

BSP Manual for Agents

Effective 1 March 2019





BSP Manual for Agents

Contents

BSP Manual for Agents	2
INTRODUCTION.....	3
CHAPTER 1 — THE BILLING AND SETTLEMENT PLAN (BSP).....	4
CHAPTER 2 — BSP — AGENT/AIRLINE RELATIONS.....	6
CHAPTER 3 — MANAGEMENT OF A BILLING AND SETTLEMENT PLAN.....	7
CHAPTER 4 — PARTICIPANTS AND SERVICE SUPPLIERS IN A BSP.....	8
CHAPTER 5 — AUTOMATION OF INTERFACES BETWEEN AGENTS, AIRLINES AND THE BSP (BSP <i>link</i> and ASD).....	10
CHAPTER 6 — STANDARD TRAFFIC DOCUMENTS (STDs).....	11
CHAPTER 7 — AUDIT, INVENTORY AND SECURITY.....	12
CHAPTER 8 — REFUNDS.....	13
CHAPTER 9 — HONOURING OF CREDIT CARDS.....	14
CHAPTER 10 — BILLINGS AND STATEMENTS.....	19
CHAPTER 11 — AGENTS' REMITTANCE PROCEDURES.....	20
CHAPTER 12 — HANDLING OF IRREGULARITIES AND DEFAULT.....	22
CHAPTER 13 — SUSPENSION OF OPERATIONS BY A BSP AIRLINE.....	24
CHAPTER 14 — LOCAL PROCEDURES.....	25
APPENDIX A — ACRONYMS.....	26
APPENDIX B — GLOSSARY OF TERMS.....	28
APPENDIX C — QUICK REFERENCE.....	31



INTRODUCTION

The BSP Manual for Agents forms part of the Passenger Sales Agency Agreement and contains the basic rules and procedures for participation in a BSP. By virtue of this Agreement, all Approved Locations of IATA Accredited Agents are bound to apply such procedures in countries where a BSP is implemented and governed under 818g, and certain countries that are governed under Resolution 800 where a BSP has been implemented.

This Manual does not include the procedures and working methods that have been implemented in BSPs locally and which are published separately from this core manual.

In a number of instances in this manual, Agents are referred to the local publication. Illustrations of documents shown in the Manual represent the most common forms in use. Again, however, BSPs may use different layouts and/or different forms. Guidance will be provided by the Global Delivery Centre (GDC) of the respective areas.

All Agents are encouraged to ensure that their employees are conversant with the contents of this Manual and any local supplements, in order that all parties can enjoy the full benefits of the Billing and Settlement Plan.

Changes incorporated in this edition

This edition of the BSP Manual for Agents contains mostly editorial amendments to ensure alignment against changes reflected in Resolutions 800 and 818g.



CHAPTER 1 — THE BILLING AND SETTLEMENT PLAN (BSP)

1.1 Introduction

The Billing and Settlement Plan (BSP) is a system designed to simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Agents on behalf of BSP Airlines.

The first BSP developed by IATA was launched in 1971 in Japan. Today BSP is a worldwide system covering over 180 countries and territories.

A key feature of the BSP is the use of the neutral electronic Standard Traffic Document (STD).

1.2 Implementation and Management of a BSP

A BSP is introduced when a study reveals that its implementation in a country or area is considered warranted by IATA Settlement Systems (ISS) Management.

During the study and before actual implementation, there will always be prior consultation between IATA and the Agent associations.

1.3 Advantages of a BSP

The BSP reduces Airline distribution costs and at the same time provides Agents with a cost-effective system for selling the products and services of those Airlines that elect to participate in the BSP. The existence of a BSP enables Airlines and Agents alike to save on administrative overheads, whilst streamlining their services to the customer.

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

For the Agents, the BSP:

- Provides access to over 400 Airlines participating in the BSPs worldwide using neutral electronic Standard Traffic Documents
- Provides one supply source of ticket numbers for electronic tickets
- Reduces overhead costs by replacing multiple sales reports with a single point of contact - a central BSP Data Processing Centre (DPC)
- Provides a set of Standard Administrative Forms (SAFs) to be used on behalf of all BSP Airlines
- Simplifies remittance procedures by establishing one point for Agents' payments
- Simplifies staff training through courses organized locally specific to BSP procedures

1.4 How the BSP Works

Upon implementation of the BSP, the Accredited Agent:

- Receives a range of electronic ticket numbers for ticketing from the Ticket System Provider (TSP)
- Receives Ticketing Authorities from Airlines allowing the Agent to issue tickets on their behalf
- Receives access to BSPlink (or ASD in China) including instructions on the issuance of electronic administrative forms such as Refund Request.



The Agent's TSP transmits the information regarding the issued tickets daily to the DPC. Once the DPC receives the data from the TSP, the DPC:

- Processes all relevant data and produces an 'Agents Billing Analysis' for each Agent. This analysis is compiled from the information of one or more reporting periods.
- Forwards to each BSP Airline an analysis of sales made by Agents on its behalf.

The Agent makes a single net periodic remittance covering all its BSP transactions, made on behalf of all BSP Airlines. The BSP preferred method of payment is by electronic funds transfer (EFT) or direct debit (DD).

The Accounts Department of each BSP Airline audits incoming data and addresses accounting memoranda (credits/debits) to Agents as necessary.



CHAPTER 2 — BSP — AGENT/AIRLINE RELATIONS

The administrative simplification offered by the BSP permits Airlines and Agents to devote more time to marketing activities. Agents continue to have direct access to BSP Airlines at all times.

On a day-to-day basis, Agents may contact the local BSP office or make an enquiry through the Customer Portal (www.iata.org/cs).

2.1 Consultation

The BSP works best when there is frank and open exchange of views between all parties. One of the strengths of BSP is the ability of all users to work together to obtain the best results from the system. ISS Management is sensitive to the consequences of inadequate consultation, particularly when pressure builds up to bring about change quickly. In consequence, BSP Management will always endeavour to ensure that the local Travel Agent constituency is brought into the change and innovation process at an early stage.

These considerations have given rise to the creation in each country/area of an Agency Programme Joint Council. These groups are composed of representatives drawn from the local Travel Agents' Associations and from BSP Airlines.

2.2 Agency Programme Joint Council (APJC)

APJCs consist of an equal number of representatives of BSP participating airlines and Agents and are established to assist the Conference in the performance of its functions by making recommendations on any aspect of the Agency Programme in the country or area concerned. APJCs meet at least once a year and provide a report to Conference. The Chairman is elected from the APJC membership and the Secretary provided by IATA. Recommendations are adopted, for PACConf approval, when a majority of the air carriers and a majority of the Agents present vote in favour of a proposal. The APJCs have no final decision-making authority however as this rests with Conference.



CHAPTER 3 — MANAGEMENT OF A BILLING AND SETTLEMENT PLAN

3.1 Global Delivery Centre (GDC)

The Global Delivery Centre (GDC) represents IATA Management in each area of BSP operation. The Manager ensures that adequate assistance, guidance and information at the local level is available to all parties concerned in the BSP and that proper control is exercised.

3.2 Roles and Responsibilities

The Global Delivery Centre coordinates the smooth functioning of the BSP according to IATA Resolutions. The GDC advises Agents, the DPC and other parties on BSP procedures. In emergency situations, IATA may exceptionally notify Agents of a temporary change to established BSP procedures.

The GDC provides Agents with access to BSPlink (or ASD in China) and instructions on how to use the system. Additionally the GDC informs the Agents regarding Customer Service procedures and where to find information regarding BSP rules and regulations.

The GDC informs the Agency Administrator of irregularities and defaults.



CHAPTER 4 — PARTICIPANTS AND SERVICE SUPPLIERS IN A BSP

4.1 General

Several parties are involved in the operation of a BSP. Some of them, such as BSP Airlines and Agents, are the beneficiaries, while other parties, such as the DPC or Clearing Bank, render core services to the BSP on the basis of a contract with IATA. ISS Management is responsible for managing the BSPs.

4.2 Agents

Under the prevailing IATA Passenger Sales Agency rules, where a BSP is implemented, all Approved Locations of Agents become subject to BSP procedures. Agents are properly informed by the Agency Administrator, through ISS Management, of how participation will affect their work methods.

Agents are responsible for:

- the correct use/issuance of STDs and SAFs
- timely reporting of transactions to the DPC, either on the day of issue or at intervals set by ISS Management
- timely remittances to the Clearing Bank for settlement of billings.

4.3 Airlines

Participation in a given BSP is open to any Airline, whether a Member of IATA or not, that operates regular scheduled services or sells through IATA Agents in the country/area of the BSP.

4.4 Data Processing Centre (DPC)

The DPC is responsible for:

- Controlling the timely receipt of data from the TSPs
- Capturing, recording and validating the data supplied by the TSPs
- Monitoring and identifying any discrepancies
- Reporting discrepancies
- Preparing and dispatching billings to Agents and BSP Airlines through BSPLink (or ASD in China)
- Providing reports to ISS Management of amounts due by Agents
- Providing reports to BSP Airlines and ISS Management of the number of transactions processed and providing them with statistical data as agreed in the contract
- Producing a Hand-Off Tape (HOT) or data transfer in accordance with the Data Interchange Specifications Handbook (DISH)

4.5 Clearing Bank

The Clearing Bank is responsible for:

- Timely receipt and control of Agents' remittances
- Reporting of remittance discrepancies to ISS Management for recalculation of BSP Airlines' shares
- Timely settlement to BSP Airlines of remittances received from Agents

4.6 Electronic Ticketing System Provider (TSP)



For the introduction and operation of electronic ticketing systems, a contract is concluded between IATA and an Electronic Ticketing System Provider, following verification that the TSP's system is capable of the following functions:

- ability to issue STDs electronically in accordance with the applicable IATA Passenger Services Conference Resolutions
- ability to verify an Agent's ticketing authority against advice from ISS Management
- ability to provide data in super-long record to the BSP DPC in accordance with the format laid down in the Data Interchange Specifications Handbook (DISH)
- ability to constrain the issuance of STDs at Agent locations within 24 hours of advice from IATA or a BSP Airline
- ability to restrict the number of electronic tickets an Agent can issue in a given period as advised by the BSP airline

4.7 Other Travel and Tourism Industry Sectors

The services of a BSP may be extended to parties not directly related to the air transport business. This may be done on a local, regional or worldwide basis. ISS Management will consider all opportunities and decide whether a local contract can be concluded or whether an identified opportunity calls for a global contract with the other party. A global contract may be necessary if the extension of the BSP services would benefit more than one BSP.



CHAPTER 5 — AUTOMATION OF INTERFACES BETWEEN AGENTS, AIRLINES AND THE BSP (*BSP link* and ASD)

5.1 Introduction

BSPlink is the global interface for Travel Agents and Airlines to access the IATA Billing and Settlement Plan (BSP), except for China where the interface is ASD. This has been developed as part of ongoing efforts to streamline and improve the overall efficiency of the BSP process.

BSPlink (or ASD in China) is designed to enable all transactions to be performed interactively, with information being entered into and retrieved from the system directly in electronic format.

BSPlink (or ASD in China) is accessible by all participants in every BSP worldwide, facilitating the flow of information between all parties and laying the foundation for the provision of additional services in the future.

It is important to note that the system has no impact on the rules and regulations of the BSP contained in this Manual and the Travel Agent's Handbook nor does it impact the responsibilities of both Agent and Airline parties and any applicable schedules and deadlines.

5.2 Some of the Functions allowed through *BSP link* and ASD

- Downloading of BSP billing reports in electronic format
- On-line dispute mechanism for ADMs and ACMs (if approved by the Airline)
- Issuance of Refund Application/Authorities (Indirect Refunds) for review and approval by the Airline concerned. Once entered, such applications are immediately accessible by the Airline. Transactions can also be viewed by the Agent to determine what action has been taken by the Airline
- Refund query
- Document enquiries
- Stock inventory
- Online sales reports
- Ticketing authority management (by Airline)
- ADM/ACM issuance by Airline

Responsibility for the implementation of BSPlink (or ASD in China) rests with ISS Management. The initial implementation date, as well as the order and timing of the availability of the various functions, is determined based on the needs and characteristics of each market and in consultation with the key stakeholders. Not all functions will necessarily be made available at the same time and a phased introduction of features is likely.

Enhancements and additional functions are included in BSPlink (or ASD in China) on a periodic basis in each individual BSP.



CHAPTER 6 — STANDARD TRAFFIC DOCUMENTS (STDs)

6.1 Introduction

Agents issue Electronic Tickets (ETs) and other accountable documents on behalf of BSP participating airlines. The following documents are available for use in a BSP:

- Electronic tickets (ETs)
- Electronic Miscellaneous Documents (EMDs)

6.2 Electronic Ticketing

Electronic Ticketing is a method to record the sale of passenger transportation without issuance of a paper value ticket. As evidence of their journey, passengers must be issued with a passenger itinerary receipt together with the mandatory Ticket Notices.

6.3 Mandatory Ticket Notices to be included with Electronic Tickets

Mandatory Ticket Notices are to be included with the electronic ticket, examples of which can be downloaded from <http://www.iatatravelcentre.com/tickets>. The method of delivery to a customer of these Notices is for each Agent to determine.

6.4 Electronic Miscellaneous Document (EMD)

The EMD is a method of documenting the sale and tracking the usage of charges (such as residual value, miscellaneous or excess baggage charges) without the issuance of a paper value document.



CHAPTER 7 — AUDIT, INVENTORY AND SECURITY

7.1 Cancelled STDs and/or Voided Coupons

STDs, even when cancelled, must be accounted for. Ticketing Systems Suppliers are required to report any cancelled or voided STDs on the same day as the day of issuance and in that day's sales report generated by such Ticketing System Provider to the Data Processing Centre.

BSP Airlines may agree at the Passenger Agency Conference to levy a charge on Agents with excessive voiding of STDs.

7.2 Minimum Security Standards for Premises and Systems

The minimum security standards and procedures are established by the Passenger Agency Conference. These standards are set out in the Passenger Sales Agency Rules and included in the Travel Agent's Handbook.

Agents are expected to take all reasonable precautions to secure their business and prevent access to their premises or usage of their systems by unauthorized parties.

STDs are the property of ISS Management until issued and delivered pursuant to a transaction made under the Passenger Sales Agency Agreement. An Agent is responsible for ensuring that only authorised persons have access to its premises and usage of its systems.

In the case of a change of ownership, the new owner accepts joint and several liability with the previous owner for any outstanding obligations of the previous owner.

It is, therefore, important to exercise due diligence and prudence at all times to protect STDs from wrongful issuance. Agents should be selective in granting authority to their staff with access to STDs. Frequent internal audits are recommended, for example when a staff member resigns, is transferred or dismissed.

Inspectors may be appointed to ascertain whether each Agent's Approved Location meets these standards. Continued failure by an Agent's Location to meet the standards can result in Ticketing Authority being removed from the Location concerned and review proceedings being initiated.

Under the terms of the Passenger Sales Agency Rules, if an Agent cannot prove that the minimum security standards have been adhered to, he will be held responsible for any losses.



CHAPTER 8 — REFUNDS

8.1 General

An Agent is permitted to effect refunds on STDs that were issued and reported by the Agent himself. In all other cases, prior permission must be obtained from the Airline whose document has been used.

Where a full or part refund is made by an Agent on an STD previously issued by that Agent against cash, the refund is to be reported to the DPC using the TSP system which was used to issue the STD.

Where a refund is requested on a ticket purchased using a credit card or where a ticket has been paid partly in cash and partly by credit card, the credit refund has to be allocated to the same credit card which was used for the issuance.

In all cases where prior permission to effect a refund must be obtained from the Airline concerned, either as a matter of policy or because the Agent cannot compute the refund himself, an Airline Refund Application/Authority must be issued through BSPLink (or ASD in China).

8.2 Procedures

In all cases where the Agent does not know how to calculate or effect a refund, a Refund Application/Authority Form through BSPLink (or ASD in China) is to be completed.

8.3 Refunding of Electronic Tickets

Airlines are recommended to authorise the use by Agents of automated GDS refunding applications of electronic tickets and EMDs.

8.3.1 Refund prior to Submission Date ⇒ Refund Period

Where a passenger requests a full refund on an STD issued by the Agent during the day of issuance, the STD is to be cancelled and not refunded through the TSP.

8.3.2 Commission on Refunded STDs

In principle, as provided in the Passenger Sales Agency Rules, commission is not payable on STDs, which have subsequently been refunded.

The DPC computes in the billings the amount of sales commission to be paid back in the case of STD refunds.



CHAPTER 9 — HONOURING OF CREDIT CARDS

9.1 Introduction

At the Agent's option, the Agent may accept credit cards and/or charge cards in payment for ticket sales on behalf of the ticketing Airline, provided that Airline accepts the specific card brand for payment. In doing so, the Agent accepts that he MUST comply with the terms and conditions of that Airline's card agreement. Failure to comply may result in rejection of the transaction by the Airline. The rules for acceptance of credit cards are contained in Resolution 890, which forms part of the Travel Agent's Handbook. Any local procedures are otherwise documented in Chapter 14 of this Manual. When an Agent accepts cards on a Face-to-Face basis, the Universal Credit Card Charge Form may be used to capture an imprint of the card and a signature of the cardholder. A specimen UCCCF is shown below.

9.2 Universal Credit Card Charge Form

This form is used to record purchases against a Card and must be signed by the cardholder. The Universal Credit Card Charge Form must be completed as described in 9.3 at the time the Card is presented.

Universal Credit Card Charge Form — Layout

<small>I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPON(S) FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS.</small>		UNIVERSAL CREDIT CARD CHARGE FORM				<small>DATE AND PLACE OF ISSUE</small>	
<input checked="" type="checkbox"/> ①		<small>AIRLINE CODE</small> ⑭		1. TICKETOR COPY		⑫	
		<small>DATE OF ISSUE</small> ⑮		<small>IF EXTENDED PAYMENT PERIOD</small> <small>CIRCLE NO OF MONTHS</small> ⑯ 3 6 9 12			
<small>NAME OF PASSENGER IF DIFFERENT THAN CARDHOLDER</small> ②		<small>OTATO NO.</small> ③		<small>CONNECTION OF PASSENGER WITH SUBSCRIBER</small> ④		<small>APPROVAL CODE</small> ⑰	
<small>COMPLETE ROUTINE</small> ⑤		<small>FARE BASIS</small> ⑥		<small>CARRIER</small> ⑦		<small>AIRLINE</small> ⑬	
⑤		⑥		⑦		<small>TICKETS NOT TRANSFERABLE</small> <small>No Cash Refunds</small>	
						<small>CREDIT CARD CODE</small> ⑱	
<small>CHRG. (8a)</small> ⑩		<small>FARE (8b)</small> ⑪		<small>CUSTOMER FILE REFERENCE</small> ⑲		⑱	
<small>CHRG. (9a)</small> ⑩		<small>TAX (9b)</small> ⑪					
<small>CHRG. (10a)</small> ⑩		<small>BOOK. AMT. PA. (10b)</small> ⑪					

9.3 Quick Reference Guide to Completion of the UCCCF

Box	Entry Required
1	Verify the signature of the cardholder, receiving the ticket against the credit card.
2	Enter the name of the passenger when different from the cardholder.
3	Enter the One Trip Air Travel Order (OTATO) number (applicable to Japan Airlines only).
4	Enter the connection of the user of the ticket or related document with the Cardholder (e.g. "Business Associate", "Employee", "Customer", "Friend", "Spouse" etc).



5	Enter the passenger's itinerary of the documents being charged.
6	Enter applicable fare basis/RBD code.
7	Enter the airline designator(s).
8a	Enter the currency code in which the fare has been specified.
8b	Enter the amount as reflected in the fare box of the accountable document being charged.
9a	Enter the currency code in which the TFCs have been collected on the document being charged.
9b	Enter the total amount of TFCs as reflected in the tax/fee/charge boxes of the accountable document being charged.
10a	Enter the currency code of the equivalent amount paid if any or leave blank.
10b	Enter the equivalent amount paid if reflected in the Equiv. Amt Pd. box of the accountable document being charged or leave blank.
11	Enter the total amount to be billed to the credit card company in the appropriate invoicing currency.
12	Validate with a validator or imprinter.
13	Enter document number(s).
14	Enter the airline accounting code (3 numerics) of the airline whose document is being issued.
15	For the use of extended payment schemes only. Not applicable to UATP.
16	Enter approval code received.
17	Enter the 2 letter card vendor code (e.g. VI; AX). Not applicable to UATP.
18	Enter or imprint the card details.
19	Each Cardholder may have an individual file reference number, or account, within a Subscriber's UATP account. Enter the individual file reference number if requested.
20	Enter date of issue.
	<i>Note: All manual entries on an accountable paper document must be IN BLOCK CAPITAL LETTERS.</i>



Example of a Completed Universal Credit Card Charge Form

I ACKNOWLEDGE RECEIPT OF TICKETS AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN ESTIMATED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS. <i>Walter Bonnen</i>		UNIVERSAL CREDIT CARD CHARGE FORM				DATE AND PLACE OF ISSUE	
		AIRLINE CODE 123		1. TICKETOR COPY		VALIDATE	
VALIDATE		DATE OF ISSUE		IF EXTENDED PAYMENT DESIRED CIRCLE NO OF MONTHS 3 6 9 12			
NAME OF PASSENGER IF DIFFERENT THAN CARDHOLDER JOERG KUEGLER		STATE NO.		EMPLOYEE CONNECTION OF PASSENGER WITH SUBSCRIBER EMPLOYEE		APPROVAL CODE 0236	
COMPLETE ROUTING		FARE BASIS	CARRIER	AIRLINE	FORM	SERIAL NO.	CHECK DIGIT
FRA RIO BB FRA BB		YEE3M	BB	123	24	12345678	5
		TICKETS NOT TRANSFERABLE No Cash Refunds		4 0 0 0 0 0 2 0 0 0 0 0 0 0 0 0 1 / 0 6 C V			
		CREDIT CARD CODE XX					
CURR. EUR	FARE 3000.00	TOTAL	CUSTOMER FILE REFERENCE F & G ASSOCIATES WALTER BONNEN				
CURR. EUR	TAX 75.00	3075.00					
CURR.	SIGN. AMT. PD.						

Note:
 This form may be used with any credit card, and must only be completed by the agent issuing the ticket.

9.4 Distribution

Distribute completed copies of the UCCCF as follows:

Cover	Discard after use	
Copy 1	Contractor (issuer) invoice (white paper)	To be sent on same day of ticket issuance to revenue accounting office of ticket issuing airline.
Copy 2	Ticketor (merchant) copy (pink paper)	To be sent on same day of ticket issuance to revenue accounting office of ticket issuing airline.
Copy 3	Agent copy (light yellow paper)	To be retained by issuing office.
Copy 4	Cardholder copy (light blue paper)	To cardholder.



9.5 Refunds

Refunds on tickets originally issued against credit/debit Cards may only be credited to the account of the cardholder.

9.5.1 Transportation Credit

Specimen of Transportation Credit

<input type="checkbox"/> VOLUNTARY <input type="checkbox"/> INVOLUNTARY		XYZ AIRLINES		DATE AND PLACE OF ISSUE		
<input type="checkbox"/> UNUSED TRANSPORTATION		TRANSPORTATION CREDIT		<input type="checkbox"/> (12)		
<input type="checkbox"/> FARE BASIS ADJUST FROM _____ TO _____ <small>CLASS CLASS</small>		DATE OF ISSUE				
<input type="checkbox"/> OTHER		<input type="checkbox"/> (11)				
TRANSPORTATION USED — IF FARE BASIS ADJUSTMENT INVOLVED				QUINTPLICATE — TO CONTRACTOR		
CARRIER	FLIGHT	CLASS	DATE	AIRLINE	FORM	SERIAL
(3)	(3)	(3)	(3)	(4)	(4)	(4)
TICKETS AND PASSENGER'S NAME			SEGMENTS AFFECTED	AMOUNT CREDITED		NAME OF CREDIT CARD COMPANY (OR CODE)
AIRLINE	FORM	SERIAL	CPN	FROM	FARE	(13)
(5)	(5)	(5)	(5)	(6)	(9)	<input type="checkbox"/> (14)
DATE SOLD PASSENGER'S NAME			TO	FARE	(9)	
(7)	(8)	(8)	(6)	(9)		
AIRLINE FORM SERIAL CPN FROM			TO	FARE	(9)	
(5)	(5)	(5)	(5)	(6)	(9)	
DATE SOLD PASSENGER'S NAME			TO	FARE	(9)	
(7)	(8)	(8)	(6)	(9)		
CURRENCY OF TICKET	EXCHANGE RATE	AMOUNT IN CONTRACTOR'S CURRENCY		TOTAL AMOUNT (SUBJECT TO ADJUST)		EXP DATE
(10)	(10)	(10)		(9)		

9.5.2 Quick Reference Guide to Completion of Transportation Credit

Box	Entry Required
1	Check or tick "voluntary" or "involuntary", as applicable.
2	Check or tick one of these three cases, as applicable. When fare adjustment, insert downgrading from which to which class.
3	Only complete when fare basis adjustment involved.
4	Enter airline, form and serial number of document, if any, appearing in "Issued in Exchange For/Original Issue" box of ticket surrendered for refund.
5	Enter airline form and serial number and flight coupon number of ticket surrendered for refund.
6	Enter unused segments affected.
7	Enter date of issue of ticket to be refunded.
8	Enter name of passenger.
9	Enter amount of refund due. Leave open in those cases where adjustments with another carrier become necessary.
10	Revenue accounts use only.
11	Enter or imprint date of issue.



12	Validate with a validator, stamp or imprinter.
13	Enter name of credit card company or code (in case of UATP, name of airline).
14	Enter or imprint the card details.

9.5.3 Simplified Transportation Credit

<input checked="" type="checkbox"/> Voluntary <input type="checkbox"/> Involuntary <input checked="" type="checkbox"/> Unused Transportation <input type="checkbox"/> Fare Basis Adjust From _____ To _____ <input type="checkbox"/> Other _____		ABC AIRLINES Transportation Credit Date of Issue _____ VALIDATE Original-Contractor Credit		Date and place of issue VALIDATE	
Transportation used — if fare basis adjustment involved Carrier Flight Class Date			original ticket No.(s) — if exchange involved Airline Form Serial		
Tickets And Passenger's Name Airline Form Serial Cpn. From From Fare 000 2901 797164 2 LON CHF 300.00			Segments Affected To Tax 02 APR 07 MULLER MIKE MR ZRH		
Date-sold Passenger's Name Airline Form Serial Cpn. From From Fare Date-sold Passenger's Name To Tax			Name of credit card company (or code) UATP Imprint/write complete credit card information 4000 0020 0000 0000 WALTER BONNEN F AND G ASSOCIATES		
Currency of Ticketor Exchange Amount in contractor's Currency		Total Amount (Subject to Audit) CHF 300.00		Exp. Date 12/09	

Note:
Many airlines use a simplified version of the above.

9.5.4 Distribution

Distribute completed copies of the transportation credit form as follows:

Cover	Contractor (issuer) credit copy	To be sent on same day as refund to revenue accounting office of ticket issuing carrier.
Copy 1	Contractor (issuer) copy	To be sent on same day as refund to revenue accounting office of ticket issuing carrier.
Copy 2	Ticketor (merchant) copy	To be sent on same day as refund to revenue accounting office of ticket issuing carrier.
Copy 3	Agent copy	To be retained by issuing office.
Copy 4	Passenger copy	To cardholder.

Note:
Number and names of copies may vary according to carrier.



CHAPTER 10 — BILLINGS AND STATEMENTS

10.1 Agents' Billings

Agents can download their Billing Analysis and Billing Statement through BSPlink (or ASD in China). The Billing Statement and Billing Analysis reflect amounts in the national currency, expressions of the national currency or US dollars only.

Where there is more than one billing per remittance period, the totals and sub-totals are carried over to subsequent Billing Statements and Billing Analyses.

The number of billings per month and their dates are indicated in the local calendar published by the BSP Manager. The DPC does not verify the accuracy of the fare computations or commissions claimed since that is a function of the ticketing Airline. All billing information is derived from the tickets issued by the TSP to the DPC.

10.2 Billing Statement and Billing Analysis

The DPC makes the Billing Statement and Billing Analysis available to Agents through BSPlink (or ASD in China) not less than 3 calendar days before the remittance date.

The Billing Analysis contains a description of all the transactions covered by the Billing Statement.

Transactions are grouped and sub-totalled as follows – Issues, Agency Debit Memos (ADMs), Refunds, Agency Credit Memos (ACMs).

Cancelled STDs are recorded on the Agent's Billing Analysis.



CHAPTER 11 — AGENTS' REMITTANCE PROCEDURES

11.1 General

This chapter contains instructions concerning the process of the Agent's remittance of sales proceeds to the BSP Airlines. Subject to local banking technology, the direct debit of the nominated Agents' bank accounts and associated electronic transfer of funds is IATA's operating standard for settlement between Agents and the BSP.

Also the ability to accommodate settlements associated with Net Reporting/Remit Schemes referred to in 11.10, will be integrated as a part of the core BSP service.

The consequences of Agent irregularities in the remittance process are described in Chapter 12.

11.2 Introduction

The DPC produces and forwards to each Agent a Billing Analysis and summary on behalf of all BSP Airlines. This statement identifies the amount due from the Agent, which is to be settled with the Clearing Bank in strict compliance with published remittance dates.

11.3 Remittance Date

The frequency of remittances is set for each BSP and the exact remittance dates are advised to Agents in a Remittance Calendar published annually. All remittances are to be in possession of the Clearing Bank before its close of business for value on the published remittance date or earlier where so agreed locally.

Agents with multiple Approved Locations may be authorised by ISS Management to remit through one designated Location.

Where an Agent, for whatever reason, has not received his Billing Analysis by the remittance date, he is required to do the following:

- notify IATA via the Customer Portal (www.iata.org/cs) that the Billing Analysis has not been received;
- establish and agree with IATA the amount due for remittance on the remittance date.

If settlement is still scheduled to be actioned automatically from the Agent's nominated bank account, the Agent must ensure that sufficient funds are available to facilitate the settlement process.

If settlement is not to occur automatically the Agent is required to remit to the Clearing Bank on or before remittance date that amount agreed with IATA as due and payable on that date.

11.4 Voluntary More Frequent Remittance (VMFR)

Individual Agents may be permitted to remit at a greater frequency than that established for a particular BSP, in order to reduce the level of Financial Security required by IATA. The so-agreed increased frequency establishes the basis for any necessary irregularity or default action.

All financial criteria established for a market and the irregularity and default procedures established under the applicable resolution apply equally to Agents on VMFR as to Agents on standard remittance terms.

To obtain the necessary approval for VMFR the Agent must conclude a supplementary agreement with IATA. Such request should be raised through the IATA Customer Portal (www.iata.org/cs)

11.5 Method of Remittance/Direct Debiting

In each BSP and after taking into account the capabilities of available banking systems, Agents are advised how to remit the monies due. Actual procedures are published in Chapter 14 — Local Procedures.

Wherever local banking environments permit direct debiting of Agents' nominated bank accounts, direct debiting is IATA's preferred method of settlement, in addition to electronic funds transfer.



In those BSPs where direct debit facilities are available:

- Agents are required to provide an authorisation in an approved format for the Clearing Bank to debit their account on instruction from IATA;
- the net amount due from each Agent is withdrawn from his its nominated account on the remittance date for each billing period;
- an Agent planning to change banks or bank accounts for BSP settlement purposes must notify IATA of such intention, providing all necessary new authorities at least 30 days in advance of such change through the IATA Customer Portal (www.iata.org/cs).

11.6 Post-Settlement Errors discovered by Agent

If an Agent discovers a billing error after the remittance date, the Agent is to approach the BSP Airline concerned with an adjustment request. Where the BSP Airline agrees with the Agent's adjustment claim, an ADM or an ACM is raised for the amount over or under-remitted.

The Agent may also dispute such transactions through the dedicated Post-Billing dispute functionality in BSPlink following the governing rules as detailed in the Travel Agent's Handbook.

11.7 Post-Settlement Errors discovered by the BSP Airline

Correction of errors discovered by a BSP Airline is made by sending an ADM or an ACM to the Agent.

11.8 Credit Notes

Where the total amount of credits due to the Agent exceeds the total amount of debits due from the Agent (e.g. refunds exceeding sales), the net amount due will be remitted to the Agent within two days of the applicable remittance date through a bank transfer or a Settlement Plan Credit Record (SPCR) will be issued in favour of the Agent, unless a BSP Airline advises that credit settlement on its behalf in favour of a designated Agent must be withheld until further notice.

11.9 Disputed Amounts

Where irregularity and/or default action has been taken against any Agent for non or short payment of amounts due to any BSP Airline and such non or short payment is identified as the basis of a dispute between the Agent and the Airline concerned, then such irregularity notice and/or default declaration will be withdrawn and credit facilities reinstated pending the outcome of the dispute.

11.10 Net Reporting/Remit Schemes

In the majority of BSPs, Incentive Ticketing, Reporting and Remittance schemes have been implemented, allowing Agents to settle amounts for tickets sold in accordance with pre-agreed criteria as stipulated by the individual Airlines concerned. Globally several methods of facilitating this nature of reporting have been agreed between Agents, Airlines, DPCs and BSP Management.

Full details of the methods available and the procedures required within each BSP are supplied to Agents locally and are published in Chapter 14 — Local Procedures/Information.

11.11 Airlines' Own Accounting Memoranda

BSP Airlines also prepare certain BSP accounting memoranda, which are sent directly by the BSP Airline to the Agent concerned via BSPlink (or ASD in China). The two accounting memoranda are:

- Agency Debit Memo (ADM)
- Agency Credit Memo (ACM)

The purpose of these is to adjust the Agent's account with the BSP Airline via the DPC.

The rules governing the issue of Airlines' ADMs are detailed in resolutions published in the Travel Agent's Handbook.



CHAPTER 12 — HANDLING OF IRREGULARITIES AND DEFAULT

12.1 General

The Agency Administrator carries out, when necessary, certain functions prescribed in the Passenger Sales Agency Rules in respect of irregularities and default action.

Agents may refer to their Travel Agent's Handbook for the applicable rules concerning Incomplete/Overdue Sales Transmittal, Late Reported/Unreported Transactions, Overdue Remittance, Notice of Irregularity, Default Action and Reinstatement. These rules are contained in the IATA Resolution applicable in the area where the Agent is located and published in the Travel Agent's Handbook. A general outline is published below.

12.2 Overdue or Dishonoured Remittance

If the Clearing Bank does not receive a complete remittance by the remittance date or if an Agent's cheque, direct debit or other method of payment is dishonoured on or after the remittance date, it advises the Agency Administrator, who demands immediate payment of amounts due, i.e. payment within 24 hours of the demand, will proceed with issuance of a Notice of Irregularity which counts as 2 instances of Irregularity.

If the remittance is not received on demand, the Agent is declared in default. In all cases, the Agency Administrator instructs the Clearing Bank to recharge the Agent for costs incurred as the result of the overdue or dishonoured remittance.

12.3 Failure to Remit in Billing Currency

If the Clearing Bank does not receive a remittance in the same currency as billed to the Agent in the correct amount, the Clearing Bank shall immediately advise the Agency Administrator, who will demand immediate payment to the correct value of the ticketed currency, including any Clearing Bank charges incurred.

The Agency Administrator will send the Agent a Notice of Irregularity, which will count as two instances of irregularity. If payment is not received on demand in the billed currency, the Agency Administrator will immediately notify the Agent and take default action with respect to all Locations of the Agent. The Agent will be debited for any costs incurred for the late or dishonoured payment.

If it is established that such non-payment or dishonouring is due to a bona fide bank error, and settlement of all amounts due is received on demand, the irregularity, if recorded, will be rescinded.

If it is subsequently established that such non-payment or dishonouring is due to a bona fide bank error, and settlement of all amounts due is received, but after default action has been taken, the Agency Administrator will immediately withdraw such default and the Notice of Irregularity, if recorded.

If, subsequent to an Agent's relinquishment of its accreditation, the Agent fails to remit any monies due, it will be held to be in default and the Agency Administrator will cause the termination to be amended to one of default.

12.4 Notices of Irregularity

When the Agency Administrator is required to send an Agent a Notice of Irregularity, it must be sent by registered letter (or certified letter with return receipt) in the prescribed form to the Agent's principal office (head office or administrative office), attention "the Manager", with copy to the branch office involved, if applicable.

The accumulation of the following instances of irregularity during any twelve (12) consecutive months results in a default:

- four (4) instances in countries under Resolutions 800
- four (4) instances in countries under Resolution 818g
 - except for six (6) instances in the case of Nepal, Pakistan, Poland, Switzerland & Lichtenstein, and countries on weekly remittance in Area 1, excluding Argentina, Paraguay and Uruguay
 - In Argentina, Paraguay and Uruguay eight (8) instances apply
 - ten (10) instances apply in the case of People's Republic of China



12.5 Default Action

When an Agent is to be declared in default, the Agency Administrator immediately notifies BSP Management and all BSP Airlines. The Agency Administrator must also advise the Agent in writing that default action has been invoked. The Agency Administrator demands an immediate accounting and settlement of all amounts owing by the Agent in respect of the Location(s) concerned. The Agency Administrator further notifies the local representatives of BSP Airlines of the default action.

12.6 Reinstatement/Action following the Default

When the Agent has settled all outstanding amounts due to BSP Airlines, including Clearing Bank charges, the Agency Administrator advises that any withheld commission shall be paid to the Agent. The Agency Administrator will reinstate the Agent on provision of an approved Financial Security as required by IATA. STDs may then be reallocated to the Agent upon advice from at least one BSP Airline that they have reallocated their ticketing authority.

12.7 Administrative Charges

An Agent's failure to comply with the applicable rules may result in the imposition of financial penalties by the Agency Administrator. Where such penalties have been introduced, Agents have been advised accordingly.

12.8 Bona Fide Bank Error

If it is established that non-payment or dishonouring of remittance is due to a bona fide bank error, and settlement of all amounts due is received but after Default Action has taken place, the Agency Administrator shall immediately withdraw such Default and the Notice of Irregularity, if recorded.



CHAPTER 13 — SUSPENSION OF OPERATIONS BY A BSP AIRLINE

There are circumstances that may occur where a BSP Airline ceases operations and is therefore suspended from all activities in the BSP. In the event a BSP Airline is suspended IATA Management will take immediate action to inform Agents of their responsibilities as detailed below.

13.1 Action by IATA Management

IATA Management will instruct all Agents:

- to suspend immediately all ticketing activities on behalf of the BSP Airline concerned and to suspend immediately the use of the BSP Airline's name and numeric code as ticketing Airline.
- to suspend immediately the use of any automated systems for processing of refunds or other credit/debit transactions on behalf of the BSP Airline;
- to report as usual any sales or other credit/debit transactions made on behalf of the BSP Airline up to the date of the suspension to the Data Processing Centre (DPC);
- to settle all outstanding billings with ISS Management or, if instructed by ISS Management, directly with the BSP Airline concerned;

Refer to Resolution 850 Attachment 'F' within the Travel Agency Handbook.



CHAPTER 14 — LOCAL PROCEDURES

Agents are advised to consult the publication issued regularly by BSP Management in their country. Local procedures contained in this locally issued publication constitute part of this core manual.

APPENDIX A — ACRONYMS

ACM:	Agency Credit Memo
ADM:	Agency Debit Memo
APJC:	Agency Programme Joint Council
BSP:	Billing and Settlement Plan
DISH:	Data Interchange Specifications Handbook
DPC:	Data Processing Centre
EMD:	Electronic Miscellaneous Document
ET:	Electronic Ticket
FDS:	Financial Distribution Services, IATA
GDS:	Global Distribution System
GSA:	General Sales Agent
HOT:	Hand Off Tape
IATA:	International Air Transport Association
ISS:	IATA Settlement Systems
LCAG-P:	Local Customer Advisory Group-Passenger
PACConf:	Passenger Agency Conference
PNR:	Passenger Name Record
PSC:	Passenger Services Conference
PTA:	Prepaid Ticket Advice
SAF:	Standard Administrative Form
SCN:	Stock Control Number
SCU:	Standard Charging Unit
SPCR:	Settlement Plan Credit Record
STD:	Standard Traffic Document



TSP:	Ticket System Provider
UATP:	Universal Air Travel Plan
UCCCF:	Universal Credit Card Charge Form
VMFR:	Voluntary More Frequent Remittance



APPENDIX B — GLOSSARY OF TERMS

Further list of definitions can be found in Resolution 866 – Definition of Terms Used in Passenger Agency Programme Resolutions

A

"ACCOUNTABLE TRANSACTION" means any transaction in respect of which a Traffic Document is issued, and/or Agency Credit/Debit Memorandum received, by the Agent during the period covered by an Agency Reporting Period.

"ACCREDITED AGENT" (sometimes referred to as "Agent") means a Passenger Sales Agent whose name is entered on the Agency List.

"AGENCY ADMINISTRATOR" means the IATA official designated by the Director General as the holder of that office, or his authorised representative.

"AGENCY LIST" means the list maintained by the Agency Administrator giving the names and addresses of Accredited Agents and their Approved Locations and, when applicable, the addresses of their Administrative Offices.

"AGENT CODE" means the numeric code attributed to each Approved Location of an Agent, in accordance with Resolution 822.

"AIRLINE" means an air carrier, operating scheduled passenger services, which is not a Member of IATA but which has been admitted to participate in the Billing and Settlement Plan.

"APPROVED LOCATION" (sometimes referred to as "Location") includes Head Office and Branch Office Locations appearing on the Agency List.

"AREA" means one of the three geographical areas described in Section 1, Paragraph 3 of the Provisions for the Conduct of the IATA Traffic Conferences.

B

"BSP AIRLINE" means a Carrier whose Airline Designator is recorded as the transporting carrier on the flight coupon(s) of a ticket and which participates in the BSP.

"BSP AREA" means the country or group of countries in which a BSP operates.

"BILLING AND SETTLEMENT PLAN" (sometimes referred to as "BSP") means the method of providing and issuing Standard Traffic Documents and other accountable forms and of accounting for the issuance of these documents between BSP Airlines on the one hand and Accredited Agents on the other, as described in the Passenger Sales Agency Rules and in Resolution 850 — Billing and Settlement Plans, and its Attachments.

"BILLING DATE" means the date on which the DPC must produce billings to Agents, according to data submitted by the System Provider.

"BILLING PERIOD" means the time span, comprising one or more Reporting Periods, for which a billing is rendered. Its duration is established by the PAConf.

"BSP link or ASD in China" means an IATA developed internet-based system used to facilitate interaction and exchange of information between all participants in the BSP.

C

"CHECK DIGIT" means a device, which mathematically tests the accuracy of a series of digits. In BSP, it is used in STD and credit card numbers.

"CLEARING BANK" means the bank or other organization appointed under the applicable Billing and Settlement Plan to receive remittances from Agents and settle funds to airlines; and to perform such other functions as are prescribed within these Rules, and in Resolution 850 and its Attachments.

D



"DATA PROCESSING CENTRE"(DPC) means the entity contracted by ISS Management under a BSP to manage and process reported Agency sales; to provide reports to the BSP and the Clearing Bank of the amounts due.

"DIRECT DEBIT" means a system of payment where Agents authorize IATA to debit their accounts for the amount they owe on the remittance date. The text of this manual includes direct debit as a form of payment every time it refers to Agents' remittances or Agents paying their billings to the Clearing Bank.

E

"ELECTRONIC TICKET" means an electronic record issued by an Approved Location, in accordance with applicable tariffs for the issuance of the passenger ticket.

"ELECTRONIC TICKETING" means a method to document the sale of passenger transportation (electronic ticket) and related services (electronic miscellaneous documents).

"ELECTRONIC TICKETING SYSTEM"(sometimes referred to as "System") means an automated method, including programmes and procedures, which has access to Airline PNR data, stored in a CRS or airline reservation system for the issuance of Electronic Tickets.

G

"GENERAL SALES AGENT"(GSA) means any Person to whom a Member of IATA or non-IATA air carrier has delegated general authority to represent it for purposes of sales of passenger and/or cargo air transportation in a defined territory and who is remunerated accordingly.

H

"HAND-OFF TAPE"(HOT) means a file containing all or part of the data raised from the tickets and other Agent issued documents in all RETs transmitted to DPC, and produced in accordance with the specifications published separately as the Data Interchange Specifications Handbook, under the authority of the PAConf, by ISS Management.

"HINGE ACCOUNT" means the bank account into which Agents' remittances are paid and from which monies are distributed to participating Airlines.

I

"IATA NUMERIC CODE"(sometimes called the 'Numeric Code') means the numeric code allocated and attributed to each Approved Location of an Agent, in accordance with Resolution 822.

"IMPLEMENTATION DATE" means the date when the BSP procedures start functioning fully in a particular BSP area; these procedures having been thoroughly tested during the pre-implementation pilot scheme phase.

"ISS MANAGEMENT" means the functional areas of Industry Distribution and Financial Services (IDFS) that are responsible for management and operation of the IATA Settlement Systems. This definition includes the central and regional ISS Management as well as the local ISS representatives who have overall responsibility for the BSP.

M

"MEMBER" means an Airline that is a Member of IATA.

N

"NOTICE OF IRREGULARITY" means a warning letter sent to an Agent to inform him that some failure has been detected on his part in matters such as reporting or remittance.

P

"PASSENGER AGENCY CONFERENCE"(usually called the 'PAConf' or 'Conference') means the body of IATA Members established by virtue of the Provisions for the Conduct of the IATA Traffic Conferences. It has responsibility for matters concerning the relationships between Airlines and recognised passenger sales Agents and other intermediaries, under the IATA Agency Programme.

"PASSENGER SALES AGENCY RULES" means IATA Resolutions 800 or 818g as applicable in the country/area concerned. The text of the Passenger Sales Agency Rules can be found in the Passenger Agency Conference Resolutions Manual.



"PASSENGER SERVICES CONFERENCE"(PSC) means the Conference established pursuant to the Provisions for the Conduct of the IATA Traffic Conferences to take action on matters relating to passenger services including passenger and baggage handling, documentation, procedures, rules and regulations, reservations, ticketing, schedules and automation standards.

"PERSON" means an individual, partnership, firm association, company or corporation.

R

"REMITTANCE DATE" means the Clearing Bank's close of business on the latest date by which the Agent's remittance must reach the Clearing Bank or, in cases where authorised by the Passenger Sales Agency Rules, the value date on which the Clearing bank draws cheques on or debits the Agent's bank account.

"REMITTANCE PERIOD" means the time span in respect of which a remittance is made to the Clearing Bank. It shall not be shorter than one Billing Period, but may cover more than one Billing Period.

"REPORTING DATE" means the last day of the Reporting Period.

"REPORTING PERIOD" means the time span established by the Conference for reporting of Agent sales.

S

"SETTLEMENT DATE" means the date on which BSP Airlines are credited with monies due.

"STANDARD ADMINISTRATIVE FORMS"(SAFs) mean accountable forms originated by Members/Airlines or Agents for adjusting sales transactions (e.g. Agency Debit/Credit memos, Refund Notices).

"STANDARD CHARGING UNIT"(usually called SCU) equates to one transaction passing through the Data Processing Centre (DPC) and included on the BSP Agent and Airline Billing Reports.

"STANDARD TRAFFIC DOCUMENTS"(STDs) means the following BSP documents:

- Electronic Miscellaneous Documents (EMD)
- Electronic tickets

They are issued by ISS Management and do not bear any carrier identification until after validation by the Agent.

"STOCK" means electronic ticket number ranges.

"SUBMISSION DATE" means the close of business on the date by which Sales Transmittals must be received by the Data Processing Centre, as determined by ISS Management. When the DPC is closed for business on such a day, the submission date will be the first subsequent day on which the Clearing Bank is open for business.

"SYSTEM PROVIDER" means the person, company, corporation or other legal entity, which supplies the System, approved by the Participating Airlines as may be applicable, and which is party to this Agreement.

T

"THIRD PARTY" means a non-Airline entity to which BSPs accounting and technical services can be provided under certain conditions on a contractual basis, but which does not participate in the control and operation of the BSP.

"TICKETING SYSTEM PROVIDER" see "SYSTEM PROVIDER".

"UNIVERSAL CREDIT CARD CHARGE FORM"(sometimes referred to as 'UCCCF) means the approved form, specified within the BSP Manual for Agents, for Card sales.



APPENDIX C — QUICK REFERENCE

The Agenthome web site contains a wealth of information related to the Passenger Agency Programme and links to all essential reference material, including:

- A listing of all the resolutions adopted by the Passenger Agency Conference
- A listing of all exceptions in Airline Appointments
- All versions of the Travel Agent's Handbook
- Mail Votes adopted by PAConf
- Information on participation in a BSP
- Details on becoming an IATA Accredited Agent
- Direct links to the Customer Services portals for support on BSP and Accreditation matters
-and much more as information is added to the site on a regular basis

www.iata.org/agenthome