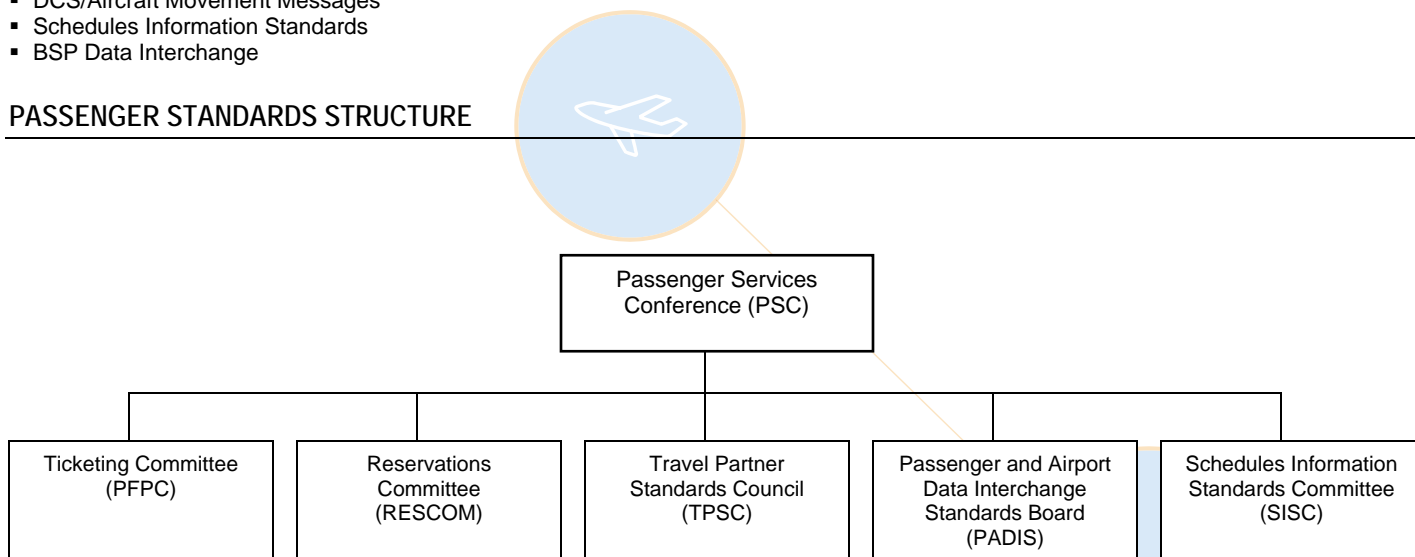


PASSENGER STANDARDS

AREAS OF ACTIVITY

- Reservations
- Ticketing: Electronic Ticketing (ET) /Electronic Miscellaneous Documents (EMD)
- Electronic Data Exchange: EDIFACT/XML/Type X
- DCS/Aircraft Movement Messages
- Schedules Information Standards
- BSP Data Interchange

PASSENGER STANDARDS STRUCTURE



COMMITTEES & WORK GROUPS

WORK GROUPS REPORTING TO PASSENGER SERVICES CONFERENCE (PSC):

- BSP Data Interchange Specifications Group (BDISG)
- PCI DSS Work Group (PDWG)
- Agency Solutions Technical Work Group (ASTWG)
- Joint IATA/ATPCO Automated Baggage Rules Task Force (ABRTF)

WORK GROUP REPORTING TO RESERVATION COMMITTEE (RESCOM):

- Reservations Work Group (RESWG)

WORK GROUP REPORTING TO SCHEDULES INFORMATION STANDARDS COMMITTEE (SISC):

- SSIM Appendix ADFI Task Force (ADFITF)

WORK GROUPS REPORTING TO PADIS BOARD:

- PADIS Reservations Sub-Group (RES)
- PADIS Airports Sub-Group (APTS)
- PADIS Technical Assessment Group (TAG)
- XML Work Group (XMLWG)
- Type X Technical Work Group (TXTWG)

WORK GROUPS REPORTING TO TICKETING COMMITTEE (PFPC):

- EMD Task Force (EMDTF)
- Involuntary Rerouting Work Group (IRWG)

TRAVEL PARTNERS STANDARDS COUNCIL (TPSC)

PASSENGER SERVICES CONFERENCE (PSC)

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PSC enables airlines to come together to agree on standards and procedures for passenger and baggage handling, passenger reservations and passenger ticketing matters among others. Agreements reached at the Passenger Services Conference take the form of Resolutions or Recommended Practices. Resolutions are implemented on an industry-wide basis. PSC also provides a forum for the discussion of new developments in the airline industry and the development of policies and procedures to meet these changes.

TICKETING COMMITTEE (PFPC)

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The IATA Passenger Forms and Procedures Committee (PFPC) meets jointly with the Air Transport Association of America (ATA) at the Joint Passenger Ticketing Committee (JPTC) and develops and maintains standards and procedures related to electronic tickets (ETs), Electronic Miscellaneous Documents (EMDs) and other interline forms and procedures. A large part of the Ticketing Committee's agenda relates to the development of Resolutions and Recommended Practices to enable greater automation of ticketing and miscellaneous document procedures. In addition the Committee reviews existing standards to ensure that they continue to represent the business requirements to enable a 100 percent paperless environment. Airline membership consists of ticketing experts responsible for the development of ticketing procedures and technical experts with a background in ticketing systems, automation and interactive messaging.

RESERVATIONS COMMITTEE (RESCOM)

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RESCOM is responsible for Resolutions and Recommended Practices related to passenger reservations procedures. It also develops recommendations for amendments to the ATA/IATA AIRIMP manual. Since the airline reservations process has always been highly automated, automation issues represent a significant portion of the work of this committee. Also, as Computer Reservations Systems (CRSs) became more and more involved in the airline business, these companies have become heavily involved in the development of standards and procedures.

RESCOM oversees the IATA Reservations Services Manual. This is a field reference document which describes the standards and procedures necessary for interline reservations. It also includes electronic commerce implementation guides for electronic ticketing, smart card and electronic reservation services providers. Airline membership consists of passenger reservations experts, their counterparts from CRS suppliers and other members of IATA's Strategic Partnerships.

TRAVEL PARTNERS STANDARDS COUNCIL (TPSC)

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The Travel Partners Standards Council (TPSC) develops standards for use by surface operators including surface transportation and accommodation documents issued through the airline distribution systems. These standards are published in the IATA Travel Partners Standards Council Manual.

SCHEDULES INFORMATION STANDARDS COMMITTEE (SISC)

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The Schedules Information Standards Committee (SISC) meets prior to the Schedules Conferences twice yearly. SISC is responsible for the Standard Schedules Information Manual (SSIM), which contains standard formats for the exchange of airline schedules data and for the request of departure and arrival slots by airlines from airport coordinators. SISC is attended by member airlines and Strategic Partnerships members.

PASSENGER AND AIRPORT DATA INTERCHANGE STANDARDS (PADIS) BOARD

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www.iata.org/workgroups/padis

PADIS approves and maintains Electronic Data Interchange (EDI) message standards for airline passenger travel and for airline related passenger service activity. Membership of the PADIS Board consists of airline industry experts from IATA member airlines, ATA member airlines and members of the Strategic Partnerships.

WORK GROUPS REPORTING TO THE PASSENGER SERVICES CONFERENCE (PSC)

PCI DSS WORK GROUP (PDWG)

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The PCI DSS Work Group is established by the JPSC to investigate the following areas:

- Identify all instances where a card number is transmitted for purposes other than payment in industry messages;
- Develop proposals with a view of halting transmissions where a card number is transmitted for purposes other than payment in industry messages
- Identify instances where self-service devices are using a card number as a form of identification (FOID);
- Develop recommendations for self-service devices that are using a card to identify the passenger
- Develop recommendations for self service devices that must support card payment
- Liaise with other industry groups relevant to the development of industry standards, e.g. Reservations Committee, BDISG, Revenue Accounting, Airports Services Committee and the Ticketing Committee
- Create an industry standards implementation plan.

The PDWG is open to all ATA/IATA member airlines and members of the IATA Strategic Partnership Programmes with a specific interest in this activity.

The work group will have a one year mandate and will report to the JPSC with any proposed technical improvements, recommendations and an industry standards implementation plan.

JOINT IATA/ATPCO AUTOMATED BAGGAGE RULES TASK FORCE (ABRTF)

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- Develop business case including cost/benefit analysis to support rapid implementation of automated baggage rules.
- Develop process review to identify and document all contact points in the industry that will be affected (e.g. airline reservations, ticketing, training, sales channels, airport processes and procedures, revenue accounting, GDS, DCS, etc.).

WORK GROUPS REPORTING PADIS BOARD

PADIS BOARD

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Application development sub-groups under the direction of the PADIS Board develop the functional business requirements for the various application-level messages based on the UN/EDIFACT interactive message standards. The two sub-groups undertaking this part of the PADIS process are (RES) and (APTS). All sub-groups develop guidelines for the implementation of the PADIS messages.

www.iata.org/workgroups/padis

Passenger Standards

AGENCY SOLUTIONS TECHNICAL WORK GROUP (ASTWG)

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In order to enhance efficiency and minimize the likelihood of billing disputes, the Agency Solutions Technical Work Group (ASTWG) is to determine the circumstances under which a GDS "guaranteed fare" is accorded the same meaning by the Accredited Agent and the airline.

The work group will focus on process efficiency to make recommendations for best practice and process improvements which reduce the need to issue ADMs and specifically identify the technical criteria under which the ticket record is indeed guaranteed by the GDS.

The conditions under which fares and associated conditions are filed by the airlines with fare filing companies, for example, will also be examined.

The work group will define and agree the technical circumstances under which the direct settlement of ADMs between the airline and the GDS may be envisaged.

Membership will consist of airline representatives from the PSC Steering Group as well as members of IATA's Strategic Partners programme, experts from Accredited Agents and experts from other disciplines as required.

The work group will have a one year mandate and will report to the PSC with any proposed technical improvements.

BSP DATA INTERCHANGE SPECIFICATION GROUP (BDISG)

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www.iata.org/workgroups/bdisg

The BSISG develops and maintains data Interchange specifications within the BSP Data Interchange Specifications Handbook (DISH) for the exchange of passenger ticketing and related data between Billing and Settlement Plan (BSP) business partners. Meetings are open to airlines and Strategic Partners who provide agent reporting data (RET) to a BSP.

PADIS RESERVATIONS SUB-GROUP (RES)

Develops the requirements for reservations messages.

PADIS AIRPORTS SUB-GROUP (APTS)

Develops the requirements for airport services such as check-in, departure control, baggage services and weight and balance.

PADIS TECHNICAL ASSESSMENT SUB-GROUP (TAG)

Provides technical expertise to develop the PADIS message specifications

XML WORK GROUP (XMLWG)

Develops XML message specifications

TYPE X TECHNICAL WORK GROUP (TXTWG)

Develops Type X schemas.

WORK GROUPS REPORTING TO RESCOM

RESERVATIONS WORK GROUP (RESWG)

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www.iata.org/workgroups/rescom

The RESWG develops recommendations for future reservations tools and procedures.

WORK GROUPS REPORTING TO SISC

SSIM APPENDIX ADFI TASK FORCE

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Manager, Passenger Standards
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E-mail: ioannonii@iata.org

The ADFI Task Force makes recommendations to SISC on changes to aircraft type codes, airport passenger terminal codes, time zone information and region codes.

WORK GROUPS REPORTING TO PFPC

EMD TASK FORCE (EMDTF)

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www.iata.org/workgroups/ticketing

The EMDTF will map, review and document existing business processes for issuance and uplift of EMDs. It will deliver an EMD strategy and implementation plan to support the elimination of paper miscellaneous documents in order to provide the same level of automation that the airlines already enjoy with ET.

INVOLUNTARY REROUTING WORK GROUP (IRWG)

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The IRWG will perform a complete review of IATA and ATA industry standards regarding involuntary rerouting processes. It will develop a common approach for quick and efficient involuntary rerouting processes for planned schedule changes and unplanned scenarios (i.e. irregular operations).

ADDITIONAL BENEFITS

SCHEDULES CONFERENCE EXHIBITION

Strategic Partners involved in this area may at discounted rates, exhibit at IATA's twice yearly Schedules Conference. The exhibition provides the opportunity for interested airlines delegates to meet the Strategic Partners.

PASSENGER SERVICES COURSES

Strategic Partnerships members may attend at a reduced fee, IATA training courses including:

- Passenger Fares and Ticketing (10 days)
- Advanced Passenger Fares and Ticketing (10 days)
- Passenger Fares and Ticketing (10 days)
- Passenger Tariff Workshop (3 days)
- Managing the Airline Reservations Function (5 days)
- Slot Allocation Procedures (3 days)
- Fares and Ticketing Refresher (3 days)

PUBLICATIONS

Partners receive complimentary copies of publications in their area(s) of expertise.

- Airline Coding Directory
- Airport Handling Manual
- ATA/IATA Reservations Interline Message Procedures - Passenger (AIRIMP)
- Baggage Services Manual
- Multilateral Interline Traffic Agreements Book (MITA)
- Passenger Services Conference Resolutions Manual
- Ticketing Handbook

Additionally, SISC participants receive:

- Standard Schedules Information Manual, downloadable from the SISC private web site.

BDISG members receive:

- BSP Data Interchange Specifications Handbook, downloadable from the BDISG private web site.