



**To:** All UK IATA Travel Agents

**Subject: BSP Operations & Procedures Seminars - 2009**

In response to demand, IATA UK will be mounting seminars for Agency staff covering “**BSP Operations & Procedures**“. The Seminars have been arranged for the following dates:

**Dates:** 25<sup>th</sup> February, 25<sup>th</sup> March, 29<sup>th</sup> April, 22<sup>nd</sup> July, 23<sup>rd</sup> September and 25<sup>th</sup> November 2009

**Venue:** IATA Offices, Spencer House, 23 Sheen Road, Richmond TW9 1BN

**Times:** 09.30 to 17.00 Hrs (including 1 hour lunch break)

**Cost:** GBP140.00 plus VAT per person including tea/coffee (lunch is not provided).

The Seminar fee will be collected via an ADM and a VAT invoice will be provided. The Fee is non refundable for cancellations within 2 weeks of Seminar date but change of name(s) are accepted at anytime with no penalty.

#### **Seminar content**

The Seminar is aimed at Agency BSP Accounting and Sales staff that are **new to BSP procedures and is structured into 2 main modules:**

- “**Introduction to BSP Operations & Procedures**” (how BSP works, Standard Traffic Documents, Ticketing Authorities, applicable Resolutions, manuals, where to find etc)
- “**BSPlink- a tool for managing BSP Operations online**” (ADMs & ACMs, Refunds, v-MPDs, MANs, Billing Reports, etc)

If you wish to nominate staff for a Seminar, please complete the attached application form and send by email or fax it to the address specified on the form. **We will confirm your booking 15 days before the seminar date** (we need a number on min 10 participants to run a seminar).

If you have any queries please email us at: [info.uk@iata.org](mailto:info.uk@iata.org)

Yours faithfully

**Elena CIUPERCEANU**  
Manager, Passenger Services  
IATA UK

International Air Transport Association

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## IATA UK-BSP OPERATIONS TRAINING SEMINAR

### BOOKING REQUEST

<b>Agent IATA Code</b>	
<b>Agency Name</b>	
<b>Address:</b>	
<b>Contact Name</b>	
<b>Tel. No.</b>	
<b>Email:</b>	

<b>Seminar Date:</b>	<b>1<sup>st</sup> choice</b>	<b>2<sup>nd</sup> choice</b>
Please indicate		

<b>Names of nominated staff:</b>
1
2
3
4
5
6
7
8
9
10

Cost:

£140.00 plus VAT (15.00%) = £161.00 per person =

<b>No of persons booked</b>		<b>Total Due</b>
	@ £161.00 =	£

**Note:** If you wish to nominate staff for different dates, please photocopy this form and submit a separate form for each date. Please send this form duly completed, by fax or email to:

IATA UK  
 Spencer House  
 23 Sheen Road  
 Richmond TW9 1BN  
 Fax: + 44 20 8948 6481  
**Em: info.uk@iata.org**