIESS, visit www.iata.org.br/tiess/. Please include your banking information in TIESS to ensure you receive your commission payments.
 - For instructions on how to register with TIESS and enter your banking information, see [page 4](#) of this document. Or click [here](#) to download a copy of the TIESS New User Registration Manual.
- If you have not already registered with BSPLink, you will receive an email from IATA BSPLink that includes a link to the BSPLink homepage and your login credentials. Please check your junk email folder if the email is not in your inbox.

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- If you do not receive this email, log an enquiry with IATA's customer service team using the [IATA customer portal](#). Be sure to use "BSPLink" as the subject line and in the body of the message, include your agency code, legal name and email address.
- To complete the BSPLink activation, you will need to register your banking information. If you already have an active BSPLink account, be sure your banking information is up-to-date.

To learn more about how to log in to the IATA customer portal, access your BSPLink account, register your banking information, download settlement systems and more, watch IATA's [educational video](#) on their customer service page.

If you have any questions or concerns, please contact IATA's customer service team using the [IATA Customer Portal](#).

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NEW USER REGISTRATION IN TIESS

1. Access the TIESS Portal site

The system must be accessed by URL <https://www.iata.org.br/tieess/>.

The screenshot shows the TIESS portal website. At the top, there is a blue header with the IATA logo in the center. Below the header is a navigation menu with links for Home, About Us, Contacts, FAQ, and Language (set to English). The main content area is divided into two columns. The left column contains a login form with fields for User and Password, a 'Forgot my password' link, and a 'Log in' button. Below the login form is a 'New User?' link with the text 'Click here to create an account'. The right column features a large banner with the IATA and TIESS logos and the text 'Welcome to TIESS.' Below the banner, there is a paragraph describing TIESS as IATA's Travel Industry Exchange Settlement Solutions, which facilitates billing and settlement between travel industry suppliers and travel agencies. This is followed by a 'Benefits:' section with a bulleted list of advantages: No transaction fees for travel agents, Online invoicing, Prompt reconciliation, Global centralized process, Significant cost savings, and Improved customer / supplier partnerships. Finally, there is a 'TIESS Key Features:' section with a bulleted list: Secured Internet application, Electronic bill presentment and settlement to all users on a B2B relationship, Personalized printable invoice summaries compatible with all legacy systems, Multi-currency settlements, Payable settlement method, and Supplier payment identification. At the bottom left of the page, there is a 'Frequently Asked Questions' link with a question mark icon.

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2. Create a New User Profile

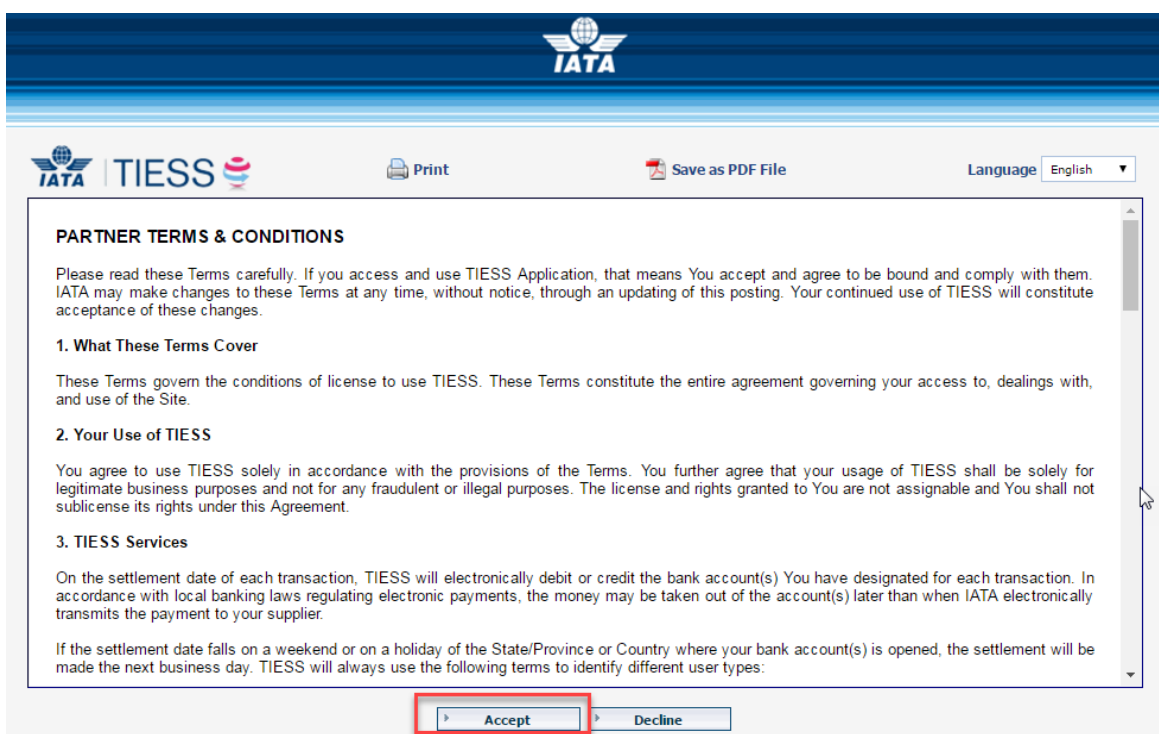
To create a New User Account profile, select the link selection “New User, Click here to create an account.”



The screenshot shows the IATA TIESS website interface. At the top, there is the IATA logo and a navigation menu with links: Home, Password Change, About Us, Contacts, FAQ, Privacy Policy, and Language (English). Below the navigation, there is a login form with fields for User and Password, a 'Forgot my password' link, and a 'Log in' button. A red box highlights a link that says 'New User? Click here to create an account'. Below the login form, there is a 'Frequently Asked Questions' link. To the right of the login form, there is a banner for TIESS with the IATA logo and the TIESS logo. Below the banner, there is a 'Welcome to TIESS.' message and a paragraph describing TIESS as IATA's Travel Industry Exchange Settlement Solutions (TIESS) that facilitates the billing and settlement between travel industry suppliers and travel agencies. Below this, there is a paragraph stating that TIESS is building on IATA's 40 years of settlement expertise. At the bottom, there is a 'Benefits:' section with a list of benefits: No transaction fees for travel agents, Online invoicing, Prompt reconciliation, and Global centralized process.

3. Accept the Terms

Please read the Terms and Conditions, then select **Accept** Partner Terms & Conditions.



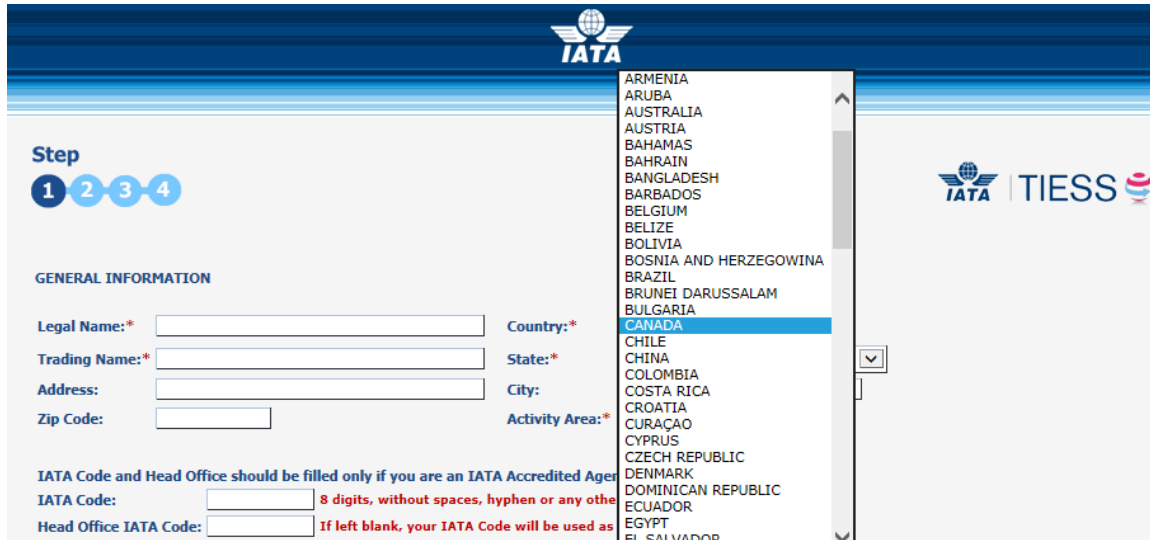
The screenshot shows the IATA TIESS website interface displaying the 'PARTNER TERMS & CONDITIONS' page. At the top, there is the IATA logo and the TIESS logo. Below the logos, there are links for 'Print' and 'Save as PDF File', and a 'Language' dropdown menu set to 'English'. The main content area contains the following text: 'Please read these Terms carefully. If you access and use TIESS Application, that means You accept and agree to be bound and comply with them. IATA may make changes to these Terms at any time, without notice, through an updating of this posting. Your continued use of TIESS will constitute acceptance of these changes.' Below this, there are three sections: '1. What These Terms Cover', '2. Your Use of TIESS', and '3. TIESS Services'. At the bottom of the page, there are two buttons: 'Accept' and 'Decline'. The 'Accept' button is highlighted with a red box.

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4. Enter Company Details

Under General Information complete all the fields below. Those marked with an asterisk (*) are mandatory fields. Enter your Company full Address and select Country "CANADA".



The screenshot shows the IATA registration form at Step 1. The 'GENERAL INFORMATION' section includes fields for Legal Name, Trading Name, Address, and Zip Code, all marked as mandatory. The Country dropdown menu is open, displaying a list of countries with 'CANADA' highlighted. The Activity Area dropdown menu is also visible but not yet selected.

Step
1 2 3 4

GENERAL INFORMATION

Legal Name:* Country:*

Trading Name:* State:*

Address: City:

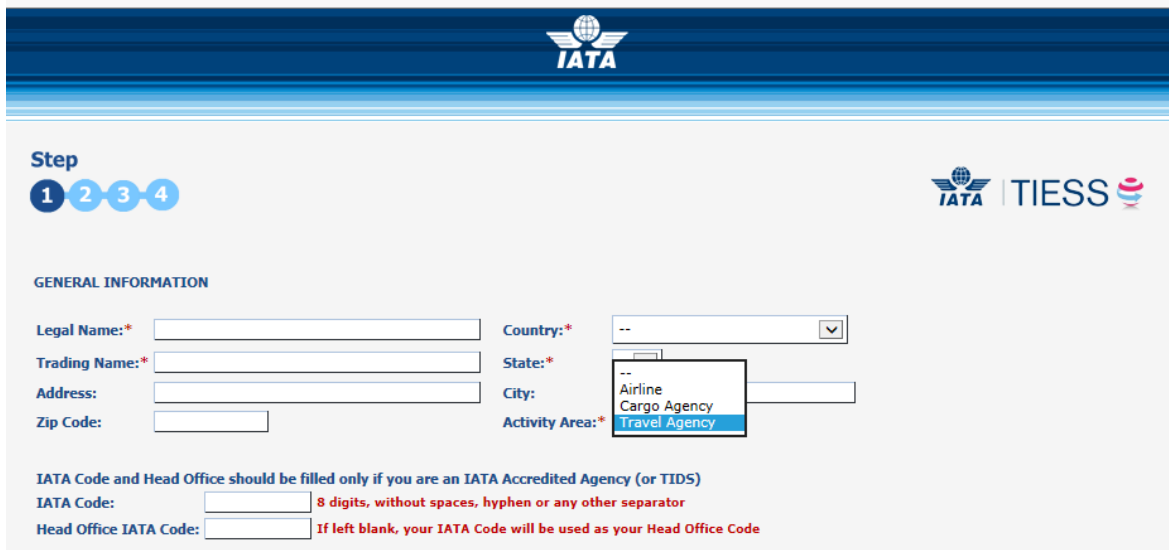
Zip Code: Activity Area:*

IATA Code and Head Office should be filled only if you are an IATA Accredited Agency (or TIDS)

IATA Code: 8 digits, without spaces, hyphen or any other separator

Head Office IATA Code: If left blank, your IATA Code will be used as your Head Office Code

Select "Travel Agency" under the Activity Area drop-down menu.



The screenshot shows the IATA registration form at Step 1. The 'GENERAL INFORMATION' section includes fields for Legal Name, Trading Name, Address, and Zip Code, all marked as mandatory. The Country dropdown menu is now closed, and the Activity Area dropdown menu is open, displaying options: Airline, Cargo Agency, and Travel Agency, with 'Travel Agency' highlighted.

Step
1 2 3 4

GENERAL INFORMATION

Legal Name:* Country:*

Trading Name:* State:*

Address: City:

Zip Code: Activity Area:*

IATA Code and Head Office should be filled only if you are an IATA Accredited Agency (or TIDS)

IATA Code: 8 digits, without spaces, hyphen or any other separator

Head Office IATA Code: If left blank, your IATA Code will be used as your Head Office Code

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7. Select Suppliers

Select the box in front of the list of **Suppliers** whom you wish to do business with. Click on **Confirm** button!

The screenshot shows a web interface for Step 4 of the TIESS process. At the top left, there are four numbered steps (1, 2, 3, 4) with step 4 highlighted. The IATA and TIESS logos are in the top right. The main text reads: "Please select all the TIESS SUPPLIERS in the grid below that you need at once (before clicking on Confirm button), in order to avoid the system creating one login for each supplier." Below this is a table with a header "SUPPLIERS" and five rows, each with a checkbox and a supplier name: WestJet, Air Canada Vacations, Alo, VIA Rail, and WestJet Vacations. At the bottom right, there are two buttons: "Back" and "Confirm", with the "Confirm" button highlighted with a red border. A red asterisk and the text "* Required Field" are located at the bottom left.

8. User ID and Temporary Password is Assigned

On the next screen, the TIESS system will assign a unique TIESS User ID code and a Temporary Password. ***Kindly save*** the assignment of the TIESS User ID for future reference. Select the **Back** button, this will bring you to the TIESS homepage.

The screenshot shows a confirmation screen in the TIESS system. At the top left, there are four numbered steps (1, 2, 3, 4) with step 4 highlighted. The IATA and TIESS logos are in the top right. The main text reads: "Your TIESS CODE and Login is: Temporary password:". Below this, it states: "Your linking request has been sent to all TIESS SUPPLIERS you have selected. You will receive an e-mail message with your request (for your control) and, as soon as any of the TIESS Suppliers accepts or rejects your request, TIESS will send you a new e-mail message. TIESS will also send automatic reminders to the TIESS Suppliers if they do not take action on approving/rejecting your request." A note follows: "Note: Please take note of the TIESS CODE the system has assigned to you. This information will help us and the TIESS Supplier to identify your request." At the bottom right, there is a "Back" button highlighted with a red border. A red asterisk and the text "* Required Field" are located at the bottom left.

Login with your assigned TIESS user ID and temporary password. Next you will be asked to change the Temporary password. Enter the Temporary password in the Current (*first*) box; create a new password and enter in the next two boxes (password should be 7 characters minimum and alpha-numeric). **Apply!** This will give you access to your agency profile.

Note TIESS system will send separate automated email message to your email when the link request is accepted/rejected by supplier.