



TO ALL AGENTS IN BSP TURKEY

Dear Travel Agent:

We have the pleasure of informing you that, as from January 9th, 2013 onwards, all your requests to IATA will be handled by the Service Centre Europe (SCE) located in Madrid, Spain.

Since it was founded in 2005, the Service Centre Europe has gradually increased its activity and currently manages the BSP (passenger) and CASS (cargo) operations of 29 countries.

Our Customer Service can be reached through the following channels:

- Via our Customer Portal at www.iata.org/customer. There you will have the option, "Log an Enquiry". A contact form will then appear. Upon receipt of your query an automatic message will be sent to you with a reference/case number in order to allow an efficient follow up.

The Customer Portal is available 24 hours 7 days a week. Here you will also find our "Resource Center" where you can download useful manuals, documents and the BSP Reporting Calendars.

- By phone: +34 - 915452443
Lines are open Monday - Friday from 10:00 am to 13:00 pm, local time in Turkey.
- Via e-mail: info.tr@iata.org – please remember to always mention your IATA code in any request you send us via e-mail.

Finally, you might be interested to know that our Customer Service Center is also available to assist you on Public Holidays.

We take this opportunity to advise you that all important communications which may affect your operations, are always uploaded into BSPlink under folder "File", "Download Communications".

Please make sure you regularly check the "Download Communications" folder in BSPlink, in order to always be up to date on the important matters.

We thank you for your cooperation and look forward to receiving your queries.

Sincerely yours,

IATA Service Centre Europe
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