



# Future of Passenger Data and the Transitional Journey

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# Agenda

Background

Passenger Data Transmission – Today and in Future

Future of Passenger Data Transformation – Benefits – Challenges

FOPD – Future of Passenger Data Task Force

The Transitional Journey

# Background

The world is getting increasingly digitalized, while the airline industry is currently still depending on message formats and technologies for their Passenger Data Exchange Systems e.g. the PNR, that are dated back to the 1970s.

With Offer and Order the airline Industry is embracing new technologies.

Order is the new IATA standard to create a single integrated customer record that encompass booking, fulfilment, delivery and accounting processes.

The raise of other digitalized products and leveraging them with Order such as One ID which enables passenger identity verification and digitalization of admissibility.

The airline industry is embarking on the largest transformation in its history, changing from PNR to Order management is such a fundamental change and a much larger leap compared to when the industry substituted paper tickets with electronic tickets.

# Passenger Data Transmission – Today and in Future

Airlines are obliged legally to transmit different sets of passenger data:

- API, which is the passport data that is written in the machine-readable zone
- PNR data, which is the internal commercial record of an airline, that may or may not include operational data.

The airline industry and authorities are working within a framework that is governed by ICAO/IATA/WCO Standards and endorsed by a joint Contact Committee specifying processes, method of transmission and technical formats.

With the introduction of Offer and Order and moving away from PNR, airlines still need to comply with legislation to provide passenger data, within the defined ICAO/IATA/WCO Standards and in line with GDPR – General Data Protection Regulation EU 2016/679, National legislations and International Agreements.

# Future Passenger Data Transformation: Benefits – Challenges

- Eliminate data fragmentation
- Overcome technical limitations
- Improve data quality
- Reduce complexity by using new technologies/new formats
- Reduce costs of data transmission
- Simplify Order and API data reconciliation
- Take advantage of digitalization to simplify passenger data exchange

The transformation from PNR to Order management is a long-term project.

The transformation will affect all: airlines, service providers and authorities who receive passenger data.

During the transformation phase there will be members using PNR and members using Order.

## FOPD – Future of Passenger Data Task Force

Realizing the huge impact the introduction of Order will have on the transmission of passenger data, the Future of Passenger Data Task Force was created in July 2025.

The TF consists of member airlines, governments, strategic partners and international organizations

The TF members identified three main issues they will be working. One topic is:

- Transitioning from PNR to Order: Technical and Policy Pathways

# The Transitional Journey

The timeline for the transitional period will be very long in which parallel systems will exist.

- Airlines → send PNR
- Airlines → send Order records
- Governments → receive PNR
- Governments → receive Order records

The task force is analysing how best to tackle the airline transformation in respect of passenger data transmission ensuring airline compliance to legal requirements.

It will be necessary to design new standards that will encompass:

- alternative formats for transmitting Order to authorities
- compatible solutions for both worlds PNR and Order to be used during the transition through the adoption of new technologies.

# Thank you for your attention

