



Aircraft Maintenance Costs Data Exchange (MCX)

FAQ – Frequently Asked Questions

*The documents referenced in this FAQ will be shared once the agreement has been finalized and signed.

General Query:

Is there a cost to join the MCX program?

No, joining the MCX program is completely free of charge.

When is the data on the dashboard updated?

Data is updated annually and published on the MCX dashboards in the **last quarter of every year**. The exact date varies and depends on the time required to receive, validate, integrate, and test the year's toolsets.

How long before my organization information is available on the dashboard?

Once your airline joins the MCX program, setup typically takes up to two months. The timeline depends on how quickly we receive the required documentation and data. To help things move smoothly, we recommend submitting all necessary materials as early as possible.

What will happen to my participation if I am unable to contribute data to MCX?

Following the participating organization's initial data submission in MCX, should you be unable to submit data to IATA for the last year, you will retain access to the MCX dashboard. However, the dashboard will not be updated beyond your latest submission year. If data is not provided for a second consecutive year, your access to the dashboard will be terminated.

Onboarding Process:

Who should be contacted if I want to join MCX?

Please contact mcx@iata.org and refer to this [LINK](#) to know more about MCX.

What do I do if I need help?

Participants are encouraged to submit a case via the IATA Customer Portal under the "Help" and "Contact Us" section.

For inquiries or issues related to MCX, please select: "GADM – Global Aviation Data Management – MCX"



□ What is the onboarding process for the MCX program?

The GADM onboarding process consists of two main steps:

1. Contract signing - Finalizing the GADM standard contract with the airline.
2. Data onboarding - Once the agreement is signed, users can begin gathering their data using the toolset that will be provided by the MCX Team at this stage. The detailed process can be found in [the MCX Toolset User Guide](#) that will be provided alongside it.

Data Submission:

□ When should we submit the data?

The data submission process occurs in **Q2 of each year**. The MCX Team will contact you with the newest version of the toolset and any relevant information; and will periodically remind you of the deadline for the data submission during this period.

□ In what format should we submit data?

The MCX program requires submitting the data in a standardized toolset.

Please note that critical changes are sometimes made to that toolset every year. As a result, submitting the data for a specific year requires the use of the **latest version of the toolset for that year**. The MCX team will contact you ahead of the data submission period to provide you with the latest toolset, which can also be downloaded from the GADM Hub. Should you wish to submit historical data upon joining the program, which we encourage, the corresponding toolsets for the relevant years will be provided.

□ How is data uploaded by MCX participants to IATA?

Once your airline joins the MCX program, the **designated Power Users** will be given the option to upload the MCX toolset through the GADM Hub. For details on the exact process, file naming convention, and accepted file types, please refer to the [MCX Toolset Submission Guide](#).

Portal Access:

□ How can I get access to the IATA Customer Portal to view my data?

Once a participating organization is enrolled in MCX, **access permissions are managed by** your airline's **designated Power User**. This individual is responsible for inviting other users within your organization and assigning user roles.

If you need access, please **reach out to your Power User**. For detailed instructions, refer to the [MCX Video Tutorial](#) available in the GADM Hub.

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MCX Dashboards:

Currently I cannot see the data I recently uploaded on the dashboard.

The consolidated dataset, reflecting the most recent data submitted, is updated annually at the end of the third quarter. Following the publication of the annual dataset, the MCX team will notify all member airlines accordingly.

Why can't I see any data when I apply multiple filters?

This is likely due to the application of **Rule of Three** or **Rule of Five**.

The filter options you selected have resulted in fewer than Three Operators submitting data, or fewer than Five Aircraft within those parameters. To protect confidentiality and prevent the identification of individual operators, we only display data when there are **three or more** contributors with **five or more aircraft** between them in any given context.

Is it possible to download the data and charts from the dashboards?

You can download most of the underlying data in tabular or CSV format, as well as some charts in JPG or PNG format.

To do this, click the three dots in the top-right corner of the visual and select the appropriate export option.

How can I use the dashboard bookmarks?

Dashboard Bookmarks can save you loads of time!

Navigate and apply any relevant filters within the dashboard to conduct your analysis. Once you are happy with your selection, you can save your current view as a new Bookmark and assign it a name. Upon your next connection to the dashboard, all the bookmarks you have created will appear in a list when you click on "view bookmarks". You can update existing bookmarks by changing any of the filters you have selected and saving them. You can also share bookmarks from your list by simply clicking on the share icon on the list and entering the email address of the person in your organization you wish to share the bookmark with.

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Training & Resources:

I am a Power User; how can I train the new users I invite to the programs?

We highly recommend that all new users to the GADM program watch the recordings of the **MCX webinar from the resources section in the MCX section of the [GADM Hub](#)**. Additional dashboard documentation can also be found in the Documents section to support their onboarding and usage.

Where can I find all the manuals and resources about the programs?

Following your enrollment in MCX, all documents and resources related to the GADM programs are available in the “**Resources**” section of the MCX program page within the [GADM Hub](#). These materials include videos, manuals, and other relevant documentation to support your understanding and use of the dashboards.

Communication:

Who should I contact in case of any queries or technical questions regarding data or dashboard issues?

Participants are encouraged to submit a case via the [IATA Customer Portal](#) under the "Help" and "Contact Us" section.

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If my airline already has a focal point in the GADM Team, should I still use the IATA Customer Portal to submit a case?

Yes, you can continue reaching out to your focal point when needed. However, we encourage you to submit your requests and cases via the [IATA Customer Portal](#), as this ensures quicker response times, better tracking, and improved transparency.

How does the GADM team communicate new information, upgrades, or reports with the MCX members?

This is communicated through various channels, including emails to all MCX participants, presentations at [MCTG](#) meetings, and the [GADM Hub](#) portal.

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