



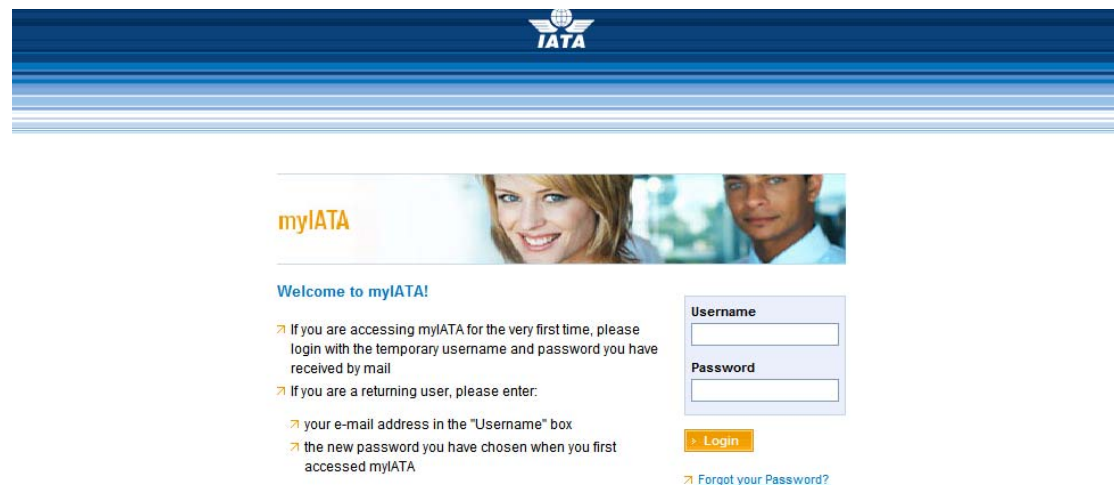
Congratulations, you have been appointed administrator of myIATA for your company. Here you will find all the information that you need in regards to features offered. The Help section, accessible from the top-navigation menu, is also useful in getting to know myIATA.

ACCESS myIATA

myIATA is accessible from www.myiata.org by clicking on the 'Go to myIATA' button.



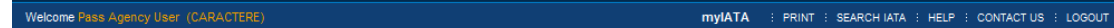
In the login page, type your username in the Username field and the password in the Password field. Click on login and you will be taken to the myIATA home page.



In case you have forgotten your password, click on the link 'Forgot your password?' and follow the instructions. Once you have submitted your data, including the correct security question and answer, we will send you a new password by email.

HOME PAGE

The home page has several icons, navigation tools, application links and menus. Each of them, starting from the top, is explained below.



Name and last name: Name of the person who has logged in. You can change the contact data by clicking on this link.

Organisation: Name of the organisation you are logged in for. You can view and edit this information by clicking here.

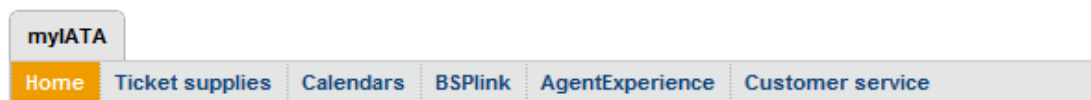
Print: This icon allows you to print the page.

Search: With this icon, you can search for any information related to IATA. Click on Search, type the keywords you want to search, click on Go. This will open up Google search result web page and gives all links related to the keyword. When you click on any of these links, it takes you back to the IATA website containing the information.

Help: This icon allows you to get help on any topics in the portal. When you are not sure of the functionality of a particular screen on the portal, you can click on **HELP** when you are in that screen. This gives you the detailed description of the screen.

Log out: When you click on **LOGOUT** icon, it logs you out of the portal and takes you back to the login screen.

Applications: Ticket Supplies, Invoices, Calendars, BSPlink, CASSlink and Customer Services are the different applications which are visible and available to you depending on your profile and access rights which are set by your administrator. More details about these services are available in their respective section below.



FAQs: Here you can search for FAQs related to Accreditation, BSP and CASS. The search result will display the suggested FAQs as hyperlinks. Select a link to have the answer as a pop-up window. Attached documents, if any may be viewed by clicking on the link.

FAQs

Our customers' most frequent questions about operations and procedures are continuously compiled into a knowledge database accessible to all at all times.

A screenshot of the FAQ search box. It consists of a text input field and a 'Search' button.

Documents: You can also search for documents related to Accreditation, BSP and CASS. Enter a search word to have a list of suggested documents displayed. A document may be available in different languages. Click on the desired language to view the document. Should

you wish to add the document to one of your Favorites, click on the Tick box. If you want to remove it from one of your Favorites, just click on the Cross mark.

Documents

Search among various documents that may be useful for you in your daily operations. Click on the tick mark to add the document to your Favorite Documents!

Search

IATA Code: Company Name [Change]: If you have login details for several accounts in myIATA you can use the feature 'Group accounts' to facilitate the access to these (see under 'My account' below). Once this is correctly set up you can use this link to simply move between different accounts without having to login several times.

IATA code : 3621061

Company name :
TRAVELINK TEST 1
[[Change account](#)] :

Last login : 06/07/2007 07:37 AM

Contact your [Account Administrator](#)

Account Administrators: If you need any kind of help and assistance regarding the portal or if you have any queries regarding the portal usage, you can use this option. Your account administrator is the person who has created your user account and set the access rights to your user account. You can click on the account administrators' names to send an email to them regarding your queries.

Home: Here you can view and change your contact and company data.

Home

+ My account

+ Company account

- User accounts

ACCOUNT MANAGEMENT

MY ACCOUNT

- Home
- My account
 - My preferences
 - Contact information
 - Change password
 - Change security question
 - Company visibility
 - Services available
 - Access multiple accounts
 - Company account

[Passenger view](#)
[for account administrators \(pdf\)](#)

FAQs

Our customers' most frequent questions about operations and procedures are continuously compiled into a knowledge database accessible to all at all times.

Documents

Search among various documents that may be useful for you in your daily operations. Click on the tick mark to add the document to your Favorite Documents!

My preferences

Here you can define the language you want the FAQs to be displayed in. You can also request to receive by email various IATA information.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37 AM
Contact your [Account Administrator](#)

My preference

Set your preference	
Choose preferred language:	English
Subscribe to receive by email:	<input type="checkbox"/> IATA News <input type="checkbox"/> IATA Information <input type="checkbox"/> Online Surveys
<input type="button" value="Cancel changes"/>	<input type="button" value="Save changes"/>

My contact information

Your contact information can here be viewed or edited.

Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37 AM
Contact your [Account Administrator](#)

- Home
- My account
 - My preference
 - Contact information
 - Change password
 - Change security question
 - Company visibility
 - Services available
 - Access multiple accounts
 - Company account
 - User accounts

View my contact information	
First name:	Test *
Last name:	Userpassagency *
Username / Email:	passengeragency@yahoo.com *
Address line 1:	ksadfkskdf *
Address line 2:	
Address line 3:	
Country:	FRANCE *
State / province:	Haute-Corse (Corse) *
Postal code:	23638238 *
City:	paris *
Phone:	08 - 03 - 93939893 * ?
Fax:	- - - ?
Created by:	sdp@iata.org
Created on:	06/07/2007 04:37 AM
Last login:	06/07/2007 07:37 AM
<input type="button" value="Cancel changes"/>	<input type="button" value="Save changes"/>

Change password

To change your password you need to enter your old password, the new one and then the new one again. A confirmation email will be sent to you with the new login details. It is recommended that you change your password at least every third month.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM
Contact your [Account
Administrator](#)

Home

Change password

Change password	
Old password:	<input type="password"/> ?
New password:	<input type="password"/> ?
Retype new password:	<input type="password"/> ?
<input type="button" value="Cancel changes"/> <input type="button" value="Change password"/>	

Change security question

When you first register for myIATA you will be asked to enter a security question. The security question is useful when you have forgotten your password, as this question will be asked at the time you request a new one. Here you can change your question and answer.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM
Contact your [Account
Administrator](#)

Home

My account

> My preference

> Contact information

Change security question

Here you can change your security question. The security answer helps you when you have lost your password.

We will ask you to answer this question if you forget your password.

Change security question	
Security question:	<input type="text" value="What is your pet's name?"/> ?
Security answer:	<input type="text" value="wolfy"/> ?
Password:	<input type="password"/> ?
<input type="button" value="Cancel changes"/> <input type="button" value="Save changes"/>	

Company visibility

Here you can see the companies that are affiliated to the company that you have registered under. Your company is highlighted in a different color. The tick mark or the cross mark denotes if you have access to a company or not.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM
Contact your [Account
Administrator](#)

Company visibility

These are the companies affiliated to your head office to which you have access. If you require access rights to another company, please contact your account administrator.

Company visibility						
	IATA#	City	Country	Phone	Email	Access?
TRAVELINK TEST 1	3621061	DUBLIN	IRELAND	1 1111111	passengeragency@yahoo.com	✓

Services available

This screen displays the different applications that you have access to within myIATA. The tick mark or the cross mark denotes if you have access to the service or not. The administrator defines the access and you thus have to contact her/him to request additional access.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
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Contact your [Account
Administrator](#)

- Home
- My account
 - My preference
 - Contact information
 - Change password
 - Change security question
 - Company visibility
 - Services available
 - Access multiple accounts
- Company account
- User accounts

Services available

These are the services that are available within myIATA. You can here see the ones that you have access to. If you require access to services for which you currently do not have rights for, please contact your account administrator.

Services available		
Application	Role description	On/off
Agent Experience	SSP Access to Agent Exp	✓
BSP Link	SSP Role for BSPLink	✓
CassLink		✗
Customer Service	Airline Contact Access to Customer Services	✓
	SSP Access to Customer Services	
Invoices	View Invoice	✓
Settlement	BSP Role for Settlement	✓
Ticket Supplies	SSP Forms Access to Supplylink	✓
	SSP Stock Access to Supplylink	
	SSP Track Trace Access to Supplylink	
myIATA	Role for SSP Give Trust Downwards	✓
	Role for SSP Give Trust Upward	
	Role for SSP Give Trust ALL	
	Basic Role SSP to Edit Company Info	
	Role for Trusted Companies	

Access multiple accounts

A user may have login details for several accounts. Here you can group them together so that you can access multiple accounts (one at a time) by signing in with one single username for the group. To change accounts while in myIATA, just click on the link [Change account](#) in the top left hand menu.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM

Contact your [Account
Administrator](#)

- Home
- My account
 - My preference
 - Contact information
 - Change password
 - Change security question
 - Company visibility
- Company account
- User accounts

Access multiple accounts

If you are accessing myIATA using multiple accounts, it can be easier for you if you group them together and access all of them by logging in using any of the grouped account logins. Provide the login details below for the accounts that you want to add to the group and then repeat this procedure until you have all the accounts that you want to have in the group. Next time when you log in with any of the passwords for your account, you can access all account with that login by simply clicking 'Change Account' in the left menu. Please note that your password will not be saved by the system.

Note that you can always remove an account from the group by clicking the checkbox of the account and then 'Remove from group'.

Login details for the accounts to be grouped	
Username	<input type="text"/>
Password	<input type="password"/>
Reset	Add to group
There are no accounts in this group.	

COMPANY ACCOUNT

My company

- Home
- My account
- Company account
 - My company information
 - Sharing user management
 - Administrators

[for account administrators \(pdf\)](#)

FAQs

Our customers' most frequent questions about operations and procedures are continuously compiled into a knowledge database accessible to all at all times.

[Search](#)

My company information

For the users this is a read-only screen that displays the company information. You, as an administrator, can edit a few details.

IATA code : 3621061
Company name :
 TRAVELINK TEST 1
 [[Change account](#)] :
 Last login : 06/07/2007 07:37 AM
 Contact your [Account Administrator](#)

- Home
- My account
- Company account**
 - > My company information
 - > Sharing user management
 - > Administrators
- User accounts

My company information

View and edit your company and invoicing details. Please [contact us](#) if changes are required in the company non editable fields

View / edit my company information	
Company:	TRAVELINK TEST 1
Parent company:	
Address line 1:	MAIN STREET 1
Address line 2:	
Address line 3:	
State / province:	
Postal code:	
City:	DUBLIN
Country:	IRELAND
Activity:	Passenger Agency
IATA code:	3621061
Phone:	353 - 1 1111111
Fax:	353 - 1 1111111
Email:	<input type="text" value="passengeragency@yahoo.com"/> * ?
Sales tax area code:	<input type="text" value="IRELAND"/> * ?
Subject to VAT?:	No

Sharing user management

You can share user management with administrators within companies affiliated with yours. You can here see all these companies. Select the check box of a company to 'build trust' and unselect the check box to 'remove trust'.

IATA code : 3621061
Company name :
 TRAVELINK TEST 1
 [[Change account](#)] :
 Last login : 06/07/2007 07:37 AM
 Contact your [Account Administrator](#)

- Home
- My account

Sharing user management

Here you can decide if you want to share the user management with an administrator within one of you company branches. Simply check the "Trusted" box next to the company and next time that administrator logs in, users within your account can also be added or edited.

List of branches			
	IATA#	<input type="checkbox"/> Trusted	<input type="checkbox"/> Registered
TRAVELINK TEST 1	3621061	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Cancel changes](#)

[Save changes](#)

Administrators

This page displays the list of company administrators for the account. To request adding or removing of administrators, you will need to click on the link Contact us.

By clicking on the username of the administrator you can send an email to that person.

IATA code : 3621061
Company name :
 TRAVELINK TEST 1
 [[Change account](#)] :
 Last login : 06/07/2007 07:37 AM
 Contact your [Account Administrator](#)

- Home

Administrators

Administrator contact information						
First name	Username	Company	IATA code	Phone	Address	Country
Test	passengeragency@yahoo.com	TRAVELINK TEST 1	36210613	08-03-93939893	ksadftkskdf	FRANCE

[Back](#)

Please [contact us](#) if you wish to add or remove administrators for your company.

USER ACCOUNTS

IATA code : 3621061
Company name : TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37 AM
Contact your [Account Administrator](#)

Home

My account

Company account

User accounts

User accounts

Here you can add users or search on users within your account. You can also reset passwords, unlock or delete user accounts.

Search for user accounts

First name:

Last name:

Username:

Select company: TRAVELINK TEST 1

Add

Search

Search results:

Username / Email	First name	Phone	Account created by	Account created on	Last login	SUA admin
<input type="radio"/> passengeragency@yahoo.com	Test Userpassagency	08-03-93939893	sdip@ata.org	06/07/2007 04:37 AM	06/07/2007 07:37 AM	<input checked="" type="checkbox"/>

Unlock users

Reset password

Delete user

Here is where you manage your myIATA users. You can view, add, edit or remove users. You can also reset passwords or unlock users (after having attempted to login with incorrect credentials several times).

Add a user

To add a user, click the button Add and you will be taken to the first step of adding an account.

- Contact information** – here you enter the basic user contact information on the new sub user. Fields with asterisk in front of them indicate the mandatory fields. Once you have filled in all the data, click on Next.
- User roles** – on this screen, you can assign roles for the new user. The roles might differ from one application to another. You can thus select roles for each application. Highlight and select the roles from the field Role and click on the double forward arrow button. If you want to remove a role, just select the role you want to remove and click on the double backward arrow button.
- Company visibility** - to give access to a child company, click and place a check mark in the field Access?, If you want to remove access, just click in the check box.

View or edit existing users

To view or edit an existing user, select one of the users from the screen by clicking on the user name or enter some details for the user and click on Search. You can then follow step 1-3 above.

Reset password

In the User account screen, click in the box to the left of the name of the user and click the button Reset password. An email with a new temporary password will then be automatically sent to the user.

Unlock a user

If a user has attempted to login with incorrect login credentials, the user account will be locked. In the User account screen, click in the box to the left of the name of the user and click the button Unlock user. An email with will then be automatically sent to the user to advise that the account has been unlocked.

Delete a user

myIATA user guide – administrators (passenger) – R2 – effective 25May07
9/21

In the User account screen, click in the box to the left of the name of the user and click the button Delete user. The user will then no longer have access to myIATA.

INVOICES

myIATA

myIATAInvoicesTicket suppliesSettlementBSPLinkAgent experienceCustomer service

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM
Contact your [Account
Administrator](#)

My Invoices and Credit
Notes

Invoices

[Invoices Home Page](#)

Please click on the **left handside menu** to access to your latest electronic invoices and credit notes:

- Click "My Invoices and Credit Notes"
- And then click "View summary information"

On this page, you can also have access to your historical information starting from May 2006

New in Invoices!

- In order to provide you with centralised, permanent access to your IATA invoices, IATA is replacing paper billing with an easy-to-use online service to view invoices for services such as HOTS or BSPLink enhanced fees
- Instead of receiving traditional paper invoices, from date you will be able to download or print electronic invoices
- You can view them at any time, avoiding paper circulation and possibly misplaced documents
- Electronic invoices will now be issued centrally by our Montreal office and no longer by your country offices. It is therefore important that you check the VAT implications that are explained below under the topic "What are reverse charges?"

Technical instructions to validate eSignatures

- Each of the electronic invoices issued by IATA is electronically signed in compliance with the national provision in the law of the EU Directive 2001/115/EC. If you want to verify the electronic signature of the invoices, you will need to follow the instructions in the attached PDF, [click here to open the PDF document](#)
- To verify the electronic signature, you should download the certificates. Please [click here for certificate 1](#) and [click here for certificate 2](#)

My Invoices and Credit
Notes

» View Summary Information

First click on My Invoices and Credit Notes and then on View Summary Information to access your latest electronic invoices and credit notes.

TICKET SUPPLIES

This application is only available for IATA Passenger Agency profiles.

Status of ticket orders

By selecting the company for whom you want to trace for and then click on the link to the Track & Trace system, you can follow where your orders are in the distribution process.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM

Contact your [Account
Administrator](#)

Status of ticket orders

Here you can track and trace the status of your ticket orders. This service is based on the IATA delivery order number, thus you will need to enter this number when you search for the status of your delivery.

Access trace & trace	
Select company :	<input type="text" value="Select company"/>

Place a new order

Should you need to place a manual order of Standard Traffic Documents or Standard Administrative Forms, you need to fill out this form and submit it. Once it is submitted you will receive a confirmation email and the customer service will manage your order.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
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Contact your [Account
Administrator](#)

Place a new order

Ticket stocks at agencies are automatically replenished. Manual orders shall only be placed for:

- urgent orders, for example when you are running out of stock, or for
- orders in addition to the orders created by the automatic replenishment system.

The form below serves for placing manual ticket orders. Before you place this new manual order, please make sure that you have not received an order notification this past week. If you have received one, you can always track and trace your delivery.

Once the below form has been submitted, our Customer Services will check the order details and initiate the order. The order number will be communicated to you by e-mail, after which you can always track the delivery through our track and trace services ('Status of ticket orders').

- Home
- Status of ticket orders
- Place a new order**
- Report missing Traffic Documents /CIPs
- Return traffic documents
- Stock control process

Standard traffic document order	
Description	Quantity
Manual MPD	<input type="text"/>
OPATB	<input type="text"/>
OPTAT	<input type="text"/>
Standard	
Description	Quantity
Credit card charge form	<input type="text"/>
Reason for	<input type="text"/>

Report missing Traffic Documents

To report any missing Standard Traffic Documents or Carrier Identification Plates, please fill out the form, sign it and send it to the customer service team for your country.

IATA code : 3621061
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Last login : 06/07/2007 07:37
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Contact your [Account Administrator](#)

- Home
- Status of ticket orders
- Place a new order
- Report missing Traffic Documents/CIPs
- Return traffic documents
- Stock control process

Missing Traffic Document Report (MTDR)

Here you can report losses of tickets or CIPs due to burglary, robbery, fire, missing in transits or others.

The form must be filled in and used according to the rules contained in the IATA Travel Agent's Handbook. Here you can see an example of a completed form.

General information	
IATA code :	<input type="text" value="36210613"/> *
Name and location of agent :	<input type="text" value="TRAVELINK TEST 1"/> *
Form completed by :	<input type="text" value="Test"/> *
BSP name :	<input type="text" value="Select your country"/> *
Phone :	<input type="text" value="08-03-93939893"/> *
Indicate full number with country and area code, i.e. +41 22 123456	
Email :	<input type="text" value="passengeragency@yahoo.com"/> *
Date of report :	<input type="text" value="7-5-2007"/>

Return Traffic Documents

To return any unused Standard Traffic Documents, fill out the form and submit it. Customer service will then arrange for the pick up of the documents.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM

Contact your [Account Administrator](#)

- Home
- Status of ticket orders
- Place a new order
- Report missing Traffic Documents/CIPs
- Return traffic documents
- Stock control process

Return traffic documents

This form is to be used to request a pick up or to return a certain stock of Standard Traffic Documents or ticket wallets.

General information	
BSP country :	<input type="text" value="--None--"/> *
IATA code :	<input type="text" value="36210613"/> *
Agent name :	<input type="text" value="TRAVELINK TEST 1"/> *
Email :	<input type="text" value="passengeragency@yahoo.com"/> *
Contact person at pick up location :	<input type="text"/>
Phone :	<input type="text" value="08-03-93939893"/> *
Pick up address :	<input type="text"/> *
Requested pick up date (14.00-16.00 local time) :	<input type="text"/> *
ATTENTION! Pick up request has to be requested minimum 4 working days prior to preferred pick up date at agency location. Final date will be confirmed to you by email.	

Stock control process

To access the Stock Take application, click on the link in this page.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37
AM

Stock control process

The automated stock take of Traffic Documents is performed twice a year (worldwide schedule). Your local BSP will send you all the details in due time.

[Click here to access Stock Take](#)

CALENDARS

The BSP or CASS calendars per country are now available under the Calendars tab. Select the country and the year and the applicable calendar will be displayed.

IATA code : 3621061
Company name :
TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37 AM

Contact your [Account Administrator](#)

Home

BSP calendar

BSP calendar

Select country & Year

Select country : FRANCE * Select year : 2007

BSP calendar

Sales period from	Sales period to	Agent submission date	Billing date	Agent remittance date
01-JAN-2007	11-JAN-2007	16-JAN-2007	18-JAN-2007	
06-JAN-2007	18-JAN-2007	23-JAN-2007	25-JAN-2007	
19-JAN-2007	25-JAN-2007	30-JAN-2007	01-FEB-2007	
26-JAN-2007	31-JAN-2007	02-FEB-2007	08-FEB-2007	19-FEB-2007
01-FEB-2007	08-FEB-2007	13-FEB-2007	15-FEB-2007	
09-FEB-2007	15-FEB-2007	20-FEB-2007	22-FEB-2007	
16-FEB-2007	22-FEB-2007	27-FEB-2007	01-MAR-2007	
23-FEB-2007	28-FEB-2007	05-MAR-2007	08-MAR-2007	19-MAR-2007
01-MAR-2007	08-MAR-2007	13-MAR-2007	15-MAR-2007	
09-MAR-2007	15-MAR-2007	20-MAR-2007	22-MAR-2007	

BSPlink

This application is only available for IATA Passenger Agency and Airline profiles.

IATA code : 3621061

Company name :

TRAVELINK TEST 1

[[Change account](#)] :

Last login : 06/07/2007 07:37
AM

BSPlink

BSPlink facilitates the settlement of financial transactions between travel agents and airlines participating in the Billing and Settlement Plan (BSP). This service consolidates the amounts owed by each agent and the amounts due to each airline and enables the settlement to be made through one single financial transfer for each participant.

[Please click here to access BSPlink](#)

To access BSPlink, click on the link on this page.

CASSlink

This application is only available for IATA Cargo Agency and Airline profiles.

myIATA

myIATA

Invoices

Settlement

CASSlink

Agent experience

Customer service

IATA code : 5745002
Company name : YOUR
CARGO CONTACT
[[Change account](#)] :
Last login : 06/11/2007 07:52
AM
Contact your [Account
Administrator](#)

CASSlink

CASSlink is an internet-based data processing and customer management system which facilitates interactions and exchanges of information between cargo agents and airlines participating in IATA Cargo Accounts Settlement System (CASS).

CASS consolidates all amounts owed by each agent and all amounts due to each airline and enables settlement to be made through a singel financial transfer of each participant.

[Please click here to access CASSlink](#)

To access CASSlink, click on the link on this page.

AGENTEXPERIENCE

This application is only available for IATA Passenger Agency profiles.

IATA ID Card holders are entitled to various incentives, discounts and privileges from different Travel and Tourism suppliers around the world. From this page you can access **AgentExperience**, the online directory of offers for ID card holders.

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Agent Experience

The benefits are numerous... IATA / IATAN ID Cardholders are entitled to view information from Travel & Tourism Suppliers around the world who wish to offer farm trips, incentives, discounts and privileges to this select group of travel professionals. AgentExperience is your online directory of participating Suppliers and their specific and current offers. Simply choose your destination and the services you wish to experience.

[Please click here to access Agent Experience](#)

CUSTOMER SERVICES

Airline contacts per market

You can now search contact information of airlines participating in the BSP of any country. Just search on Airline name, IATA designator or IATA code. To send an email to the airline contact, click on the email link.

myIATA

Home Calendars CASSlink AgentExperience **Customer service**

IATA code : 389
Company name : ZOOM
AIRLINES INC C/O ANA
[[Change account](#)] :
Last login : 05/18/2007 05:43 AM
Contact your [Account Administrator](#)

Home

Airline contacts

Search FAQs

Log an enquiry

View your enquiries

Airline contacts per market

Here you can easily find the contact details of the airline offices responsible for BSP and CASS activities in different markets.

Search airlines

Airline name :

Country : UNITED KINGDOM

IATA designator :

IATA code :

List of airlines

Airline Name	IATA designator	IATA code	Country	Phone	Email	Website	Address
LTU GMBH		266	GERMANY	+49 211 94185891	gayathri_arumugam@mindtree.com		Flughafen Halle 8 Dusseldorf 40474
ZOOM AIRLINES INC C/O ANA		389	UNITED KINGDOM	44 1293547737	gayathri_arumugam@mindtree.com		1st FLOOR, UNIT A2, WINDSOR PLACE, FARADAY ROAD MANOR ROYAL, CRAWLEY RH10 9TF
							RM 209 BLDNG 557 (MW1) SHOREHAM ROAD WEST LOUSHN HETTINGHAM

Search FAQs

Enter a search word and select in which category you would like to search and click Search. The search result will display the suggested FAQs as hyperlinks. Select a link to have the answer as a pop-up window. Attached documents, if any may be viewed by clicking on the link.

IATA code : 3621061
Company name : TRAVELINK TEST 1
[[Change account](#)] :
Last login : 06/07/2007 07:37 AM
Contact your [Account Administrator](#)

Home

Airline contact details per market

Search FAQs

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Search FAQs

Search for : adm

Search results

How can we order Standard Admins

In which reports can I find the ADMts

We have received an ADM, why?

How can I as an Airline user issue a

Agency Debit Memo (ADM) - Airline

http://preprod.iata.org/portal-web/jsps/salesforce/sf_faq_display.jsp

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Back Forward Stop Home Search Favorites Reload Print Mail

Address http://preprod.iata.org/portal-web/jsps/salesforce/sf_faq_display.jsp?faqId=501200000

FAQ answer

Q How can I as an Airline user issue an ADM/ACM in the BSPlink?

A The Airline user can issue an ADM (Agent Debit Memo) or an ACM (Agent Credit Memo) in the BSPlink for a specific There are three ways to issue ADM/ACMs: 1. ADM/ACM manually issued 'On-Line' 2. ADM/ACM issued via the 'Doc Enquiry (TAIP)' option 3. ADM/ACM Mass Upload It is important that you properly complete the ADM/ACM form display screen so that the document can be issued with the necessary data. There are certain fields in the form that are assigned by the system, other fields are automatically calculated with the information entered and some fields are compulsory. Please find instructions in the attached manuals.

Related attachments :
[bsplink.acdmassloader.usermanual.2.0.11.pdf](#) [bsplink.acdmassloader.usermanual.2.0.11.pdf](#)

[Still looking for an answer and want to contact us?](#)

Log an enquiry

Should you need to contact our Customer Service you can log your enquiry directly online here. Once the form is submitted you will receive a case confirmation email with a case

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number for future reference. One of our customer service representatives will then contact you with a solution.

myIATA
myIATA Invoices Ticket supplies Settlement BSPlink Agent experience **Customer service**

IATA code : 3621061
Company name : TRAVELINK TEST 1
[Change account]
Last login : 06/07/2007 07:37 AM
[Contact your Account Administrator](#)

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Log an enquiry

Once you have completed the form, submit it and one of our Customer Service Representatives will contact you without delay.

Log an enquiry	
Company :	TRAVELINK TEST 1
IATA code :	36210613
Activity :	--None-- *
Contact name :	Userpassagency *
Email :	passengeragency@yahoo.com *
Phone :	08-03-93939893 *
Which country does you enquiry concern :	--None-- *
Case area :	--None-- *
Subject :	*
Description :	*

View your enquiries

All the cases that you have logged with our customer service are listed on this page and you can see the status of each case.

myIATA
Home Ticket supplies Calendars BSPlink AgentExperience **Customer service**

IATA code : 3621061
Company name : TRAVELINK TEST 1
[Change account]
Last login : 06/07/2007 07:37 AM
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My recent cases			
Case number	Created date	Subject	Status
00349632	18/5/2007 10:11AM	How do I report a missing document? TESTING	Open

My cases history			
Case number	Created date	Subject	Status
00323937	23/4/2007 9:51AM	Logistic Provider	Closed
00323931	23/4/2007 9:50AM	Require Information	Closed
00324366	23/4/2007 1:23AM	MANUAL ORDER	Closed
00324352	23/4/2007 1:20AM	MANUAL ORDER	Closed
00324402	23/4/2007 1:39AM	RETURNED DOCUMENT FORM	Closed

To view the details of a case, click on the case number. Any solution or comment added by the customer service representative working on your case will be shown here.



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CONTACT US
LOGOUT

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Calendars
BSPlink
AgentExperience
Customer service

IATA code : 3621061
Company name : TRAVELINK TEST 1
[[Change account](#)]
Last login : 06/07/2007 07:37 AM
Contact your [Account Administrator](#)

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View your enquiries

Case 00349632

Case number :	00349632
Date & time opened :	18/5/2007 10:11AM
Date & time closed :	
Contact phone :	14-14-1414141
Contact email :	pag1_ssp@test.com
Subject :	How do I report a missing document? TESTING
Description :	This is just a test case

Solutions

No solutions found

Related comments

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Back

You can also add a comment yourself by clicking on Write comments, write your comment and then click on Add comment. Customer service will then be notified that you have added a comment.

Related comments

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Your comments

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HELP

Each time you are in a browsing page, you can click the Help located in the top right menu. If you have any problems in using the site, please log an enquiry with us.