



Thank you for your recent communication requesting the relevant information and application forms necessary to apply for approval as an IATA Passenger Sales Agent.

Enclosed please find:

- Resolution 818g;
- Application Form for Accreditation as an IATA Passenger Sales Agent (Application Form);

The information supplied on the Application Form and your financial statements constitute your formal application. When all the information and supporting documentation has been received, an assessment will be made of your financial situation and an investigation of your premises undertaken.

An application fee of AUD965.00 for Head Office locations and AUD825.00 for Branch Office location is payable. Should your legal entity be a Trust then we require a certified true copy of the Trust Deed, which we will retain. An additional cost of AUD500.000 will be charged to cover the cost of IATA's Solicitors' examination of the Trust Deed.

When it has been established that the criteria have been met your name will be placed on a List for circulation to all Member Airlines advising your application has been approved. Various documentation will be forwarded to you including a Passenger Sales Agency Agreement. You will commence BSP ticketing approximately 21-28 days from the date your application was placed on the List.

We look forward to receiving your application forms in the near future. Please do not hesitate to contact this office on (02) 9249 6888 or agencyservices-au@iata.org should you require any further information.

Yours faithfully,
Agency Accreditation Services

CHECK LIST

FOR NEW APPLICATION

- COMPLETED APPLICATION FORM FOR APPROVAL AS AN IATA PASSENGER SALES AGENT. PLEASE ENSURE ALL QUESTIONS ARE ANSWERED AND THE FORM IS SIGNED AND DATED. **PLEASE ALSO ENCLOSE A PHOTOCOPY OF THE COMPLETED APPLICATION FORM.**
- COPY OF UNRESTRICTED, (INTERNATIONAL) TRAVEL AGENT'S LICENCE FOR LOCATION APPLYING FOR ACCREDITATION (IF APPLICABLE)
- COPY OF CERTIFICATE OF REGISTRATION OF COMPANY NAME (IF APPLICABLE)
- COPY OF CERTIFICATE OF REGISTRATION OF BUSINESS NAME (IF APPLICABLE)
- NAME OF MANAGER/QUALIFIED PERSON IN CHARGE OF DAY-TO-DAY BUSINESS (TOGETHER WITH SUPPORTING DOCUMENTATION) AS LISTED WITH THE STATE GOVERNMENT LICENCING DEPARTMENT IN SUPPORT OF THE TRAVEL AGENT'S LICENCE FOR LOCATION APPLYING FOR IATA ACCREDITATION; (IF APPLICABLE)
- SIGNED COPY OF AGREEMENT BETWEEN THE AGENT AND THEIR COMPUTER RESERVATION SYSTEM (CRS) PROVIDER, COVERING THE LOCATION APPLYING FOR ACCREDITATION;
- SAMPLE OF AGENCY LETTERHEAD, SHOWING ACN AND TRAVEL AGENT'S LICENCE NUMBER;
- FINANCIAL STATEMENTS, AS REQUESTED IN ATTACHED FINANCIAL CRITERIA, INCLUDING BALANCE SHEET AND PROFIT LOSS STATEMENT.

PLEASE NOTE SUCH FINANCIAL STATEMENTS MUST BE CERTIFIED BY:
 - AN AUDITOR IN THE CASE OF A LIMITED COMPANY;
 - A CHARTERED ACCOUNTANT FOR ALL OTHER ORGANISATIONS..
- COMPLETED DIRECT DEBIT AUTHORITY FORM, TOGETHER WITH 3 BANK STATEMENTS CONFIRMING THE NOMINATED BANK ACCOUNT IS OWNED AND IN THE NAME OF THE LICENCED LEGAL ENTITY;
- IF APPLICABLE, CERTIFIED TRUE COPY OF THE TRUST DEED, WHICH WE WILL RETAIN;
- PAYMENT OF APPLICABLE FEE (AND URGENT PROCESSING FEE, IF REQUIRED);

THE BANK SETTLEMENT PLAN

WHAT IS BSP?

The Billing and Settlement Plan (BSP) is a precise and well tested system, which simplifies the selling, reporting and remitting procedures of IATA-Approved Passenger Sales Agents.

A key feature of the BSP is the neutral Standard Traffic Document (passenger ticket and Multi Purpose Document), which is used by Agents on behalf of all BSP participating Airlines.

BSP uses electronic data processing to compute:

- * billings and monetary amounts which Agents remit via Direct Debit to the BSP.
- * the division of these amounts for settlement amongst the Airlines.

Through the introduction of BSP, service to both Airlines and Agents has improved, whilst SAVING TIME, EFFORT and therefore MONEY.

BSP DEVELOPMENT

The first BSP developed by IATA Member Airlines, was launched in Japan in 1971.

Australia was the fourth BSP, implemented in 1974 with some 300 Agents and 30 Airlines participating. Today there are almost 60 BSP's around the world who process approximately 95% of the global airline tickets issued.

ADVANTAGES OF BSP

The Plan affords definite advantages for Agents and Airlines.

FOR THE AGENTS, A BSP:

- * Simplifies and reduces their work through the issue of Standard Traffic Documents for electronic or automated ticket issuance on behalf of all BSP Airlines;
- * Provides one source for supplying these traffic documents and automates their provision;
- * Simplifies paperwork and reduces overhead costs by replacing multiple sales reports with a single Sales Transmittal Form, submitted to the BSP;
- * Uses a simple set of standard administrative forms to be issued on behalf of all BSP Airlines;
- * Increases security - a single stock of traffic documents facilitates safekeeping for Agents, i.e. less space is needed for storage and inventory control becomes simpler and more secure;
- * Establishes one central point to which reports are sent;
- * Simplifies remittance procedures by establishing one point for Agents' payments;
- * Encourages the use of modern automated ticketing systems, thereby economizing on time and money, whilst presenting the customer with a neat, legible ticket;
- * Simplifies staff training. Courses specific to BSP procedures are available locally or by correspondence;

FOR THE AIRLINES, A BILLING SETTLEMENT PLAN:

- * Stabilizes billing and collection costs;
- * Provides increased financial control;
- * Improves cash flow:
- * Ensures that a considerable proportion of tickets honoured and processed are of uniform format and legibility and are adaptable to data entry scanning and other data processing operations;
- * Provides a legible passenger ticket which is simple to process at airport check-in positions;
- * Reports Agents' irregularities and defaults on a neutral basis.
- * Minimizes document distribution, inventory control and administrative costs by use of a central supplier;
- * Introduces an industry Traffic Document Audit, carried out by a neutral on-the-spot BSP Manager, working on behalf of all BSP Airlines;
- * Consolidates document flow to BSP Airlines, thereby permitting accelerated quality controls;
- * Assists automated accounting by the provision of "hand-off" tapes containing billing data to BSP Airlines;
- * Speeds up the production of reliable and up-to-date industry sales data and management statistics.

BSP SAVES COSTS

BSP enables Airlines and Agents alike to save on administrative overheads and traffic document inventory costs, whilst streamlining their service to the consumer.

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

HOW BSP WORKS

STAGE 1 The Agent:

- a) receives stocks of Standard Traffic Documents (STD's) to cover the initial 4 months of business. These documents are supplied by a Traffic Document Distributor, and are renewed on a regular basis;
- b) receives Standard Administrative Forms from BSP to cover 4 months;
- c) obtains Carrier Identification Plates (CIP's) of BSP Airlines on whose behalf the Agent issues BSP STD's;
- d) purchases a ticket imprinter and an Agent identification plate, which are supplied from the BSP office.

STAGE 2 After obtaining the necessary equipment and STD stock, the Agent can start selling, using BSP Standard Traffic Documents.

STAGE 3 At the end of each reporting period, the Agent must prepare a Sales Transmittal Form (STF) covering types of BSP sales made. This form, together with applicable coupons, supporting and other accountable documents is then forwarded to the BSP.

STAGE 4 Once the Sales Transmittal reaches the BSP processing area, it is handled as follows.

The centre:

- a) processes all relevant data and produces an "Agents Billing Analysis" for each Agent. This analysis is compiled from the information of each reporting period;
- b) forwards to each BSP Airline, an analysis of sales made by Agents on its behalf, extracted from their Sales Transmittals received from the Agent;
- c) monitors STD stock levels and provides replenishment information as necessary.

STAGE 5 The Agent makes just ONE net periodic remittance covering ALL its BSP transactions, made on behalf of ALL BSP Airlines.

STAGE 6 The accounts department of each BSP Airline audits incoming data and addresses accounting memoranda (credits/debits) to Agents as necessary.

BSP - AGENT - AIRLINE RELATIONS

Agents' day-to-day administration is conducted with the BSP Manager, and Customer Service. This does not mean that contact with Airlines is lost. Agents continue to have direct access to Airlines at all times. The administrative simplification offered by BSP permits Airlines and Agents to devote more time to marketing activities.

BSP AND AUTOMATION

Just as the travel industry has taken advantage of the benefits offered by automation, so has BSP. Systems have been developed so that Agents issue standard automated tickets on behalf of Airlines participating in the various BSP's, as well as electronic "E" tickets.

MANAGEMENT OF BSP

The day-to-day operation and development of each individual BSP is supervised by a Customer Advisory Group (CAG), composed of delegates drawn locally from BSP Airlines' managements. A locally based BSP Manager is appointed by Plan Management in Geneva to supervise each Plan. The BSP Manager works closely with the CAG to guide and assist Airlines and Agents on BSP operational and procedural matters, as laid down in the IATA Agency Programme. The development and administration of BSP's is controlled by Plan Management from IATA's Geneva office.

- E-TICKETING ONLY
- MULTIPLE NUMERIC CODE

**RESOLUTION 800a
APPLICATION FORM FOR ACCREDITATION AS AN
IATA PASSENGER SALES AGENT**

The information requested below is required by IATA to assist in determining the eligibility of the applicant for inclusion on the IATA Agency List. Type or print clearly the answers to all questions on this form. Where additional space is required, or where you wish to supplement your answer and there is insufficient space, attach to this form additional sheets containing the data. Retain a copy of this application for your permanent records at the agency location.

NOTE: A separate form is required for each agency location for which approval is sought.

SECTION 1 - IDENTIFICATION OF AGENCY LOCATION FOR WHICH APPROVAL IS REQUESTED

- 1.1 Legal name:

- 1.2 Trade name, if different from 1.1. above:

- 1.3 Full address, telephone and fax number of the office for which application for approval is made:

- 1.4 If registration is required by law in your country, give:
 - 1.4.1 the trade registration or licence number of the agency;
 - 1.4.2 the date this was granted;
 - 1.4.3 please attach a copy of the official certificate of registration;
- 1.5 Date on which the office for which approval is sought opened as a travel agency.

SECTION 2 - GENERAL INFORMATION

- 2.1 Is approval sought as:
 - 2.1.1 A head office location: Yes No
 - 2.1.2 A branch office location of an IATA Approved Agent Yes No
- If Yes:
 - 2.1.2.1 give name, address, telephone number, email address and IATA Numeric Code of IATA Approved Head Office

2.1.2.2 Is the branch office:

- wholly owned by this Head Office? Yes No

- wholly managed by this Head Office? Yes No

2.1.2.3 Is this application for an Electronic Ticketing Location (ETL)?
(issuing only Electronic Tickets) Yes No

2.2 Specify legal status:

sole proprietor

partnership

limited liability company

other (describe)

2.3 If your travel agency is owned by an organisation other than the head office mentioned above, answer the following with respect to the parent organisation:

2.3.1 What is its legally registered name and address?

2.3.2 What is the principal business of this organisation?

SECTION 3 - FINANCIAL INFORMATION OF BUSINESS ENTITY

Specify as applicable:

3.1 Registered capital:

3.2 Paid-up capital:

3.3 Minimum paid-up capital required by the law of your country:

3.4 VAT number

3.5 Attach a copy of your current financial statements including balance sheet and profit and loss account certified by a chartered, certified public or certified general accountant.

SECTION 4 - BUSINESS ENTITY OF AGENCY

4.1 If SOLE OWNER:

- Name:

- Address, Telephone Number, Fax Number and E-mail Address:

- % of time devoted to the agency business:

4.2 If PARTNERSHIP:

- Name(s) and Title(s) of Partner(s):

- Address(es), Telephone Number(s), Fax Number(s) and E-mail Address(es):

- % of time devoted to the agency business:

- Financial interest%:

(if partners are companies, please state type of business and directors/shareholders of those companies)

4.3 If CORPORATION:

4.3.1 When and where incorporated:

4.3.2 Name of Shareholders¹

% of
shares
held

¹Except where your organization is a legal entity whose shares are listed on a securities exchange or are regularly traded in an 'over-the-counter' market.

- Addresses, Telephone Numbers, Fax Numbers and E-mail Addresses (of shareholders):

- % of time devoted to the agency business:

4.3.3 Name(s) and Titles of Directors and Officers:

SOUTH WEST PACIFIC ONLY Paragraphs 4.3.4 through 4.5.4

4.3.4 Does each stockholder own the full beneficial interest in the stock? Yes No

If No, does the shareholder hold the stock in trust as nominee for someone? Yes No

If Yes, attach details.

4.3.5 What is your:

4.3.5.1 Authorized capital?

4.3.5.2 Paid-up capital?

4.4 If TRUST:

4.4.1 Type of trust:

4.4.2 When and where executed:

4.4.3 Names of beneficiary(ies):

What is the corpus in the trust - i.e. capital

4.5 If ASSOCIATION:

4.5.1 Type of association:

4.5.2 When and where incorporated:

4.5.3 Names of members, officers and manager:

4.5.4 Capital structure and the paid-up capital. If the entity is limited by guarantee, state the liability (maximum of each member).

4.6 IF NONE OF ABOVE APPLIES, fully describe the type of business entity, when and where organised and the names and titles of persons holding a financial or managerial interest in the business, the nature and extent of their interest, their address, telephone numbers, fax numbers and e-mail addresses and percentages of their time devoted to the agency business.

SECTION 5 - DETAILS OF OWNERS, MANAGERS AND STAFF OF AGENCY

5.1 Attach a list setting forth the names and experience in the travel industry of managerial personnel and other full-time travel staff members qualified and competent to sell international air transportation and issue travel documents, giving details as follows:

5.1.1 Name of manager or staff:

5.1.2 Position or title:

5.1.3 Date joined agency location for which approval is sought:

5.1.4 Name of previous employer(s) and address(es). If previous employer(s) were travel agents, indicate if IATA approved or not:

5.1.5 Date(s) of previous employment (month/year):

5.1.6 Position(s) held during previous employment:

5.2 If any of the questions below are answered in the affirmative, give the name(s) of the agency or agencies and location(s) involved, the relationship of the individual(s) with the agency or agencies, the date of the bankruptcy or default and all pertinent details:

5.2.1 If a sole proprietor, have you:

5.2.1.1 been involved in bankruptcy proceedings? Yes No

If so, are you now legally and fully discharged of your obligations by the court involved? Yes No

5.2.1.2 at any time been a director or had a financial interest or a position of management in an IATA Agent which has been removed from the IATA Agency List or which was under notice of default and still has outstanding debts to IATA Members or in an IATA Agent whose debts to IATA Members were met by recourse to a financial bond or guarantee? Yes No

5.2.1.3 been found guilty of wilful violations of fiduciary obligations in the course of business? Yes No

5.2.2 If an unincorporated firm, partnership or association have any partners or any individual having authorisation to act and sign on behalf of such firm, partnership or association:

5.2.2.1 been involved in bankruptcy proceedings? Yes No

If so, are they now legally and fully discharged of their obligations by the court involved? Yes No

5.2.2.2 been a director or had a financial interest or a position of management in an IATA Agent which has been removed from the IATA Agency List or which was under notice of default and still has outstanding debts to IATA Members or in an IATA Agent whose debts to IATA Members were met by recourse to a financial bond or guarantee? Yes No

5.2.2.3 been found guilty of wilful violations or fiduciary obligations in the course of business? Yes No

5.2.3 If a corporation, have any officers, directors or managers:

5.2.3.1 been involved in bankruptcy proceedings? Yes No

If so, are they now legally and fully discharged of their obligations by the court involved? Yes No

5.2.3.2 been a director or had a financial interest or a position of management in an IATA Agent which has been removed from the IATA Agency List or which was under notice of default and still has outstanding debts to IATA Members or in an IATA Agent whose debts to IATA Members were met by recourse to a financial bond or guarantee? Yes No

5.2.3.3 been found guilty of wilful violations of fiduciary obligations in the course of business? Yes No

SECTION 6 - PREMISES OF AGENCY LOCATION FOR WHICH APPROVAL REQUESTED

6.1 What are the normal business hours and days of the week that the office is open:

6.2 Are the premises located at an airport: Yes No

6.3 Describe the means by which the premises are identified as a travel agency:

SECTION 7 - SECURITY OF TRAFFIC DOCUMENTS AND AIRLINE IDENTIFICATION PLATES

Applicants will be required to provide evidence at the time of inspection that they meet the requisites for Traffic Document security, as advised by the Agency Administrator or the Secretary of the Agency Investigation Panel.

7.1 Describe the type of facility you have in the agency for the storage of your on-premises working supply of Traffic Documents or other accountable documents:

7.2 Provide the name and address of the bank, or equivalent off-premises facility, with which you have made security arrangements for the storage of your reserve supply of Traffic Documents.

What facility is available for storing Carrier Identification Plates separately from traffic documents?

SECTION 8 - OTHER INFORMATION

8.1 Is the agency a General Sales Agent for any IATA or non-IATA airline? Yes No

If yes, specify:

8.1.1 Name(s) of airline(s):

8.1.2 Scope of operation:

8.1.3 GSA territory:

8.2 Provide the names of individuals authorised to sign, on behalf of the applicant, documents which relate to the day-to-day operation of the travel agency:

8.3 Submit in accordance with the attached format, a statement of your current international air passenger transportation sales.

8.4 If approved as an IATA Agent, what do you estimate will be the gross amount of international air transportation sales of IATA carriers at the location for which approval is requested:

8.4.1 in your first year?

8.4.2 in your second year?

8.5 Is your Agency an IATA Registered Cargo Agent? Yes No

If so, name under which it is registered:

IATA numeric code:

8.6. Attach a sample of your agency's letterhead.

I hereby certify that the foregoing statements (including statements made in any attachment hereto) are true and correct to the best of my knowledge and belief, and that I am authorised by the organisation identified in the answer to 1.1 above to make these statements and file this document.

It is hereby agreed that this application shall become a part of every Sales Agency Agreement signed with Members of IATA for the sale of international air passenger transportation, and as such, all information contained herein will be treated as confidential (excluding the information contained in Section 1). Notwithstanding the foregoing, the applicant authorises IATA to use and process the information contained in Sections 2.1.2.2, 2.2, 4, 5.1.1 and 5.1.2 in order to produce and distribute databases among the airline industry participants.

The applicant hereby expressly waives any and all claims, causes of action or rights to recovery and agrees to indemnify and hold harmless IATA or any of its Members, their officers, employees, agents or servants, for any loss, injury or damage based upon libel, slander or defamation of character by reason of any action taken in good faith pursuant to this application, including but not limited to a notice of disapproval.

The Applicant understands and agrees that if the application for accreditation as an IATA Agent is disapproved, he will not claim any commission, remuneration or compensation for the sale of air transportation over the services of any IATA Member during the period the application was under consideration.

The applicant understands and agrees to pay the application, entry and annual fees, in the amounts determined by the Conference in consultation with the Director General, and as advised by the Agency Administrator, for inclusion and retention on the Agency List. If the application is rejected, the entry and initial annual agency fees shall be returned to the applicant.

Signature

Name of Applicant

Title

Country

Date

