



PAX/FIN/10014705

CONFIDENTIAL / REGISTERED

30 April 2019

Crisp Solutions Group

Crisp Solutions Group
F 320, LADO SARAI
New Delhi 110030
India

Dear Sir or Madam

APPROVAL TO ACT AS AN IATA ACCREDITED AGENT

Effective Date of Approval : **The date mentioned on the Passenger Agency Agreement**

IATA Numeric Code : **14375421**

We are pleased to advise that your Agency's application for **Standard Accreditation with no Cash Facility** has been approved.

Authorization is granted to use the following Payment Methods:

- Customer Card Payment Method
- IATA Easy pay Payment Method

The use of Alternative Transfer Methods is subject to the applicable requirements specified in Resolution 812a as well as to the specific consent and authorization by the individual BSP Airline.

The duplicate copy of the IATA Passenger Sales Agency Agreement is enclosed.

In addition, an IATA Crest is enclosed for you to display on the entrance door or show window of your Approved Location. This crest may only be displayed at your Approved Location and must be removed in case of change of location, relinquishment or withdrawal of such IATA approval.

You are further advised to download the Travel Agent's Handbook available at the link below:

<http://www.iata.org/services/accreditation/travel-tourism/Pages/tah.aspx>

The contents of the Travel Agent's Handbook are incorporated by reference in your IATA Passenger Sales Agency Agreement. Please review the contents of the Travel Agent's Handbook carefully.

Additionally, the BSP Manual for Agents is a valuable reference for information on the BSP and applicable procedures. The BSPLink Manual can be found within IATA Customer Portal.

In accordance with the provisions of the Passenger Sales Agency Rules, please ensure that you notify IATA prior to the effective date of any change, which may take place within your agency. The IATA approval of Agents undergoing such changes is subject to review to ensure that they continue to meet the required standards.



CALENDAR

We would like to inform you that the "Reporting Calendar" is available in our Customer Portal. The following video shows where you can find it:

http://portal.iata.org/faq/articles/en_US/FAQ/Where-can-I-find-the-IATA-Calendar-1415811081759/?q=calendar&l=en_US&fs=Search&pn=1

REMITTANCE METHOD & FREQUENCY

The billing analysis/invoices of your sales will be available to download in BSPLink. The billing amount must be received by IATA in value date before the dates indicated in the calendars.

Please note your current agency's remittance set-up:

- Remittance frequency: **4 times per month**

BSPLink

BSPLink is the main communication channel between IATA and the accredited agents. This system allows you to access 24 hours the BSP information. We recommend that you frequently check and download the communications available in « *Download communications* »

You are granted the Enhanced User access to BSPLink which allows you to have access to all functions in BSPLink available for User and to manage all your company User ID's (to add/ delete/ modify).

An automated email will be sent to your email punam@crispinforcare.com within 3 working days.

To access the BSPLink:

1. Please log into the portal <https://portal.iata.org> using the above email address
2. Click on: BSPLink

How to access to BSPLink: https://youtu.be/_zTjDbPa49M

FAQ on BSPLink is also found under Resources (BSP Operations/Passenger) in Customer Portal.

CUSTOMER PORTAL

Should you need any further information from IATA from now on, please log a new query via our [Customer Portal](#).

This is a **single entry point** with IATA and provides an access to several systems and services.

You have been personally selected as an **ADMINISTRATOR** for your company. ADMINISTRATORS will have extensive rights in terms of Portal access and will have the responsibility to validate other users of their company to access the portal. You will shortly receive email notification directly from the Customer Portal that will guide you through the registration process.



NOTIFICATION OF CHANGE

We would like to draw your attention to the resolution 812, Section 10 – which establishes that any legal change taking place in your agency such as change of Shareholders, Legal Name, Legal Status and Ownership must be notified to IATA before the effective date of such change.

TRAVEL AGENT'S HANDBOOK & RESOLUTIONS

Please note that your contractual relationship with IATA is governed by our Resolutions, especially Resolutions 812, 824 & 832.

You can find more information on Procedures, Regulations and the Local Criteria of your BSP on the Travel Agent's Handbook. Just click on the following link :

<http://www.iata.org/services/accreditation/travel-tourism/Pages/tah.aspx>

TRAINING

If you are interested in taking a BSP and or CASS training or any other trainings relevant for your business needs, please check our training catalog under the following link: <https://www.iata.org/training/pages/index.aspx>.

For more information about trainings please contact us via our contact form:

<https://www.iata.org/training/Pages/contactus.aspx>.

ID CARD

Get the recognition you deserve and stand out from the crowd. The IATA/IATAN ID Card is the industry standard credential to identify bona fide travel experts. Apply now with promo code: **NWID15** to receive **15% saving** on the ID Card for you and your employees. Promotion is valid for 2 months from the date of this letter.

- Receive benefits and discounts on travel
- Gain official recognition of your professional status
- Enjoy a discount on selected IATA travel and tourism courses

For information on the benefits and how to apply, visit www.iata.org/idcard.

If you have further queries, please contact our Customer Services portal at <http://www.iata.org/cs>.

Thank you and best regards.

Yours sincerely

PRABAHARAN Nadarajah

Assistant Director, Agency Management
IATA Global Delivery Center