



Geneva
October 7, 2009

Notification to Airlines: Masking card numbers in BSP reports

Dear Airline,

We are happy to report that IATA is ready to start the implementation of PCI Compliance requirements, and more specifically Masking Credit Card Numbers¹ on BSP outputs, including Airline Billing Analysis and Airline HOT.

We will start putting this requirement in production in ISIS BSP countries between October 19 and November 17, 2009, and according to the schedule detailed on the next pages.

At this time this requirement implementation will affect only ISIS BSP countries according to the schedule. However, going forward with PCI Compliance initiative, credit card masking with other IATA DPC software types (Maestro, T-Systems, etc.) and BSPlink will be also introduced in due course, subject to development and production release schedules.

For your reference, detailed implementation schedule for all other ISIS BSP countries included on the next pages.

OUTPUTS AFFECTED BY THIS IMPLEMENTATION WITH OPTION TO CHANGE THE DEFAULT SETTINGS:

- **Airline Billing Analysis** – default setting: does NOT include legible credit card numbers - the credit card numbers will be masked

DPAISSV1 - Airline billing analysis - domestic (comment)
DPAISTC1 - Airline billing analysis - domestic (comment)
DPAISTC2 - Airline billing analysis - domestic (comment)
RPAIRCNS - Airline billing analysis for web sales (comment)
RPAISSV1 - Airline billing analysis (comment)
RPAISTC1 - Airline billing analysis (comment)
RPAISTC2 - Airline billing analysis (comment)
RPAISTC3 - Ticket Detail Analysis - By Billing Area for each State (comment)
RPAISTDC - Airline Detailed Statement (comment)

- **BSP Airline HOT and any other data files** – default setting: includes the full legible credit card numbers

The above default settings for Airline Billing Analysis and Airline HOT outputs may be changed in any of the affected markets and on the Airline Head Office written request. Should your Airline wish to change the above default settings; below is the list of actions:

¹ Masking of a Credit Card Number (reported by GDS in the RET FPAC element) means all digits, except the first 6 and the last 4 will be replaced by "X". Example as follows: **1234 56XX XXXX 7890**. This masking algorithm leaves enough information to identify a specific card number while being PCI compliant.

ACTION to be taken to change the default settings

Airline Billing Analysis - Airline Head Office is to specifically request, in writing (on Airline stationary, signed by authorized Airline officer, scanned and emailed copies accepted), for the Billing Analysis to include full credit card number, listing the markets, where this change to the default setting is to be applied. This request is to be forwarded to BSP Operations in Geneva (BSPSupport@iata.org) for completion (allow up to five business days for processing). Requests from Airline Local/ Regional offices and requests not submitted to BSP Operations in Geneva will not be actioned. It must be noted, that requesting unmasked credit card number on Billing Analysis report leaves the PCI Compliance issue of securing those files with the Airline.

Airline HOT - Airline Head Office is to specifically request, in writing (on Airline stationary, signed by authorized Airline officer, scanned and emailed copies accepted), for the HOT to have credit card number masked, listing the markets, where this change to the default setting is to be applied. This request is to be forwarded to BSP Operations in Geneva (BSPSupport@iata.org) for completion (allow up to five business days for processing). Requests from Airline Local/ Regional offices and requests not submitted to BSP Operations in Geneva will not be actioned.

Notes

1. BSPSupport@iata.org address is provided exclusively for processing of default changes requests. It will not be monitored for other requests and queries.
2. Action is required ONLY if the default settings in any given market need to be changed.
3. Requesting unmasked credit card number on Billing Analysis report leaves the PCI Compliance issue of securing those files with the Airline.
4. If no request for default setting change is made prior to the scheduled release in a given market, the default setting will be applied.
5. Default setting in any market may be changed at any later time provided a written request as per above.

OUTPUTS AFFECTED BY THIS IMPLEMENTATION WITH NO OPTION TO CHANGE:

We also would like to bring to your attention that Airline Reports, other than above versions of Billing Analysis will have credit card numbers masked, and no option to report full numbers will exist. The list of such "other" Airline reports with no option to unmask credit card numbers:

RPAHDET – Airline Ad Hoc Detail Report (comment)
RPAICCCC - Sales Included in CSI for Airlines Summary by Transaction Counts Report
RPAICCDT - Sales included in CSI for Airlines
RPAICCNP - Credit Card Co. Not Participating in CIT
RPAICMSA - Airline "Net Remit" Tickets Report by Ticket No.
RPAIDCDA - Airline Daily Credit Card Detail Report (All)
RPAIDCDT - Airline Daily Credit Card Detail Report (Invoiced)
RPFAXIML - Airline Ticket facsimile

For your reference, note that all Agent BSP outputs, including Agent Billing Analysis and Agent HOT and other data files, will always have credit card numbers masked, with no option to unmask.

More information about PCI compliance and IATA and industry initiatives are available on IATA web site: www.iata.org/pci-dss

Please do not hesitate to contact us for more information.

Best regards,
IATA Team

CREDIT CARD MASKING IMPLEMENTATION SCHEDULE – ISIS BSP Countries

19-20 October 2009:

BSPs processed by Unisys in SYD (non-migrated):

- Bermuda
- Canada (including Saint Pierre & Miquelon)
- Nordic & Baltic (including Denmark, Estonia, Greenland, Iceland, Latvia, Lithuania, Norway, Sweden)
- Serbia & Montenegro²
- Yemen³

2-3 November 2009:

BSPs processed by Unisys in BJS (migrated):

- Australia (including Kiribati)
- Bangladesh
- Bulgaria
- Cyprus
- Finland
- French Overseas Territories (including French Polynesia, New Caledonia, Wallis & Futuna)
- Greece
- Indonesia
- Ireland
- Israel
- Kazakhstan
- Malaysia
- Malta
- Micronesia (including Guam, Marshall Islands, Northern Mariana Islands, Palau)
- Nepal
- New Zealand (including Cook Islands, Fiji, Samoa, Tonga)
- Pakistan
- Papua New Guinea
- Philippines
- Poland
- Romania (including Moldova)
- Singapore
- Sri Lanka
- Thailand (including Cambodia)
- Ukraine
- Vietnam

9-10 November 2009:

- China Peoples Republic

11-12 November 2009:

- Chinese Taipei
- Hong Kong (including Macao)
- Mongolia

16-17 November 2009:

- India
- Russia

Note: Outputs in other BSP markets (i.e. not listed above, and not processed by ISIS software) are not affected at this time. Similar implementations are being planned for all BSPs going forward, and a separate notification will be issued upon release schedule availability.

² Masking will be introduced as per the Schedule. Upon migration completion to Accelya, masking will stop until such time that masking requirement is introduction by Accelya DPC in due course.

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