



Amended Resolution 890 – Customer Card Sales Rules

Attention: All IATA accredited Agents

Date: 28 February, 2018

Dear Agent,

In its November 2017 meeting, the Passenger Agency Conference (PACConf) adopted a Resolution package enabling the implementation of NewGen ISS and Transparency in Payments (TIP), effective from **1 March, 2018**.

As part of this package, the PACConf adopted **an amended Resolution 890** on Customer Card Sales Rules.

The main changes to Resolution 890 are as follows:

- Updated wording which is in line with industry rules and best practices; and,
- Amendments which allow use of Agent-own cards **if permitted by the Airline**.

This means that an Agent that wishes to use its own Card to issue tickets using an Airline's Merchant Agreement **must obtain the Airline's explicit consent prior to using its Card**.

See below relevant extract of amended Resolution 890:

“3.4 This Resolution gives authority to accept only a Customer Card when using the card acceptance merchant agreement of the Member/Airline to collect payment for the sale of passenger air transportation and Ancillary Services. The Agent may not accept any other card or payment method that uses the Member/Airline' card acceptance merchant agreement, including any card issued in the name of the Agent or any Person permitted to act on behalf of the Agent, unless specifically authorised by such Member/Airline. A failure to comply with the present paragraph 3.4 will be undertaken under the sole responsibility and liability of the Agent toward the Member/Airline concerned.”



The amended Resolution 890 will become effective **worldwide** as of **1 March, 2018 for any market under Resolution 800, 812 and 818g**.

You will find attached a document with Frequently Asked Questions on the amended Resolution 890.

You can consult the text of the referred resolution here: [Resolution 890](#) 'Customer Card Sales Rules'

Note on NewGen ISS and Transparency in Payments:

The NewGen ISS program is intended to create more flexible, secure and customer centric BSP for both travel agents and airlines. All BSP countries under Resolution 818g will progressively be migrated to the new Resolution 812, starting in March 2018.

Transparency in Payments (TIP) is an industry initiative focused on providing Airlines with increased transparency and control in the collection of their sales through the travel agency channel. At the same time, it will enable travel agents to take advantage of new forms of payment for the remittance of customer funds.

TIP will provide tools to manage the Airline consent policy as to the use of Agent-own Card or other Alternative Transfer Methods; TIP will be rolled out progressively in all BSPs, starting in March 2018.

For more information, please visit our websites:

- Transparency in Payments (TIP): www.iata.org/tip
- NewGen ISS: <http://newgeniss.iata.org>.

Please ensure this memo is distributed to all relevant people within your Agency.

Should you have further queries, please log your enquiry via the IATA Customer Service Portal (www.iata.org/cs) and our Customer Services Team will gladly assist you.

Yours sincerely,

IATA Global Delivery Center



Agent FAQ - Changes to Resolution 890

Q. In November 2017, the Passenger Agency Conference (PACConf) adopted a new Resolution 890, which governs customer card sales. What has changed?

A. The main changes to Resolution 890 are as follows:

- Updated wording which is in line with industry rules and best practices
- Amendments which allow use of Agent-own cards and Alternative Transfer Methods if permitted by the Airline.

Q. When does the new Resolution take effect?

A. The new Resolution 890 will be effective globally from March 1, 2018.

Q. What is an Alternative Transfer Method?

A. An Alternative Transfer Method is a means by which an Agent can remit monies received from Customers (and held in trust) directly to the Airline, without collection by IATA. Alternative Transfer Methods include physical cards, virtual cards, and virtual account numbers issued in the name of the Agent or someone acting on behalf of the Agent.

Q. What does this Resolution change mean for Agents?

A. If an Agent has obtained the explicit consent of an Airline for a specific Alternative Transfer Method (including their own card), the Agent will be able to use that specific Alternative Transfer Method to issue tickets with that Airline through the BSP.

Important: An Agent may not use their own card unless consent has been provided by the airline prior to ticket issuance.

Q. What if an Agent wants to use their own card?

A. Prior to an Agent using their own card, the Agent must consult with the Airline in question and obtain their respective consent and/or payment acceptance policy.