

## RESOLUTION 898a

### ELECTRONIC RESERVATION SERVICES PROVIDERS

PAC1(36)898a (except USA) Expiry: Indefinite  
PAC2(36)898a  
PAC3(36)898a Type: B

RESOLVED that an ERSP (Electronic Reservation Services Provider) is the term used to refer to a business that provides the ability for an individual consumer and/or corporation to make airline reservations via any electronic medium (Internet, Intranet, on-line service, direct connection, LAN, WAN, etc.) without the direct participation of an airline or travel agency employee.

The purpose of this Resolution is to facilitate communications relating to the sale of international air transportation on the services of Members between Members and reservation services providers who operate through an on-line information service. Nothing in this Resolution shall be deemed to constitute appointment of the Electronic Reservation Services Provider as agent of the Member. Nothing in this Resolution shall be deemed to require or to foreclose an agreement on remuneration between the Member and the Electronic Reservation Services Provider.

Entities performing these functions under the terms of this Resolution shall follow the procedures outlined in the Passenger Services Conference Resolutions Manual governing the purchase of air transportation via electronic commerce.

#### DEFINITIONS

For the purposes of this Resolution:

'ACCREDITED AGENT' means a Passenger Sales Agent entered on the IATA Agency List of Accredited Agents.

'AGENCY ADMINISTRATOR' means the IATA official designated by the Director General from time to time as the holder of that office, or his authorised representative.

'ELECTRONIC RESERVATION SERVICES PROVIDER' ('ERSP') means a Person established on the Internet or other on-line service, promoting reservation information in the same format as provided by a Member's system or CRS. The 'ERSP' provides the user with instruction, screen formats, real-time display, booking capability or other information in respect to a travel supplier's inventory. The 'ERSP' provides to its user a reservations facilitation service and the referral of the user's ticketing requirements to the Member or its agent.

'MEMBER' means a Member of IATA.

'PERSON' means an individual, partnership, firm, association, company or corporation whose activities include providing a travel information and reservations referral service on the Internet, or other on-line information service, for the user as defined.

'USER' is the individual making an inquiry to the 'ERSP'.

#### 1. APPLICATION

Any Person in possession of the appropriate official licence, where required, wishing to be listed by IATA as an Electronic Reservation Services Provider, and able to make reservations on behalf of its user on the services of a Member, may do so by applying to the Agency Administrator, providing details of its name, mailing address and Internet address and by paying the appropriate listing fee.

#### 2. ELECTRONIC RESERVATION SERVICES PROVIDERS' LIST

The Agency Administrator shall thereupon allocate an unique numeric code to the Electronic Reservation Services Provider, solely for administrative purposes, and enter the name, address and the numeric code on the Electronic Reservation Services Providers' List. The Agency Administrator shall maintain, publish and circulate such list from time to time, as determined by the Passenger Agency Conference.

The code assigned to the Electronic Reservation Services Provider shall be used exclusively for communications purposes and shall not be held out or represented by the Electronic Reservation Services Provider as an acknowledgement or indication of accreditation or endorsement by IATA or any Member. Any misuse of the code shall result in its withdrawal.

#### 3. TRAFFIC DOCUMENTS

An Electronic Reservation Services Provider shall not be provided with Standard Traffic Documents.

#### 4. RESERVATION PROCEDURES

Entities performing the reservation functions described in Paragraph 1 of this Resolution, under the terms of this Resolution, shall follow the procedures outlined in the Passenger Services Conference Resolutions Manual governing the purchase of air transportation via electronic commerce.

#### 5. ACCREDITED AGENTS ON THE INTERNET

An IATA Accredited Agent, established on the Internet and wishing to provide on-line international air transportation services, shall do so in accordance with the procedures provided for in its IATA Passenger Sales Agency Agreement and in the Passenger Sales Agency Rules. An accredited Travel Agent operating an online service, as described above, shall register the online service as an ERSP. The unique numbers will be passed to airlines in all interactions between an Electronic Reservations Services Provider and airline host system.

#### 6. TICKETING PROCEDURES

An Electronic Reservation Services Provider shall notify to its user that the ticketing of the reservation processed under the terms of this Resolution is conducted by a Member or an IATA Accredited Agent when this is the case.

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