



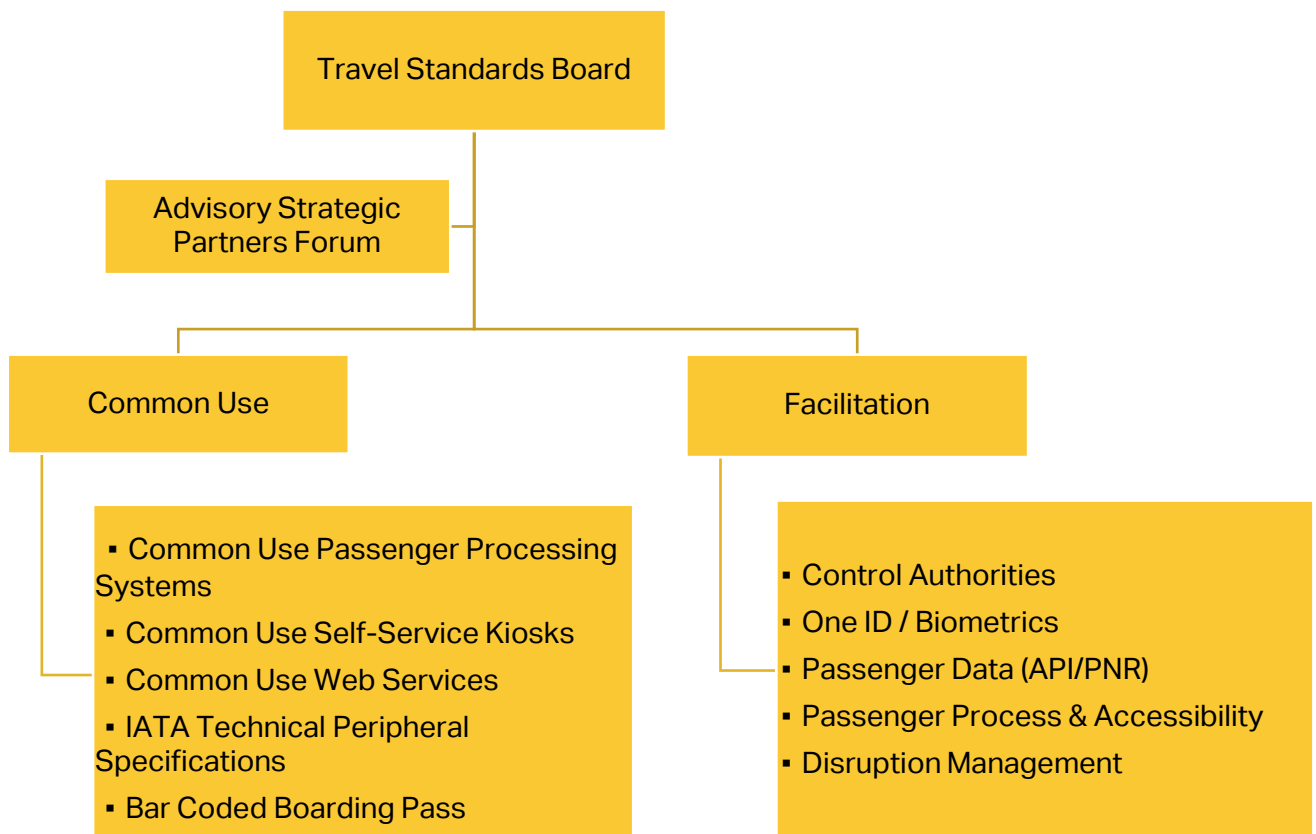
Passenger Experience

The Passenger Experience area of involvement focuses its activities and efforts on standards and solutions aligned to the end to end passenger process. It is managed by IATA Director for Passenger Experience and Facilitation, Mr. Pierre Charbonneau, and is opened to IATA members, Airports, Strategic Partners, Industry Stakeholders, Industry Associations and Governments.

Passenger Experience sits under the Travel Standards Board which drives policy and strategy for the end to end Passenger Process and has established the following groups to deliver on its vision:

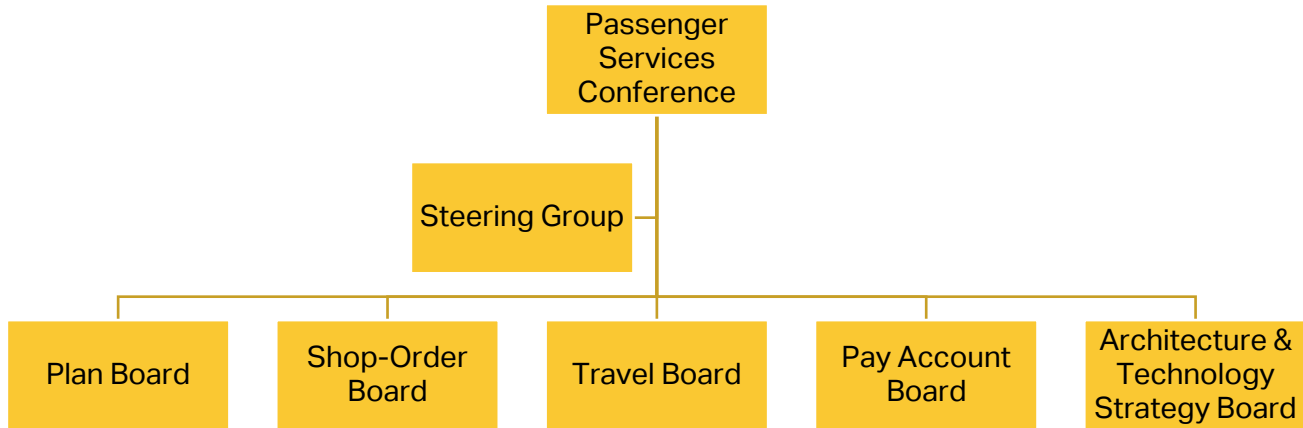
- Technology areas such as Common Use Self Service kiosks, Common Use Passenger Processing Systems and Common Use Web services are covered by the Common Use Group.
- The Facilitation Group focuses on areas of the passenger journey related to border control management, digital identity management, use of biometrics across touchpoints (One ID), passenger data (API/PNR), disruption management, passenger accessibility and other areas of compliance with Immigration and Customs regulations.

Areas of Activity & Passenger Experience Structure

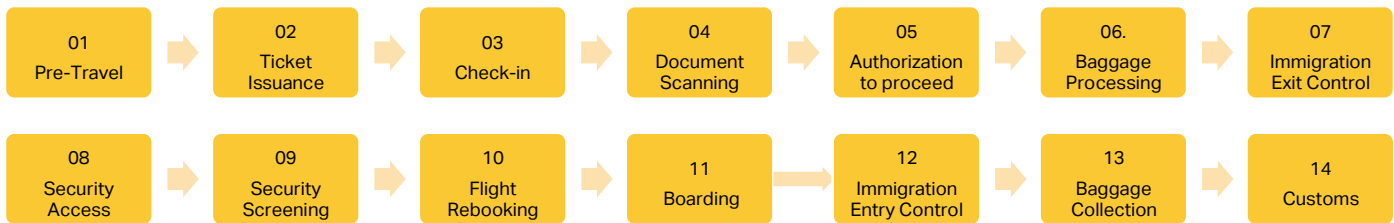




Strategic Partners must join the Passenger Experience and Baggage Services areas of involvement in order to attend the Passenger Standards Conference.



Passenger Experience Process Steps *(as we know it today)*



Designed for

- Automatic border control system providers
- Digital identity management and biometrics solution providers
- Airline software solutions providers (PPS, DCS, GDS...)
- Common Use solutions providers (CUSS, CUPPS...)
- Self-service providers
- Airlines / Airports / Governments

Exclusive Access to Meetings & Work Groups

INDUSTRY MEETINGS (PEMG)

CONTACT

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The PEMG meetings are events where the Passenger Experience & Facilitation division aligns its strategy, creates an atmosphere where multiple stakeholders



can participate in different workshops, enables its various working groups to discuss common issues/projects and provides updates to its members. It further provides Strategic Partners with a wider scope for products and solutions that meet a range of passenger process elements.

COMMON USE GROUP (CUG)

CONTACT

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The CUG has been created to develop industry standards in three specific areas pertaining to common use: self-service standards specifically relating to common use kiosks, overall common use passenger processing systems standards in the area of platform architecture and standardized data exchange through the use of web services technology. The group will liaise with other industry groups as appropriate, including Airport Council International (ACI).

The objectives of the group are to:

- develop process and technical standards
- develop implementation guides that reflect best practices
- drive technical and process innovation in the area of common use systems
- recommend all such standards to the industry via the IATA/A4A Joint Passenger Services Conference

BAR CODED BOARDING PASS (BCBP) Group of Experts

The BCBP project was formally closed at the end of 2010 following successful delivery. To ensure maintenance of the standard, the BCBP group of experts reports into the CUWG. The sub-group will meet on an ad-hoc basis as maintenance issues and new requirements arise.

COMMON USE SELF-SERVICE Technical Solution Group (CUSS-TSG)

The CUSS-TSG is responsible for RP1706c and also for the maintenance of its Technical Specifications publication. This Technical Solution Group reports into the CUG.

COMMON USE PASSENGER PROCESSING SYSTEMS Technical Solution Group (CUPPS-TSG)

The CUPPS-TSG is responsible for RP1797 and also for the maintenance of its Technical Specifications publication. CUPPS describes the range of services, specifications, and standards enacted to enable multiple airlines, service providers to share physical check-in or gate podium positions (either simultaneously or consecutively).

COMMON USE WEB SERVICES Technical Solution Group (CUWS-TSG)

The purpose of this Technical Specification is to standardize data exchange supporting common use self-service bag drop through the use of web services technology.

With the evolution of biometric and IATA One ID processes, the CUWS team has an opportunity of delivering a new set of Passenger Access Management Services throughout touchpoints, supporting Biometric requirements.

IATA TECHNICAL PERIPHERAL SPECIFICATIONS Technical Solution Group (ITPS-TSG)

The ITPS-TSG is responsible for the maintenance of the specification that describes all exchanges of Departure Control Systems (DCS) to device communication and all device responses supporting Boarding Pass Printer (ATB), Baggage Tag Printers (BTP), Boarding Gate Readers and Self-Boarding Gates (BGR and E-Gates), SBD (Self-Baggage Drop) and SD (Scale Device).



FACILITATION GROUP (FG)

CONTACT

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IATA has realized the value of integrating airline operations with the those of connected stakeholders such as airports and governments with the aim of providing a seamless journey for the passenger. This group will look at how processes can be linked across stakeholder environments for the entire end to end passenger journey; through development and harmonization of standards, technology and policy. A special focus is given to border control management, digital identity management, use of biometrics across the touchpoints, passenger data (API/PNR) and other areas of compliance with Immigration and Customs regulations.

There are currently several groups that sit under the Facilitation Group: the PAXLST & PNRGOV Sub-groups, the Passenger Accessibility Process task force (PAPTF), the One ID task force and the Disruption Management task force.

PAXLST & PNRGOV Sub-Groups

CONTACT

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The primary role of the PAXLST Working Group is to maintain the IATA version of the PAXLST message and associated standard message formats used to exchange Advance Passenger Information (API) between airlines and governments in accordance with changes adopted by the WCO/IATA/ICAO API-PNR Contact Committee.

The PNRGOV Working Group defines business requirements, manages change requests and maintains the implementation guides for EDIFACT and XML messages for Passenger Name Record (PNR) data which is transmitted to governments by airlines.

PASSENGER ACCESSIBILITY PROCESS Task Force (PAPTF)

CONTACT

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In order to support the IATA strategy regarding industry accessibility, the Facilitation team has set up a project to define the optimum process as well as review standards and procedures for those passengers who need special assistance.

DISRUPTION MANAGEMENT Task Force

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Disruptions pose a considerable cost to the airlines, and a major inconvenience to passengers. We haven't seen new innovations for years. It's time to act and to re-connect with the customer. Key objectives for this workstream are to significantly enhance the customer experience and to reduce costs for all parties involved.

ONE ID Task Force

CONTACT

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The One ID initiative aims to introduce a streamlined, friction-free and passenger centric process that allows an individual to assert their identity, online or in person, to the required level at every process step while maintaining privacy of personal data, thus removing repetitive processes of travel tokens (boarding passes, passports, etc.) being presented



by the passenger to many different stakeholders for different purposes across the end to end passenger experience.

The One ID initiative will be supported by the use of biometric recognition systems, identity management platform, mobile technologies, data security and other technological advancements. Will further be supported by the development of a trust framework amongst the different stakeholders.

The One ID task force, comprised of several Key Contributors sub-groups, works toward the standardization and harmonization of frameworks, processes, data model, and data interchange protocol to expedite and maximize the benefits for all.

Additional Strategic Partnerships' Benefits

Branding

- Recognition as a valuable supporter of IATA and the air transport industry
- Inclusion in the IATA Strategic Partnerships online directory
- Exclusive usage of the IATA Strategic Partnerships logo
- Promotion through the electronic quarterly newsletter, the Partner Brief, viewed by thousands of aviation industry contacts
- Monthly posting of Strategic Partners' press releases on the IATA website

Industry Events & Exhibitions

Strategic Partners may, at discounted rates, exhibit at/or attend IATA's Conferences & Exhibitions. Our events bring together key industry representatives for conferences, seminars and workshops, to discuss industry issues.

Visit our Web site to stay informed of upcoming events.

<https://www.iata.org/en/events/>

Publications

Partners may purchase publications at a preferential rate.

<https://www.iata.org/en/publications/>

Courses

Strategic Partners may attend, at a reduced fee, IATA training courses.

Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).

<https://www.iata.org/en/training/>