Future of Interline
Overview
Context and background

Today, there are a couple of challenges and limitations around:

- Interlining between ticketing and ticketless/LCC carriers
- Cross selling of ancillaries, due to the iEMD deployments constraints and limitations

Interline use case has been identified as one of the key use cases that brings the most of value in the adoption of Offers & Orders (NDC, ONE Order and Dynamic Offers programs) the Interline.
The Future of Interline Vision & Program structure
Why? Challenges with interline today

- Plan
- Shop
- Order
- Deliver
- Settle

Reference data
Standards and MITA
Settlement Systems

Schedule
Fare and availability
Reservations, Ticketing
DCS, Check-in, Baggage
Proration, Interline Billing

Customer complexity
Limited control and data
Limited ancillaries
Limited partner types
Only one framework

IATA
What? The future of interline vision

Plan → Shop → Order → Deliver → Settle

Reference data → Standards and MITA → Offer and Order Management Standards → Settlement Systems → Settlement with Orders

Product catalogue standards →

- seamless customer experience
- full control, real-time data
- integrated ancillaries
- new partners
- new flexible framework agreement
A program of work overseen by the Distribution Advisory Council, supported by the Legal and Financial Advisory Councils.

Exploring a new framework for interline for IATA member airlines.
Future of interline end-to-end activities

- **Plan**: Product catalogue
- **Shop**: Offer and Order management
- **Order**: Check in, baggage, departure control, disruption
- **Deliver**: Interline billing rules, Settlement with Orders
- **Settle**: Interline billing rules, Settlement with Orders

**Standards**
- New framework agreement: Standard Retailer and Supplier Interline Agreement (SRSIA)
- Standards to clarify common processes for transition state of old and new framework interacting together

**Engagement with regulators and external stakeholders**

**Platforms and Services**
- Reference data APIs
- Settlement with Order Platform

**IATA Program**
- Pilot activity, education and awareness, alignment of activities
Interaction with other IATA standard groups
Many different standards support interline processes.
Reporting to the Plan Standards Board, with a mandate to...

"deal with matters concerning the interline system, and multilateral interline agreements...

Explore changes to the interline system ..."
Future of Interline group working approach

• The Interline group is the business owner of:
  – Interline framework
  – The end to end Interline business requirements, business flow and prioritized Interline Use Cases

• The Interline Group will interact and work closely with the other standards groups on:
  – The list of priorities use cases
  – The detailed business requirements and business flow
  – Have joint agenda and discussions items where relevant (e.g. Product Catalogue shared with Offers Group, Delivery shared with the Orders and Travel Board)
Interaction with other IATA programs

- NDC and ONE Order Programs
- Future of Interline Program
- NEXTT, One ID, Check in, Irregular Operations
- Settlement with Orders Programs

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New framework agreement
Commercial control framework

- IATA Resolution (or other standard, e.g. RAM)
- New framework agreement (SRSIA)
- Product catalogue
- Real-time messages

Airlines in control of commercial outcomes

Single industry approach
Partnership specific: a flexible framework
Product, flight, location specific: a shopping shelf
Contextual and real-time request and response

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The new Standard Retailer and Supplier Interline Agreement (SRSIA)

- Standard agreement. Parties agree to a **main agreement**, and then a la carte terms in **annexes**
- Flexible. Supports many models. Supports LCC, intermodal relationship and non-travel
- Removes the burden of many bilateral agreements
- Parties and concurrences are **not** managed and published by IATA. Airlines are in control of constructing itineraries
- **Exists in parallel to current MITA**
The new Standard Retailer and Supplier Interline Agreement (SRSIA)

Main agreement + Defined options

Definitions
Retail and Supply
Obligations to Customer
Legal provisions

- Products
- Offers
- Orders
- Billing and Settlement
- Passengers
- Baggage
- Customer interactions
- Voluntary changes
- Involuntary changes
- Capacity
- Indemnity
- Term and termination

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### Example of defined options: Baggage

4. Carriage of checked baggage

<table>
<thead>
<tr>
<th>Party 1 as Retailer, Party 2 as Supplier</th>
<th>Party 2 as Retailer, Party 1 as Supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>(Strike any provisions that do not form part of agreement)</em></td>
<td><em>(Strike any provisions that do not form part of agreement)</em></td>
</tr>
<tr>
<td>A. Supplier does not support carriage of checked baggage, all baggage accepted is as cabin baggage, and is loaded and unloaded by the passenger. This would, for example apply to a rail service where the passenger loaded their own baggage into a storage compartment within the passenger carriage in which they will travel.</td>
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</tr>
<tr>
<td>B. Supplier does support checked baggage, under the provisions described below in all subsequent sections of this Annex.</td>
<td>B. Supplier does support checked baggage, under the provisions described below in all subsequent sections of this Annex.</td>
</tr>
<tr>
<td>C. <em>(Insert details of alternative procedures as agreed between parties)</em></td>
<td>C. <em>(Insert details of alternative procedures as agreed between parties)</em></td>
</tr>
</tbody>
</table>

Example of default option: Settlement currency

6. Settlement Currency

<table>
<thead>
<tr>
<th>Party 1 as Retailer, Party 2 as Supplier</th>
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<tbody>
<tr>
<td>(Strike any provisions that do not form part of agreement)</td>
<td>(Strike any provisions that do not form part of agreement)</td>
</tr>
<tr>
<td>A. Settlement will occur in the currency in which the Supplier's offer was made and accepted.</td>
<td>A. Settlement will occur in the currency in which the Supplier's offer was made and accepted.</td>
</tr>
<tr>
<td>B. (Insert details of alternative billing and settlement procedures as agreed between parties).</td>
<td>B. (Insert details of alternative billing and settlement procedures as agreed between parties).</td>
</tr>
</tbody>
</table>

Thank you