



IATA BSP Essentials for Travel Agents

e-learning for travel professionals

Staying up-to-date on the IATA Billing and Settlement Plan (BSP) system is critical for IATA Accredited Agents and for anyone seeking a career or advancement in the travel industry.

The BSP Essentials for Travel Agents e-learning course provides essential BSP skills to improve your work efficiency and to raise your level of expertise.

This course is suitable for existing and new IATA accredited travel agencies and BSP countries. The content provides excellent preparation for entry-level employees and agency accounting staff. This new solution is an easy way to learn, anytime, anywhere.

Why e-learning?

- Learn at your own pace
- Interactive and engaging
- Immediate assessment and feedback

How you will benefit

By completing this course you will be able to:

- Acquire expertise in travel agency BSP operations
- Save time by working efficiently in *BSPlink*
- Understand and use the language of BSP
- Avoid costly errors by learning proper BSP skills and procedures
- Interpret BSP Billing Reports to reconcile with your agency's back office accounting reports



IATA Training & Development Institute

KNOWLEDGE • EXPERIENCE • NETWORKING • SKILLS • RESULTS

The course consists of the following six modules:

Introduction to the IATA BSP System and BSP Language

Gain knowledge of basic BSP processes, common terms and abbreviations.

Introduction to BSP*link*

Learn how to use the BSP*link* tool effectively and become familiar with various BSP*link* functions that help you manage in-office BSP operations.

BSP Standard Traffic Documents and Procedures

Learn how to apply and process the Virtual MPD, perform all procedures related to document refunding and voiding, process credit card payments and learn how to prevent credit card fraud.

Course examination

Once you successfully pass the exam at the end of the complete course you will earn a course **Certificate in IATA BSP Essentials for Travel Agents**.

BSP Agent Billing Reports and Procedures

Become familiar with the BSP reporting calendar and main BSP Billing Reports. Learn how to investigate the status of BSP transactions and how to handle remittance.

BSP Agent Remittance Procedures

Learn about remittance procedures and methods, and how to manage Agency Credit and Debit Memos.

BSP Agent Best Practices and Common Solutions

Discover the answers to the most frequently asked questions and solutions to common challenges. Review best practices in Agent reporting, remittance and BSP*link* to minimize costly errors.

Contact us: bsp-course@iata.org

➤ www.iata.org/bsp-course