



# **IATA Passenger Agency Programme**

**A Quick Reference Guide**

**January 2015 Edition**



## **Foreword**

This publication is an informal guide to the main elements of the Passenger Agency Programme, its governance and operation on a global and local level.

It is designed to provide readers with a quick source of reference to the workings of the Programme and benefits to both airlines and agents.

The Resolutions of the Passenger Agency Conference are the controlling source of the Sales Agency Programme Rules. The information contained in this publication is for illustration purposes only.

This is a living document and any changes will be reflected as and when implemented. Any suggestions for improving the guide are most welcome.

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## **Section 1**

# **THE IATA PASSENGER AGENCY PROGRAMME**

## 1.1 Overview

The Passenger Agency Programme is a global<sup>(1)</sup> programme designed to facilitate the secure distribution and sale of airline tickets through a network of financially vetted and reliable 'accredited' sales agents.

The Programme provides the rules and procedures that govern travel agent sales and ticketing responsibilities undertaken on behalf of IATA Members and BSP Airlines. A comprehensive set of rules and procedures developed by the industry ensures the smooth and efficient operation of a complex global system.

There are currently 59,000+ Accredited Agents issuing tickets with over 70,000 locations. In 2013, the Billing and Settlement Plans processed gross sales of US\$ 259 billion.

## 1.2 Administration and Development

Policy development and changes to the operating Passenger Sales Agency Rules and the rules governing Reporting and Settlement of sales are controlled by the Passenger Agency Conference (PACConf).

Responsibility for the administration and development of the Programme lies with the Agency Administrator. The Agency Administrator is the IATA official designated by the IATA Director General as the holder of that office, or his authorized representative.

## 1.3 Programme Features

Incorporated within the Programme are three main features:

### (a) IATA Accreditation

An agent that seeks approval to promote and sell international air transport on behalf of IATA Members, must satisfy a set of specified minimum criteria and enter into contractual relations with those Members.

### (b) Billing and Settlement Plans (BSPs)

BSPs provide a framework for reporting of ticket sales and remittance of monies due to participating Airlines.

### (c) Training Programmes

IATA Accredited Agents are required to have in their employment competent and qualified staff able to sell international air transportation and correctly issue electronic travel documents and report these to the BSP.

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<sup>(1)</sup> For legal reasons the Programme does **not** operate in the USA, or any of its dependencies.

IATA offers a number of courses, through the IATA Training and Development Institute (ITDI) to help agents achieve and maintain the required standards: <http://www.iata.org/training/courses/Pages/ttg49.aspx>.

### 1.4 Regulatory Authorities

Regulatory authorities in different parts of the world have recognized the consumer benefits provided by the Agency Programme and that these outweigh any restriction of competition that might result in its implementation.

The IATA Board of Governors has decided it is no longer appropriate for IATA to continue to seek immunity for the Programme from competition agencies. Therefore IATA no longer files in the US, Europe or Australia since none of these authorities requires us to do so any longer.

Where a country does require filing of resolutions, this is a matter for the national carrier to deal with.

### 1.5 Benefits of the Passenger Agency Programme

In addition to their own dedicated sales channels, airlines need external agencies to market their products. External distribution is optimized through the appointment of sales intermediaries to act on an airline's behalf. The majority of these are agents accredited by IATA. Without the Programme, each Member would need to arrange individual contracts with every agent, in every single country in which it wished to make sales. That number would probably run into several thousands for every major airline.

The benefits of the Programme extend to IATA Members, Accredited Agents and to consumers.

#### 1.5.1 Benefits for IATA Member Airlines

- Reduces airline distribution costs by providing access to sell services through a reliable network of retail outlets
- Improves cash flow
- Provides for a single legal agreement for accreditation of agents that is administered by IATA
- Enables a standard method for reporting and settlement of sales through BSPs at low cost that ensure airlines receive their monies in a timely manner
- Reduces credit risk of default through a standard accreditation and vetting system
- Provides for standard banking practices and contracts
- A collection rate through IATA's Billing & Settlement Plans (BSPs) that has averaged 99.97% over the past seven years

#### 1.5.2 Benefits for Agents

- A unique numeric code for recognition by any industry principal
- Access to sell the services of over 300 airlines

- Access to airline credit through provision of neutral industry Standard Traffic Documents
- A streamlined legal basis for engaging with airlines through provision of a single Passenger Sales Agency Agreement
- Free access to the BSP for reporting and settlement of sales
- An industry framework for developing the programme through joint consultation

### 1.5.3 Benefits for Consumers

- A reliable network of trustworthy professionals:
  - who are credit worthy;
  - who must meet specific standards;
  - who are able to issue tickets on a wide range of airlines;
  - who remit payments to BSPs in a timely manner thus providing for an extremely secure system

## 1.6 The Rules and Procedures that govern the Programme

The most prominent feature of the Programme is that it operates on a global basis, but is tailored to local needs and conditions.

The rules and procedures that govern the Programme are known as resolutions. All resolutions have to be approved by the Passenger Agency Conference before they can become effective. In some countries it is necessary to obtain Government approval for these resolutions.

## 1.7 Key Passenger Agency Conference Resolutions

### 1.7.1 Passenger Sales Agency Agreement (Resolution 824)

The Passenger Sales Agency Agreement (PSAA) is signed by the agent making an application and by IATA on behalf of its Members. It forms the fundamental agreement between Members and the agent, for sales and ticketing by the agent on their behalf.

### 1.7.2 Passenger Sales Agency Rules (Resolutions 800 and 818g)

The Passenger Sales Agency Rules provide the terms and conditions that applicants and existing Accredited Agents must comply with to undertake sales on behalf of Members. The rules are incorporated in a number of different resolutions depending on the country/area of application. Their core objectives are to ensure:

- that Agents meet certain minimum levels of financial standing;
- that Members' services are sold and ticketed at the correct conditions and fares;
- that tickets sold are reported in a timely manner; and,
- that monies for them are remitted to Members in an orderly and timely manner.

### **1.7.3 Reporting and Remitting Procedures (Resolutions 818g and 832)**

Resolutions 818g and 832 provide the rules governing the manner in which sales are reported and the monies due are remitted to the airlines, for BSP and non-BSP countries respectively. They also establish the rules and procedures to be instigated when an agent fails to comply and for resolving disputes that may arise.

### **1.7.4 IATA Numeric Code (Resolution 822)**

Resolution 822 covers the IATA numbering system, providing a unique numeric code to Agents for recognition by any industry principal.

### **1.7.5 Definitions (Resolution 866)**

Resolution 866 contains all the definitions of the terms and expressions used in resolutions of the Passenger Agency Conference.

### **1.7.6 Office of the Travel Agency Commissioner (Resolutions 820d and 820e)**

The Travel Agency Commissioner is an essential neutral office designed to deal with disputes between the parties within the industry and to avoid expensive litigation.

### **1.7.7 Disclosure of Positions taken at an IATA Meeting (Resolution 892)**

No Member, Airline or Agent may disclose the position of another Member, Airline or Agent, taken at an IATA meeting.

## **1.8 The Role of IATA**

IATA's role in the Passenger Agency Programme is to provide administration, to facilitate the operation of accreditation and BSPs, and to provide support to both Airlines and Agents.

IATA also has a wider role, to ensure that the rules are consistent, relevant and make sense. To this end IATA is tasked to develop modern, easily understood rules that are also, and most importantly, free from risk of competition law challenge.

IATA is also responsible for ensuring that airline monies are protected and therefore is mandated to apply the rules as approved by the Conference. IATA is not free to determine its own rules for the Agency Programme, however it has a responsibility to identify where improvements to the rules can be made.

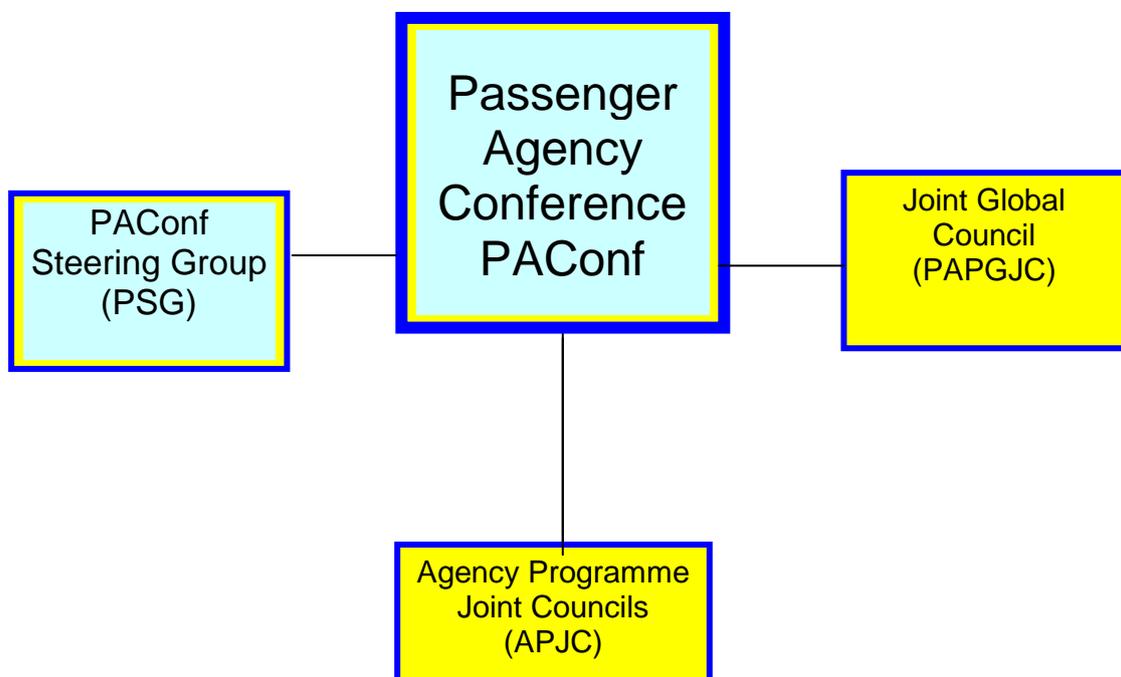
## **Section 2**

# **GOVERNANCE STRUCTURE**

## 2.1 Overview

The structure of the policy setting process is established and determined by the Provisions for the Conduct of IATA Traffic Conferences and can only be amended by the Board of Governors.

Decisions on changes to Agency resolutions fall under the authority of the **Passenger Agency Conference (PACConf)**. A number of other bodies exist to provide guidance and make recommendations to PACConf in respect of the programme globally and at a local level. This is shown in the diagram below and explained in the pages that follow.



 Airline Only

 Joint Airline/Agent

## **2.2 The Passenger Agency Conference (PACConf)**

### **2.2.1 What it does**

The Passenger Agency Conference establishes the rules of the Passenger Agency Programme for participation by Airlines and Agents.

It takes action on matters relating to the relationships between Members and Passenger Sales Agents and other intermediaries, excluding remuneration levels.

PACConf usually meets once a year, however special meetings can be called at short notice to deal with issues requiring immediate attention.

### **2.2.2 Membership**

Each active Member of IATA which operates a scheduled commercial international air transport service for the carriage of passengers is a voting Member of the PACConf.

### **2.2.3 PACConf Accredited Representatives**

Each voting Member accredits in writing to the Secretary one representative to the PACConf. Each appointment of such accredited representative is duly executed by the Chief Executive of the Member, and certifies that the appointee has full power and authority to bind the appointing Member on any matter presented before the PACConf.

A duly Accredited Representative may appoint an Alternate to act in his/her place, delegating to such person the power and authority to act on all PACConf matters.

Forms for the accreditation of an Accredited Representative or an Alternate can be found at Appendices 'A' and 'B' respectively.

### **2.2.4 Observers**

Observers may be permitted to attend on request to the PACConf Chairman and Secretary.

### **2.2.5 PACConf Chairman and Secretary**

The PACConf Chairman is appointed by the IATA Director General, upon approval of the Members of the Conference. Currently, the Chairman is Mr. Christopher Gilbey.

The IATA Director General also provides the Secretary and other support for each meeting from among IATA staff employees.

### 2.2.6 PAcConf Meetings and Quorum

The PAcConf meets annually, usually in October. Special meetings may be held at other times to deal with matters of an urgent nature that are too complex or important to deal with by Mail Vote.

One fifth of the representatives of the voting members of the PAcConf that have nominated an Accredited Representative, or their respective designated alternates acting in their place, constitute the quorum at any meeting of the PAcConf.

### 2.2.7 Voting

PAcConf adopts resolutions and amendments to resolutions by unanimous vote. On receipt of approval from governments concerned, these become binding on all IATA Member Airlines and their Accredited Agents.

Mail Votes are used in between meetings to deal with urgent matters.

### 2.2.8 Conference Documentation

There is a set timetable for the issuance of Conference documentation:

Call of Meeting	90 days before the event
1 <sup>st</sup> transmittal of agenda	60 days before
2 <sup>nd</sup> transmittal of agenda	30 days before

Any proposals received after the deadline for receipt of papers for the 2<sup>nd</sup> transmittal will be considered as **onsite** submissions under the item Any Other Business (AOB). AOB items are discussed at the meeting unless there is any objection from the Members present. Any action on these items, if adopted, is then sent out by Mail Vote to Members not present at the meeting for final voting.

### 2.2.9 PAcConf Resolutions

Resolutions provide for the formal procedures and provisions by which the Programme operates and are binding on both Members and Agents. These Resolutions establish the rights and obligations of the parties involved, as well as the procedures and requirements for Agents wishing to obtain and maintain industry accreditation and to become part of the airlines' global distribution network.

The complete set of resolutions is published annually in the Passenger Agency Conference Resolutions Manual (PACRM), a copy of which is provided to each Member.

Agents are provided with the Travel Agent's Handbook (TAH) and the BSP Manual for Agents (BSPM). The TAH incorporates all the resolutions that apply to their country/area of operation and the country-specific locally agreed accreditation criteria. The BSPM provides all the operating procedures.

#### **2.2.10 Adoption of Resolutions**

The Passenger Agency Programme rules are submitted to the PAcnf for adoption as a resolution. The PAcnf also reviews and adopts or rejects new resolutions or amendments proposed to existing resolutions. **Resolutions adopted by the PAcnf are binding upon every Active Member of IATA to the same extent as though expressly agreed by such Member.** A resolution may only be passed at any meeting of the PAcnf upon the unanimous affirmative vote of all voting Members present at the meeting.

The PAcnf may also adopt resolutions or amendments to resolutions by mail vote.

#### **2.2.11 Procedure for submitting proposals to PAcnf**

Any Member may submit a proposal to PAcnf. Proposals should be submitted to the PAcnf Secretary in a standard format along with all the applicable supporting background information. A template for agenda proposals is shown at Appendix 'C'. This shows what should be included in any submission to the Conference. This information will help the Conference to understand the proposal properly and to reach an accurate conclusion.

The PAcnf Secretary will dialogue with the Member submitting the proposal to ensure that it is clear, understandable and valid. Once finalized, the PAcnf Secretary will incorporate it into the Conference Agenda.

#### **2.2.12 Filing and Approval**

After each PAcnf meeting, the adopted amendments to the Passenger Agency Programme rules are circulated to all Members under Memoranda entitled "Resolutions adopted for Expedited Effectiveness" and "Finally Adopted Resolutions" for filing with their respective governments or authorities, where required, for approval.

It is the responsibility of each Member to ascertain which resolutions must be acted upon by its government authorities and to ensure that the Secretary of the PAcnf is promptly notified of any action of such government authorities. If, prior to the termination of the filing period, the Secretary of the PAcnf has not received any such notification from the appropriate Member, it is considered that the government authority does not object to the effectiveness of the resolution(s).

#### **2.2.13 Effectiveness**

Once the necessary government approvals have been received, the adopted resolutions are declared effective and the new or amended resolutions are then included in the next edition of the Passenger Agency Conference Resolutions Manual.

#### **2.2.14 Mail Votes**

Any urgent matters that need action in between meetings of the PAcnf are dealt with by **Mail Vote**. These proposals are sent to each Accredited Representative for voting. As at PAcnf, all proposals require unanimous approval before they can be considered adopted.

Just one negative vote will defeat an item. Abstentions are counted as neutral and will not affect the number of votes cast for or against the proposal.

The process agreed for the Passenger Agency Conference is that all mail votes are sent to PSG members and the three main Agent Association Representatives from WTAAA, ECTAA/GEBTA and UFTAA seven working days prior to going out to PAConf Accredited Representatives for voting. Any comments received from the Steering Group or Agent Associations are then appended to the mail vote when it is sent out.

A copy of the mail vote schedule for 2015 is shown at Appendix 'D'.

### **2.2.15 Passenger Agency Conference Publications**

The following publications of the Passenger Agency Conference are published once a year, usually with an effective date of 1 June:

- Passenger Agency Conference Resolutions Manual (PACRM)
- Travel Agent's Handbook (TAH)
- BSP Manual for Agents (BSPM)

## **2.3 PAConf Steering Group (PSG) – new Resolution 868**

Function	The Passenger Agency Conference Steering Group (PSG) analyses and makes recommendations to the Passenger Agency Conference on policy matters and business practices under the jurisdiction of the Conference. It provides a platform for moving matters forward in between meetings of the PAConf.
Membership	4 members from each Conference Area (elected by individual nomination at PAConf), one additional Member at large, the Vice Chairman of PAConf, the JPSC Chairman.
Meetings, Quorum and Voting	Meets at least once a year, usually more often. Quorum and voting are on a simple majority of the members present.
Activities	<ul style="list-style-type: none"><li>➤ Monitors regulatory and market conditions</li><li>➤ Recommends improvements to business practices</li><li>➤ Reviews technology advances</li><li>➤ Provides direction to IATA Management</li><li>➤ Provides direction to PAConf</li></ul>
	Note: the PSG has no authority to amend resolutions.
Chairman	The Chairman of the Steering Group is the Chairman of the Passenger Agency Conference. Currently: Mr. Christopher Gilbey

Secretary Director, FDS Operations

Further information See Resolution 868.

## 2.4 Passenger Agency Programme Global Joint Council (PAPGJC)

Function The PAPGJC is the premier consultative forum with Agents and is governed by Resolution 860a.

The PAPGJC is empowered to consider and make recommendations to the PConf on all aspects of the Agency Programme.

Membership Maximum of 18 persons:

- 9 airline members selected from serving Members on the PSG;
- 9 agents representatives, 3 each from ECTAA/GEBTA, UFTAA and WTAAA

The PConf Chairman attends as an Observer.

Meets Not less than twice annually.

Quorum Not less than two-thirds of the members of each of its two constituencies.

Voting A simple majority present of each of the two constituencies.

Activities

- Reports direct to Conference
- Recommends improvements to the Passenger Agency Programme
- Reviews the PConf agenda
- Has purview over the Travel Agency Commissioner (TAC) programme
- No decision-making authority

Chairman The Council nominates its own Chairman. The position is non-voting. Current Chairman: Mrs. Patricia George

Secretary Provided by IATA.

Further information See Resolution 860a

## 2.5 Agency Programme Joint Councils (APJCs)

Function	Joint consultative airline/agency forums that report directly to the PAConf. These are established in each country/area under the provisions of Resolution 818g.
Membership	50% airline, 50% agent representation up to a maximum of 18 members
Meets	As required but at least twice a year
Quorum	A simple majority shall constitute a quorum
Chairman	Elected from the APJC membership
Voting	Recommendations shall be adopted, for PAConf approval, when a majority of air carriers and a majority of the agents present vote in favour of the proposal.
Observers	Industry observers are permitted to attend subject to the consent of the Chairman. Such consent shall not be unreasonably withheld. Requests should be made through the Secretary at least seven days before the meeting.
Activities	<ul style="list-style-type: none"><li>➤ APJCs consider all aspects of the Passenger Agency Programme</li><li>➤ APJCs put forward proposals to PAConf in the form of recommendations</li><li>➤ APJCs have no final decision-making authority</li></ul>
Secretary	Provided by IATA
Further Information	Resolution 818g, Section 1

**Please note:**

A Guide to Establishing an APJC, for countries migrating from Resolution 800 to 818g on full implementation of the BSP, is shown at Appendix “E”.

## 2.6 Local Customer Advisory Groups - Passenger (LCAG-P)

Function	LCAGs-P are airline-only forums established as an interface with IATA within a BSP country or area. They deal with aspects of BSP operations that affect Members/airlines operating in that market.
Membership	<p>Up to 18 persons. Members are elected biennially by all airlines participating in the market concerned.</p> <p>Members should be suitably qualified representatives at a senior level, with expertise in different fields of BSP activity.</p>
Meets	Not less than twice a year.
Quorum	A simple majority of the membership (one half plus one).
Voting	A simple majority of the quorum.
Activities	<p>ISS Management may consult an LCAG-P for:</p> <ul style="list-style-type: none"><li>➤ Advice, as a user forum, on all local matters presented to it by ISS Management, concerning the local operation of the BSP</li><li>➤ Advice to the local ISS Manager on the establishment of local BSP business requirements and enhancements, especially where differences from worldwide policy and standards are sought</li><li>➤ Guidance to the local ISS Manager concerning marketplace activities and development opportunities, and other local/area needs.</li></ul>
Chairman	Each LCAG elects its own Chairman
Secretary	Local ISS Manager
Further Information	See Resolution 850, Attachment 'B'.

## 2.7 Joint Agency Liaison Working Groups (JALWGs)

Function	Informal user group of BSP customers that deals with BSP operational matters.
Membership	Representatives of the local Travel Agents Association and BSP participating airlines.
Meets	When needed
Quorum	N/A
Voting	N/A
Activities	<p>JALWGs act as a touchstone for the BSP operation and ensure that nothing is experimented with or introduced into the BSP without adequate prior consultation and explanation.</p> <p>The JALWG may express concerns, make suggestions and work cooperatively to optimize the workings of the BSP.</p>
Chairman/Secretary	Local ISS Manager

## **Section 3**

# **IATA AGENT ACCREDITATION**

### **3.1 Introduction**

Agency accreditation is the core element of the Programme, around which the rest of it fits. Any Agent issuing tickets and accepting payments, is in a position of great responsibility. Airlines incur a liability to carry the customers and may also incur substantial liabilities towards other Airlines in respect of interline arrangements. They must be confident that they will receive the payments due to them by their Agents. Consequently, such Agents need to be accredited before such responsibilities are given over to them.

The accreditation criteria are global in nature, but vary according to local needs and practices and include:

- ownership
- management
- financial strength
- financial guarantees

These are published in the relevant Travel Agent's Handbook for the country where accreditation is sought.

### **3.2 Applications**

Agents apply to IATA in order to obtain accreditation, or the approval of new Locations. The application has to be completed in full, all required documentation provided and payment made of all fees that may be due. The application process is set out in the applicable Passenger Sales Agency Rules.

### **3.3 Decision**

The entire decision-making process is managed by IATA, unless the applicant is in a country in which there is no IATA Local or Regional Office. In those other countries, it is performed by the Agency Investigation Panel (AIP), which consists of delegates from Member Airlines, with oversight from the IATA regional office. Resolution 800 applies in these countries.

### **3.4 The IATA Numeric Code**

Assuming an application is successful, the Agent will be required to sign the Passenger Sales Agency Agreement and will then be provided with an IATA Numeric Code. The IATA Numeric Code is a key asset of the Programme. It provides Agents and Airlines with a unique tool for the tracking and management of Airline sales and is used throughout the distribution process. It is fundamental in ticket issuance and in BSP processes.

In order to ensure the integrity of the unique IATA numeric coding system, the Sales Agency Rules include a provision prohibiting the assignee of a Numeric Code from lending, subcontracting or hiring it to a third party.

### 3.5 Appointment by Members

Agents are appointed by Members to promote and sell that Members' flights and services. Appointment does not automatically grant access to Standard Traffic Documents or to Airline ticketing authorities.

There are two methods for appointing agents, by General Concurrence and by Individual Appointment:

1. **General Concurrence<sup>1</sup>** - In each of the three IATA Areas, Members authorize IATA to appoint, on their behalf, Accredited Agents. They do so by signing a Form of General Concurrence (Resolution 878 refers).
2. **Individual Appointment<sup>2</sup>** - Members write to each agent individually to provide their appointment, instead of using General Concurrence.

### 3.6 Retaining Accreditation

Once an Agent has achieved accredited status, it is required to notify IATA if it has a:

- Change of ownership or shareholding
- Change of legal status
- Change of name
- Change of location

### 3.7 Other Sales Intermediaries

In addition to IATA Accredited Agents, various other types of intermediaries exist within the Programme, namely:

**General Sales Agents (GSAs)** A General Sales Agent is an organization, which is not an Agent, appointed by a Member, with delegated general authority for the promotion and sale of passenger air transportation of that Member. Many GSAs are Members acting on behalf of another Member. Other GSAs are specialist companies and known as non-Airline GSAs.

**Non-Ticketing Intermediaries • Travel Industry Designator Service (TIDS):** is a unique identification number used by non-IATA Travel Agents which assists travel industry suppliers to speed up and simplify reservations processing, as it identifies booking sources from the very first time. When using a Global Distribution System or Computerized Reservation System, an agent's unique TIDS numeric code is automatically transmitted to each travel industry supplier in the PNR with each reservation.

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<sup>1</sup> A Member by signing a statement of General Concurrence is not obliged to provide an agent with any type of ticketing authority or Traffic Document.

<sup>2</sup> Individual Appointment does not grant an agent with either ticketing authority or Traffic Documents.

**On-line Agent:** In recognition of the evolution of the internet as a distribution channel for travel services, on-line travel agents may also be accredited. An on-line agent must demonstrate it complies with all business and legal requirements in a country to operate a travel agency service and sell travel services to the public. It must meet the financial criteria and is bound by the relevant rules applicable in each country in which it operates. It must have an established physical Head Office duly registered/licensed to operate as a business in a country where the Passenger Agency Programme resolutions apply.

**Europe Accredited Agent:** Similarly, to recognize the reality of the European Single Market and to remove any remaining barriers to trade and attaining full freedom of establishment, the classification of Europe Accredited Agent (EAA) has been developed. EAA Agents seeking to be established in more than one Member State will be able to operate throughout the EU, EEA and Switzerland on the basis of a single set of rules and a unified management and reporting system. Once accredited as such, an EAA shall automatically acquire the right to open affiliated, subsidiary locations within the EU, EEA and Switzerland without the need to seek individual accreditation for these entities. The EAA a Head Office must be established and have been operating in a Member State for 12 months and must accept full financial responsibility for the performance of all of its branch affiliates or subsidiaries, within its application for EAA classification and for any Locations subsequently added. All EAA locations must be officially registered and established under the national law of a Member State of the EU/EEA or Switzerland and/or licensed to trade and offer travel agency services, as prescribed by the national commercial or fiscal law of that Member State.

### 3.8 IATA Accreditation Services

IATA provides agency accreditation services worldwide. IATA has local offices or regional service centres that apply the Agency Programme rules, industry standards and local financial criteria to deliver accreditation services that recognize qualified travel agents in all markets. Management of accreditation activities and processing of agency cases is coordinated in five IATA Regional Hubs located in Miami for the Americas (excluding the USA), in Madrid for Europe, in Amman for Africa and the Middle East, in Singapore for Asia/Pacific and in Beijing for Northern Asia.

**Section 4**

**TRAVEL AGENCY  
COMMISSIONER**

## **4.1 Introduction**

The Travel Agency Commissioner is a person independent of IATA who conducts reviews with respect to Agents and disapproved applicants, in accordance with the applicable Resolution for the Conduct of Review by The Travel Agency Commissioner. Candidates for Commissioner vacancies are submitted to the Agency Administrator for review and nomination is jointly agreed by IATA and WTAAA/UFTAA.

The recommended term of appointment and remuneration conditions are submitted to the Director General for appointment. The costs of the Commissioner's office are shared equally between Members and Accredited Agents. Resolution 820d provides for the establishment and appointment of the Travel Agency Commissioner. The Conduct of Review by Travel Agency Commissioner is provided for by Resolution 820e.

## **4.2 Appeals Procedure**

An appeals procedure, through the Travel Agency Commissioner, is in place for any Agent who feels that an unsuccessful accreditation application may be the result of an unfair decision.

Any Agent, who is already IATA accredited and who may feel that a decision by IATA concerning its agency is unfair, may also use the same procedure.

## **4.3 Arbitration**

An Agent that is unhappy with a decision of the Travel Agency Commissioner has the right to have that decision reviewed by arbitration in accordance with the Passenger Sales Agency Rules. Requests for arbitration must be sent to the Agency Administrator within 30 days from the date of notification of the Agency Commissioner's final decision.

## **4.4 Contact Details of Current Commissioners**

A listing of the Travel Agency Commissioners currently in post is given in Appendix 'F'.

## **Section 5**

# **THE BILLING AND SETTLEMENT PLAN (BSP)**

## **5.1 Introduction**

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

A key feature of IATA Accreditation is that it can lead to access to the industry Standard Traffic Document (STD). STDs incorporate electronic tickets (ET), electronic miscellaneous documents (EMD) and other accountable forms. Once a BSP is implemented airlines no longer have to distribute their own tickets to Agents. Instead IATA allocates, through the global distribution systems or ticketing services providers, a range of ET serial numbers to Agency Locations that then report these through the BSP system.

The first BSP developed by Members was launched in 1971 in Japan. Today there are 88 BSPs with 394 participating airlines covering 179 countries and some 70,000 Agent Locations.

## **5.2 The Advantages of a BSP**

BSP reduces airline distribution costs and at the same time provides agents with a cost-effective system for selling the products and services of the airlines participating in the BSP.

It provides more time for BSP participants to concentrate on their 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.

## **5.3 BSP Relationships — Agents/Airlines**

Agents' day-to-day administration is conducted with the IATA Local/Regional Office, Data Processing Centre (sales reports), Clearing Bank (remittances) and Traffic Document Distributor (ticket stocks).

This does not mean that the relationship with BSP Airlines is lost. Agents continue to have direct access to BSP Airlines at all times. The administrative simplification offered by BSP permits BSP Airlines and Agents to devote more time to marketing activities.

In any operating BSP, an Agency Programme Joint Council (APJC) will be established to provide a consultative forum for the local Agents' Association representatives and BSP participating airlines to discuss all aspects of the Agency Programme in that particular country/area.

## **5.4 Non-BSP Countries**

In countries in which BSPs have not been established, Members have to provide their own tickets and documentation and undertake their own sales and reporting and remitting functions with each Agent.

**Section 6**

**COMPETITION LAW**

**AND**

**ANTITRUST IMMUNITY**

## 6.1 Competition Laws (also known as antitrust laws in the United States)

Competition laws are the body of laws that prohibit anti-competitive behaviour (monopoly) and unfair business practices.

- Competition laws are designed to benefit consumers, not to favour any particular individual or firm;
- Governments adopt competition laws because they believe that the competitive process produces the lowest prices and highest quality goods and services, and fosters an environment that encourages innovation and consumer choice
- Over 100 countries have adopted competition laws. There is extensive coordination between competition law authorities in the US, EU, Australia, and other jurisdictions.

You can get an idea of the competition laws of various countries and the extent of international cooperation between competition law authorities by visiting the website of the International Competition Law Network, at:

<http://www.internationalcompetitionnetwork.org/index.php/en/home>

## 6.2 Violation of Competition Laws

In general, competition laws prohibit agreements or understanding between competitors or potential competitors with respect to pricing, capacity and services. An 'agreement or understanding' can be written, spoken or unspoken, and can be inferred from the conduct of the parties without any showing of a direct meeting of the minds. Even the wink of an eye or the nod of a head can be enough to form an unlawful agreement.

### 6.2.1 Per Se (Automatic) Violations

There is no possibility of arguing that an agreement is acceptable because it produces benefits for consumers; this kind of conduct is so inherently anticompetitive that it is illegal no matter what justifications there may be for the conduct.

The Per Se categories are:

- Price fixing
- Bid rigging
- Customer allocations
- Geographic/Product market allocations
- Group boycotts and collective refusals to deal
- Agreements to limit supply/capacity

### 6.2.2 Penalties for Violation

Penalties for violating the competition laws are severe; corporations are subject to fines and individuals can be imprisoned and fined. Both public official and private individuals can enforce competition laws. Vigorous enforcement continues unabated and is likely to increase further in the years ahead. In some jurisdictions plaintiffs in civil cases can seek to recover triple their actual

damages plus attorney's fees. The costs and burdens of defending a competition investigation can be exorbitant.

*In one 'class action' competition law case in the US involving our Members airlines, travel agent plaintiffs sought to recover US \$56 billion in damages.*

## **6.3 Antitrust Immunity**

Antitrust immunity is the exemption from prosecution under competition or antitrust laws. In the transportation industry, organizations with antitrust immunity are permitted under certain conditions to meet, discuss, and establish standardized arrangements and agreements.

### **6.3.1 IATA and Antitrust Immunity**

Although competition laws recognize that trade associations such as IATA make many pro-competitive contributions that favour consumers, the fact that trade associations bring competitors together presents a risk that agreements will be made that raise competition concerns.

IATA is subject to competition laws around the world. In the past, IATA and its Members enjoyed immunity from competition laws – but only for discussions at properly conducted official IATA conferences and certain working groups. These immunities are expiring and governments are no longer agreeing to special privileged status for airlines and the air transport industry.

In most markets, there is no immunity for carrier discussions of pricing, route planning, the allocation of markets, the division or sharing of traffic, the number of flights or capacity to be offered in any market, distribution costs, group boycotts, etc. These discussions must not take place at any meeting involving IATA, unless authorized by IATA legal counsel.

IATA cannot be seen as facilitating or condoning any such discussions of competitively sensitive topics. If such discussions occur, they must be terminated immediately and any IATA representative present must object and make note of their exit from any such meeting.

We must be aware of competition laws at every meeting IATA organizes or conducts and every meeting where an IATA representative participates.

These are general guidelines. In some cases, your Legal Counsel may determine that certain agreements concerning prices, market allocations, etc., are lawful. Consult with your Legal Counsel before you engage in any such discussions.

### **6.3.2 Global Effect**

Members should be aware of that even there might not be any competition law in their home country, by operating internationally, they might still be subject to competition law compliance under the jurisdiction of the countries to which they operate.

## **6.4 Meeting Management**

### **6.4.1 Competition Law Compliance Statement Announced by IATA Legal**

At the beginning of the Passenger Agency Conference meetings, IATA Legal will make the following statement:

In order to ensure attendees at IATA meetings fully comply with applicable EU and US competition laws, the following message is always included in the agenda of all IATA meetings, whether airline only or joint with travel agents:

*"This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, not will it discuss or take action on remuneration levels of any intermediaries engaged in the sale of passenger air transportation. This meeting also has no authority to discuss or reach agreement on the allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters, or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off, is strictly prohibited.*

*The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited."*

### **6.4.2 IATA's Role**

IATA Secretariat is responsible to ensure meetings do not stray into anti-competitive areas of discussion including:

- Rates, Service Charges, Surcharges, Commissions
- Bids on Contracts
- Collusion
- Marketing Plans
- Confidential Relationships

Also, IATA Secretariat ensures the following:

- Agenda to be referred to IATA Legal for review  
Always follow the agenda
- Terminate any discussion that strays into anti-competitive areas and advise:
  - o IDFS Regional Director
  - o Director, Distribution
  - o IATA Legal
- Keep accurate & complete records
- Minutes are referred to IATA Legal for review before distribution
- Keep accurate attendance lists

### 6.4.3 Guidelines for Participants

**Do Not:**

- deviate from resolutions and established procedures
- divulge commercially sensitive information
- allow discussion on anti-competitive matters
- allow local Board of Airline Representatives to dictate practices
- help establish individual airline policy
- communicate individual airline policy

**Do:**

- follow the resolutions and established procedures
- notify senior management when faced with difficult decisions
- seek legal guidance if necessary
- advise airlines when they exceed their own resolutions

## Section 7

# **GUIDELINES FOR CONDUCTING INDUSTRY MEETINGS**

## 7.1 Checklist for Running Industry Meetings

### BEFORE THE MEETING

- Send out the Call of Meeting as early as possible and ideally 4 weeks before the event, giving the time, date and place of meeting.
- Ask for confirmation of attendance or apologies for absence.
- Ask participants to submit items/papers for the agenda by a specific deadline.
- Upload a copy of the agenda in the APJC portal in Salesforce. This will generate an automatic notification of the posting to internal stakeholders, most importantly to Senior Legal Counsel who needs to approve the agenda before it is distributed.
- Send out the agenda and any agenda papers at least 2 weeks prior to the meeting.
- Always include the Legal Disclaimer and reference to Resolution 892 on the agenda outline.
- Certain routine items should always be on the agenda. See template.

### AT THE MEETING

- Always start and end the meeting on time.
- Keep to the agenda.
- The Chairman officially opens the meeting, welcomes participants (particularly any newcomers or observers) and advises any apologies for absence.
- The Chairman will declare whether there is a quorum or not.
  - o If there is a quorum, the meeting can proceed in the normal manner.
  - o If there is no quorum, the meeting should continue but members must be advised that no decision-making to finality will be possible.
- The Chairman should remind members that they are bound by the provisions of Resolution 892 — Disclosure of Positions taken at an IATA Meeting.
- Any onsite papers should be explained and taken under 'Any Other Business' unless they relate to a specific agenda item.
- Members must agree to accept onsite papers. Certain items introduced onsite might warrant prior consideration or preparation and therefore members have the right to reject such items, in which case these should be held over to the next meeting.
- The Secretary should read out the Legal Notice (see Agenda template) before starting on the Agenda Items.
- Ensure that discussions are conducted in compliance with all applicable competition laws.
- When addressing the item on approval of the minutes of the previous meeting, if comments have been received on the minutes, these should be reviewed. If a Member has requested a change to the wording of the minutes, the proposed change should be agreed by the group. If agreed, the change is then recorded in the Minutes of the current meeting. Once comments/amendments have been duly discussed, the Chairman should ask the meeting for formal approval of the minutes of the last meeting.

**Note:** Discussion of the minutes of the previous meeting should not be viewed as an opportunity for members to introduce new comments or statements on items unless such comments or statements were made at the meeting.
- The next item should always be a review of any Action Items arising from previous meetings.
- For all other agenda items, record the principal points discussed and decisions taken.

- It is of special importance to keep a record of any votes taken on particular items. Record the positions of individuals in your notes, but ensure these are not revealed in the Minutes.
- Agree the time, date and place of the next meeting.

### AFTER THE MEETING

- The minutes should be produced as soon as practical and within 30 days after the meeting. The sooner they are done, the more accurate they will be.
- Keep the minutes short and to the point.
- Note any action items very clearly and who is responsible for performing the task.
- The Minutes should follow the same format as the agenda, even if items were discussed in a different order.
- The minutes should not refer to a specific person. For example, instead of writing 'BA commented.....', write 'a Member commented.....'.
- Attach the Attendance List to the Minutes.
- Send the Minutes to the Chairman for his approval and comment.  
**Note:** *Before circulation, the minutes must be uploaded in the APJC portal in Salesforce for Legal review and approval in accordance with IATA's Competition Compliance Procedures for IATA Industry Events.*
- Following Legal approval, circulate the Minutes to all APJC members.
- The Secretary is responsible for following up on the progress of the tasks highlighted in the minutes and advising their status at the next meeting.
- The Secretary is responsible for the safekeeping of all meeting records and agenda papers both historical and present. This is particularly important in the event that any decision is challenged by the regulators or in the law courts.

## 7.2 Agenda Template for Local Customer Advisory Group – Passenger (LCAG-P) Meetings

### LCAG-P/xx - AGENDA

**BSP** xxx (enter BSP Name)  
**CHAIRPERSON:** <name 1>  
**ATTENDEES:** <name1>  
<name 2>  
**DATE:** <date of meeting>  
**LOCATION:** <address and meeting room>  
**TIME:** <start and end times>

1. **OPENING AND INTRODUCTION**
  - Review current membership, note attendees and observers
  - Identify any special items for this meeting
  - Review objectives and purpose of LCAG for new members
2. **AGENDA**
  - Add any onsite or other business items
3. **LAST MEETING DD/MM/YY SUMMARY AND PENDING ITEMS**
  - Review and accept previous meeting record
  - Review and identify progress on all pending items
4. **ISS UPDATE**
  - General update on current operations
  - GDS and Ticketing System Providers
  - Marketplace activities and development opportunities
  - DISH
  - PAConf Developments
  - Local Working Group Reports
5. **ISS DEVELOPMENTS**
  - *BSPlink*
  - Upcoming changes in ISS Operations
  - Local developments and business needs
  - Industry developments
  - Customer service issues
6. **AGENDA ITEMS FROM PARTICIPATING AIRLINES**
7. **OTHER BUSINESS ITEMS**
8. **CONFIRMATION OF NEW PENDING ITEMS**
  - Indicate items of a local nature
9. **DATE AND PLACE OF NEXT MEETING**

### 7.3 Additional Guidelines for LCAG Meetings

- Plan to hold three to four meetings per year, unless specific local or industry requirements dictate the need for additional meetings (Resolution 850 mandates three meetings, two LCAG meetings and one Customer Meeting per year).
- All BSP participants should be invited to the BSP Customer Meeting which should provide a general update on the BSP and any progress, as well as significant new developments.
- Attendance at LCAG-P meetings is restricted to BSP participating airlines. Other stakeholders, such as GDS or DP service providers are not to be routinely invited to LCAG meetings. They may be invited for specific agenda items. This should not however be a standing invitation and if they are invited then they should attend for that item only and then leave.
- The meetings are of an advisory nature designed to provide an opportunity for BSP Management to obtain guidance from BSP participants on local matters and upcoming developments. They are therefore an opportunity to discuss and seek input where required on planned enhancements or changes in the BSP operation.
- The meetings are also a customer forum where BSP participants have an opportunity to discuss local needs and to indicate possible areas of new development.
- All significant changes in the BSP operation should be put on the agenda for advice to customers ahead of the actual changes being implemented.
- Although budgets are now a centrally managed activity and ISS budgets will therefore not generally be discussed, the BSP Manager may seek advice from LCAG members prior to the preparation of the budget on market trends or expectations for the following year.

## 7.4 Agenda Template for Agency Programme Joint Council (APJC) Meetings

APJC <COUNTRY>      <REF>  
VENUE                      < >  
DATE                        < >

### **AGENDA**

#### **1. OPENING OF MEETING**

- Introduce new members and Observers
- Record apologies for absence
- Remind participants of the following:

**Important Note 1:** This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, other than cost recovery charges described by resolution of the Passenger Agency Conference, nor will it discuss or take action on remuneration levels of any intermediaries engaged in the sale of passenger air transportation. This meeting also has no authority to discuss or reach agreement on the allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters, or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off, is strictly prohibited.

The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited.

**Important Note 2:** The terms of Resolution 892 are applicable to this meeting. PAPGJC members are obliged to respect the confidentiality of all discussions, including but not limited to, the identity of and the positions taken by individual Members. In any event such positions and discussions must not be communicated directly or indirectly to the press or to any other Third Parties.

#### **2. AGENDA**

- Add any onsite or AOB items

#### **3. APPROVAL OF MINUTES OF PREVIOUS MEETING**

- Agree any proposed changes to the Minutes circulated
- Formally approve the minutes (as written or as amended)

#### **4. STATUS OF ACTION ITEMS FROM PREVIOUS MEETINGS**

- List out Action Items of previous meetings and status

### 5. LOCAL FINANCIAL CRITERIA & REMITTANCE FREQUENCY

- Review against Resolution 800f guidelines
- Discuss any required changes
- Consider setting up Financial Advisory Group to assist with technical expertise and report back findings/recommendations to a future APJC
- Agree any proposed amendments for Conference consideration/approval

### 6. ISS UPDATE

- Such as StB/BSP*link* etc.

### 7. OTHER BUSINESS ITEMS

- Such as review of PAConf Agenda, Decisions, etc.

### 8. DATE OF NEXT MEETING

### 9. CLOSE OF MEETING

## ACCREDITATION OF REPRESENTATIVE

### Passenger Agency Conference of the International Air Transport Association

In accordance with the Provisions for the Conduct of the IATA Traffic Conferences and particularly Section V thereof,

.....  
(name of carrier)

being a voting Member of the Passenger Agency Conference hereby appoints and accredits as its representative to the Passenger Agency Conference

.....  
(name)

.....  
(title)

.....  
(e-mail address)

2. It is hereby certified that the said appointee meets the requirements of, and has full power and authority to act in accordance with the first paragraph of Section V of the Provisions which reads:

"Each voting member shall accredit in writing to the Secretary one representative to each Traffic Conference. Each appointment of such accredited representative shall be duly executed by the Chief Executive of the Member, and shall certify that the appointee has full power and authority to bind the appointing Member on any matter properly before the Traffic Conference, and that the appointee has full power and authority to designate an alternate to act in his place and stead and to delegate to such alternate such power and authority to bind the appointing Member."

3. The foregoing appointment will remain in effect until revoked by written notice.

Name ..... Date .....  
(to be signed by the Chief Executive of the Member)

Title .....

Please complete all Information and **send directly to Janet Mekkaoui**  
E-mail : [mekkaouij@iata.org](mailto:mekkaouij@iata.org) or Fax : +41 22 770 26 31

**APPOINTMENT OF ALTERNATE**  
**to Accredited Representative**  
**Passenger Agency Conference**  
**of the**  
**International Air Transport Association**

In accordance with the Provisions for the Conduct of the IATA Traffic Conferences and particularly Section V thereof,

..... being the duly Accredited  
(name)

Representative of .....  
(name of carrier)

hereby appoints as his/her alternate

.....  
(name) (title)

.....  
(e-mail address)

2. It is hereby certified that the said Accredited Representative delegates to his/her alternate the power and authority to act on Passenger Agency Conference matters as required by the second paragraph of Section V of the Provisions which reads:

"A duly accredited representative may appoint as alternate to act in his place and stead at any meeting a responsible employee of such Member, provided that no such person shall be recognised as the alternate of a representative unless there is on file with the Secretary, or is presented at the time a written designation, signed by such representative, delegating to such person the power and authority of such representative to act on Traffic Conference matters; provided further that in the case of two of more Members being engaged in such joint operations, the alternate may be an employee of any such Member engaged in such joint operations. Such designation of an alternate shall be valid until revoked or replaced by another designation".

3. The foregoing appointment will remain in effect until revoked by written notice.

Name ..... Date .....  
(to be signed by the Accredited Representative of the Member)

Title .....

Please complete all Information and **send directly to Janet Mekkaoui**

E-mail : [mekkaouij@iata.org](mailto:mekkaouij@iata.org) or Fax : +41 22 770 26 31

**SAMPLE LAYOUT FOR SUBMISSION TO PAConf**

**RESOLUTION**            < Insert number and title of Resolution >

Submitted by            <Insert name of Member Airline >

**BACKGROUND/PROBLEM**

**PROPOSED SOLUTION**

**SUGGESTED RESOLUTION AMENDMENT *(IF APPLICABLE)***

**EFFECTIVENESS**             Normal effectiveness of 1 June 20xx  
 Expedited effectiveness of .....

**PASSENGER AGENCY CONFERENCE – MAIL VOTE SCHEDULE 2015**

<b>Period</b>	<b>Papers required by</b>	<b>PSG/Agents for Review</b>	<b>Voting Period</b>	<b>Filing Period</b>	<b>Earliest Effectiveness*</b>
1 <sup>st</sup> quarter	14 January	21 January- 29 January	30 January- 19 February	20 February- 02 March	1 April 2015
2 <sup>nd</sup> quarter	15 April	22 April- 01 May	02 May- 21 May	22 May- 29 May	1 July 2015

(\*) Provides for required 30 days' notice period.

## Establishment of an APJC

The Passenger Agency Conference, composed of senior management of all IATA Members, approves the implementation of Resolution 818g in a country/area.

Once approval has been granted, the IATA local/regional office must do the following:

1. Write to all BSP participating airlines/agents informing them of the migration to 818g and anticipated effectiveness date (see draft communication to be adapted for individual markets at Attachments 'A' and 'B')
2. Establish an Agency Programme Joint Council (APJC) for the country/region

### ESTABLISHING AN APJC

#### A. MEMBERSHIP

##### 1. Determine the number of delegates for your APJC:

- Maximum number (Resolution 818g, 1.1.1.3) of voting members is 18, comprising 9 airline representatives and 9 agent representatives
- The number for each market should be determined by the Agency Administrator in proportion to the size of the country/region concerned
- The number of airline representatives should be decided first, as this will dictate the corresponding equal number of agent representatives

##### 2. Select airline representatives

- both Members and BSP participating airlines can participate in the APJC
- airline delegates should be selected to provide a mix of representatives (market share, carrier size) and people competencies
- a list of the airlines/representatives selected should be provided to the Regional Office ('Agency Administrator') for endorsement/sign off.

##### 3. Select agent representatives

- Write to the recognized national Agents' Association asking them to coordinate the nominations of the required number of agent representatives to the Council (see Attachment 'A').
- If there is more than one national Agents' Association in the market, establish the number of agent representatives required from each, taking into consideration the number of Accredited Agents in each Association
- In some markets, it might be necessary to provide an agency seat on the Council for independent Agents that do not belong to the national Agents' Association, if this represents a substantial proportion of IATA Agents in that country/region.

- All agent representatives must be IATA Accredited Agents. It is the responsibility of the Country Manager to ensure these are bona fide IATA agents
- Executive officers of agent associations may attend the APJC as observers, but cannot be members, or vote.

## B. PROPOSED AGENDA FOR INAUGURAL MEETING OF THE APJC

### 1. Opening of meeting (IATA official)

- Legal Notice
- Introductions of airline / agent delegates / observers
- Confidentiality of positions – Resolution 892

### 2. Recap of:

- IATA Agency Programme
- Background to implementation of Resolution 818g
- Governance & PConf, recent changes in rules
- BSP and remittance and settlement

### 3. Election of Officers (Chairman / Vice-Chairman)

### 4. Terms of Reference and Local Procedures

- Remind members of the APJC ToR in 818g
- Agree the working procedures of the APJC (in addition to those specified in 818g, 1.1.4 for voting, membership rotation, frequency of meetings, etc.)

### 5. Local Criteria

- Agree process for establishment and/or review of local criteria
- Agree whether a Working Group should be established (Financial Advisory Group (FAG) according to Resolution 818g, 1.1.3) to help with the local financial criteria
- Implementation schedule (of any new / revised criteria)

### 6. Communications including relations with the press

### 7. Any other Business

### 8. Date and place of next meeting

## NOTES:

- Item 1: **Legal Notice:** 'This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, nor will it discuss or take action on remuneration levels of any intermediaries engaged in the sale of passenger air transportation. This meeting also has no authority to discuss or reach agreement on the

allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters, or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off, is strictly prohibited.

The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited."

**Resolution 892:** The terms of Resolution 892 are applicable to this meeting. Members are obliged to respect the confidentiality of all discussions, including but not limited to, the identity of and the positions taken by individual Members. In any event such positions and discussions must not be communicated directly or indirectly to the press or to any other Third Parties.

Item 3: The chairmanship may rotate between the airlines and agents.

It is very useful to have an airline representative as the first APJC Chairman so that if anything needs to be brought to Conference for voting, the airline can represent the views and recommendations of the Council at PConf and help with adoption.

It is useful to nominate a Vice-Chairman to replace the Chairman in case of absence.

Term of office of 6 months, 1 or 2 years can be agreed. Also for APJC members if there are a number of other airlines and/or agents that wish to participate.

Item 5: Criteria may be defined by establishing a small working group with appropriate competencies. The national carrier may have better resources to call on in respect of legal, insurance, or financial expertise locally.

For financial criteria Resolution 800f should be used as guidelines

Any changes to local financial criteria suggested by a FAG must then be voted on by the full APJC membership. Thereafter, a proposal for any changes must be submitted to PConf for approval either at a meeting or via Mail Vote, indicating the required implementation date.

Item 6: Implementation of new criteria must be communicated to the local market and Agents given sufficient time to comply (per Resolution provisions)

**C. AIP COUNTRIES**

IATA identifies the airlines and the name of their local representative and delegate who should be on the Council.

Discuss this with the current AIP Chairman/Secretary, if appropriate.

PACConf Representative or senior management contact of National Carrier.

In general if there is an AIP then not all current members of the AIP can be on the Council as membership is limited to a maximum of 18 persons (therefore 9 carriers), therefore anticipate having to manage expectations.

The choice of airlines should result in a mixed representation, considering market share and also in respect of the competencies of the individual delegates.

Once decided IATA sends an official invitation for these designated airlines to attend the inaugural meeting, copy to PACConf representative.

IATA may wish to conduct a review of all Agents

Ensure any bank guarantees are reissued to be in the name of IATA, if these were previously held by the National Carrier, or by individual airlines.

**D. FUTURE MEETINGS**

Follow the agenda template and meeting guidelines provided in this publication.

IATA should provide the APJC with relevant accreditation statistics and a report on accreditation activities in the country/region. However the APJC should not discuss the accreditation status of individual agents, nor individual agent cases, nor amounts of any bank guarantees held by an agent other than to confirm whether or not a BG is in place.

**INVITATION LETTER TO INAUGURAL MEETING OF APJC**

Attn: Director General/Secretary General of YYYYYY  
National Association of Travel Agencies for YYYY  
(Full name of National Travel Agency Association of the country)

Subject: Implementation of Resolution 818g & Inaugural Meeting of the  
IATA Agency Programme Joint Council-YYYY (country/countries)  
(APJC-YY) to be held on (date, time and place)

Dear XXXXX

This is to inform you that it is planned to hold an Inaugural meeting of the Agency Programme Joint Council for (country/region) to take place on (date), commencing at xxxx hours at (venue). The meeting is expected to last approximately two hours.

One of the key elements of Resolution 818g is the formation of a local Joint Council comprised of an equal number of airline and agency representatives.

XX (number) of the airline representatives are being designated by IATA, these will be communicated to you shortly.

As the recognized national agent's association, YYYY (association full name) is invited to designate an equal number of representatives who are IATA Accredited Agents in (country/region). These XX persons will comprise the agent contingent on the Joint Council.

For your information the proposed agenda outline of the inaugural APJC meeting is as follows:

**INSERT AGENDA OUTLINE TOPICS**

Kindly advise as soon as possible, but before DDMMYYYY

- names of persons nominated
- position/title
- name of their IATA Agent-employer
- e-mail address
- full address

Please confirm that the persons nominated will attend the inaugural meeting.

Cc: PAConf rep of national carrier or major carrier(s)

Members of APJC – XX (country/ies) will comprise equal numbers of \*:

Airline Contingent: IATA Members serving the country

Agent Contingent: Accredited Agents nominated by national association(s)

Resolution 818g can be implemented in any country, with a BSP, and provides for:

- The replacement of collective airline Agency Investigation Panel (AIP) mechanism (if it exists);
- Independent accreditation services to be provided by IATA;
- The establishment of objective local criteria, in particular relating to financial standing through a national group of airline and agent representatives (the “Agency Programme Joint Council”)
- Those criteria to be applied neutrally and fairly by IATA for new approvals, changes and annual reviews
- Quicker processing of applications for Accredited Agent status and for finalisation of changes to existing Agents
- Improved risk management – BSP linked with irregularity and default procedures and reviews of the financial standing and financial securities of Agents

**CURRENT TRAVEL AGENCY COMMISSIONERS****Area 1 — The Americas, except USA**

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**PASSENGER AGENCY CONFERENCE PUBLICATIONS**

<b>Publication</b>	<b>Description</b>	<b>Target Audience</b>	<b>Publication Frequency</b>	<b>Distribution</b>
Passenger Agency Conference Resolutions Manual (PACRM)	Contains all resolutions adopted by the Passenger Agency Conference	Airlines	1 June each year	Posted to PAConf private site:  <a href="http://www.iata.org/whatwedo/workgroups/Pages/passenger-agency-conference-documentation.aspx">http://www.iata.org/whatwedo/workgroups/Pages/passenger-agency-conference-documentation.aspx</a>  One printed copy provided free of charge to each IATA Member Airline. Additional copies available through the online store <a href="http://www.iataonline.com">www.iataonline.com</a>
Travel Agent's Handbook (TAH)	Contains all resolutions that apply to IATA Accredited Agents, as well as the Sales Agency Rules and Local Financial Criteria applicable to individual countries.  TAH818g applies to all BSP countries. Available in English, French and Spanish.  TAH800 applies to all other countries. Available in English and French.	Accredited Agents  (The TAH is part of the Sales Agency Agreement)	Annually, usually for 1 June each year	Posted to the Agenthome web site:  <a href="http://www.iata.org/services/accreditation-travel/travel-tourism/Pages/tah.aspx">http://www.iata.org/services/accreditation-travel/travel-tourism/Pages/tah.aspx</a>

Publication	Description	Target Audience	Publication Frequency	Distribution
BSP Manual for Agents (BSPM)	<p>Contains the basic rules and procedures for participation in a BSP.</p> <p>Forms part of the Passenger Sales Agency Agreement.</p>	Accredited Agents	Usually annually	<p>Posted to the Agenthome web site:</p> <p><a href="http://www.iata.org/services/accreditation-travel/travel-tourism/Pages/tah.aspx">http://www.iata.org/services/accreditation-travel/travel-tourism/Pages/tah.aspx</a></p>
Local Chapter 14	<p>Part of the BSPM.</p> <p>Provides a description of the procedures and working methods that have been implemented in the BSPs locally.</p>	Accredited Agents	Annually	<p>Posted to local Customer Service portals:</p> <p><a href="http://www.iata.org/Pages/contact.aspx">http://www.iata.org/Pages/contact.aspx</a></p>