

RESOLUTION 866

DEFINITIONS OF TERMS USED IN PASSENGER AGENCY PROGRAMME RESOLUTIONS

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WHEREAS the Passenger Agency Conference in application of the procedures established with global and regional joint bodies, has defined terms and expressions commonly used in Resolutions of the Conference, and

WHEREAS it is in the interest of transparency and convenience that all such definitions be published in a single global Resolution of the Conference,

AND noting that they are published below to be read with specific reference to the Resolution(s) in which they are used, it is

RESOLVED that the following definitions shall apply to terms and expressions used in, and with reference to, the Resolutions of the Conference, where certain definitions pertain exclusively to [Resolution 812](#) can be found in [Section 2](#) of this Resolution, and which defined terms and expressions shall be made readily identifiable by the use of upper case initial letters:

SECTION 1—DEFINITIONS OF TERMS USED IN ALL RESOLUTIONS

ACCOUNTABLE TRANSACTION means any transaction in respect of which a Standard 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.

ADMINISTRATIVE OFFICE means the principal office of an Accredited Agent which is not an Approved Location, but which is entered on the Agency List.

AGENCY ADMINISTRATOR means the IATA official designated by the Director General as the holder of that office, or authorised representative, responsible for the management of the IATA Agency Programmes in accordance with the Members' rules and resolutions and with autonomy to act in extraordinary circumstances.

AGENCY INVESTIGATION PANEL (sometimes referred to as 'AIP') means a panel consisting of representatives of Members in a territory which is established from time to time by the Agency Administrator and performs duties set forth in [Section 3](#) of Resolution 800.

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.

AGENCY PROGRAMME (sometimes referred to as 'IATA Agency Distribution System', 'IATA Agency Programme', 'IATA Industry Distribution System', or 'IATA Passenger Agency Programme') means the various IATA Resolutions and rules and procedures adopted by the Conference to maintain overall standards and industry practices for the sale of international air transportation by Accredited Agents. This includes accreditation, BSP matters, and training.

AGENCY PROGRAMME JOINT COUNCIL (sometimes known as 'APJC') means a Council consisting of an equal number of representatives of air carriers and Agents, with IATA as Secretary, established to assist the Conference in the performance of its functions by making recommendations on any aspect of the Agency Programme in the market or area concerned.

AGENCY SALES DATA means that data which is collated from Standard Traffic Document issuance by Agents and submitted by the Ticketing System Providers to the BSP on a daily basis.

AGENCY SALES TRANSMITTAL (sometimes referred to as 'Sales Transmittal') means the Agent's list for a Reporting Period of all Traffic Documents and Standard Administrative Forms used, and accompanied by the required administrative forms and supporting documentation.

AGENCY SERVICES MANAGER means the IATA official designated by the Agency Administrator to manage the accreditation programme locally in the market/region. When so decided by the Agency Administrator, this person may also act as the local representative of ISS Management.

AGENT See 'Accredited Agent'

AGREEMENT—see Sales Agency Agreement

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.

ALL AMOUNTS OWING means cash sales from Reporting Periods not yet included on a Billing plus all Outstanding Billings.

ALTERNATIVE TRANSFER METHOD means a Payment Method, other than the Cash Payment Method and IATA EasyPay Payment method, used by the Agent to transfer monies collected from the customer for passenger air transportation or Ancillary Services to the BSP Airline, in accordance with the provisions of [Resolution 812a](#). This may include a physical or virtual card or account number that is issued in the name of the Agent, any Person permitted to act on behalf of the Agent, or one of the Agent's contracted suppliers.

ALTERNATIVE TRANSFER METHOD PROVIDER means a supplier of an Alternative Transfer Method.

AMOUNT AT RISK is calculated by multiplying the Days' Sales at Risk by the total BSP Cash Turnover of the 3 highest Reporting Periods in the previous 12 months divided by the days in reporting period and multiplied by

3 (Total Days × Total BSP Cash Turnover 3 highest Reporting Periods / Days in Reporting Period × 3)

ANCILLARY SERVICES means services sold on behalf of an airline, specifically related to the sale of air transportation, the price of which is included in the overall amount paid to the carrier but which may involve the issuance of a separate Standard Traffic Document. They typically include excess baggage, surface transportation and car hire.

APPOINTED means the Agent is authorised to represent the Member in promoting and selling air passenger transportation in accordance with, and subject to, all the terms and conditions of the Passenger Sales Agency Agreement. This appointment does not include the authorisation for an Agent to issue Traffic Documents on behalf of the Member; where a separate approval is required from the Member in the form of a ticketing authority or delivery of Member's own Traffic Documents.

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

ARC means the Airlines Reporting Corporation.

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.

AREA OF BILLING AND SETTLEMENT PLAN means the market(s)/regions(s) in which a Billing and Settlement Plan operates.

AUTHORISED PAYMENT METHODS means the Cash Payment Method, the Customer Card Payment Method, the IATA EasyPay Payment Method and Alternative Transfer Methods.

BANK GUARANTEE means a guarantee issued by a bank ensuring that the liabilities of the agent will be met in case of a default; limit sum (BG amount) defined.

BILLING means a billing to Agents, according to data reported by the Ticketing System Provider or an Order Management System, incorporating all Accountable Transactions for the Billing Period.

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 Data Processing Centre must produce billings to Agents, according to data submitted by the Electronic Ticketing 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.

BRANCH OFFICE LOCATION means an Accredited Agent's place of business entered on the Agency List as a Branch Office location which is the same entity as its Head Office Location, with the Head Office having full legal and financial responsibility of the administration, staff, liability maintenance and operational expense of the Branch Office.

BSP see Billing and Settlement Plan.

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

BSP MANUAL FOR AGENTS (usually called the 'BSP Manual') means the publication that contains the rules and procedures applicable to Agents operating under BSP conditions and is issued on the authority of the Passenger Agency Conference with global, regional and local procedure oversight.

CARD means an Airline/Member approved credit card, charge card, debit card, purchasing card, or any other air industry card used and accepted as payment by an Agent for the purchase of international air transportation, against the Member's or Airline's merchant agreement.

CARD HOLDER means the person to whom a payment card is issued and/or who is responsible for settling the transactions with the entity that has issued the card, in the form of a physical card or in the form of a one-time use or fixed account number, used as payment against a Member's or Airline's card acceptance merchant agreement for the purchase of Traffic Documents.

CARD SALES See 'Customer Card Payment Method'.

CARRIER means an IATA Member as specifically used within the provisions of [Resolution 824](#)—Passenger Sales Agency Agreement, or any resolution of that name that supersedes it.

CASH DEPOSIT means, where permitted by Applicable Law, monies deposited into a designated bank account held by IATA, for the purpose of recovering unpaid monies owed by the Agent to BSP Airlines.

CERTIFICATE OF APPOINTMENT means the form used by a member appointing an Agent as provided for in [Resolution 820](#).

CHARGES means either Administrative Charges, or Clearing Bank Charges, as shown in the relevant Section of [Resolution 832](#) or [Attachment A](#), to [Resolution 818g](#), as authorised by the Conference.

CLEARED FUNDS are the cash balances in an account that are able to be immediately withdrawn or used in financial transactions.

CLEARING BANK means the bank or other organisation appointed under the applicable Billing and Settlement Plan to receive remittances from Agents and settle funds to BSP Airlines; and to perform such other functions as are prescribed within these Rules, and in [Resolution 850](#) and its Attachments.

CLOSED-LOOP NETWORK means a payment network whose cards (or other instruments) allow the agent to transfer funds to a limited network of entities each under a direct commercial agreement with the issuer of the instrument.

COMMISSION whenever used in the Passenger Agency Conference Resolutions is meant to include any form of remuneration.

COMPUTER RESERVATIONS SYSTEM (sometimes referred to as 'CRS') means a computerised system containing information about schedules, availability, fares and related services, and through which reservations can be made, or tickets issued, and which makes some, or all, of these facilities available to subscribers.

CONFERENCE means the Passenger Agency Conference.

COORDINATOR means a person appointed by ISS Management from time to time to act in accordance with these Rules on behalf of Members/Airlines participating in the Billing and Settlement Plan.

CUSTOMER CARD means a physical payment card or a one-time use or fixed account number that is issued in the name of the Customer purchasing passenger air transportation or Ancillary Services and/or who is responsible for settling the transactions with the entity that has issued the card, excluding the Agent, any Person acting on behalf of the Agent, and any of the Agent's contracted suppliers.

CUSTOMER CARD PAYMENT METHOD (sometimes referred to as 'Card Sales') means a Payment Method where a Customer Card is used against a BSP Airline's card acceptance merchant agreement as detailed in [Resolution 890](#).

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.

DAYS means calendar days unless otherwise specified as working days or business days.

DAYS' SALES AT RISK means the number of days from the beginning of the Agent's Reporting Period to the Remittance Date in respect of that Reporting Period or Periods, plus a margin of five days.

DEFAULT means that an Agent, or one of its Locations, has breached the provisions of the Sales Agency Rules to the extent that remedial action is required, and for which failure to take such action may ultimately result in the termination of that Agent's Sales Agency Agreement.

DEFAULT INSURANCE PROGRAMME means one insurance policy to cover multiple declared agents with a maximum coverage for all agents as defined in the policy.

DIRECTOR GENERAL means the Director General of IATA or authorised representative.

DOMESTIC AGENT means a passenger sales agent whose name is entered on the IATA Agency List to

participate exclusively in the sale of domestic Standard Traffic Documents.

FACE-TO-FACE TRANSACTION means an Agent making a sale paid by a Customer Card against a Member's or Airline's card acceptance merchant agreement when the Customer Card and the Card Holder are simultaneously present at the time of the transaction (see also 'Non-Face-to-Face Transaction').

FINANCIAL AND DISTRIBUTION SERVICES (sometimes referred to as 'FDS') means the department of IATA that has the administrative and operational functions of the IATA Settlement Systems included in its responsibilities.

FINANCIAL SECURITY means any financial security accepted by IATA from time to time for the purposes of recovering unpaid monies owed by the Agent to Members or Airlines.

FORM OF CONCURRENCE means that form to be completed by non-IATA air carriers wishing to participate in IATA Billing and Settlement Plans as provided for by [Resolution 850 Attachment 'E'](#).

GENERAL SALES AGENT (sometimes referred to as 'GSA') means, for the purposes of the Sales Agency Rules, any Person to whom a Member or a non-IATA carrier has delegated general authority to represent it for purposes of sales of passenger and/or cargo air transportation in a defined territory. This may include a non-Airline GSA appointed under the provisions of [Resolution 876](#).

GLOBAL DEFAULT INSURANCE means an insurance policy issued in the name of IATA to cover the liabilities of the listed Agents as defined in the policy. For each Agent a maximum coverage amount will be specified.

GLOBAL DISTRIBUTION SYSTEM (sometimes referred to as 'GDS') means a computerised system containing information about schedules, availability, fares and related services, and through which reservations can be made, or tickets issued, and which makes some, or all, of these facilities available to subscribers.

HEAD OFFICE LOCATION means an Accredited Agent's principal place of business which is an Approved Location.

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

IATA means the International Air Transport Association and is represented by the Agency Administrator.

IATA AGENCY PROGRAMME see Agency Programme.

IATA CUSTOMER PORTAL means the customer portal made available by IATA at www.iata.org/cs.

IATA EASYPAY ACCOUNT (IEP ACCOUNT) means an account opened by the Agent in accordance with the BSP Manual for Agents.

IATA EASYPAY NUMBER (IEP NUMBER) means a number generated by the IEP System for use by the

Agent for the issuance and processing of Standard Traffic Documents.

IATA EASYPAY PAYMENT METHOD (sometimes referred to as “IEP” or “BOP” in China) means a pay-as-you-go payment system provided by IATA enabling Accredited Agents to issue Standard Traffic Documents on behalf of BSP Airlines. This definition and any binding provisions will be inclusive of all localized pay-as-you-go payment systems that serve the same purpose, regardless of the product branding. In BSP China, this payment system is referred to as BSP Online Payment (BOP).

IATA EASYPAY SYSTEM (IEP System) means the system operated by a provider on behalf of IATA for the processing of Agents' remittances and refunds using the IEP Payment Method.

IATA INDUSTRY DISTRIBUTION SYSTEM see Agency Programme.

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](#).

IATA PASSENGER AGENCY PROGRAMME see Agency Programme.

IATA SETTLEMENT SYSTEMS MANAGEMENT (usually called 'ISS Management') means the functional areas of Customer, Financial and Digital Services (CFDS) that are responsible for the 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.

IATAN means the International Airlines Travel Agent Network which is the trading name of the Passenger Network Services Corporation, a wholly owned subsidiary of the International Air Transport Association.

IEP—see IATA EASYPAY PAYMENT METHOD.

IEP ACCOUNT—see IATA EASYPAY ACCOUNT.

IEP NUMBER—see IATA EASYPAY NUMBER.

IEP SYSTEM—see IATA EASYPAY SYSTEM.

INSURANCE BOND means a bond offered by an insurance company ensuring that the liability of the agent will be met in case of a default - payment of claims to be made by the insurance company. Limit sum (Bond amount) defined.

ISS MANAGER means the IATA official designated by ISS Management as the person that manages a BSP.

LETTER OF CREDIT means a letter from a bank guaranteeing that the Agent's payment to IATA will be received on time and for the correct amount. In the event that the Agent is unable to make payment the bank will be required to cover the full or remaining amount of the purchase.

LOCAL FINANCIAL CRITERIA sometimes referred to as 'Local Criteria' or 'Financial Criteria' means: (a) in relation to a market or region governed by [Resolution 818g](#), the local criteria recommended by the Agency Programme Joint Council and adopted by the Conference in relation to said market or region, or (b) in relation to a market or region governed by [Resolution 800](#), the standards established by the Agency Investigation Panel and endorsed by the Agency Administrator in relation to said market or region.

MEMBER means an airline that is a Member of IATA.

MOST FREQUENT REMITTANCE FREQUENCY means the Remittance Frequency with the shortest time elapsed between Remittance Dates established for a market, excluding daily remittances which any Agent may voluntarily agree to.

NON-AIRLINE PASSENGER GENERAL SALES AGENT (hereinafter referred to as 'GSA') means a Person (including any individual, partnership, firm, association, company or corporation) who has been delegated general authority for the promotion and sale of passenger air transportation for the appointing Member, either directly or through subcontractation, as expressly provided for under the provisions of [Resolution 876](#).

NON-FACE-TO-FACE TRANSACTION means a Signature-On-File transaction, and/or any other form of sale paid by a Customer Card against a Member's or Airline's card acceptance merchant agreement in which the Card and Card Holder are not simultaneously present at the time of the transaction (see also 'Face-to-Face Transaction').

NOTICE OF IRREGULARITY means a warning letter sent to an Agent to inform him that a failure to comply with IATA Passenger Agency Conference Resolutions has been detected on his part. Issuance of such letter will always result in the recording of two (2) instances of Irregularity.

NOTICE OF PAYMENT DEFAULT means a notification sent to the Agent, which includes a Termination Notice of the Agent's Passenger Sales Agency Agreement, to advise that a Payment Default has occurred.

OFFER means a proposal to sell a specific set of products or Services under specific conditions, for a certain price. Can be the response to a shopping request.

ONLINE AGENT means an Agent which effects sales of Members' and Airlines' services through a website, and which has been accredited in accordance with the provisions of [Resolution 818g](#).

OPEN-LOOP NETWORK means a payment network whose cards (or other instruments) allow the payer/cardholder to transfer funds or acquire goods or services from a wide range of acceptance points.

ORDER means a uniquely identified record of the agreement of one party with another to receive products and services under specified terms and conditions.

ORDER MANAGEMENT SYSTEM (OMS) An Airline database and/or application that creates and manages an

Airline's Orders, tracks delivery of all services found within an Order and communicates to all appropriate internal and external suppliers, applications and accounting systems of the Airline.

OUTSTANDING BILLING includes any Billing which either (i) has not yet been remitted to IATA, or (ii) where the related Remittance Date has not yet passed, whichever event occurs last.

PASSENGER AGENCY CONFERENCE (PACONF) (usually called the '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 AGENCY CONFERENCE STEERING GROUP (usually referred to as PSG or 'the Steering Group') means that group established by the Passenger Agency Conference to advise and act on behalf of Conference between meetings, and which functions under the provisions of [Resolution 868](#).

PASSENGER AGENCY PROGRAMME GLOBAL JOINT COUNCIL (sometimes referred to as PAPGJC or 'the Council') means that council established by the Passenger Agency Conference to manage the agent/airline relationship, provide a consultation forum for Conference decisions and jointly promote the IATA Passenger Agency Programme to airlines and agents, and which functions under the provisions of [Resolution 860a](#).

PASSENGER SALES AGENCY RULES (sometimes referred to as 'Sales Agency Rules' or 'the Rules') means the contents of the relevant Passenger Agency Conference Resolution of the same name.

PAYMENT DEFAULT means a failure by the Agent to make an immediate payment to the Clearing Bank by close of business the day following the demand from IATA.

PAYMENT METHOD is a means to pay monies due for passenger air transportation or Ancillary Services to BSP Airlines, as established by the Passenger Agency Conference. Payment Method refers to both customer payment methods, whereby a BSP Airline receives payment of the monies due from the customer, as well as Agent payment methods, whereby a BSP Airline receives payment of monies due from the Agent via the BSP or an alternative mechanism. Any monies which are collected by the Agent from the customer must be held in trust pending payment to a BSP Airline, in accordance with the provisions of [Resolution 824](#).

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

PRINCIPAL for the purposes of [Resolution 876](#), means an appointing Member or, in the case of subcontracting, the original appointing Member.

REMITTANCE is the payment of monies due by an Agent, for sales issued with Standard Traffic Documents to the BSP Airline, including sales made by an Agent

where the ticket is issued by the BSP Airline on behalf of the Agent and reported using the facility of the BSP. The Agent's Remittance must be Cleared Funds in the Clearing Bank account on the date established by the Conference.

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 account as Cleared Funds 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 FREQUENCY means the time elapsed between Remittance Dates established by the Conference.

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.

SALES AGENCY AGREEMENT (sometimes referred to as 'Agreement', 'Passenger Sales Agency Agreement' or 'PSAA') means an Agreement in the form prescribed in [Resolution 824](#), as may be amended from time to time, and includes where the context so permits, a Supplementary Agreement to the Passenger Agency Agreement in the form prescribed in a Resolution of the Conference.

SALES AT RISK is calculated by dividing the Days' Sales at Risk by 90 days, and applying that percentage to the BSP cash turnover, or cash turnover as applicable, amount the Agent made in the highest 3 months in the previous 12 months.

SALES TRANSMITTAL see Agency Sales Transmittal.

SCANDINAVIA is the area comprised of Denmark, Norway and Sweden.

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

SIGNATURE-ON-FILE means a transaction where the Cardholder empowers the Agent to issue Traffic Documents against a Card, and where a clear written arrangement between Cardholder, Card company and the Agent exists (see also 'Non-Face-to-Face Transaction').

SIGNATURE-ON-FILE TRANSACTION means a transaction where the Card Holder empowers the Agent to issue Standard Traffic Documents against a Customer Card, and where a clear written agreement between Card Holder, card company and the Agent exists (see also 'Non-Face-to-Face Transaction').

SOUTH WEST PACIFIC that is the area composed of Australia, New Zealand, Papua New Guinea, South West Pacific Islands.

SOUTH WEST PACIFIC ISLANDS that is the area composed of Cook Islands, Fiji, French Polynesia, Kiribati (Canton and Enderbury Islands), Marshall Islands, Federated State of Micronesia, Nauru, New Caledonia (including Loyalty Islands), Niue, Palau, Samoa (Independent State of), Solomon Islands, Tonga, Tuvalu, Vanuatu, Wallis and Futuna Islands.

STANDARD ADMINISTRATIVE FORMS (sometimes referred to as 'SAFs') mean accountable forms originated by Members/Airlines or Agents for adjusting sales transactions (e.g. Agency Credit/Debit Memos, Refund Notices) and other forms used to substantiate sales (e.g. UCCCF, Group Sales Summary).

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 means the following BSP documents:

- Electronic Miscellaneous Documents (EMD)
- Electronic tickets

They are supplied by ISS Management, and do not bear any carrier identification until after issuance by the Agent. BSP Airlines' own Traffic Documents, including Orders will also be considered Standard Traffic Documents (STD) as long as these are billed through the BSP.

STANDBY LETTER OF CREDIT means a letter from a bank where the bank acts as an insurer and pays IATA in case the Agent defaults (payment of last resort) should the Agent fail to fulfill a contractual commitment with IATA.

STOCK and STOCKHOLDER in relation to a company or other corporate body include 'share' and 'shareholder' respectively.

SUBCONTRACTION, as quoted in [Resolution 876](#), means the delegation of general authority for the promotion and sale of international passenger air transportation for the appointing Member by a General Sales Agent to another party by virtue of an agreement which shall be subject to the conditions of this Resolution and the prior written authority of the original appointing Member.

SURETY BOND means a bond issued by an entity on behalf of the Agent, guaranteeing that the Agent will fulfill its obligation to IATA. In the event that the obligations are not met, IATA will recover its losses via the bond—payment of claims to be made by the Agent.

△ **SYSTEM** see TICKETING SYSTEM.

SYSTEM DESCRIPTION means a written specification of the functions and mode of operation of the System.

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.

TERMINATION NOTICE means a notice of termination of the Agent's Passenger Sales Agency Agreement for the purposes of clause 13.2 of the Passenger Sales Agency Agreement.

△ **TICKETING** means a method to document the sale of passenger transportation (electronic ticket) and related services (electronic miscellaneous documents), including Orders billed through the BSP.

TICKETING AUTHORITY means a written authority provided to an Agent by a Member or Airline participating in a BSP, which authorises one or more Locations of the Agent to issue Standard Traffic Documents, refunds or any other electronic form of transaction and to request Offers and to confirm Orders for billing through the BSP. A copy or parallel advice must be sent to IATA.

△ **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 Standard Traffic Documents.

TICKETING SYSTEM PROVIDER see SYSTEM PROVIDER.

TRAFFIC DOCUMENTS means the following forms issued for air passenger transportation over the lines of the Member or Airline and for related services, whether or not they bear a pre-printed individual Member's identification:

- (a) Carriers' own Traffic Documents—Passenger Ticket and Baggage Check forms, Automated Ticket/Boarding Passes, Miscellaneous Charges Orders, Multiple Purpose Documents, Agents Refund Vouchers and OnLine Tickets supplied by Members to Accredited Agents for issue to their customers, and
- (b) Standard Traffic Documents—as defined.

TRANSPORTATION ORDER means an Agent's own order form authorised by a Member for use by the Agent, against which the Member issues its ticket, and containing at least the following information: the name of the passenger, the routing itinerary, the class of travel and the fare.

△ **TRAVEL AGENCY COMMISSIONER** means the person designated under a procedure involving the Director General of IATA and the Chair/CEO of UFTAA or the President of WTAAA, as the holder of that office, or his authorised representative, as provided for in [Resolution 820d](#), and who exercises jurisdiction over matters described in the [Resolution 820e](#) (reviews by the Travel Agency Commissioner).

TRAVEL AGENT'S HANDBOOK (usually called the 'Handbook') means the publication issued under the authority of the Passenger Agency Conference, containing the established Local Financial Criteria, and the IATA Resolutions concerning the Agency Programme. A copy of the Handbook is provided to each Approved Location, and to each applicant seeking IATA Accreditation, and forms part of the IATA Agency Agreement.

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

WTAAA means the World Travel Agents Associations Alliance.

SECTION 2—DEFINITIONS OF TERMS USED IN RESOLUTION 812

ACCREDITATION means the processes and requirements contained, or referred to, in [Section 2](#) of Resolution 812 (including the Local Financial Criteria and Multi-Country Financial Criteria) to assess whether an Applicant or Agent has the necessary qualifications and financial standing to participate in the Agency Programme according to the type of Accreditation sought.

ADJUSTED RISK EVENT means either the Risk Event of a late or short payment or a payment in the wrong currency.

ADMINISTRATIVE NON-COMPLIANCE means any non-compliance with the Rules that is not recorded in an Agent's Risk History.

APPLICANT means the Person applying for Accreditation and each Person included as an Associate Entity under such application.

ASSOCIATE ENTITY means a Person entered on the Agency List which is included under a Head Entity's Accreditation; such Head Entity may own or manage the business operated by each Associate Entity, with the Head Entity having full legal and financial responsibility for each Associate Entity's obligations under the Sales Agency Rules. Each Associate Entity is subject to the Sales Agency Rules in effect in the country where its Head Entity is situated, and will be assigned an IATA Numeric Code.

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CASH CONDITION means the conditions applicable to the use of the Cash Payment Method, including Financial Security requirements, Remittance Holding Capacity granted and Remittance Frequency applicable.

CASH PAYMENT METHOD means a cash facility where monies collected by the Agent for passenger air transportation or Ancillary Services are remitted to BSP Airlines through the BSP, in accordance with the provisions of [section 6](#) of Resolution 812

GOGLOBAL—see MULTI-COUNTRY ACCREDITATION.

GOLITE—see STANDARD ACCREDITATION WITH NO CASH FACILITY.

GOSTANDARD—see STANDARD ACCREDITATION WITH CASH FACILITY.

HEAD ENTITY means an Accredited Agent's principal business entity which signs the PSAA.

LOCATION for the purposes of [Resolution 812](#) includes Head Entity and Associate Entity.

MULTI-COUNTRY ACCREDITATION (sometimes referred to as 'GoGlobal') means the processes and requirements contained, or referred to, in [section 2](#) of Resolution 812 (including Multi-Country Financial Criteria) to assess whether an Applicant or Agent has the necessary qualifications and financial standing to participate in the Agency Programme by operating in more than one

country in accordance with global accreditation requirements and to utilise all Authorised Payment Methods.

MULTI-COUNTRY FINANCIAL CRITERIA means the global financial criteria applicable to Multi-Country Accredited Agents adopted by the Passenger Agency Conference in relation to all countries or territories governed by [Resolution 812](#) and as set out in [Attachment E](#) of Resolution 812.

NOTICE OF ADJUSTED RISK EVENT means a notification sent to the Agent to advise that some failure has been detected on the Agent's part with regard to the provisions of [section 6](#) of Resolution 812.

REMITTANCE HOLDING CAPACITY means the maximum permitted amount of cash sales comprising All Amounts Owing to IATA, granted to the Agent for monies held in trust, determined in accordance with this Resolution applicable to an Agent's use of the Cash Payment Method.

RISK EVENT means any Risk Event as defined under the Rules.

RISK HISTORY means the history of the Agent's behaviour as reflected by any Risk Event(s) incurred by the Agent under [Resolution 812](#).

RISK STATUS means a status assigned to the Agent based on the outcome of the Agent's financial and Risk History assessments.

STANDARD ACCREDITATION means the processes and requirements contained, or referred to, in [section 2](#) of Resolution 812 to assess whether an Applicant or Agent has the necessary qualifications and financial standing to participate in the Agency Programme operating in a particular country in accordance with local accreditation requirements.

STANDARD ACCREDITATION WITH CASH FACILITY (sometimes referred to as 'GoStandard') means the Accreditation type whereby an Applicant or Agent meets the necessary qualifications and financial standing to participate in the Agency Programme operating in a particular country in accordance with local accreditation requirements with access to a cash facility.

STANDARD ACCREDITATION WITH NO CASH FACILITY (sometimes referred to as 'GoLite') means the Accreditation type whereby an Applicant or Agent meets the necessary qualifications and financial standing to participate in the Agency Programme operating in a particular country in accordance with local accreditation requirements without access to a cash facility.
