



SUMMARY OF RESOLUTION AMENDMENTS

45th Passenger Agency Conference

Changes with expedited effectiveness 1 September 2023

This document aims to provide Agents with a high-level summary of upcoming changes to the Passenger Agency Conference Resolutions that were adopted during the recent Passenger Agency Conference that took place between 31 May -1 June 2023 in Geneva. Agents may refer to the Book of Expedited Resolutions that will provide details of the actual changes in the provisions. This summary is provided for convenience purposes only – in the event of any conflict with the Resolutions, the Resolutions shall control.

Another edition including the changes adopted for normal effectiveness 1 January 2024 will be issued in conjunction with the Book of Finally Adopted Resolutions when it becomes available. Finally, Agents will have the complete list of salient aspects included in the cover page of the next Travel Agent's Handbook, as usual.

Resolution 846– NewGen ISS Transition

- Resolution 846 has been amended so that it can be applied to markets under Resolution 800 in which IATA will be implementing a BSP operation and migrating Agents from Resolution 800 to Resolution 812:
- the title of the Resolution has been amended so that it reads *Implementation of BSP*
- reference to 818g has been replaced with 800
- a new Agent revalidation process has been added under Section 5.2, which includes Agent requirements prior to migrating to Resolution 812

Resolution 850 – Billing and Settlement Plans

- Changes to Resolution 850 have been adopted to accurately reflect actions to be taken by IATA if the Applicant or the Agent fails to provide the requested documentation which would enable IATA to evaluate the compliance with legal requirements and sanctions.
- New Sections 7.3, 10.1(e), 10.3 have been added to the Resolution.

Resolution 812 – Passenger Sales Agency Rules

- The list of countries governed by Resolution 812 has been updated.
- APJCs meeting can be conducted virtually with at least 1 face-to-face meeting per year. Section 1.1.4 on *Procedures* has been amended accordingly.
- The use of Members and Airlines to refer to airlines participating in the BSP is now covered in the definitions using the term *BSP Airlines*, which refer to IATA Member and non-member airlines participating in a BSP. Term *Members* has been removed in various Sections of the Resolution and the term *country* has been replaced with *market*.
- Clarification that Multi-Country Accreditation model available under Resolution 812 does not apply to Agents participating in the People's Republic of China. This has been reflected in Section 2.1.1(c).
- Non-compliance with the requirements for authorisation to use Customer Card Payment Method, including PCI DSS has been removed from the list of Administrative Non-compliances. Consequences of PCI DSS non-compliance are now covered in Sections 4.3.12.1 - 4.3.12.3.
- The term False or inaccurate PCI DSS declarations has been replaced with PCI DSS non-compliance. Definition of risk event number 12 has been amended in Section 4.2 as well as Sections 4.3.12 and 5.3.2.3(a) have been amended to reflect this.
- To remove ambiguity in terms of actions taken upon agent's reinstatement following payment default and to accurately reflect current practice, 5.8.4 and 6.13.1.1 have been amended.
- Section 5.9.3 has been amended to include Zambia as part of the exclusion list of operations for actions when reaching or exceeding the Remittance Holding Capacity. Zimbabwe, Sudan, Sierra Leone and Mauritius were removed from the exception list.

- BSP Argentina no longer requires a special post-billing dispute process therefore Section 6.10.2 has been removed. Post billing dispute as stipulated in 6.10.1 now also applies for Argentina.
- Amendments to Section 6.10.1.7 on Post-billing Dispute procedures have been introduced to provide clear provisions for all parties. There is no change in the process.
- New conditions have been added for terminated Agents who wish to be reinstated to the Agency List within the following 60 days of its termination. New Section 13.6 has been added.
- Several amendments have been incorporated to the permanent financial assessment criteria for multi-country Agents, as provisioned under Resolution 812, Attachment 'E'.
 - o Section 2.7 removes the duplicity of the passing criteria to avoid future misalignments in which the wording states a specific failing criteria "*3 or more standard ratios*", while Appendix A states a different number of ratios (for example the current section 1 in the appendix states "*4 Fails = Total Fail*").
 - o Section 2.9 has been amended to reflect there will be 4 quarterly assessments instead of 3 per year in addition to the annual assessment.
 - o Cash and Cash equivalents may be considered as Unused Credit Facilities as defined in the Notes of Appendix A.
 - o New definitions for interest expense, interest coverage rate and unused credit facilities have been added in the Appendix A.
 - o Risk Events have been removed from the financial criteria in Appendix A as they are already considered under the Risk History Assessment.
 - o Section 6 - Trend Analysis has been integrated under the section of Historical Financial Analysis as an alternative requirement when free cash flow falls below 0.
 - o Net income ratios have been replaced with interest coverage ratio to better suit the purpose of the assessment of Agents' ability to fulfil their BSP payments.
 - o Section 5 related to stock prices has been removed to ensure equitable assessment for both listed and unlisted global entities.
- Attachment 'I' has been amended to reflect changes in '*Number of days in period*' and '*Days to remittance date*' for Pakistan and Rwanda. Guam has been removed from Attachment 'I' as it belongs to US territory to which the IATA Agency Programme does not apply. The official name of Turkey has been changed to Türkiye.

Resolution 818g – Passenger Sales Agency Rules

- List of countries governed by 818g has been updated for Area 1, Area 2, Area 3.
- New conditions have been added for terminated Agents who wish to be reinstated to the Agency List within the following 60 days of its termination. New Section 13.7 has been added.
- Amendments to Section 1.11.1.7 of Attachment 'A' on Post-billing Dispute procedures have been introduced to provide clear provisions for all parties. There is no change in the process.

Resolution 866 – Definitions of Terms used in Passenger Agency Programme Resolutions

Amendments in definition of '*Appointed*' have been introduced so it is aligned with the change from *Member* to *BSP Airline*. Definition of '*Charges*' has been amended to include reference to Resolution 812.

Resolution 800– Passenger Sales Agency Rules

- List of countries governed by 800 has been updated.
- New conditions have been added for terminated Agents who wish to be reinstated to the Agency List within the following 60 days of its termination. New Section 14.6 has been added.

Resolution 896– Alternative Transfer Method providers & alternative transfer methods (Transparency in Payments transaction)

- Section 6 has been removed following the discontinuation of the TIP Oversight Body.