☐ RESOLUTION 797

ONE ORDER

PSC(38)797   Expiry: Indefinite
               Type: A

RESOLVED that:

Members and/or their system providers may, for online or interline carriage, establish a single order process related to the delivery of airline products and services and related accounting processes, with the introduction of new messaging and business process standards.

1. OBJECTIVES

One Order is a set of technical messages and processes that define the following system interactions:

Support the delivery and servicing by the relevant airline, or by contracted third parties of online or interline products or services;

1.1.2 Support appropriate passenger/customer servicing in case of voluntary or involuntary changes and their related financial sales and accounting processes.

1.1.3 This will provide opportunities to reduce complexity, improve inter-operability between airlines and their service provider(s) and create a better passenger/customer experience.

1.2 Scope

This resolution recognizes that a standard is required for airlines to deliver and account for orders and will support system interactions for:

1.2.1 the delivery of products in the order by the relevant airline, or by a contracted third party,

1.2.2 products that were not delivered nor consumed,

1.2.3 the delivery of products resulting from changes to the order whether voluntary or involuntary,

1.2.4 related financial processes for accounting, auditing, billing, revenue recognition, and taxation,

1.2.5 regulatory compliance ONE Order Resolution 797–Agreed at PDMG on 9th of June 2016

1.3 Key Principles

1.3.1 One Order shall facilitates improved passenger/customer servicing with simpler interactions between the Offer Responsible Airline (ORA), Participating Offer Airline(s) (POA(s)), Passenger(s), Customer, service providers, with one order reference.

1.3.2 The airline (ORA/POA), using their Order Management System (OMS), will communicate with service providers, both internal and external, the status for services within an order.

1.3.3 Before and after delivery, the single source of all data related to an order (i.e. a record of passenger data, entitlement and delivery status of services) is held in the ORA OMS.

1.3.3.1 The provider of the service(s) shall update the ORA of any status change to services in the order.

1.3.3.2 The reference held in the ORA OMS shall be used to enable access at all points in the value chain to support any required actions on an order.

1.3.3.3 Delivery, tracking and accounting will be achieved using order status control indicators.

1.3.4 One Order shall facilitate streamlined interoperability between carriers and other travel related service providers irrespective of business model.

1.3.5 The service provider will not bill the ORA for their settlement value until a service has been delivered and/or consumed, except as bilaterally agreed.

1.3.5.1 Accounting functions shall rely on data validated at time of order creation or modification. ONE Order Resolution 797–Agreed at PDMG on 9th of June 2016.

1.4 One Order Design Landscape

The diagram above represents the interactions required between systems to facilitate the 'One Order' delivery and related accounting functions.
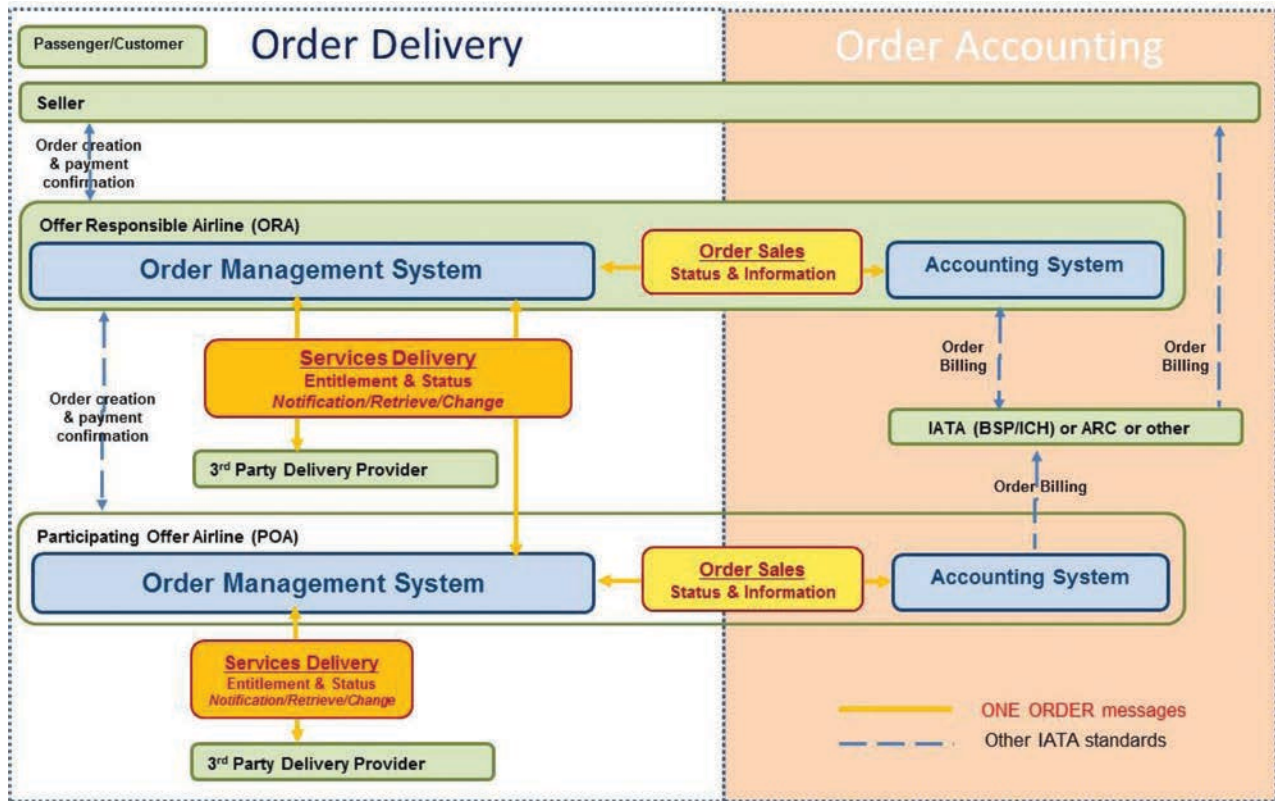
2.   ACCEPTANCE

In accordance with their interline traffic agreements, and subject to bilateral agreements between them, the Offer Responsible Airline, Participating Offer Airline(s) and Operating Carrier(s) shall accept and honour the orders created under this resolution.

3.   DEFINITIONS

For the purpose of this resolution the following definitions will apply:

Passenger–The person who will consume the product. He/she may or may not be the Customer.

Customer–The person/company who purchases the product ONE Order Resolution 797–Agreed at PDMG on 9th of June 2016.

Seller–Requests offers and presents them back to the Customer for selection. When an offer is selected by a Customer, the Seller will initiate a process resulting in the creation of an Order by an Airline.

Order–An Order is a uniquely identified record of the agreement of one party with another to receive products and services under specified terms and conditions.

Order Management System (OMS)–An Airline database and/or application that creates, updates, changes, cancels and manages an airline's Orders and track delivery of all services found within an order. The OMS will also communicate to all appropriate internal or external suppliers, applications and accounting systems of the airline.

Offer Responsible Airline (ORA)–The airline responsible for returning a combined Offer, including content from POA, to the requesting entity, that becomes the owner of the Order for any of its Offers chosen for purchase by the Customer.

Participating Offer Airline (POA)–An airline other than the Offer Responsible Airline involved in a product Offer and subsequent Order.

Accounting System–Airline system that performs accounting procedures and processes to ensure financial records reflect what has been sold.

4.   DATA RETENTION

4.1   All order data records with at least one open order item shall be accessible interactively for a minimum of 13 months from the date of order creation.

4.2   Offer Responsible Airlines shall also provide interactive access to order data records with at least one open order item for 13 months from the date of first usage.

4.3   The Order record will be accessible interactively for a minimum of 7 days after all order items are set to final status.

5. TECHNICAL SPECIFICATIONS

5.1 PADIS message standards shall be used for the interactive transmission of the Order data. A4A/IATA PADIS Board shall maintain the PADIS message standards as defined in Resolution 783. ONE Order Resolution 797–Agreed at PDMG on 9th of June 2016.

6. ONE ORDER MANUAL

6.1 Whilst developing and enhancing the resolutions and messaging standards for the implementation of the processes referenced in this resolution ("One Order"), it is acknowledged that there are a number of technical implementation items that, whilst not appropriate for inclusion in resolution text, are fundamental to obtaining a clear understanding of how ONE Order is implemented.

6.2 The One Order Manual shall contain:

A One Order Process toolbox covering the end to end process

Recommended practices

Technical specifications

Implementation Guide(s)

Templates for Interline and Service Level Agreements

6.3 A new edition of the One Order Manual shall be issued as and when determined by the Passenger Services Conference in consultation with the IATA Secretary.

RESOLUTION 798a

HANDLING DISRUPTIVE/UNRULY PASSENGERS

PSC(36)798a   Expiry: Indefinite
              Type: B

RESOLVED that a method is adopted by Members for handling disruptive and unruly passengers in a manner which is consistent worldwide whilst being sensitive to issues of culture and custom within individual carriers.

1. Members shall create and implement a policy, actively involving all relevant departments which provides for consistent monitoring and handling of incidents by all staff at all times.

1.1 Members shall ensure the full endorsement and involvement of their Senior Executive Officer when implementing this policy within the airline.

1.2 Members shall ensure responsibility and coordination is agreed within their organization in advance. It is important that all relevant departments of the carrier recognize their ownership of the policy, for example:

Human Resources: for issues such as staff welfare, duty-time for court appearances;

Legal: for the decision on prosecution of offences and advice to staff;

Marketing/Commercial: for communication programs internally and externally;

Safety: for training and communication with flight crew and cabin crew;

Security: to act as the single point of contact and for the interface with police authorities.

1.3 Members shall have a Single Point of Contact who takes responsibility for incidents and who reports directly to the Senior Executive Officer on these matters.

2. The Policy shall address the issues of:

Prevention,

Training,

Periodic re-training,

Handling problem passengers,

Categorizing of incidents,

Reporting of incidents,

Pilot in command's responsibility,

Prosecutions,

Communication,

Procedures to be followed for:

— boarding

— inflight

— underage passenger issues (e.g. alcohol service)

— situations involving alcohol/smoking

— physical/verbal assaults

— harassment

— dealing with authorities