

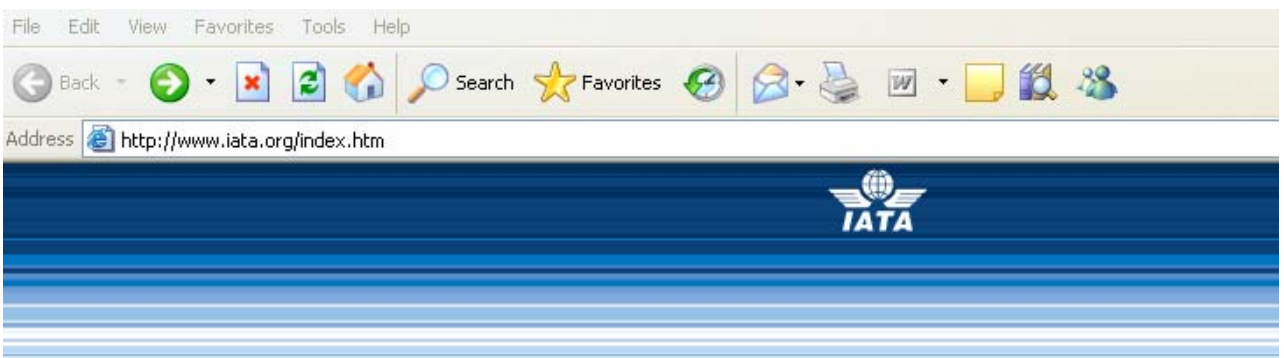


# IATA Canada & Bermuda Customer Service Portal

## Agent & Airline Training Guide

### Accessing the IATA Canada/Bermuda Customer Service Portal

#### i. Go to [www.iata.org](http://www.iata.org)



[About Us](#) | [Membership](#) | [Work Groups](#) | [Area](#)  
[IATA by Region](#) | [Careers](#) | [Customer Service](#)

Select Customer Service

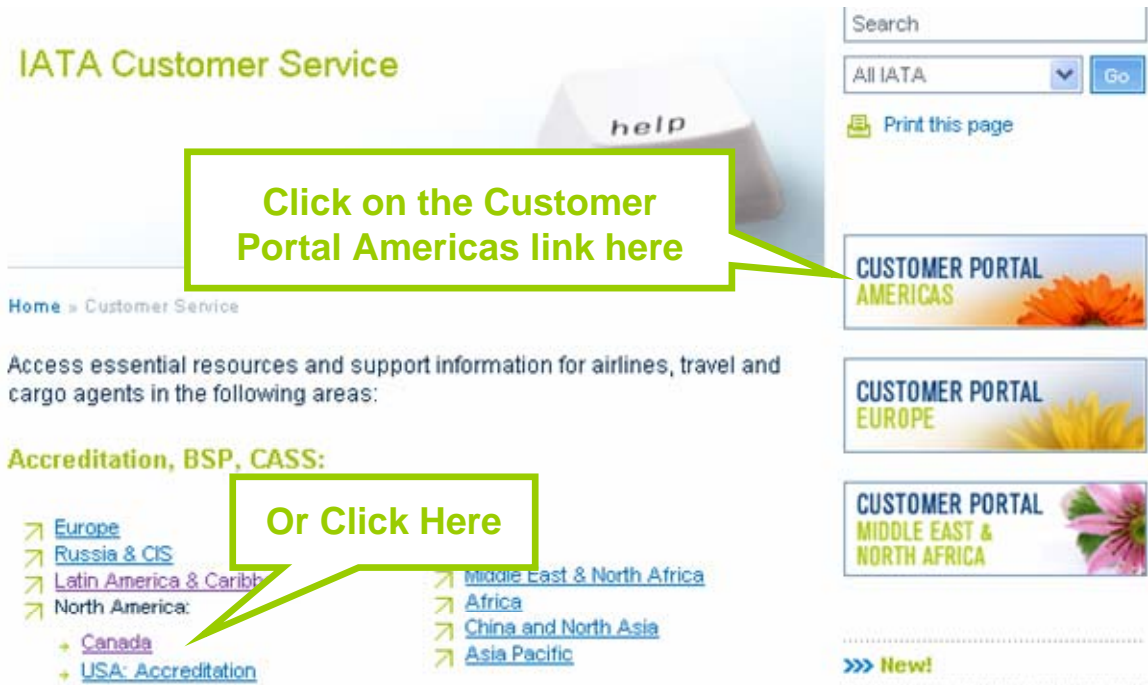
We represent, lead and serve  
the airline industry

The International Air Transport Association represents  
some 230 airlines comprising 93% of scheduled  
international air traffic. [More...](#)



## Accessing the IATA Canada/Bermuda Customer Service Portal

ii. Select «Customer Portal Americas» or select Canada from the main menu.



The screenshot shows the IATA Customer Service portal. At the top left, it says "IATA Customer Service" in green. Below this is a breadcrumb trail: "Home » Customer Service". A search bar is located at the top right, with a dropdown menu set to "All IATA" and a "Go" button. Below the search bar is a "Print this page" link. A central image shows a white cube with the word "help" on it. To the right of the main content are three large buttons for "CUSTOMER PORTAL AMERICAS", "CUSTOMER PORTAL EUROPE", and "CUSTOMER PORTAL MIDDLE EAST & NORTH AFRICA". Below the breadcrumb trail, there is a paragraph: "Access essential resources and support information for airlines, travel and cargo agents in the following areas:". Underneath this is the heading "Accreditation, BSP, CASS:" followed by a list of links with expand/collapse icons. A callout box points to the "Canada" link under "North America". Another callout box points to the "CUSTOMER PORTAL AMERICAS" button.

**IATA Customer Service**

Search

All IATA Go

Print this page

**Click on the Customer Portal Americas link here**

Home » Customer Service

Access essential resources and support information for airlines, travel and cargo agents in the following areas:

**Accreditation, BSP, CASS:**

- Europe
- Russia & CIS
- Latin America & Caribbean
- North America:
  - Canada
  - USA: Accreditation
- Middle East & North Africa
- Africa
- China and North Asia
- Asia Pacific

**Or Click Here**

**CUSTOMER PORTAL AMERICAS**

**CUSTOMER PORTAL EUROPE**

**CUSTOMER PORTAL MIDDLE EAST & NORTH AFRICA**

>>> **New!**

## The Customer Portal – Americas

Travel Agents, Cargo Agents & Airlines can use the Portal to find answers to all their Accreditation, BSP & CASS related questions!

Once on the Customer Portal Americas website, you will be able to:

- Access a database of Frequently Asked Questions
- Download important documents from the “Document & Form Centre
- Log an Enquiry & Contact the IATA Canada/Bermuda local office

http://www.iata.org/customer\_portal\_americas/

**IATA**

[About Us](#) | [Membership](#) | [Work Groups](#) | [Areas of Activity](#) | [Services & Solutions](#) | [Events](#) | [Trainin](#)

[IATA by Region](#) | [Careers](#) | [Customer Service](#)

- > Customer Portal - Home
- > FAQ
- > Document & Form Centre
- > Log an Enquiry
- > Training

**Other Resources:**

- > Accreditation Travel Agents
- > Accreditation Cargo Agents
- > Airline Participation in BSP
- > Airline Participation in CASS

**Customer Portal - Americas**  
Accreditation, BSP and CASS

Search

All IATA

Print this

Feedback

» IATA Co

Select a cot

Home » Customer Portal - Americas

This Portal is designed to provide information related to agent accreditation, as well as information on Accreditation in North America, the Caribbean and Central America. Information is provided by [IATAN](#) and [CNS](#).

Select a Language

**View the site in French by using the drop-down Language Option**

ID Card Ne  
Payment C  
Security S

**IATA / IATA  
ID CARD**

**FREQUENTLY ASKED QUESTIONS**

**DOCUMENT & FORM CENTRE**

**CONTACT US / LOG AN ENQUIRY**

## Searching our Frequently Asked Questions Database

### i. Select the «Frequently Asked Questions» Icon

**FREQUENTLY ASKED QUESTIONS**

Search our knowledge database!

**DOCUMENT & FORM CENTRE**

Reporting of Standards, Administrative Forms, tutorials and other useful information

**CONTACT US / LOG AN ENQUIRY**

Log an enquiry with us

Payment Card Industry Data Security Standards(PCI DSS)

**IATA / IATAN ID CARD**

### ii. Enter a key word or phrase related to your question & click Search

Examples: BSPlink; Air Waybill; ID Card

**Customer Portal - Americas**

Search

All IATA Go

Print this page

**Need help on this Portal's functionality? Check out our quick reference guide (pdf, 1MB)**

Home » Customer Portal - Americas » Frequently Asked Questions

**Frequently Asked Questions**

Our customers' most frequently asked questions related to BSP, CASS and agency procedures compiled into a knowledge database accessible through this search engine.

**Search our knowledge**

Type in the Key Word or Phrase

Search

### iii. All FAQs corresponding to your search terms will be listed.



Need help on this Portal's functionality? Check out our quick reference guide (pdf, 1MB)

[Home](#) » [Customer Portal - Americas](#) » [Frequently Asked Questions](#)

## Frequently Asked Questions

Our customers' most frequent questions about operations and procedures related to BSP, CASS and agent accreditation are continuously compiled into a knowledge database accessible to all at all times.

### Search our knowledge database:

#### Search results:

[What is the BSPlink?](#)

[How do I access BSPlink?](#)

[I want to sign up for the BSPlink Enhanced version - what do I need to do?](#)

[I have received an error message when using BSPlink, why?](#)

[Qu'est-ce que le BSPlink ?](#)

[What are the features in BSPlink for Agents?](#)

[How many BSPlink Agent users can we have?](#)

Select the pertinent question

## iv. An FAQ Popup will open up with the Answer.

Home » Customer Portal - Americas » Frequently Asked Questions

[our quick reference guide \(pdf, 1MB\)](#)

### Frequently Asked Questions

Our customers' most frequent questions related to BSP, CASS and agent knowledge database accessible

#### Search our knowledge data

#### Search results:

[What is the BSPLink?](#)

[How do I access BSPLink?](#)

[I want to sign up for the BSPLink Enhanced](#)

[I have received an error message w](#)

[Qu'est-ce que le BSPLink ?](#)

[What are the features in BSPLink for](#)

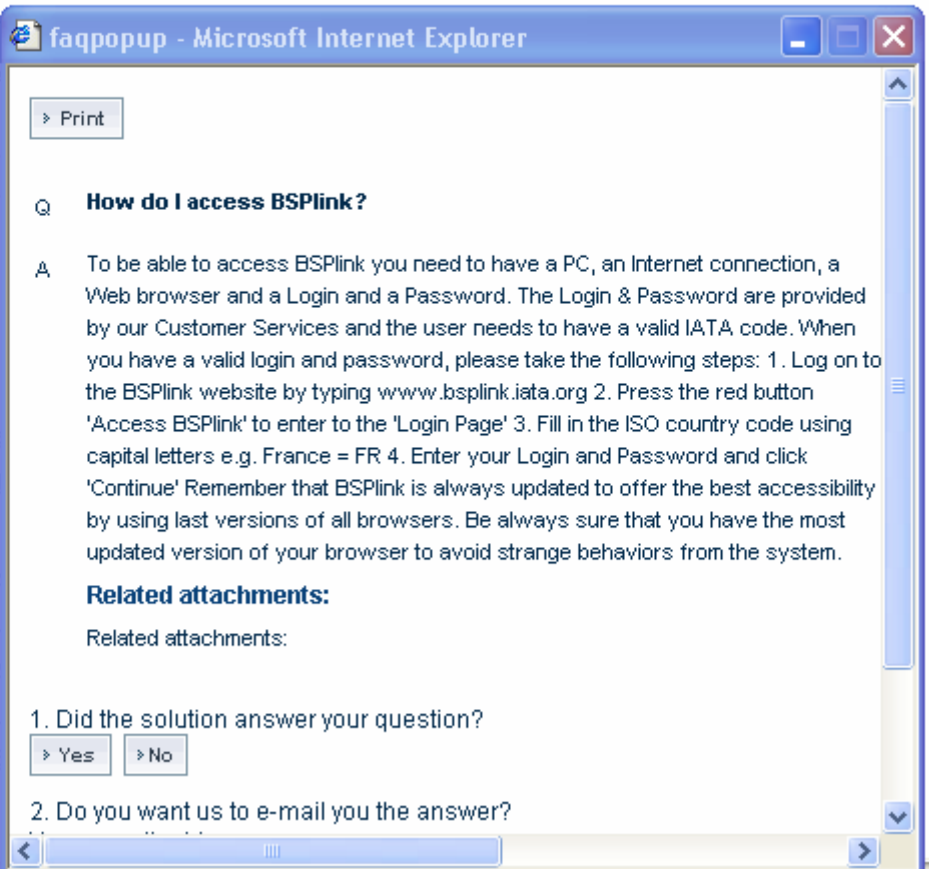
[How many BSPLink Agent users can](#)

[Login to BSPLink has failed, what is w](#)

[How do I get the BSPLink Enhanced v](#)

[Quelles sont les fonctionnalités de BS](#)

1 2 3 4 5 6 7 8 9 10



faqpopup - Microsoft Internet Explorer

**Q How do I access BSPLink?**

**A** To be able to access BSPLink you need to have a PC, an Internet connection, a Web browser and a Login and a Password. The Login & Password are provided by our Customer Services and the user needs to have a valid IATA code. When you have a valid login and password, please take the following steps: 1. Log on to the BSPLink website by typing [www.bsplink.iata.org](http://www.bsplink.iata.org) 2. Press the red button 'Access BSPLink' to enter to the 'Login Page' 3. Fill in the ISO country code using capital letters e.g. France = FR 4. Enter your Login and Password and click 'Continue' Remember that BSPLink is always updated to offer the best accessibility by using last versions of all browsers. Be always sure that you have the most updated version of your browser to avoid strange behaviors from the system.

**Related attachments:**

Related attachments:


1. Did the solution answer your question?

2. Do you want us to e-mail you the answer?

## v. Review the solution provided, and let us know if you found the answer useful!

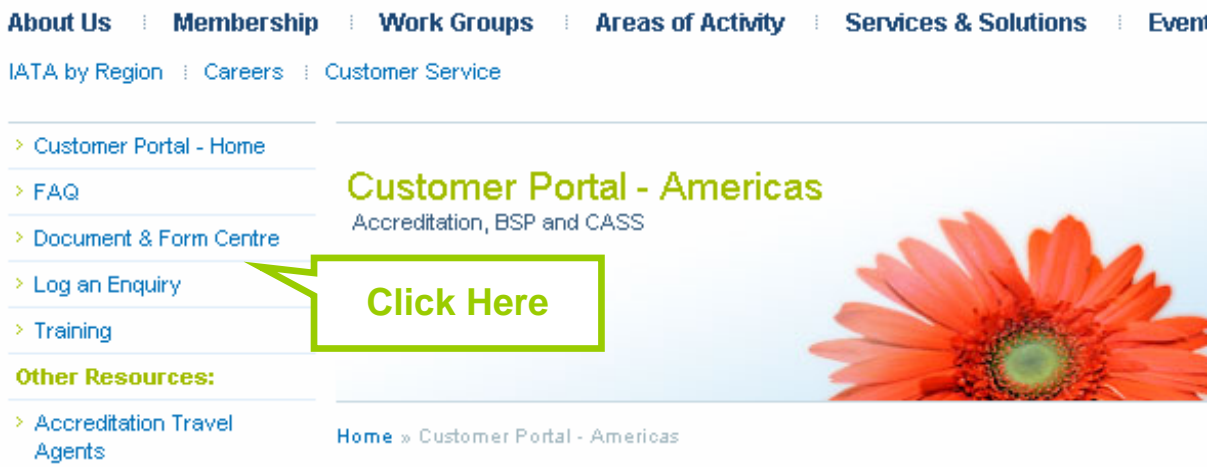
## Using the Document & Form Centre

i. On the main Customer Portal Americas page, select the «Document & Form Centre» icon



The screenshot shows the main Customer Portal Americas page. It features three main content blocks: 'FREQUENTLY ASKED QUESTIONS', 'DOCUMENT & FORM CENTRE', and 'CONTACT US / LOG AN ENQUIRY'. A green callout box with the text 'Click Here' points to the 'DOCUMENT & FORM CENTRE' icon. To the right, there is a banner for 'IATA / IATAN ID CARD' and a link for 'Payment Card Industry Data Security Standards(PCI DSS)'.

ii. Or, select «Document & Form Centre» using the left navigation menu available on all pages



The screenshot shows the left navigation menu of the Customer Portal Americas page. The menu items are: 'About Us', 'Membership', 'Work Groups', 'Areas of Activity', 'Services & Solutions', 'Event', 'IATA by Region', 'Careers', and 'Customer Service'. Below these are several links: '> Customer Portal - Home', '> FAQ', '> Document & Form Centre', '> Log an Enquiry', and '> Training'. A green callout box with the text 'Click Here' points to the 'Document & Form Centre' link. Below the navigation menu is a section titled 'Customer Portal - Americas' with the subtitle 'Accreditation, BSP and CASS'. A large orange flower image is visible on the right side of the page.

iii. You may search the Document & Form Centre by keyword, or by category.

**Customer Portal - Americas**

Search   
All IATA

Home » Customer Portal - Americas » Document and Form Centre

**Document and Form Centre**

Search by Keywords :

**Travel Agents**    
**Cargo Agents**

**Airline (BSP - Passenger)**    
**Airlines (CASS - Cargo)**

Search by Keywords :: 'Calendar'

	<a href="#">French</a>
Argentina-BSP Calendar 2009	<a href="#">English</a>
Argentina-CASS Calendar 2009	<a href="#">English</a>
Bahamas-BSP calendar 2009	<a href="#">English</a>
Belize-BSP calendar 2009	<a href="#">English</a>
Bermuda-BSP calendar 2009	<a href="#">English</a>

**Enter your Keyword**

**Scroll down to view all corresponding documents**

iv. To facilitate your search, Documents & Forms are grouped in 4 subdivisions – Travel Agent, Cargo Agent, Airline (BSP - Passenger) & Airline (CASS).

From the applicable drop-down menu, select the category corresponding to your Query.

Customer Service



Customer Portal - Americas

Search

All IATA

Print this page

Home » Customer Portal - Americas » Document and Form Centre

## Document and Form Centre

Search by Keywords :

Choose the menu & category related to your search

Travel Agents	Cargo Agents
<input type="text" value="Select a Category"/>	<input type="text" value="Select a Category"/>
<ul style="list-style-type: none"><li>Select a Category</li><li>IATA Accreditation forms</li><li>Local Procedures</li><li>Manuals and Guidelines</li><li>Reporting Calendars</li><li>Resolutions &amp; Other Useful Information</li><li>Various Reporting Forms (SAFs)</li></ul>	<input type="text" value="Select a Category"/>
	Airlines (CASS - Cargo)
	<input type="text" value="Select a Category"/>

## v. All corresponding documents will be listed.

### Document and Form Centre

Search by Keywords :

#### Travel Agents

Select a Category

#### Cargo Agents

Select a Category

#### Airline (BSP - Passenger)

Select a Category

#### Airlines (CASS - Cargo)

Select a Category

**Scroll down for  
the complete  
listing**

#### Airline (BSP - Passenger) / Reporting Calendars

	<a href="#">English</a>
	<a href="#">French</a>
Argentina-BSP Calendar 2009	<a href="#">English</a>
Bahamas-BSP calendar 2009	<a href="#">English</a>
Belize-BSP calendar 2009	<a href="#">English</a>
Bermuda-BSP calendar 2009	<a href="#">English</a>
Bolivia-BSP calendar 2009	<a href="#">English</a>
Canada-Bermuda-BSP Communique 20080829	<a href="#">English</a>
Canada-BSP calendar 2009	<a href="#">English</a>

## Contacting IATA Canada & Bermuda's Customer Service

i. On the main Customer Portal Americas page, select the «Contact Us/Log An Enquiry» icon

The screenshot shows three main content areas on the Customer Portal Americas page:

- FREQUENTLY ASKED QUESTIONS**: Search our knowledge database!
- DOCUMENT & FORM CENTRE**: Manuals, calendars, reporting of Standards Administrative Forms, tutorials and other useful information
- CONTACT US / LOG AN ENQUIRY**: Log an enquiry with... (A callout box points to this section with the text "Click Here")

Additional elements include a banner for "Payment Card Industry Data Security Standards(PCI DSS)" and an "IATA / IATAN ID CARD" image.

ii. Or select «Log An Enquiry» using the left navigation menu available on all pages

The screenshot shows the navigation structure of the Customer Portal Americas page:

- Top Navigation:** About Us | Membership | Work Groups | Areas of Activity | Services & Solutions | Events
- Secondary Navigation:** IATA by Region | Careers | Customer Service
- Left Navigation Menu:**
  - > Customer Portal - Home
  - > FAQ
  - > Document & Form Centre
  - > Log an Enquiry (Callout box: "Click Here")
  - > Training
  - Other Resources:**
    - > Accreditation Travel Agents
- Main Content Area:** Customer Portal - Americas (Accreditation, BSP and CASS)
- Footer:** Home » Customer Portal - Americas

### iii. Complete the online «Log An Enquiry» form

#### Customer Portal - Americas

 Print this page

[Home](#) » [Customer Portal - Americas](#) » [Log an Enquiry Form](#)

#### Contact Us

If you have a general question, first search our [online knowledge database full of FAQs](#).

For other questions, please log an enquiry by filling in the online form and one of our customer service representatives will contact you.

\*Required Fields

\*\*Conditional Required Field(s)

#### Informations

Type of Customer  \*

IATA Code  \*\*

BSP or CASS Country  \*

Company  \*

Contact Name  \*

Scroll down  
to fill-in all  
the fields



iv. Once all the fields are completed, click on Submit to send us your form.

### Informations

Type of Customer  \*

IATA Code  \*\*

BSP or CASS Country  \*

Company  \*

Contact Name  \*

Email  \*

Phone  \*

Case Area

Enquiry Subject

Enquiry Details

**Provide the complete details of your question here. If necessary, attach documents below.**

> Do you want to attach a document?

**Click Here to Send the Form**

> Submit

**v. When successfully submitted, the following message will appear. You will also receive an email confirming the reception of your query with a case number.**

**➤ A Customer Service Representative will respond to your query at the earliest.**

[Customer Service](#)

## Customer Portal - Americas

 [Print this page](#)

[Home](#) » [Customer Portal - Americas](#) » [Thank You](#)

Thank you for your request. We will handle it without delay.

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[Contact Us](#) | [FAQ](#) | [Privacy Policy](#) | [Help](#) | [Terms of Use](#) | [Advertising](#)

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