



IATA Agency Program

Fact Sheet

The IATA Passenger Agency Program provides a system for the accreditation of travel agents that meet specific industry standards and financial criteria. As of March 2023 there were some 56,557 IATA accredited travel agents operating in 207 countries and territories.

The Passenger Agency Program and associated products and services simplify the business relationship between agents, airlines and other industry principals. IATA's accreditation and coding system provides a standard method for agents to be recognized by both the travel industry and consumers.

The benefits of the program are as follows:

For Billing and Settlement Plan (BSP) Participating Airlines:

- Access to a global distribution network of IATA accredited travel agents who have signed a standard Passenger Sales Agency Agreement with IATA which authorizes the sale of international and/ or domestic tickets
- Neutral agent verification services by IATA, including financial evaluation and status monitoring
- On-time settlement from agents' sales to airlines of 100%
- Access to IATA's BSP and BSPlink that together provide a single standard interface for invoicing and payment between the agent, airlines and transport providers
- Protection in case of violation of the Passenger Sales Agency Agreement, including non-payment, through the rigorous application of a compliance program

For IATA Accredited Travel Agents:

- Access to airlines participating in the BSP via a standard Passenger Sales Agency Agreement
- Ability to sell international tickets on behalf of the airlines
- Access to IATA's BSP and BSPlink that together provide a single standard interface for invoicing and payment between the agent and multiple airlines and transport providers
- Global travel industry recognition through an IATA numeric code that provides a unique agent identifier
- Global consumer confidence due to recognition of IATA accredited travel agents meeting industry standards
- Identification and association by the IATA accredited agent logo and branding displayed on travel agents premises and websites
- Provides standard procedures which ensure fair and uniform standards in all dealings with airlines

For Consumers:

- Confidence that IATA accredited travel agents meet industry standards and financial criteria
- Unbiased advice and the option to purchase tickets on a wide range of airlines through IATA accredited travel agents