



Travel Agent's Handbook

General Information

Effective 1 June 2009

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THE PASSENGER AGENCY PROGRAMME

The Passenger Agency Programme

The IATA Passenger Agency Programme is a global programme designed to facilitate the secure distribution and sale of airline tickets through a network of financially vetted and reliable accredited sales locations.

The Programme is administered by IATA on behalf of its Members. Policy development and changes to the operating Passenger Sales Agency Rules and the rules governing reporting and settlement of sales are controlled by the Passenger Agency Conference

The Programme incorporates two main features namely:

- **Accreditation** whereby any person may seek approval to promote and sell international air transport on behalf of IATA Members, by satisfying specific basic criteria and entering into contractual relations with those airlines.
- **Billing and Settlement Plans (BSPs)**, which provide to both airlines and Agents the benefits of standardization and automation in the issuing, reporting and accounting of passenger air transportation using neutral standard electronic tickets.

The Passenger Agency Conference (also known as PAConf) takes action on matters (excluding remuneration levels) relating to the relationships between airlines and recognised passenger sales agents and other intermediaries.

PAConf is the body that supervises all policy development as well as decides the rules governing the reporting and settlement of sales of the IATA Passenger Agency Programme.

The Billing and Settlement Plan

The Billing and Settlement Plan (BSP) is a system designed to simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Agents on behalf of BSP Airlines.

The first BSP developed by IATA was launched in 1971 in Japan. Today BSP is a worldwide system covering over 160 countries and territories. In 2008, more than 58,000 Agents and 400 Airlines participated in the BSP network, generating gross sales through the BSP of over USD 240 billion.

The BSP reduces Airline distribution costs and at the same time provides Agents with a cost-effective system for selling the products and services of those Airlines that elect to participate in the BSP. The existence of a BSP enables Airlines and Agents alike to save on administrative overheads, whilst streamlining their services to the customer.

It provides more time for BSP participants' selling activities since the administrative burden on management is greatly reduced by the simplification of the issuance, controlling and reporting of sales and settling of monies due.

For further information on the BSP, please refer to the BSP Manual for Agents (download from www.iata.org/agenthome).

AGENT/IATA RELATIONSHIP

The overall decision-making authority lies with the Passenger Agency Conference (PACConf) composed of senior managers drawn from all Member Airlines of IATA.

The PACConf adopts Resolutions by unanimous vote which, upon receipt of approval from concerned governments, become binding upon all IATA Member airlines and their appointed agents. It meets regularly once a year but special meetings can be called at short notice to deal with issues requiring immediate attention.

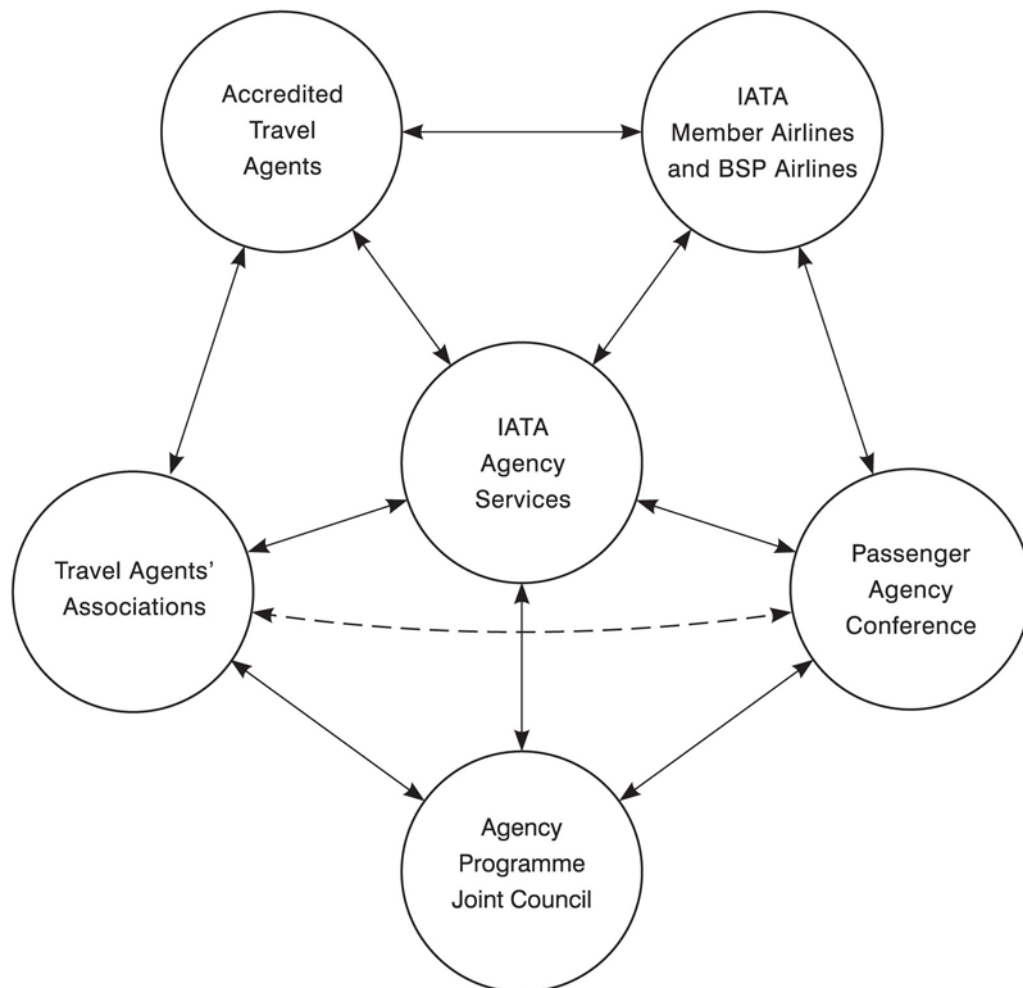
The experience, views and recommendations of these bodies and of individual airlines are fed back to the PACConf which decides when adjustments in existing rules or new rules are advisable. The PACConf also considers recommendations and proposals from outside sources and is at liberty to act upon them within the limits of its prescribed authority which is to take action on matters concerning relationships between airlines and recognized passenger sales agents and other intermediaries but excluding questions of remuneration levels.

To be meaningful and effective any body of regulations must be seen to be reasonable and fair to those who are subject to them. The IATA Agency Programme tries to meet those requirements through daily contact between some 58,000 travel agency locations around the world and more than 260 airlines.

It can do it more effectively where travel agents communicate freely and openly with the airlines and where they support their national associations.

PACConf draws on a variety of field support on an ongoing or ad hoc basis. The day-to-day operation of the Agency Programme which involves dealing with matters associated with seeking, obtaining and retaining IATA accreditation by travel agents is handled by a local IATA Agency Services Office (ASO), generally one for a country or for a group of countries. The activities of the ASOs are overseen and controlled by the Agency Administrator through the respective Area offices (Beijing, Geneva, Miami or Singapore, as appropriate).

The diagram below shows the relationship and communications flow between Agents, Airlines and IATA.



It can be seen that most travel agents, through their representatives on the Agency Programme Joint Council (APJC), or through their national or international Travel Agents' Associations, have the ability to provide input to the Passenger Agency Conference. The Agency Programme Joint Council is empowered by its terms of reference to discuss items of interest and propose changes to the IATA Agency Programme, as described in the Passenger Sales Agency Rules.

Other IATA Passenger Conferences are:

- **Passenger Services Conference** - having jurisdiction over such technical matters as ticketing, reservations and baggage handling procedures.
- **Passenger Tariff Coordinating Conferences** - having jurisdiction over passenger fares, excess baggage rates and levels of agency commission.

TRAVEL AGENCY COMMISSIONER

Introduction

The Office of Travel Agency Commissioner was set up in the early 1980's to provide the industry with a neutral official that would act to resolve disputes arising under the Passenger Agency Programme. Such disputes can arise between Accredited Agents and Airlines as well as the IATA Administration.

In all matters the Travel Agency Commissioner works as an impartial arbiter without any day-to-day involvement or control by any Agent, Agency Association, group of Associations, Airline or IATA.

The authority for the Office of Travel Agency Commissioner is contained in Resolution 820d and the terms of reference appear in Resolution 820e. Both resolutions are reproduced in the Travel Agent's Handbook.

Authority and Scope

Resolution 820d sets out the procedure for appointing a Travel Agency Commissioner. The appointment is made on behalf of the industry, with IATA on the one hand, and UFTAA and WTAAA on the other. The Office of Travel Agency Commissioner is jointly funded by the airlines and the travel agents.

The Travel Agency Commissioner is expected to deal promptly, practically and as simply as possible with disputes between the different parties in the IATA Passenger Agency Programme. If any party is aggrieved by a Travel Agency Commissioner decision, they can refer their grievance to arbitration for final resolution.

Understandably, because the IATA Member airlines write the rules and the IATA staff apply them, there is a tendency for most Travel Agency Commissioner reviews to be requested by Accredited Agents. Typical cause for review is the Accredited Agent's grievance that it has been wrongly treated under the terms of the Passenger Sales Agency Rules.

The IATA Agency Administrator may also seek a review of an Accredited Agent to determine if that Agent or one of its Locations has breached the Passenger Sales Agency Agreement. The grounds on which an Accredited Agent may seek a review of a grievance are set out in Resolution 820e. An IATA Member airline seeking a review usually channels its request through the Agency Administrator.

Resolution 820e requires each Travel Agency Commissioner to publish rules of practice and procedure, making it plain how the procedure may be activated and used. Those rules are published on the Travel Agency Commissioners' website <http://www.travel-agency-commissioner.aero>.

Locating the Travel Agency Commissioners

Area 1 — The Americas, except USA

Travel Agency Commissioner – Area 1
Ms. Verónica Pacheco-Sanfuentes
4047 Del Ray Road
Sechelt, British Columbia
Canada VON 3A1

Tel.: +1 (604) 740 9844
Fax: +1 (604) 740 9833
Email: area1@tacommissioner.com

Area 2 — Europe, Africa, Middle East

Travel Agency Commissioner – Area 2
Ms. Helene Cedetorn
Karlavägen 30
172 76 Sundbyberg
Sweden

Tel: +46 (0) 8 28 03 04
Email: area2@tacommissioner.com

Area 3 — Asia/Pacific

Mr. Jo Foged
685 Remuera Road
Remuera
Auckland 1050
New Zealand

Tel: +64 9 522 2153
Fax: +64 9 522 2152
Email: area3@tacommissioner.com

CODE OF PRACTICE FOR CREDIT CARD AND OTHER CARD TRANSACTIONS MADE AGAINST AN AIRLINE'S MERCHANT AGREEMENT

Resolution 890 provides for an airline's card acceptance merchant agreement to be used for card transactions through Agents under specific terms of authority and liability.

The following Code of Practice is strongly recommended to Agents for all card transactions, including those for which their own merchant agreements are used, and in particular as regards the ways to mitigate the risk of fraud losses.

FACE-TO-FACE TRANSACTIONS

For face-to-face credit card transactions (when both the card and the Cardholder are present), Agents must ensure that all the necessary security precautions are carried out before handing over the ticket.

The Agent in particular must ensure that the card details are captured by use of a manual imprinter, a card swipe or a chip reading (electronic card reader). Card details may, in addition to obtaining a manual imprint, be entered in the GDS PNR by an Agent for card authorization and for billing by the BSP.

Details of the card required in an imprint:

- card number
- Cardholder name
- expiry date and, where applicable, effective date of card

The Agent shall obtain authorisation for each transaction from the Card Company, and subsequently record it in the assigned space on the charge form, and into the GDS PNR.

The Agent shall verify the expiry date, and where appropriate, the effective date of the card.

The signature of the Cardholder on the charge form shall be witnessed by the Agent, and matched against the signature on the reverse of the card.

All standard ticketing rules and regulations must be complied with:

- only one type of STD may be covered by one charge form
- only one Airline per charge form
- completion of the remittance area

- completion of the 'Form of Payment' box, showing the credit card two-letter identifier followed by the Credit Card Number
- check that the issuing Airline will honour the credit card presented

NON-FACE-TO-FACE TRANSACTIONS

Agents are liable for the full amount for any non-face-to-face transactions, which take place when the card and Cardholder are not simultaneously present at the Agent's premises.

When made available by the GDS, an Agent is most strongly recommended to validate the Card Verification Value (3 digit code on the back of a MasterCard or Visa card, 4 digits on the front of an American Express card) for all non-face-to-face transactions.

The Agent's attention is drawn to the fact that card issuers may approve an authorization request despite a security code mismatch. This information is always present in the response that contains the approval code and should be passed by the GDS. Agents are invited to treat with extreme caution transactions approved with a CVV mismatch and to validate further the order by verifying the personal data provided by the customer.

The following procedures are strongly recommended as the minimum practices to be used for non face-to-face transactions. Although these procedures do not guarantee the transaction, they reduce the risk to Agents, who need to know their customers, and take all relevant precautions and care. This Code of Practice is also recommended for all other credit and charge card transactions when the Airline's merchant agreement is not being used.

The section on fraud that follows these recommended practices should also be read and understood before undertaking non face-to-face transactions.

GENERAL

- (i) the Agent should obtain the Cardholder's billing address, as detailed on the Cardholder's card statement, and/or the security code on the card if applicable,
- (ii) the Agent should verify the Cardholder's address and other personal data supplied, such as day and evening phone number (mobile phone numbers are harder to verify)
- (iii) the Agent should, in the event of a mail order transaction, retain the original customer order,

- (iv) the Agent should, where available, use address verification services provided by the card company,
- (v) the Agent should retain all documents and supporting information relating to card sales for a minimum of 13 months after the date of sale.

SIGNATURE-ON-FILE (Lodged or Deposited Cards)

- (a) Where the Cardholder requests the Agent, and the Agent agrees, to issue tickets or other documents against a Card, in cases where the charge form bears the remark 'signature-on-file' in the place of the signature, a clear written arrangement between credit card holder and the Agent should exist. Disputes between the Cardholder and the Agent do not necessarily release the credit card holder from his/her liability towards the card issuer.
 - (i) definition of agreement's duration,
 - (ii) The Cardholder's
 - name
 - card type
 - account number
 - contact details (NOT a mobile number)
 - (iii) Invoicing address,
 - (iv) terms for termination by each party,
 - (v) requirement for amendments to be made in writing,
 - (vi) the expiry date of the card,
 - (vii) names and sample signatures of all parties authorised to make purchases under the agreement,
 - (viii) a telephone password, where appropriate,
 - (ix) authorisations to be obtained for all sales regardless of the floor limit,
 - (x) in cases where a physical card is the subject of the agreement, an imprint of the card on the signed sales draft (the imprinted draft should be signed by the same person who signs the agreement).

It is mandated (unless prohibited by local legislation) that the Cardholder provides proof of identity at the time of signing any such agreement.

CARD FRAUD

Card fraud is rapidly increasing. In addition to the recommended practices above, Agents should be especially cautious if, amongst other things:

- (a) the order is made from a mobile phone and a business or contact number (day and evening number) is not provided, or is refused;
- (b) the customer is not able to provide the security code which appears on most Cards in issue, the location of it being dependent on the card type;
- (c) the booking is made for a long haul destination with immediate departure dates;
- (d) the booking is made by a new customer not known to the Agent, especially if they are requesting tickets for a third party traveller;
- (e) the booking is for immediate departure;
- (f) the order is made by fax, or the customer offers to send a copy of the Card by fax. Do not accept a copy of the Card as additional security as the details may have been changed;
- (g) the customer calls in to collect the ticket but cannot present the Card. If the Cardholder is present you must follow face-to-face Authorisation procedures;
- (h) The passenger name is changed after the original booking is made;
- (i) The customer requests one ticket, then calls back to ask for additional tickets. The total cost of the tickets issued and printed should be treated as one transaction.

IF YOU SUSPECT THAT A TRANSACTION MAY BE FRAUDULENT, CALL YOUR VOICE AUTHORISATION CENTRE AND ASK THEM FOR A 'CODE 10' AUTHORISATION.

You must request an authorisation for each transaction. Group bookings may be treated as one transaction, or as individual transactions with an authorisation code for each ticket.

Agents must treat with caution unusual orders placed from outside the country and for routes and carriers they are not accustomed to sell, when paid for with credit cards.

Requests from unknown middlemen should not be answered, and orders should only be accepted from aggregators with whom a prior business relationship has been established.

Agents are reminded that an authorization approval never guarantees payment for a Card-not-present transaction, and that in such cases, Resolution 890 stipulates that the Agent remains liable for any fraud.

For risk mitigation, the Agent should make all efforts to provide in the authorization request the 3-digit card security code featured on the back of the card. If the authorization approval comes with the 'CVX2 mismatch' warning, meaning the security code was incorrect, Agents should consider the sale as risk prone.

PAYMENT CARD INDUSTRY – DATA SECURITY STANDARDS

The Payment Card Industry in its efforts to prevent the fraudulent use of credit cards and to strengthen data security standards has introduced a standard that is applicable to all their members, merchants and service providers. This standard is mandated by the Payment Card Industry to protect all card account information that is processed, stored or transmitted by any entity regardless of the industry. Airlines and Agents are therefore required in the interests of securing their own data security and to avoid penalties imposed by the Payment Card Industry to comply with the Payment Card Industry standards. The Agency Conference has therefore adopted the following text in Resolution 890:

The Agent shall ensure their full compliance with the Payment Card Industry (PCI) Data Security Standards, as provided by the Card companies and made available to agents through IATA, and that all sensitive card data obtained during the process of completing a card sales transaction is handled, stored, and transmitted with due regard to the security of the data.

For information the compliance standards produced by the Payment Card industry can be accessed via the following Internet link:

<https://www.pcisecuritystandards.org/>

Additional information may be obtained from individual credit card company websites as per the following examples:

<http://www.visaeurope.com/aboutvisa/security/ais/aisprogramme.jsp>

http://www.mastercard.com/us/merchant/security/sdp_program.html

Any questions concerning these standards should be addressed to your acquirer, to the appropriate contact within the Payment Card industry shown on the above website link, or directly through your service supplier.

INCLUSIVE TOUR CODES

A tour code may be assigned by the airline principally involved in the tour; it helps identify the carrier and the specific tour and has a particular marketing and management accounting significance for the airline. The correct entry of a tour code is thus important.

The following is an explanation of the inclusive tour code to be entered in the 'Tour Code' box of a ticket:

Characters 1 — 2: BT 1 or IT2 whichever is applicable

Character 3: last digit of year of approval of tour

Characters 4 — 5: two-character Airline Code of sponsoring airline which has approved the tour. In the case of an airline using a three-letter Airline Code, use characters 4 — 6.

Characters 6 — 14: identifies the particular tour; the airline may use less than the eight characters allocated.

Note: Accredited Agents who plan to produce Inclusive Tours should also ensure that they adhere to the detailed instructions of the airline concerned.

¹ BT Bulk Inclusive Tour/Tour Operator Package (TOP) Fares within Europe.

² IT Inclusive Tour. When the individual inclusive tour fare is applicable to groups which must travel together, for the manual ticket, enter code 'GTT' (Group Travel Together) in the 'ENDORSEMENTS' box of the tickets. If travel together is not required for the whole itinerary, follow 'GTT' by the codes of the cities between which the group must travel together. The routing may be condensed.

CODE OF RESERVATIONS ETHICS

To provide customers with a worry-free experience and to guarantee smooth handling of reservations, travel agents, airlines, CRSs and other providers, must keep accurate and complete records covering all reservations transactions.

All dealings should be conducted in a business-like manner, keeping in mind at all times the need for correct and efficient handling of each transaction.

The IATA Reservations Services Manual is designed to provide a central source of reservations procedures and practices for use by all reservations staff. It should be used for reference purposes by reservations operational staff and, equally important, as a source of training instruction.

The Manual promotes a much broader understanding, usage and acceptance of standard reservations procedures, and enables travel agents, airlines, CRSs and other travel industry organisations to conduct their everyday business in the most efficient and economical manner with a more effective response to customers.

RESPONSIBILITY OF AIRLINES, CRSs and OTHER PROVIDERS

Subscribers, e.g. Travel agents, connected to an airline, CRS or other provider's reservation system, shall adhere to the appropriate reservations procedures contained in IATA Resolutions. These procedures shall be provided by the Airline, CRS or other provider to the Subscriber.

Whether working in an automated or manual mode, always adhere to standard reservation message procedures, as defined in ATA/IATA Reservations Interline Message Procedures — Passenger (AIRIMP).

The following rules apply at all times.

Booking Space or Services

When it is necessary to contact a service supplier by telephone, in the interest of efficiency and accuracy, always establish and pre-check the details of the required service, such as, for airlines: the complete itinerary, minimum connecting time intervals, flight number(s) and any special service information and requirements before calling the service supplier.

Never deliberately make duplicate reservations for the same customer(s). When reservations for a party or group are not confirmed, never attempt to secure the required service by

requesting this in smaller numbers in individual transactions.

Always try to obtain a telephone contact and/or address for the customer(s).

Where there is an indication that a customer already holds an airline ticket or has an equivalent payment voucher for other services that are being booked, obtain from the customer the name precisely as it appears on the ticket or voucher.

When arranging flight bookings ensure that the actual operating carrier of the service(s) booked is made clear to the customer. This is particularly important for code-shared flights.

Cancelling Booked Services

Whenever a customer cancels a reservation, such cancelled services must be immediately released back to the service supplier(s) concerned.

When a customer changes an itinerary, ensure that all space and supplementary services no longer required are cancelled at the time the new reservations are made.

RESPONSIBILITY OF TRAVEL AGENTS

The rules defined in 'Booking Space or Services' and 'Cancelling Booked Services' apply equally to reservations originated by travel agents.

Additionally, travel agents should:

- where practical, always request or process all airline reservations for a specific itinerary, and advise all subsequent changes, through one airline or CRS. Where this is not practical, each airline or CRS with which reservations have been made must be informed that the reservation is in connection with an itinerary;
- always provide the service supplier with which reservations are made with a customer contact. This enables continuity of customer service during the hours when the office of the travel agent is closed;
- request and/or sell airline space or other services only at the specific request of a customer. Travel agents shall make reservations transactions in accordance with the terms in the agreement with the provider of the electronic system;
- ensure that the airline ticket or other accountable document is issued in accordance with the actual status of the

reservation for each element of the service(s) booked and within the applicable time limits specified or agreed for the issuance of such accountable documents;

- never issue a ticket or other accountable document, or create a passive segment, indicating a definite reservation for a particular service unless confirmation of such reservation has been received from the service supplier either directly, or via a CRS, or via another service supplier;
 - when making reservations for a group, strictly adhere to the time limits established with the service supplier for the notification of individual customer names and release back all unsold services at this time. Where appropriate, advise the service supplier of the price or price level that is being offered to the customer(s).
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GUIDELINES ON CORRECT USAGE OF CRS RESERVATIONS SYSTEMS

Passive Bookings

Should only be used in the following instances, if it is not possible to use the live PNR;

- When ticketing reservations made directly with the airline,
- When ticketing on behalf of another agent,
- When ticketing for groups.

All Information must match.

Always use "claim PNR" where possible.

Live Bookings

Do not hold space under speculative names or NTBA.

Do not make excessive reservations/waitlists for the same passenger.

When booking group space do not request through the system always telephone the airline group department, unless you have a group facility procedure agreed with the airline.

Ensure the correct booking class is used according to the fare quoted.

Cancel

Ensure you remove from the PNR any inactive segments (UN, UC, HX, NO).
Release all unwanted reservations or waitlists.

Ticketing

Ensure ticketed classes correspond to those which are booked.

Ensure you ticket within the time limit according to the fare rule.

Queues

Regularly work your queues and ensure that all status codes are actioned accordingly.

Multiple CRS(s)

If your agency uses more than one CRS, ensure you always book and drive your ticket from the same CRS.

IATA INTERNATIONAL TRAVEL AND TOURISM TRAINING PROGRAMME

The IATA International Travel and Tourism Training Programme provides agents with the necessary tools to improve their knowledge and professional skills in an increasingly demanding and changing market. Courses are designed to benefit entry level to senior management agency personnel, in such specialized areas as fares and ticketing, marketing, and Global Distribution Systems. Courses are available through distance learning as well as being taught in IATA Authorised Training Centres worldwide, and each leads to its own Diploma or Certificate.

Course content in the IATA International Travel & Tourism Training Programme is updated annually and supports travel industry priorities, such as electronic ticket transactions and the environment.

For fully updated programme and course information, as well as links to our more than 200 IATA Authorised Training Centres worldwide, please refer to www.iata.org/ps/resellers/index.htm.

Each course of the Career Path Programme are each organized into five subject-matter themes: Travel Environment, Products, Support Services, Fares and Ticketing/Electronic Booking Tools (EBT), Strategy and Management. Each leads to its own diploma.

THE IATA/UFTAA FOUNDATION COURSE LEADS TO THE IATA/UFTAA FOUNDATION DIPLOMA

In line with IATA's 'Simplifying the Business' initiative, the IATA/UFTAA Foundation Course now includes practical e-ticketing content. The IATA/UFTAA Foundation Course is offered in English, French and Spanish.

13 modules:

- The Travel and Tourism Industry and the Travel Professional
- Geography in Travel Planning 1
- Travel Formalities
- Land Transport – Rail 1
- Land Transport – Car and Camper
- Hotels
- Air Fares and Ticketing 1
- Water Transport – Ferries and Cruise 1
- Tour Packages 1
- Air Transport Essentials
- Customer Service
- Technology in the Travel Industry 1
- Electronic Booking Tools (EBT) (CD-ROM)

THE IATA/UFTAA CONSULTANT COURSE LEADS TO THE IATA/UFTAA CONSULTANT DIPLOMA

9 modules:

- Geography in Travel Planning 2
- Land Transport – Rail 2
- Land Transport – Bus and Coach
- Accommodation (other than Hotels)
- Water Transport – Cruises and Private Charters
- Tour Packages 2
- Law and Regulations 1
- Selling Skills
- Air Fares and Ticketing 2

THE IATA STEPPING INTO MANAGEMENT COURSE LEADS TO THE IATA STEPPING INTO MANAGEMENT DIPLOMA

7 modules:

- Managerial Skills 1
- Negotiation Skills
- Tour Packages 3 – Special Interest Tours
- Meetings, Incentives, Conferences and Exhibitions
- Administration and Accounting
- Marketing 1
- Technology in the Travel Industry 2

THE IATA SENIOR MANAGEMENT COURSE LEADS TO THE IATA SENIOR MANAGEMENT DIPLOMA

5 modules:

- Marketing 2
- Law and Regulations 2
- Technology in the Travel Industry 3
- Managerial Skills 2
- Finance and Business Planning

In addition, the IATA International Travel and Tourism Training Programme offers two specialised certificate courses.

IATA GDS FARES & TICKETING COURSE (for Amadeus, Galileo or Sabre Users)

This is a self-teach e-learning or CD-ROM course that teaches basic and advanced fare construction principles, as well as GDS entries to price journeys and issue tickets. It is designed for both travel consultants and airline personnel, whose main task is to sell international air transportation on behalf of IATA Member airlines. Successful completion of the final examination leads to the IATA GDS Fares and Ticketing Certificate.

IATA TRAVEL AGENTS MARKETING COURSE

This course provides students with a sound knowledge of modern marketing concepts and principles, and looks at how to best apply them in the travel industry by using various marketing media. It covers seasonal implications and illustrates the importance of advertising and promotional activities in relation to sales. Successful completion of the examination leads to the IATA International Travel Agents Marketing Certificate.

All IATA travel and tourism courses are available worldwide and have been designed for self-study, either from home or at one of our more than 200 IATA Authorised Training Centres worldwide. Candidates have the possibility of taking examinations in March and September.

The IATA and IATA/UFTAA Diplomas and Certificates denote a qualification recognised under the terms of IATA Resolutions applicable to IATA's accreditation of travel agents.

For more information, please contact ITDI:

Tel: +1 (514) 390 6840
Fax: +1 (514) 874 0412/9043
E-mail: traveltraining@iata.org
Web site: www.iata.org/training/travel_tourism

CARRIAGE OF DANGEROUS GOODS**DANGEROUS GOODS IN BAGGAGE**

With few exceptions, passengers are forbidden from carrying dangerous goods in or as checked or carry-on baggage or on their person. The exceptions include such items as alcoholic beverages, perfumes, toilet articles, medicines, medical appliances and limited amounts of ammunition. In addition, safety matches or a cigarette lighter are permitted only when carried on one's person.

General

The following is the recommended layout of information about the articles or substances that are not permitted to be carried by passengers or crew in their checked or carry-on baggage. It will be found in many airline tickets, ticket wallets, timetables or on ticketing counters to warn passengers.

Dangerous goods that are forbidden in baggage

- Dangerous goods that are not allowed in passenger or crew baggage include the following:
- Fireworks, flares, briefcases and attaché cases with installed alarm devices and other explosive material.
- Personal medical oxygen devices that utilize liquid oxygen as a primary or secondary source of oxygen.
- Camping gas, cigarette lighters and refills, gas powered appliances with cylinder and refills for the same, cylinders containing compressed or toxic gases.
- Some adhesives, paints and thinners and other flammable liquids.
- Matches, and other articles that are easily ignited, substances liable to spontaneous combustion and substances which on contact with water emit flammable vapours.
- Bleaching powder, peroxides, personal chemical oxygen generators, polyester resin kits and other oxidizers.
- Arsenic, cyanide, insecticides and weed-killers, live virus materials and other toxic or infectious substances.
- Radioactive materials.
- Acids, alkalis, wet-cell batteries, mercury, other than that contained in a small medical thermometer, and other corrosives.
- Asbestos, flavourings and extracts, magnetized materials and other miscellaneous dangerous goods.

Dangerous goods permitted in passenger baggage

Dangerous goods which are permitted in passenger and crew baggage are limited to the following:

- *Non-radioactive medicinal or toilet articles (including aerosols) which are necessary or appropriate for the journey, carried in checked or carry-on baggage.* In addition, non-flammable, non-toxic aerosols for home or sporting use may be carried **in checked baggage only**. The total net quantity of all such articles carried by each passenger must not exceed 2 kg or 2 litres, and the net quantity of each single article must not exceed 0.5 kg or 0.5 litres.
- The term “medicinal or toilet articles” is intended to include such items as hair sprays, perfumes, colognes and medicines containing alcohols.
- *Alcoholic beverages, carried as checked or carry-on baggage, when in retail packaging, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L. with a total net quantity per person of 5 L. for such beverages.* Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.
- *Small medical or clinical thermometer which contains mercury, for personal use, when in its protective case, in checked or carry-on baggage.*
- *Hair curlers containing hydrocarbon gas, no more than one per passenger or crew member, in checked or carry-on baggage, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.*

Note: *These are not permitted to, from or through Switzerland.*

- One small packet of safety matches or a cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Matches and lighters are not permitted in checked or carry on baggage. Lighter fuel and lighter refills are not permitted on one's person nor in checked or carry-on baggage.

Note: *“Strike anywhere” matches are forbidden on one's person, in checked or carry-on baggage.*

- *Small gas cylinders containing non-flammable, non-toxic gas worn by passengers* for the operation of mechanical limbs. Also spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.
- *Radioisotopic cardiac pacemakers* or other devices, including those powered by lithium batteries, implanted into a person, or radiopharmaceuticals contained within the body of a person as a result of medical treatment.
- *Consumer electronic devices (watches, calculating machines, cameras, cellular phones, lap-top computers, camcorders, etc.) containing lithium metal or lithium ion cells or batteries when carried by passengers or crew for personal use.* Spare batteries must be individually protected to prevent short circuits and carried in **carry-on baggage only**.
- Portable electronic devices (for example cameras, cellular phones, laptop computers, and camcorders) powered by fuel cell systems, and spare fuel cartridges, under the following conditions:
 - (a) fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water-reactive substances or hydrogen in metal hydride;
 - (b) fuel cell cartridges must not be refillable by the user. Refuelling of fuel cell systems is not permitted except that the installation of a spare cartridge is allowed. Fuel cell cartridges, which are used to refill fuel cell systems but which are not designed or intended to remain installed (fuel cell refills) are not permitted to be carried;
 - (c) the maximum quantity of fuel in any fuel cell cartridge must not exceed:
 1. for liquids, 200 mL;
 2. for solids, 200 g;
 3. for liquefied gases, 120 mL for non-metallic fuel cell cartridges or 200 mL for metal fuel cell cartridges;
 4. for hydrogen in metal hydride the fuel cell cartridges must have a water capacity of 120 mL, or less.
 - (d) each fuel cell system must conform to IEC PAS 62282-6-1 Ed. 1, and must be marked with a manufacturer's certification that it conforms to the specification;

- (e) no more than two spare fuel cell cartridges may be carried by a passenger;
- (f) fuel cell systems containing fuel and fuel cell cartridges including spare cartridges are permitted in carry-on baggage only;
- (g) interaction between fuel cells and integrated batteries in a device must conform to IEC PAS 62282-6-1 Ed. 1. Fuel cell systems whose sole function is to charge a battery in the device are not permitted;
- (h) fuel cell systems must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: 'APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY' to so indicate; and
- (i) in addition to the languages which may be required by the State of Origin for the marketing specified above, English should be used.

Dangerous goods permitted in passenger baggage, with the approval of the operator

The following dangerous goods are permitted in passenger baggage, provided the approval of the airline(s) concerned has been obtained:

- *Dry ice* in quantities not exceeding 2.5 kg (5 lb), when used to pack non-dangerous perishables **in checked or carry-on baggage**, provided the package permits the release of carbon dioxide gas.
- *Small gaseous oxygen or air cylinders* required for medical use **in checked or carry-on baggage**.

Note: *Devices containing liquid oxygen are forbidden.*

- Securely boxed ammunition (cartridges for weapons, small arms) in Division 1.4S (UN 0012 and UN 0014 only), **in checked baggage only** in quantities not exceeding 5 kg (11 lb) gross weight per passenger for personal use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one passenger must not be combined into one or more packages.
- *Wheelchairs or other battery-powered mobility devices* with non-spillable batteries, (see Packing Instruction 806 and Special Provision A67), **as checked baggage only**, provided the battery terminals are insulated to prevent accidental short circuits (e.g. by being

enclosed within a battery container), and the battery is securely attached to the wheelchair or mobility aid.

- *Wheelchairs or mobility devices* with spillable batteries are permitted under special conditions, **as checked baggage**.
- *Camping stoves and fuel containers for camping stoves that have contained a flammable liquid fuel*, as **checked baggage only**, provided that the fuel tank of the camping stove, and/or fuel container has been completely drained of all liquid fuel and action has been taken to nullify the danger. To nullify the danger, the empty fuel tank and/or container must be allowed to drain for at least 1 hour, the fuel tank and/or container must then be left uncapped for a minimum of 6 hours to allow any residual fuel to evaporate. Alternative methods, such as adding cooking oil to the fuel tank and/or container to elevate the flash point of any residual liquid above the flash point of flammable liquid and then emptying the fuel tank and/or container, are equally acceptable. The fuel tank, and/or container must then have the cap securely fastened and be wrapped in an absorbent material such as paper towel and placed in a polyethylene or equivalent bag. The top of the bag must then to be sealed or gathered and closed with an elastic band or twine.

Note: *Provided the above cleaning method is followed, then in accordance with the IATA Dangerous Goods Regulations, the fuel stove or container can be classified as non hazardous. However to control the carriage of these items, they are listed in Table 2.3.A Provisions for Dangerous Goods Carried by Passengers or Crew.*

- *A mercurial barometer* carried by a representative of a government weather bureau or similar official agency, as carry-on baggage only.
- *One avalanche rescue backpack* per person, **as checked or carry-on baggage**, equipped with a pyrotechnic trigger mechanism containing not more than 200 mg net of explosives in Division 1.4S and not more than 250 mg of compressed gas in Division 2.2. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with compressure relief valves.
- *No more than two small cylinders containing non-flammable, non-toxic gas* fitted into a self-inflating life jacket plus no

more than two spare cartridges, **as checked or carry-on baggage.**

- *Heat producing articles* such as underwater torches (diving lamps) and soldering irons, **as carry-on baggage only.** The heat producing component, or the energy source must be removed.
- *Insulated packaging containing refrigerated liquid nitrogen fully absorbed in a porous material and intended for transport, at low temperature, of non-dangerous products are not subject to these Regulations provided the design of the insulated packaging would not allow the build-up of pressure within the container and would not permit the release of any refrigerated liquid nitrogen irrespective of the orientation of the insulated packaging.*
- **Chemical Agent Monitoring Equipment.** Instruments containing radioactive material not exceeding the activity limits specified in Table 10.3.D, i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M), securely packed and without lithium batteries, when carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.

HIDDEN DANGEROUS GOODS

Many passengers carry dangerous goods unintentionally. They are not always aware of the dangers inherent in the items they carry with them. The following list may assist you in asking relevant questions of your passengers to warn them of the illegality of carrying dangerous goods by air.

Artists. May have flammable paints or paint related material.

Campers and backpackers. May have camping gas, matches, firelighters.

Divers and expeditions. May have compressed gas cylinders, heat producing articles such as high powered lamps, fuels, matches.

Doctors or dentists. May have medical supplies containing dangerous goods, cleaning fluids, resins or solvents. May have infectious diagnostic specimens, perhaps dry ice.

Electricians. May have magnetised material of mercury switchgear or electron tubes.

Invalids. May have electrically powered wheelchair or mobility aid, and/or oxygen cylinder.

Mechanics, Welders, etc. May have tool box containing power rivets, flammable aerosols, butane cylinders, flammable adhesives, paints and caustic cleaning compressure pounds.

Oil field workers. May have explosives or other dangerous goods in their equipment.

Photographers. May have chemicals for film processing.

Racing Car teams. May have flammable aerosols, nitro-methane, other fuel additives or wet batteries.

Rock bands, Motion picture crews. May have flammable, explosive substances to create special effect.

There are many more categories of passenger who may be carrying dangerous goods. Ask relevant questions to all purchasers of airline tickets to warn them of the types of material considered hazardous for air carriage.

Your Civil Aviation Authority or IATA Member Airline may have some free dangerous goods awareness brochures to provide to your customers.

USE OF IATA LOGO

An IATA Accredited Agent may use the logo on its letterhead and publicity materials exactly as illustrated here. No other forms of the IATA logo are authorized for the Agent's use.

The use of the logo is permitted only in connection with activities of an IATA Accredited Agent's Approved Locations.

A guide for printers, artists and engravers can be downloaded from the Agenthome website at www.iata.org/agenthome.

RESOLUTION 049x**FARE CHANGES**

RESOLVED that,

1. transportation shall be subject to the fares and charges in effect on the date on which full payment is made, for travel on the specific dates and journey shown on the ticket
 2. provided no voluntary change is made to the originating flight, no increase in fare, effected through a change in fare level, a change in conditions governing the fare, or cancellation of the fare itself, shall apply
 3. in the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket
 4. in the event payment is made prior to confirmation of reservations for the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the confirmation is made.
-

RESOLUTION 204c¹**FREE/REDUCED FARES FOR TOUR CONDUCTORS**

RESOLVED that,

1) DEFINITIONS

for the purpose of this Resolution

(a) 'organiser' means any person (including an IATA carrier/Sales Agent) who arranges and promotes prepaid prebooked group travel

(b) 'sponsoring carrier' means a participating IATA carrier who arranges and authorises the tour conductor facility after receiving application from the organizer

(c) 'tour conductor' means the person who is in charge of and/or escorts a group of minimum 10 passengers for all/part of the itinerary

(d) 'group passenger' means a passenger paying the applicable adult normal/special fare

(e) 'departure point' means the point where the group passenger commences travel

(f) 'assembly point' means a point in the itinerary where the entire group assembles

2) QUALIFYING CONDITIONS

the granting of tour conductor facilities is subject to the following conditions

(a) the journey must be round/circle/open jaw trip group travel (as per Paragraph 5)) entirely or partly via the service of an IATA carrier(s). Passengers may travel in different classes of service

(b) the group travel must include sleeping accommodation and other features

(c) promotional literature must be used although it need not qualify under Resolution 047a

(d) travel for the group and tour conductor must be fully booked and paid before departure

(e) when group passengers travel under a special fare the tour conductor facility will only be granted provided it is permitted by the conditions of such fare

¹ Not applicable to Members which elected not to participate in Tariff Coordinating Conferences.

(f) tour conductor facilities will not be granted in connection with a special amateur/professional group whose main travel purpose is to perform in public engagements.

3) SUCCESSIVE TOUR CONDUCTORS

successive tour conductors may be permitted for the same group provided

(a) each tour conductor will be granted free/reduced fare travel only over the portion(s) where he/she accompanies the group

(b) the fare for each tour conductor will be based on the applicable fare for the portion(s) where he/she accompanies the group

(c) the total free/reduced fare travel for all tour conductors must not exceed that permitted by this Resolution

4) QUALIFYING GROUP SIZE

(a) 15 or more passengers:

one free tour conductor's ticket may be issued for every 15 passengers

Exception: TC31 South Pacific: 20 or more passengers:

one free tour conductor's ticket may be issued for each group

(b) between 10 and 14 passengers:

50% of the applicable normal/special fare as paid by the group. The same reduction is applicable to any charge/surcharge/cancellation/refund fee
Exception: TC31 South Pacific: not applicable

(c) the free/reduced fare facilities are cumulative Exception: TC31 South Pacific: not applicable

(d) where a part of the group travels beyond the turnaround point as an optional extension, the applicable free/reduced fare tour conductor facility as per Subparagraphs a) and b) may be granted over such sector(s) provided there are sufficient qualifying passengers

(e) no Agent's commission will be paid on the tour conductor's ticket

5) TOUR CONDUCTOR TRAVEL

(a) for the air portion over which the tour facility is granted, all group passengers and tour conductors must commence

travel on the same flight and (except as shown in Subparagraph b))

(i) for round trips, travel together to the turnaround point

(ii) for circle trips, travel together to the first stopover (iii) for open jaw trips, travel together to the point of turnaround in the case of origin open jaws or to the point at which the surface break commences in the case of turnaround open jaws

(b) the tour conductor may join the group at an intermediate point provided that he/she must travel with the group

(i) for round trips, to the turnaround point

(ii) for circle trips, to the first stopover point beyond the joining point

(iii) for open jaw trips, to the point of turnaround in the case of origin open jaws or to the point at which the surface break commences in the case of turnaround open jaws

(iv) for the return portion the tour conductor must travel over a routing permissible at the group fare using the services of the participating carrier(s)

(v) the tour conductor will be subject to the conditions of the fare paid by the majority of the group. If such fare requires all group members to travel together for the entire itinerary the tour conductor may, subject to Subparagraphs 5(a)i) and ii) and Paragraph 6), return earlier than the group or in the case of a series of tours arranged by the same organiser, later than the group which he/she accompanied on the outbound journey. Any minimum/maximum stay requirements attached to the group passenger's fare may be disregarded

(vi) if lack of seating or other operating conditions prevent the entire group from commencing travel on the booked flight, some members may be transferred to the next preceding/succeeding flight of the same or another carrier on which space is available

6) TRAVEL TO/FROM AN ASSEMBLY POINT

(a) when group passengers travel from various departure points to an assembly point in the same country, for the purpose of an advertised tour, the tour conductor may be granted free/reduced fare travel between his/her departure point and the assembly point provided

(i) the tour conductor and all group passengers travel together from the assembly point as per Subparagraphs 5(a)i) and (ii) in respect of the tour conductor's travel between his/her departure point and the assembly point

aa) if he/she travels on the same carrier which transports the entire group from the assembly point onwards, the group passengers may travel individually on any carrier between their respective departure points and the assembly point, or

bb) if he/she travels on a carrier which does not transport the entire group from the assembly point onwards, the qualifying number of passengers referred to in Subparagraph (b) below must all travel on the services of the same carrier as used by the tour conductor between their respective departure points and the assembly point

(iii) at least one group passenger must travel from the same departure point using the same carrier(s) as the tour conductor

(iv) the tour conductor and all group passengers must travel to the assembly point within 7 days of the departure date from the assembly point

(b) for the travel between his/her departure point and the assembly point, the tour conductor may, subject to all conditions of this Paragraph, be granted

(i) one free ticket for every 15 passengers when 15 or more group passengers travel between various departure points and the assembly point

(ii) 50% of the applicable fare when between 10 and 14 group passengers travel between various departure points and the assembly point

Exception to i) and ii):

TC31 South Pacific: one free ticket for every group when 20 or more group passengers travel between various departure points and the assembly point.

7) APPLICATION

a written application as per the Form must be submitted by the organiser to the sponsoring carrier before departure

8) PROMOTIONAL MATERIAL

(a) promotional material must be printed showing details of air travel, accommodation, any other arrangements and the total cost

Exception: the cost need not be shown for incentive Programs

(b) carriers must not absorb any expense for producing/distributing promotional material unless

(i) the carrier is the organiser, or

(ii) the material complies with the requirements of the Resolution 870 series

9) APPROVAL

the sponsoring carrier is responsible for approving the application and issuing the tour conductor's ticket

10) FILING OF DOCUMENTS

the sponsoring carrier must retain on file for 2 years after departure, copies of the application, approval and any other document relating to the tour conductor's travel

11) MODIFICATION OF TOUR ITINERARY

when it is necessary to involuntarily reroute group passengers on the services of an IATA carrier(s) not participating in the tour, such carrier must permit the same free/reduced tour conductor facility as originally granted and any settlement/adjustment is to be made by the carriers concerned

12) SALE OF TICKET

a tour conductor's free/reduced ticket must not be sold to the tour conductor, directly or indirectly at more than its face value nor can it be resold

13) AREA OF APPLICATION

a) this Resolution has not been adopted for application in the following Sub-areas:

- TC2 Within Middle East
- TC12 between Canada, Mexico and Europe
- TC12 North Atlantic-Middle East
- TC12 North Atlantic-Africa
- TC12 Mid Atlantic-Middle East
- TC12 South Atlantic
- TC123 via Mid & South Atlantic
- TC23 Europe-South West Pacific

b) this Resolution has been adopted for application

Within Europe only as follows:

- between Italy and Portugal
- from Belgium to Ireland
- from Italy to France
- between Belgium and Bulgaria
- between Morocco and Czech Republic, Italy, Slovakia, Turkey
- from Belgium to Hungary, Morocco, Romania

- from France to Morocco
- from Hungary to Morocco
- from Italy to Armenia, Azerbaijan, Belarus, Czech Republic, Estonia, Georgia, Hungary, Latvia, Lithuania, Moldova, Poland, Russia (in Europe), Slovakia, Ukraine
- from Morocco to Poland, Portugal, UK



RESOLUTION 204c

APPLICATION FOR TOUR CONDUCTOR REBATE

(On Agent's or Group Organiser's Letterhead)

To:..... Date:.....
(Carrier's Name)

.....
(Carrier's Address)

In accordance with the existing IATA regulations and the terms of your tariff rules, we hereby request Tour Conductor(s) transportation as follows

Name(s) of Tour Conductor(s)

Title of Advertised Tour
Type of Fare
(fare basis/ticket designator of group)

Tour Code (in case of Inclusive Tours)

Type of Travel (check off type of travel and name of applicable city) Round Trip Turnaround Pt Circle Trip Stopover Pt

Itinerary of Tour Conductor

Table with 7 columns: From/to, Via Carrier, Flight No., Date, No. of Psg., Rebate Requested (Free, 50%, Nil). Includes rows 1), 2), 3) for itinerary entries.

Attached is a list of the names of members of the group and copies of the promotional material used for this tour which has been distributed to the interested public In consideration of the granting of this Tour Conductor transportation, we agree that it will in no way be used to rebate any part of the cost to any or all individual members of this tour We confirm that the conditions attached to the fare paid by the passengers in the group do not prohibit the application of the tour conductor rebate.

We understand that in no case shall a tour conductor's free or reduced rate ticket, issued by a carrier to a tour conductor, be sold to the tour conductor, directly or indirectly, at more than its face value, nor shall such ticket be resold We certify that the above application is true and correct in every respect, and all arrangements will have been paid for in full prior to commencement of travel

.....
(Name)
.....
(Title)

Approved

.....
Name of approving official and carrier

GLOSSARY OF COMMONLY USED TERMS

This is a glossary of terms commonly used in the airline industry. Familiarity with these terms will promote a better understanding when communicating with airline staff. Please note that certain terms consistently used throughout the IATA Sales Agency Rules are defined in Resolution 866.

ACCREDITED AGENT — See Resolution 866.

ADMINISTRATIVE OFFICE — See Resolution 866.

AGENCY ADMINISTRATOR — See Resolution 866.

AGENCY LIST — See Resolution 866.

AGENCY SERVICES MANAGER — See Resolution 866.

ALLOWANCE, FREE BAGGAGE means the baggage which may be carried without payment of a charge in addition to the fare.

APPROVED LOCATION — See Resolution 866.

AREA — See Resolution 866.

AREA OF BILLING AND SETTLEMENT PLAN — See Resolution 866.

BAGGAGE which is equivalent to the term 'luggage', means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his trip. Unless otherwise specified, it includes both checked and unchecked baggage.

BAGGAGE CHECK means those portions of the ticket which provide for the carriage of passenger's checked baggage and which are issued by carrier as a receipt for passenger's checked baggage.

BAGGAGE, CHECKED which is equivalent to 'registered luggage', means baggage of which the carrier takes sole custody and for which carrier has issued a baggage check.

BAGGAGE, EXCESS means that part of baggage which is in excess of the baggage which may be carried free of charge.

BAGGAGE TAG means a document issued by carrier solely for identification of checked baggage, the baggage (strap) tag portion of which is attached by carrier to a particular article of checked baggage and the baggage

(identification) tag portion of which is given to the passenger.

BAGGAGE, UNCHECKED means baggage of which the passenger retains custody.

BILLING AND SETTLEMENT PLAN — See Resolution 866.

BOOKING — See 'Reservation'.

BRANCH OFFICE LOCATION — See Resolution 866.

CARRIAGE which is equivalent to the term 'transportation', means carriage of passengers and/or baggage and/or cargo by air, gratuitously or for hire.

CARRIAGE, INTERNATIONAL means (except for the purpose of the Warsaw Convention) carriage in which, according to the contract of carriage, the place of departure and any place of landing are situated in more than one State. As used in this definition, the term 'State' includes all territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship thereof.

CARRIER — See Resolution 866.

CARRIER, FIRST means the participating carrier over whose air routes the first section of carriage under the Ticket is undertaken or performed.

CARRIER IDENTIFICATION PLATE — See Resolution 866.

CARRIER ISSUING is the airline whose Ticket is issued or in whose name a ticket is issued.

CARRIER, LAST means the participating carrier over whose air routes the last section of carriage under the ticket is undertaken or performed.

CARRIER PARTICIPATING means a carrier over whose routes one or more sections of carriage under the air waybill or ticket is undertaken or performed.

CHARGE means an amount to be paid for carriage of goods or excess baggage based on the applicable rate for such carriage; or an amount to be paid for a special or incidental service in connection with the carriage of a passenger or baggage.

CHARGE, CANCELLATION means the service charge made by reason of failure of a passenger to use reserved accommodation without having cancelled such accommodation prior to the latest appropriate time for cancellation specified by the carrier.

CHARGE, EXCESS BAGGAGE means a charge for the carriage of excess baggage.

CHARGE, JOINT means a charge which applies for carriage over the lines of two or more carriers and which is published as a single amount.

CHARGE, LOCAL means a charge which applies for carriage over the lines of a single carrier.

CHARGE, ON-LINE — see 'Charge, Local'.

CHARGE, PUBLISHED means a charge, the amount of which is specifically set forth in the carriers fares or rates tariff.

CHARGE, THROUGH means a total charge from point of departure to point of destination. It may be a joint charge or a combination of charges.

CHARGE, VALUATION means a charge for carriage of baggage, based on the declared value for carriage of such baggage.

CHARGE, COMBINATION OF means an amount which is obtained by combining two or more charges.

CLEARING BANK — See Resolution 866.

COMBINATION, FARE, RATE OR CHARGE means the establishment of a fare, rate or charge by addition of sectional fares, rates or charges.

COMPUTER RESERVATIONS SYSTEM (CRS) means a computerized system containing information about schedules, availability, fares and related services, and through which reservations can be made and/or tickets issued, and which makes some or all of these facilities available to subscribers.

CONFERENCE — See Resolution 866.

CONDITIONS OF CARRIAGE means the terms and conditions established by a carrier in respect to its carriage.

CONDITIONS OF CONTRACT means the terms and conditions shown on the Passenger Ticket and Baggage Check.

CONNECTING CARRIER means a carrier to whose services the passenger and his baggage are to be transferred for onward connecting transportation.

COORDINATOR — See Resolution 866.

COUPON, FLIGHT means the portion of the Passenger Ticket and Baggage Check or Excess Baggage Ticket that indicates particular

places between which the coupon is good for carriage.

COUPON, PASSENGER means the portion of the Passenger Ticket and Baggage Check that constitutes the passenger's written evidence of the contract of carriage.

CRS SUBSCRIBER means a person or entity other than an airline using a CRS under contract from a CRS Supplier for the sale of air transportation products and/or other related services.

CRS SUPPLIER means any entity and its affiliates that own in whole or in part a CRS.

DAYS means full calendar days, including Sundays and legal holidays.

DECLARED VALUE FOR CARRIAGE means the value of goods or baggage declared to the carrier by the passenger for the purposes of determining charges or of establishing the limit of the carrier's liability for loss, damage or delay.

DESTINATION means the ultimate stopping place according to the contract of carriage.

DIRECTOR GENERAL — See Resolution 866.

ELECTRONIC TICKET — See Resolution 866.

ELECTRONIC TICKETING — See Resolution 866.

ELECTRONIC TICKETING AUTHORITY — See Resolution 866.

ELECTRONIC TICKETING LOCATION — See Resolution 866.

ELECTRONIC TICKETING SYSTEM — See Resolution 866.

ENDORSEMENT means written authority from a carrier to transfer an Accountable Traffic Document (Ticket, Miscellaneous Charges Order or Multiple Purpose Document), or individual coupon(s) thereof, to another carrier. Such written authority will normally be stamped in the

'ENDORSEMENTS/RESTRICTIONS' box, or on the back of the coupon(s). Endorsements may also be effected using commercial or interline communications facilities.

EXCHANGE ORDER means a document issued by a carrier or its agents requesting issue of an appropriate Passenger Ticket and Baggage Check or provision of services to the person named in such document.

FAMILY, IMMEDIATE means a spouse, children, parents, brothers, sisters, dependent relatives or dependents in the household.

FARE means the amount charged by the carrier for the carriage of a passenger and his allowable free baggage and is the current fare which a Member, in the publication it normally uses to publish fares, holds out to the public, or the appropriate segment of the public, as being applicable to the class of service to be furnished.

FARE, ADULT means the fare for a person who has attained his twelfth birthday.

FARE, CHILDREN'S means a fare for a person who has attained his second but not his twelfth birthday.

FARE, CONSTRUCTED means a fare, other than a specified fare.

FARE, ECONOMY which is equivalent to 'Tourist Fare', means the fare established for an economy/tourist class service.

FARE, FIRST CLASS means the fare established for a first class service.

FARE, INFANT means the fare for a person who has not attained his second birthday.

FARE, JOINT means a fare which applies for carriage over the lines of two or more carriers and which is published as a single amount.

FARE, LOCAL which is equivalent to the term 'On-Line Fare', means a fare which applies for carriage over the lines of a single carrier.

FARE, NORMAL means the highest fare established for a first or economy/tourist class service during the period of applicability.

FARE, ON-LINE — See 'Fare, Local'.

FARE, PROPORTIONAL means a fare published for use only in combination with other fares for carriage from, to or through a specified point.

FARE, PUBLISHED means a fare, the amount of which is specifically set forth in the carrier's fares tariff.

FARE, SECTIONAL means a fare for travel by one class of service which is established and used by a scheduled air carrier(s) (including any individual joint fares) for a section of a through route.

FARE, SPECIAL means a fare other than the normal fare.

FARE, SPECIFIED means the fare the amount of which is specifically set out in a carrier's tariff.

FARE, THROUGH means the total fare from point of departure to point of destination.

FARE, TOUR BASING means a fare which may be used only for air transportation as part of an inclusive tour.

FARE, TOURIST — See 'Fare, Economy'.

FARES, COMBINATION OF means an amount which is obtained by combining two or more fares.

FEE, CANCELLATION — See 'Charge, Cancellation'.

FLIGHT NUMBER means the numerical designation of a flight.

GENERAL SALES AGENT — See Resolution 866.

GIVEAWAY means anything given gratuitously by a carrier, whether or not paid for by the carrier, to a passenger, other than air carriage from airport of departure to airport of destination.

HEAD OFFICE LOCATION — See Resolution 866.

HOST APPROVED LOCATION — See Resolution 866.

IATA SETTLEMENT SYSTEMS MANAGEMENT — See Resolution 866.

INCLUSIVE TOUR — See Resolution 866.

INTERMEDIATE CLASS means a class of service with eating standards which may be superior to those provided on economy/tourist class but less liberal than standards provided in first class; provided that the intermediate class seat pitch shall not exceed 41 inches.

LOCAL CUSTOMER ADVISORY GROUP — PASSENGER (LCAGP) — See Resolution 866.

LUGGAGE — See 'Baggage'.

LUGGAGE, REGISTERED — See 'Baggage, Checked'.

MEMBER — See Resolution 866.

MISCELLANEOUS CHARGES ORDER (MCO) means a document issued by a carrier or its agents requesting issue of an appropriate Passenger Ticket and Baggage Check or provision of services to the person named in such document.

NATIONAL means a person who has the citizenship of a country, either by birth or by naturalisation.

PASSENGER means any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.

PERSON — See Resolution 866.

PREPAID TICKET ADVICE (PTA) means the notification by teletype, commercial wire or mail that a person in one city has requested issuance of prepaid transportation as described in the authority, to a person in another city.

PRORATE (here used as a noun) means a portion of a joint fare, rate or charge obtained by proration.

PRORATION means division of a joint fare, rate or charge between the carriers concerned on an agreed basis.

PRORATION, FARE means division of a joint fare, rate or charge between the carriers concerned on an agreed basis.

PRORATION, MILEAGE means proration on the basis of the respective local mileages.

PRORATION, RATE means proration on the basis of the respective local rates.

RATE means the amount charged by the carrier(s) for the carriage of a unit of goods or excess baggage and is the current rate which the carrier, in the publication it normally uses to publish rates, holds out to the public or the appropriate segment of the public, as being applicable for carriage of a unit of weight (or volume) and/or value of goods or excess baggage.

RATE, CLASS means a rate applicable to specifically designated class of goods.

RATE, CONSTRUCTED means a rate, other than a specified rate.

RATE, JOINT means a rate which applies for carriage over the lines of two or more carriers and which is published as a single amount.

RATE, LOCAL which is equivalent to the term 'On-Line Rate' means a rate which applies for carriage over the lines of a single carrier.

RATE, ON-LINE — see 'Rate, Local'.

RATE, PROPORTIONAL means a rate which is used in combination with other rates to establish a through rate.

RATE, PUBLISHED means a rate, the amount of which is specifically set forth in the

publication the carrier normally uses to establish such rates.

RATE, SECTIONAL means the rate established and used by a scheduled air carrier(s) (including any local or joint rate) for a section of a through route.

RATE, SPECIFIED means a rate specifically set forth in an IATA Traffic Conference Resolution.

RATE, THROUGH means the total rate from point of departure to point of destination.

RATES, COMBINATION OF means an amount which is obtained by combining two or more rates.

RECONFIRMATION means a requirement that passengers, under certain given circumstances, advise a carrying member of their intention to use the space reserved.

REFUND means the repayment to the purchaser of all or a portion of a fare, rate, or charge for unused carriage or service.

REROUTING with respect to a passenger, means a change of route, fare, carrier, type of aircraft, class of service, flight or validity from that originally provided in the appropriate transportation document.

RESERVATION which is equivalent to the term 'booking', means the allotment in advance of seating or sleeping accommodation for a passenger or of space or weight capacity for baggage.

RESIDENT with respect to a country, means a person normally living in such country, whether a national or not.

RETURN JOURNEY — See 'Trip, Round'.

REVALIDATION means the authorized stamping or writing upon the passenger ticket evidencing that it has been officially altered by the carrier.

ROUND TRIP — See 'Trip, Round'.

ROUTE, DIRECT means the shortest route operated between two points.

ROUTE, INDIRECT means any route other than the direct route operated between two points.

ROUTE, THROUGH means the total route from point of departure to point of destination.

SALES AGENCY AGREEMENT — See Resolution 866.

SALES AGENCY RULES — See Resolution 866.

that of his designated agent or to the custody of the appropriate Government agency when required.

SPLIT DOCUMENT PRINTING — See Resolution 866.

STOCK and STOCKHOLDER — See Resolution 866.

STOPOVER which is equivalent to the term 'break of journey', means a deliberate interruption of a journey by the passenger, agreed to in advance by the carrier, at a point between the place of departure and the place of destination.

TARIFFS means the published fares, rates, charges and/ or related conditions of carriage of a carrier.

TARIFFS, FARES means the tariff concerned with fares and related charges.

TARIFF, RATES means the tariff concerned with rates and related charges.

TARIFF, RULES means the tariff concerned with the general terms and conditions of carriage.

TICKET means the document entitled 'Passenger Ticket and Baggage Check' issued by or on behalf of the carrier and includes the Conditions of Contract and notices and the flight and passenger coupons contained therein.

TICKET, CONJUNCTION means a ticket issued to a passenger concurrently with another ticket(s) which together constitute a single contract of carriage.

TICKET, EXCESS BAGGAGE means a receipt issued by a carrier to a passenger(s) of excess baggage and/or valuation charges.

TICKET, PASSENGER means a receipt issued by a carrier which provides for the carriage of the passenger.

TICKETING TIME LIMIT means the time by which the passenger must secure his ticket for a confirmed reservation as required by the carrier.

TOUR CONDUCTOR means an individual who is in charge of and/or who personally escorts a group of passengers for all or part of the itinerary.

TRAFFIC DOCUMENTS — See Resolution 866.

SERVICE, DELIVERY means the carriage of inbound consignments from the airport of destination to the address of the consignee or TRANSPORTATION — See 'Carriage'.

TRANSPORTATION ORDER — See Resolution 866.

TRAVEL AGENCY COMMISSIONER — See Resolution 866.

TRAVEL AGENT'S HANDBOOK — See Resolution 866.

TRIP, CIRCLE means travel from a point and return thereto by a continuous air route; provided that where no reasonably direct scheduled air service is available between two points, a break in the circle may be travelled by any other means of transportation without prejudice to the circle trip.

TRIP, ROUND which is equivalent to the term 'return journey', means (a) travel from one point to another and return by the same air route used outbound whether or not the fares outbound and inbound be the same, or (b) travel from one point to another and return by an air route different from that used outbound for which the same normal, through one way fare is established.

VALIDATION means the authorized stamping or writing upon the passenger ticket evidencing that it has been officially issued by the carrier or its appointed Agent.

**LIST OF IATA MEMBER AIRLINES APPOINTING BY GENERAL CONCURRENCE
EUROPE, MIDDLE EAST AND AFRICA**

(as of 01 November 2008)

The following Member Airlines have deposited a statement of General Concurrence with the Agency Administrator for the appointment of Accredited Agents. Where the Member has conditioned or limited its General Concurrence, a figure is given which corresponds to an appropriate footnote.

Airlines	Airlines
ADRIA AIRWAYS (JP) ¹	DELTA AIR LINES (DL)
AER LINGUS. (EI)	BRUSSELS AIRLINES N.V. (SN) ¹⁰
AEROFLOT (SU)	EGYPTAIR (MS)
AEROLINEAS ARGENTINAS (AR)	EL AL (LY)
AEROMEXICO (AM)	EMIRATES (EK)
AEROPOSTAL ALAS DE VENEZUELA (VH)	ETHIOPIAN AIRLINES (ET)
AIR ALGERIE (AH) ³	ETIHAD AIRWAYS (EY) ¹⁰
AIR BALTIC	FINNAIR (AY) ¹⁰
AIR BERLIN (AB)	GARUDA (GA) ⁸
AIR BOTSWANA (BP)	GULF AIR (GF)
AIR CANADA (AC)	HAPAG-LLOYD (HF)
AIR CHINA LTD. (CA)	IBERIA (IB) ^{10 15}
AIR EUROPA LINEAS AEREAS, SA (UX)	ICELANDAIR (FI)
Société AIR FRANCE (AF)	IRAN AIR (IR)
AIR-INDIA (AI)	JAPAN AIRLINES (JL)
AIR JAMAICA LTD (JM)	JAT AIRWAYS (JU)
AIR MALAWI LTD. (QM)	KENYA AIRWAYS (KQ) ¹⁰
AIR MALTA P.L.C. (KM)	KLM (KL) ^{10 15}
AIR MAURITIUS (MK)	KOREAN AIR (KE) ⁹
AIR NAMIBIA (SW)	KUWAIT AIRWAYS (KU) ⁴
AIR NEW ZEALAND (NZ)	LAN AIRLINES (LA) ¹⁰
AIR NIUGINI (PX)	LAUDA AIR (NG)
AIR SEYCHELLES (HM)	LOT (LO)
AIR TANZANIA (TC) ⁴	LTU (LT)
AIR ZIMBABWE (UM)	LUFTHANSA (LH) ¹⁰
ALBANIAN AIRLINES (LV)	LUXAIR (LG)
ALITALIA S.P.A. (AZ) ^{5 15}	MALAYSIA AIRLINES (MH)
ALL NIPPON AIRWAYS (NH) ¹⁰	MALEV (MA) ¹⁰
AMERICA WEST AIRLINES (HP)	MAT-MACEDONIAN AIRLINES (IN)
AMERICAN AIRLINES (AA)	MERIDIANA (IG) ¹¹
ANGOLA AIRLINES (DT) ⁴	MEXICANA (MX)
AUSTRIAN AIRLINES (OS) ¹⁰	MEA (ME) ¹²
BRITISH AIRWAYS (BA) ^{7, 10}	NIPPON CARGO AIRLINES (NCA) (KZ)
BMI BRITISH MIDLAND (BD)	NORTHWEST AIRLINES (NW) ¹⁰
CATHAY PACIFIC (CX) ¹⁰	OLYMPIC AIRLINES (OA)
COMAIR Ltd. (MN)	PAL (PR)
CONTINENTAL AIRLINES (CO)	PGA - PORTUGALIA AIRINES PORTUGALIA (NI)
CROATIA AIRLINES (OU) ^{3 10}	PIA (PK) ¹³
CUBANA (CU)	
CYPRUS AIRWAYS (CY)	
CZECH AIRLINES (OK)	

QANTAS (QF) 10 (AS OF 31.10.2008)	SRILANKAN (UL)
QATAR AIRWAYS (QR)	SWISS (LX)) 15
ROYAL BRUNEI (BI)	SYRIANAIR (RB) 4
ROYAL JORDANIAN (RJ)	TAP-AIR PORTUGAL (TP)1 16
SAS (SK) 10 15	TAROM S.A. (RO)
SAS SCANDINAVIAN AIRLINES NORGE AS (BU) 6	THAI AIRWAYS (TG) 19 (AS OF 31.11.2008)
SAUDI ARABIAN AIRLINES (SV) 14	THY (TK) 3
SIA (SQ)	UNITED AIRLINES (UA)
SOUTH AFRICAN AIRWAYS (SA) 10	WIDEROE (WF) 17

Notes

- ¹ Except France and Russia
- ² Europe only
- ³ Liechtenstein and Switzerland only
- ⁴ Except Israel and South Africa
- ⁵ Except Algeria, Djibouti, Ethiopia, Israel, Libya, Morocco, Somalia, Sudan, Tunisia and Yemen
- ⁶ Denmark, Norway, Sweden and United Kingdom only
- ⁷ Except Iraq
- ⁸ Except Africa and Israel
- ⁹ Limited to the following countries: Austria, France, Germany, Italy, The Netherlands, Saudi Arabia, Spain and Switzerland
- ¹⁰ Except Germany
- ¹¹ Except Italy
- ¹² Except Israel
- ¹³ Except Israel, Held Territories and South Africa
- ¹⁴ Except Albania, Bulgaria, Czech Republic, Hungary, Israel, Poland, Romania, Russia, Slovakia, South Africa and Yugoslavia
- ¹⁵ Except Greece
- ¹⁶ Except Angola, Guinea-Bissau, Senegal and Rep. of Congo (Kinshasa)
- ¹⁷ Denmark, Finland, Iceland, Norway and Sweden only
- ¹⁸ Switzerland only
- ¹⁹ Except Austria

**LIST OF IATA MEMBER AIRLINES APPOINTING BY GENERAL CONCURRENCE
ASIA AND PACIFIC
(as of 11 February 2009)**

Airlines	Note	Airlines	Note
AEROFLOT (SU)		INDIAN AIRLINES (IC)	6
AEROLINEAS ARGENTINAS (AR)		IRAN AIR (IR)	
AEROMEXICO (AM)		JAPAN AIRLINES (JL)	
AIR CALEDONIE INTERNATIONAL (SB)		JAT AIRWAYS (JU)	
AIR CANADA (AC)		JET AIRWAYS (INDIA) PVT LTD. (9W)	1
AIR CHINA LIMITED (CA)		KENYA AIRWAYS (KQ)	
AIR FRANCE (AF)		KLM (KL)	
AIR INDIA (AI)		KOREAN AIR (KE)	10
AIR MACAU COMPANY LIMITED	11	KUWAIT AIRWAYS (KU)	
AIR MALTA P.L.C. (KM)		LAN AIRLINES (LA)	
AIR MAURITIUS (MK)		LOT (LO)	
AIR NEW ZEALAND (NZ)		LTU (LT)	
AIR NAMIBIA (SW)		LUFTHANSA (LH)	
AIR NIUGINI (PX)		MACEDONIAN AIRLINES – MAT (IN)	
AIR PACIFIC (FJ)	5	MALAYSIA AIRLINES (MH)	
AIR SAHARA (S2)		MEA (ME)	
AIR TAHITI (VT)		NORTHWEST AIRLINES (NW)	
AIR TAHITI NUI (TN)		OLYMPIC AIRWAYS (OA)	
AIR VANUATU (NF)		PAL (PR)	
ALITALIA S.P.A		PIA (PK)	9
ALL NIPPON AIRWAYS (NH)		QANTAS (QF)	
AMERICAN AIRLINES (AA)		QATAR AIRWAYS (QR)	
AVIANCA (AV)		ROYAL BRUNEI (BI)	
AZERBAIJAN AIRLINES (J2)		ROYAL JORDANIAN (RJ)	
BANGKOK AIRWAYS CO. LTD.(PG)		SAA (SA)	
BRITISH AIRWAYS (BA)		SAS (SK)	
BRITISH MIDLAND AIRWAYS LIMITED (BD)		SAUDI ARABIAN AIRLINES (SV)	8
CATHAY PACIFIC (CX)		SHANDONG AIRLINES CO LTD (SC)	
CUBANA (CU)		SHANGHAI AIRLINES (FM)	
CHINA EASTERN (MU)		SHENZHEN AIRLINES CO. LTD. (ZH)	
CHINA SOUTHERN AIRLINES (CZ)		SIA (SQ)	
CONTINENTAL AIRLINES (CO)		SIBERIA AIRLINES (S7)	
CZECH AIRLINES (OK)		SICHUAN AIRLINES (3U)	
DELTA AIR LINES (DL)		SILKAIR(S) PTE LTD (MI)	
DELTA AIR TRANSPORT (SN)		SRILANKAN (UL)	
DRAGONAIR (KA)		SYRIANAIR (RB)	
EGYPTAIR (MS)		SWISS (LX)	
EL AL (LY)		TAP (TP)	4
EMIRATES (EK)		THAI AIRWAYS (TG)	
ETHIOPIAN AIRLINES (ET)		THY (TK)	
ETIHAD AIRWAYS (EY)		TRANSASIA AIRWAYS (GE)	
FINNAIR (AY)		UNITED AIRLINES (UA)	
GARUDA (GA)		US AIRWAYS (US)	
GULF AIR (GF)		XIAMEN AIRLINES (MF)	

EXPLANATION OF NOTES

- Note 1 Limited to India only
- Note 3 Except Taiwan, Democratic People's Republic of Korea and Russian Federation
- Note 4 Except Macau
- Note 5 Except US Possessions and Territories within Area 3
- Note 6 Limited to Pakistan only
- Note 7 Intentionally left blank
- Note 8 Except North Korea , People Republic of China .
- Note 9 Except India
- Note 10 Limited to Indonesia, Japan, Korea and Thailand
- Note 11 Limited to South Korea only

**LIST OF IATA MEMBER AIRLINES APPOINTING BY GENERAL CONCURRENCE
CANADA AND BERMUDA (INCL. ST. PIERRE AND MIQUELON)
(as of 01 January 2009)**

The following Member Airlines have deposited a statement of General Concurrence with the Agency Administrator for the appointment of Accredited Agents.

Airlines	Airlines
AER LINGUS (EI)	KENYA AIRWAYS (KQ)
AEROFLOT (SU)	KLM (KL)
AEROLINEAS ARGENTINAS (AR)	KUWAIT AIRWAYS (KU)
AEROMEXICO (AM)	LACSA (LR)
AIR CANADA (AC)	LAN AIRLINES S.A. (LA)
AIR FRANCE (AF)	LOT (LO)
AIR MALTA P.L.C. (KM)	LTU (LT)
AIR NAMIBIA (SW)	LUFTHANSA (LH)
AIR NEW ZEALAND (NZ)	MACEDONIAN AIRLINES – MAT (IN)
AIR NIUGINI (PX)	MEXICANA (MX)
ALL NIPPON AIRWAYS (NH)	MALEV (MA)
ALITALIA S.p.A. (AZ)	MEA (ME)
AMERICAN AIRLINES (AA)	NORTHWEST AIRLINES (NW)
AVIANCA (AV)	OLYMPIC AIRLINES (OA)
BMI BRITISH MIDLAND (BD)	PAL (PR)
BRITISH AIRWAYS (BA)	PIA (PK)
CATHAY PACIFIC (CX)	QANTAS (QF)
CUBANA (CU)	QATAR AIRWAYS (QR)
CZECH AIRLINES (OK)	ROYAL BRUNEI (BI)
DELTA AIR LINES (DL)	ROYAL JORDANIAN (RJ)
EGYPTAIR (MS)	SAA (SA)
EL AL (LY)	SAS (SK)
EMIRATES (EK)	SAUDI ARABIAN AIRLINES (SV)
FINNAIR (AY)	SIA (SQ)
GARUDA (GA)	SIBERIA AIRLINES (S7)
IBERIA (IB)	SRILANKAN AIRLINES (UL)
IRAN AIR (IR)	SYRIANAIR (RB)
JAPAN AIRLINES (JL)	TAP (TP)
JAT AIRWAYS (JU)	UNITED AIRLINES (UA)
	VARIG (RG)

**LIST OF IATA MEMBER AIRLINES APPOINTING BY GENERAL CONCURRENCE –
LATIN AMERICA AND CARIBBEAN**

(as of 01 January 2009)

The following Member Airlines have deposited a statement of General Concurrence with the Agency Administrator for the appointment of Accredited Agents. Where the Member has conditioned or limited its General Concurrence a figure is given which corresponds to an appropriate foot-note.

Airlines	Note	Airlines	Note
AER LINGUS (EI)		KENYA AIRWAYS (KQ)	
AEROFLOT (SU)		KLM (KL)	
AEROLINEAS ARGENTINAS (AR)		KUWAIT AIRWAYS (KU)	
AEROMEXICO (AM)		LACSA (LR)	
AIR CANADA (AC)		LAN AIRLINES S.A. (LA)	
AIR FRANCE (AF)		LOT (LO)	
AIR MALTA P.L.C. (KM)		LTU (LT)	
AIR NAMIBIA (SW)		LUFTHANSA (LH)	
AIR NEW ZEALAND (NZ)		MACEDONIAN AIRLINES – MAT (IN)	
AIR NIUGINI (PX)		MEXICANA (MX)	
ALL NIPPON AIRWAYS (NH)		MEA (ME)	
ALITALIA S.p.A. (AZ)		NORTHWEST AIRLINES (NW)	
AMERICAN AIRLINES (AA)	1	OLYMPIC AIRLINES (OA)	
AVIANCA (AV)	2	PAL (PR)	
BMI BRITISH MIDLAND (BD)		PIA (PK)	
BRITISH AIRWAYS (BA)		QANTAS (QF)	
CATHAY PACIFIC (CX)		QATAR AIRWAYS (QR)	
CUBANA (CU)		ROYAL BRUNEI (BI)	
CZECH AIRLINES (OK)		ROYAL JORDANIAN (RJ)	
DELTA AIR LINES (DL)		SAA (SA)	
EGYPTAIR (MS)		SAS (SK)	
EL AL (LY)		SAUDI ARABIAN AIRLINES (SV)	
EMIRATES (EK)		SIA (SQ)	
FINNAIR (AY)		SIBERIA AIRLINES (S7)	
GARUDA (GA)		SRILANKAN AIRLINES (UL)	3
IBERIA (IB)		SYRIANAIR (RB)	
IRAN AIR (IR)		TAP (TP)	
JAPAN AIRLINES (JL)		UNITED AIRLINES (UA)	
JAT AIRWAYS (JU)		VARIG (RG)	

EXPLANATION OF NOTES

1. Except Chile and Argentina
2. Except Colombia
3. Except Brazil, Guadeloupe, Martinique, Anguilla, Argentina, Aruba, Belize, Bolivia, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Peru, Falkland Islands, Grenada, Guatemala, Haiti, Honduras, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, St. Kitts-Nevis, St. Lucia, St. Vincent & Grenadines, Turks & Caicos Islands, Uruguay, Venezuela and British Virgin Islands.

Where no numbers are shown, the carriers have granted general concurrence to all Area 1 IATA Agents.



MISSING TRAFFIC DOCUMENT REPORT FORM

MISSING TRAFFIC DOCUMENT REPORT

Name of Agent _____ Date of report _____

_____ Stamp of Agent _____

Missing Standard Traffic Documents

Table with 5 columns: Type, From, Through, Total, Known to be validated (Yes/No)

The Traffic Documents you enter will be entered into the Industry Data Base by BSP Management. Such listing does not waive your responsibility under the terms of Section 6 of the IATA Passenger Sales Agency and related agency rules.

Missing Carrier Identification Plates. Fill in two-letter airline code and date on which carriers have been notified.

Table with 8 columns: Code, Date, Code, Date, Code, Date, Code, Date

Number of Agent's Validator Plates Missing _____ Number of Validators Missing _____

Loss discovered Date _____ Time _____ Loss occurred Date _____ Time _____

Circumstances of loss (e.g. burglary, robbery, fire, missing in transit)

Loss reported to police at (address)

Date _____ Time _____

Name and address of insurance company

Contact officer _____

Other information _____ Signature Agent _____

_____ Name _____