



## 2009 - IATA Travel Agent Workshop in Sydney

IATA is inviting you to participate in a one-day course which has been developed to enhance your knowledge on the Passenger Agency Program and Billing and Settlement Plan (BSP) operational procedures. The workshop will specifically cover the following areas:

- 1) Passenger Agency Program Session
  - Agency changes
  - Defaults and irregularities
  - Annual Financial Reviews
- 2) Billing and Settlement Plan (BSP) operational procedures session
  - BSP Procedure*
  - BSPLink functions
- 3) IATA Travel Agent Card Programme

Please contact the IATA training team through our website [ww.iata.org/australia](http://ww.iata.org/australia) for more information and to secure your place on the forthcoming BSP training sessions, numbers are limited so apply early to avoid disappointment

**Where:** IATA Sydney Office: Level 4, 83 York St., Sydney

**When:** One Day Workshops will be Held on the following dates:

16 <sup>th</sup> October 2009	Friday	Available! <a href="#">BOOK NOW!</a>
27 <sup>th</sup> November 2009	Friday	Available! <a href="#">BOOK NOW!</a>
11 <sup>th</sup> December 2009	Friday	Available! <a href="#">BOOK NOW!</a>

**One Day Workshops Fees** - \$247.50 per person (including GST)

Refreshments and lunch are provided

# IATA Travel Agent Workshop in Sydney

## Booking Form 2009

**Where:** IATA Sydney Office: Level 4, 83 York St., Sydney

<b>Preferred Date</b>	16th October 2009, Friday 27th November 2009, Friday 11th December 2009, Friday	Please select 2
<b>Agency / Airline Name</b>		
<b>IATA Agent code / Airline Code</b>		
<b>Attendee's Name</b>		
<b>Contact Phone No.</b>		
<b>Contact E-mail address</b>		

**Where did you hear the IATA Travel Agent Workshop from?**

**BSPlink**

**IATA website**

**Email**

**Mail**

**Trade magazines**

**Word Of Mouth**

**Others (please specify)** \_\_\_\_\_

**One Day Workshops Fees** - \$247.50 per person (including GST)

Refreshments and lunch are provided

In addition, on-site BSP training for **groups of 10** or more participants can be tailored to suit your office needs. Please contact the [IATA training team](#) for quotes and times.

**Please submit your booking form through [www.iata.org/australia](http://www.iata.org/australia)**

**By clicking on this logo**



**Or Fax to: 02 9299 6027**

*\*\* NB - Course fee is non-refundable for cancellations less than 14 days prior to the workshop.*