

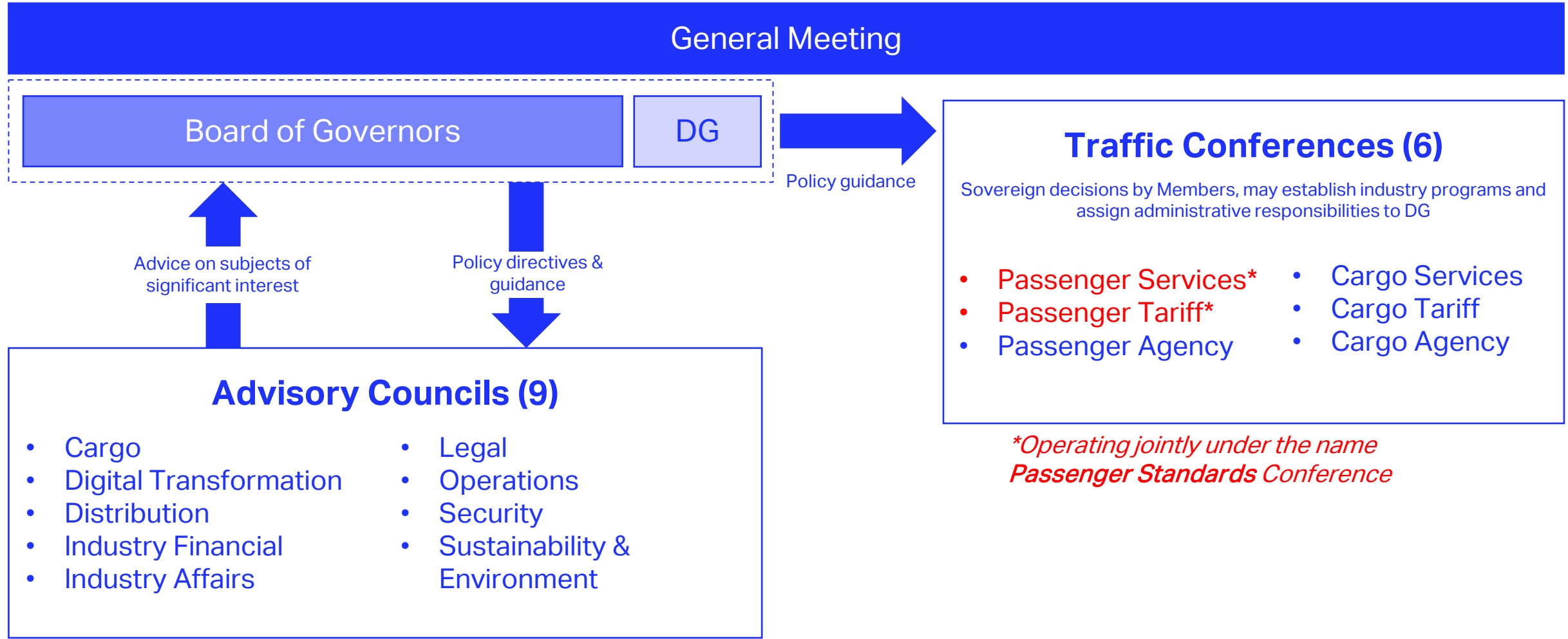


Passenger Standards Conference

Published: June 2026



IATA Governance



What are IATA Standards?

Agreements*

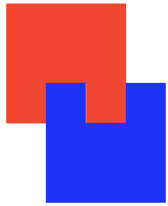
between IATA member airlines
on a wide range of topics from scheduling to
distribution to ground operation.

Together, they enable multilateral interlining.

*Within the Competition Guidelines



Three Types of Standards



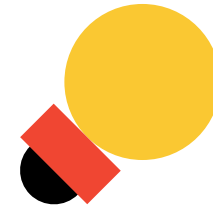
Resolution

Unanimity is required because of the technical nature of the Standards, or a need to align interline behaviors.



Industry Standard

80% affirmative vote of voting members. Any Member can declare themselves not to be bound by the industry standard



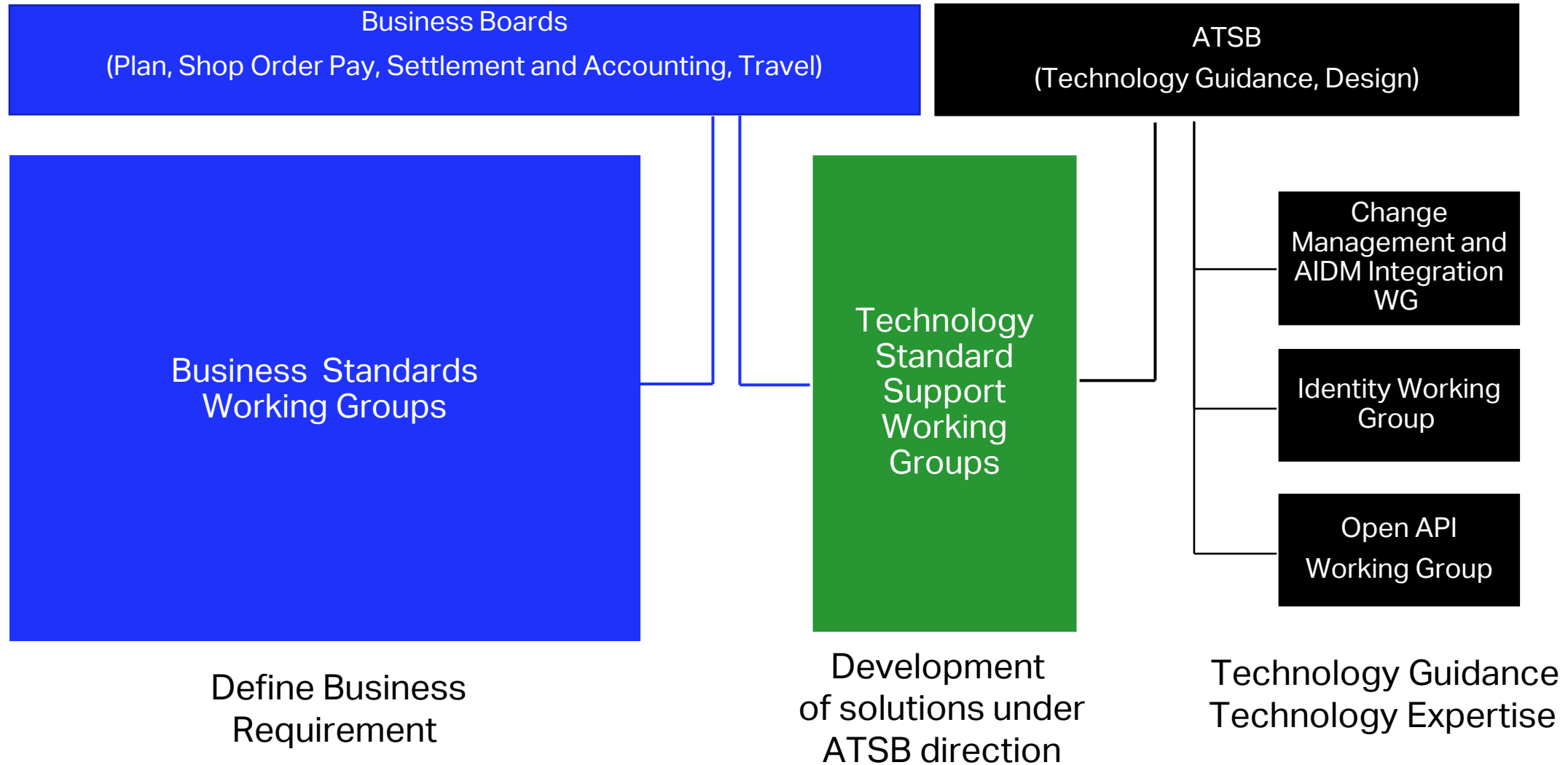
Recommended Practice

2/3rds majority of voting members is needed.
Will facilitate the interlining of traffic but uniformity of the procedures is not considered essential.

Passenger Standards Conference Bodies

Governance Body	Role	Participation
Passenger Standards Conference	Adopts changes in Resolutions and Recommended Practices. Elects Chairs and Vice Chair. Elects the members of Standards Management Boards	All airline members of Passenger Services and Passenger Tariff Conference represented by Accredited Delegates (or Alternates).
Passenger Standards Conference Steering Group	Manages the activities of the Conference in between Conference meetings.	Elected Chair and Vice Chair of the Conference and elected Chairs and Vice Chairs of all Standards Management Boards
Standards Management Boards	Ensure that standard setting activities are prioritized based on airline requirements. Explore new areas where industry standards could add value and propose areas where industry standards should be discontinued.	18 Board Members elected by Conference along with non-elected active Members
Advisory Forums	Key stakeholders and partners may participate in Advisory Fora to provide strategic input on activities, initiatives or programs on any subject within the Board's domain.	Key stakeholders and partners
Working Groups	Develop proposals for standards in their area of responsibility. Created by Boards or SG. Three types: Business , Technology Standards Support and Technology	Subject Matter Experts from Members and invited Observers such as Systems providers

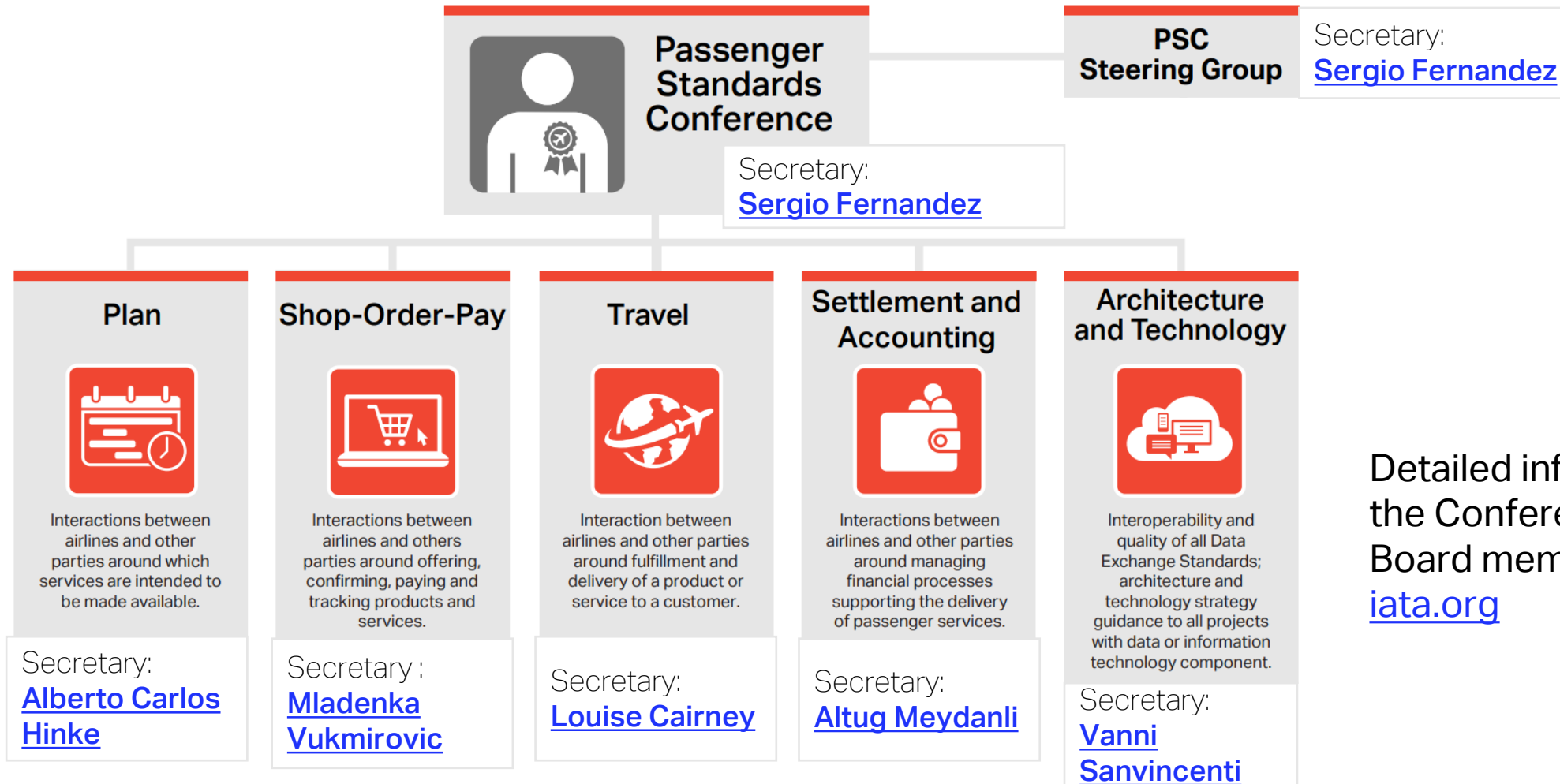
Data Exchange Standards – how it works



The Passenger Standards Conference

(combines Services and Tariff Composite conferences)

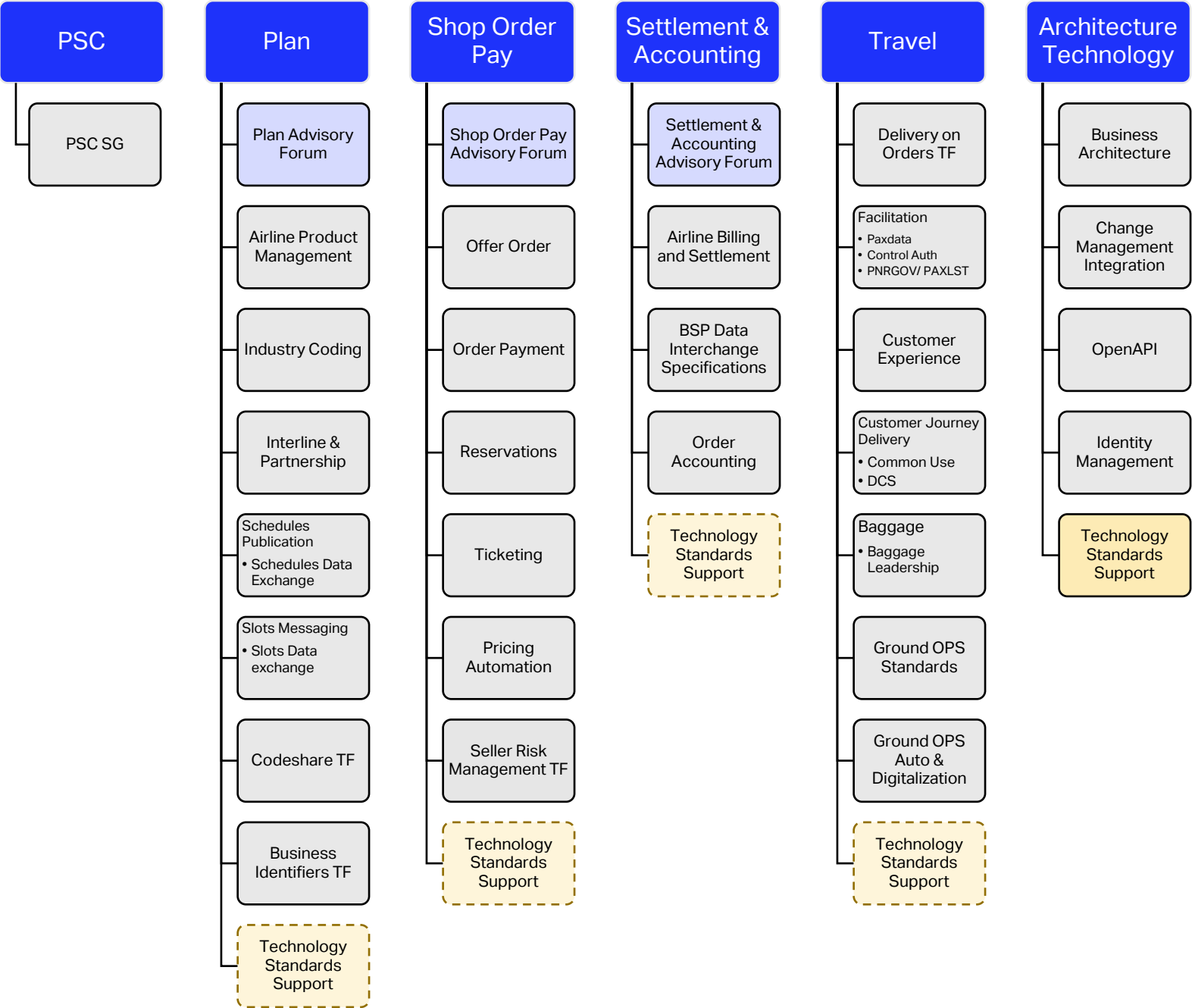
As of June 2026



Detailed information about the Conference including Board memberships is on iata.org



PSC Structure



PSC Steering Group

Mandate

- The Conference Steering Group consists of the Chair and Vice Chair(s) of each Management Board, together with the Chair and Vice Chair(s) of the Conference. The Steering Group shall steer the activity of the Conference across the year and manage standard setting activity that crosses domains. The Steering Group shall meet four to six times per year, at least one of which shall be in person. Decisions of the Steering Group, where required, are made by a simple majority. In the case of multiple Vice Chairs within a Board, only one shall be eligible to vote.
- The accredited representative of any Member may observe meetings of the Steering Group, and all Members will have visibility of meeting documentation.
- The Steering Group will ensure that each Management Board is acting within its scope as described in this Resolution.
- The Steering Group shall support the relevant Management Board(s) to assign resources to work on standards related to any requirements identified by Working Groups.
- The Steering Group may directly oversee activities of Working Groups, as it deems necessary, such as the Interline Working Group, and maintain the Multilateral Interline Traffic Agreement and Standard Retailer Supplier Interline Agreement.

Chair:	Jost Daft (LH)
Vice Chair:	Anil Bhatia (EK)
Secretary:	Sergio Fernandez

Workspace:	SSW / Confluence
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Plan Standards Board

Plan



Interactions between airlines and other parties around which services are intended to be made available.

Subjects covered by the Board

- Industry Coding
- Interline Working Group
- Minimum Connecting Times
- Product Management
- Schedule Publications
- Slot Procedures

Major areas of new standards development

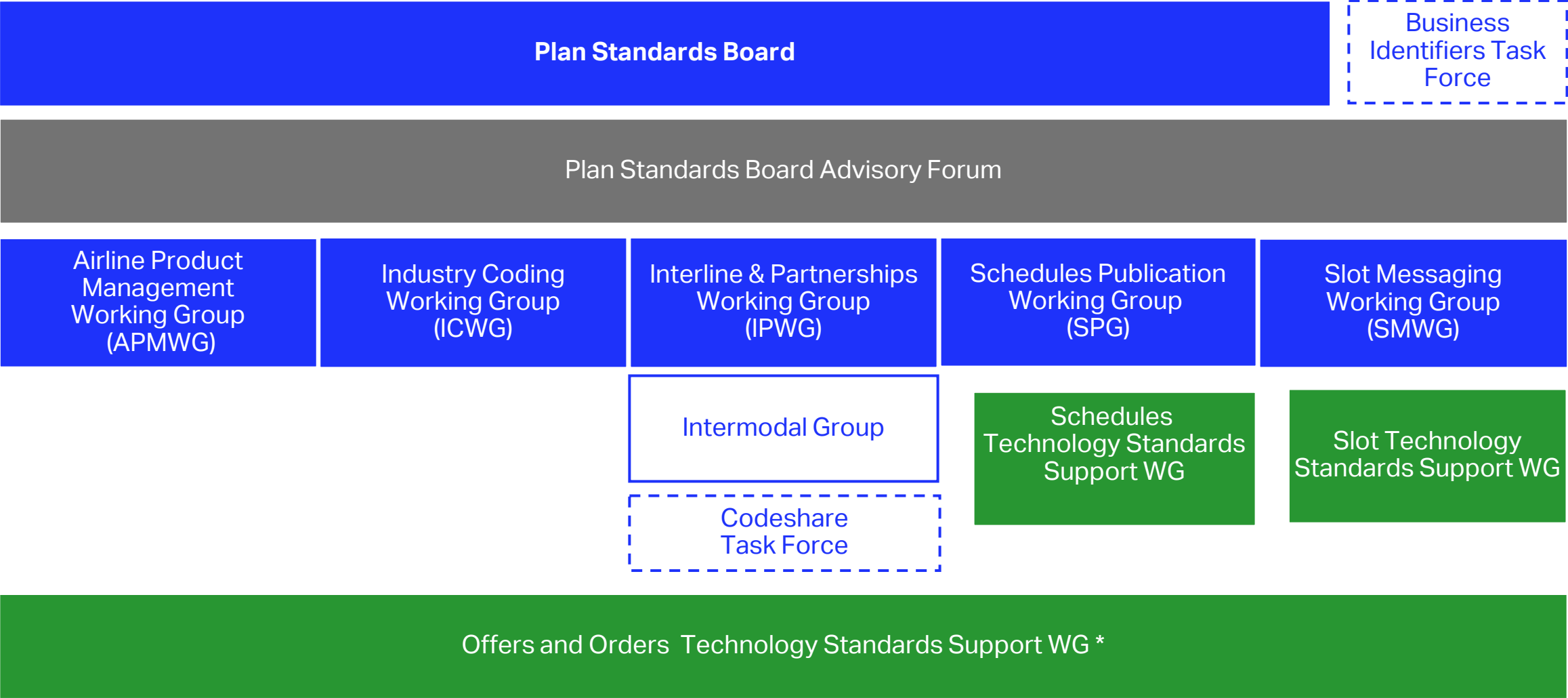
- Developing Product Catalogue for airline retailing
- Studying the future of business identifiers
- Roadmap on the future of Code Share

Chair:	TBD
Vice Chair:	Glen Bell (DL)
Secretary:	Alberto Carlos Hinke

Workspace:	SSW / Confluence
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Plan Standards Board Organization

(all groups and fora report to the Board unless indicated differently)



**shared across all Boards, reports to ATSB*

Airline Product Management Working Group

Mandate

1. Deal with matters concerning airline product management including product catalogue, service attributes, product lifecycle, airline profile and product taxonomy.
2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to identify business requirements with respect to data exchange messaging requirements required to enable airline publication of a Product Catalogue and/or airline accessing a 3rd party airline Product Catalogue and propose relevant industry standards.
3. Document business requirements, propose additions or changes in functional and non-functional requirements and required business data using the AIDM methodology. Work with the Offers and Orders Technology Standards Support Working Group (OOTSSWG) which will take care of the Imp Guide development and validate that the proposed technical solutions meet the identified business requirements.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend the Product Management RP Framework.
5. Liaise with the Interline Working Group (IWG), Schedules Publication Working Group (SPG), Offers and Order Working Group (OOWG), and other groups and boards as deemed necessary.
6. Maintain a work plan and report regularly to the PSB.

Chair:	Sebastien Nicolas (LX)
Vice Chair:	Arina Soloveva (AC)
Secretary:	Alberto Carlos Hinke

O&O Plan:	Yes
Workspace:	Jira
TSSWG:	TBD

Industry Coding Working Group

Mandate

1. Deal with matters concerning industry coding, and the associated business requirements including, but not limited to, airline designators, accounting codes/prefixes, location codes, and baggage tag issuance codes. Involved in areas dealing with scheduling, distribution, industry data exchange, messaging, industry affairs, interline and other business areas touching such code identifiers. Explores changes to industry coding systems to support sustainability and support the new and evolving coding requirements of emerging standards.
2. Recognizing the industry's ambition to move to the world of offers and orders, develop and maintain modern standards which support current industry requirements while enabling Digital Identity to provide transformative future-proof solutions.
3. Document business requirements, propose additions or changes in required business data using the AIDM methodology where applicable and work with a Technology Support Group as needed.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Resolutions 762, 763, 767 and 769.
5. Liaise with the Identity Management Working Group, Schedules Publication Working Group and with other process owning groups, boards and advisory groups under Industry Committees as required.
6. Maintain a work plan and report regularly to the Plan Standards Board.

Chair:	Sarah Goodman (OAG)
Vice Chair:	Michelle Bryant (LH)
Secretary:	Isabella Ioannoni

Workspace:	SSW
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Interline and Partnerships Working Group

Mandate

- Deal with matters concerning the interline system and 3rd party transportation operator agreements and ensure the integrity end-to-end.
- Explore changes in PSC standards required for airlines to provide 3rd party transportation operator services with Offers and Orders only, using Supplier Retailer Interline Agreement.
- Develop business requirements and proposals to amend PSC standards accordingly and liaise, via the PSC Steering Group, with process owning groups to implement identified changes.
- Develop and maintain the integrity of Retailer Supplier Implementation Guide.
- Develop and review proposals to amend:
 - Resolution 780
 - Resolution 780b, c, d, e
 - Resolution 788
 - Recommended Practice 1780a, 1780b, 1780e, 1780f, 1780s, 1788
- Liaise with other IATA industry governance groups as required.
- Maintain a work plan and report regularly to the PSC SG

Chair:	Florian Waldvogel (BA)
Vice Chair:	Gregor Baues (AF)
Secretary:	Alberto Carlos Hinke

Workspace:	SSW / Confluence
Sub-WG:	Intermodal Group

Schedules Publication Working Group

Mandate

1. Deal with matters concerning Airline schedule and Minimum Connect Time (MCT) data standards used by airlines, GDSs and supporting systems including the associated business requirements for schedules creation/publication and distribution processes.
2. Recognizing the industry's ambition to move to the world of offers and orders, the SPG will support, develop, and maintain modern standards to facilitate changes impacting the future of schedules and MCT standards.
3. Document business requirements, propose additions or changes to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. Manage Meal and Inflight Service codes and Service Type codes.

Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to implementation Guidance where applicable.

Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices.
4. As, and when, necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Recommended Practices 1761b, Standard Schedules Publication (SSIM) Resolution 765, Schedules Messages Implementation Guides and Schemas, MCT user and Technical Guides.
5. Liaise with the Airline Product Management Working Group (APMWG), Industry Coding Working Group (ICWG), Interline Working Group, Slot Messaging Working Group (SMWG) and with other process owning groups under the PSC and advisory groups under Industry Committees as required.
6. Maintain a work plan and report regularly to the Plan Standards Board.

Chair:	Jeff Meyer (UA)
Vice Chair:	Glen Bell (DL)
Secretary:	Teresa Mentone

Workspace:	SSW
TSSWG:	SDEX (Schedules & MCT Group)

Slot Messaging Working Group

Mandate

1. Deal with matters concerning information exchange and standards related to Airport slot/schedule coordination between airlines, airport coordinators and facilitators including the associated business requirements.
2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to support digital identification and scheduling initiatives as required.
3. Document business requirements, propose additions or changes to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. Manage Service Type codes, Additional Information codes and Coordinator Reason codes.

Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to implementation Guidance where applicable.

Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices.
4. Maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse new proposals to amend: Recommended Practices 1761b, Standard Schedules Publication (SSIM) and Slot Messages Implementation Guides and Schemas.
5. Liaise with the Industry Coding Working Group (ICWG), Schedules Publication Working Group (SPG), Slot Policy Working Group (SPWG), Worldwide Airport Slot Board (WASB) and with other process owning groups under the PSC and advisory groups under Industry Committees as required.
6. Maintain a work plan and report regularly to the Plan Standards Board

Chair:	Denise Scafidi (AZ)
Vice Chair:	Noah Neis (AA)
Secretary:	Isabella Ioannoni

Workspace:	SSW
TSSWG:	SLOTX

Plan Standards Board Advisory Forum

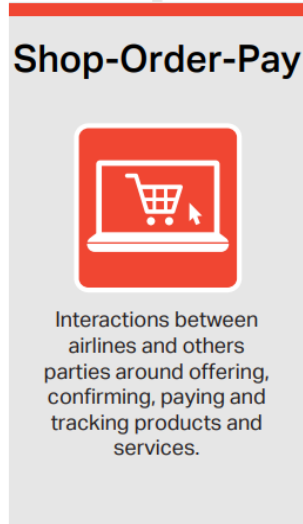
As per Resolution 009

Each Board may elect to create an Advisory Forum, where key stakeholders and partners may participate to provide strategic input on activities, initiatives or programs on any subject within the Board's domain. Such Advisory Forums will report to each Board and shall operate under Terms of Reference adopted by the Board.

Chair:	TBD
Vice Chair:	TBD
Secretary:	Isabella Ioannoni

Workspace:	SSW
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Shop-Order-Pay Standards Board



Subjects covered by the Board

- Offering, ordering and paying for products and services
- Confirming when products or services are entitled to be received
- Monitoring or reporting on the consumption.
- Fare construction, currency, reservations, and ticketing standards.

Chair:	Rania Chehade (AC)
Vice Chair:	Shawn Zeak (AA)
Secretary:	Mladenka Vukmirovic

Workspace:	SSW / Confluence / Jira
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Major areas of new standards development

- Offer Management (New Distribution Capability)
- Order Management (ONE Order)
- New methods of payment

Shop-Order-Pay Standards Board Organization

(all groups and fora report to the Board unless indicated differently)

Shop-Order-Pay Standards Board

Shop-Order-Pay Standards Board Advisory Forum

Offer and Order Working Group

Order Payment Working Group

Pricing Automation Working Group

Reservations Working Group

Ticketing Working Group

Seller Risk Management Task Force

Offers and Orders Technology Standards Support WG *

**shared across all Boards, reports to ATSB*



Offer and Order Working Group

Mandate

1. Deal with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797 taking into account end-to-end processes.
2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to and data exchange standards governing offer and order processes taking into account end-to-end process.
3. Document business requirements, propose additions or changes in messages defined under Resolution 787 and maintain associated Implementation Guide. Group may propose changes to messages defined under Reso 797 subject to review of the Order Accounting Working Group. Offers and Orders Working group will develop BRD using AIDM methodology to and will need Technology Support Group to propose technical solution and write implementation guide based on produced solution for the respective BRD.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to amend: : IATA Reso 797, 787, Implementation Guidance for distribution processes.
5. Liaise with Order Payment Working Group, Order Accounting Working Group, Interline Working Group as well as with other process owning groups under SOPSB.
6. Maintain a work plan and report regularly to the SOPSB.

Chair:	Jost Daft (LH)
Vice Chair:	Michael Otto (BA)
Secretary:	Mladenka Vukmirovic

Workspace:	Teams and Jira
TSSWG:	OOTSSWG

Order Payment Working Group

Mandate

1. Deal with matters concerning payment for offers and orders and financial processes related to order payment including the associated business requirements, provided that they are related with IATA Resolutions 787 and 797 taking into account end-to-end processes.
2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to emerging payment methods for offers and orders where SOPSB will set criteria for creating or revising the standards.
3. Document business requirements, propose additions or changes in messages defined under Reso 797 and maintain associated Implementation Guide. Group may propose changes to messages containing payment method elements defined under Reso 787 and 797 subject to review of the Offer and Order Working Group as well as Order Accounting Working Group. Order Payment Working group will develop BRDs using AIDM methodology related to payment subject to and will need Technology Support Group to propose technical solution and write implementation guide based on produced solution for the respective BRD.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to amend: IATA Reso 797, 787, Implementation Guidance for Order Accounting.
5. Liaise with Offer and Order Working Group, Order Accounting Working Group, Interline Working Group as well as with other process owning groups under SASB and SOPSB
6. Maintain a work plan and report regularly to the SOPSB.

Chair:	Anna Gawel (AF)
Vice Chair:	Zoran Radosavljevic (AY)
Secretary:	Mladenka Vukmirovic

Workspace:	Jira
TSSWG:	OOTSSWG

Pricing Automation Working Group

Mandate

As and when necessary to maintain business continuity during the transition to the world of offers and orders; Discuss and develop uniform interpretations of existing pricing standards resolutions and procedures to standardize automation for pricing international fares and rules;

Discuss developments in distribution channels and recommend changes to existing pricing standards resolutions as shown in the List of Resolutions below and establish procedures to ensure consistent application and pricing of international fares and rules;

Review and advise on the implementation strategy of adopted changes and interpretations to current tariff resolutions, procedures and methodologies.

Liaise with other process owning groups under any Conference including Offer and Order, Order Payment, Order Accounting, Delivery on Orders working groups) as required.

Maintain a work plan and report regularly to Shop-Order-Pay Standards Board.

Develop and endorse other standards as directed by the Shop-Order-Pay Standards Board.

Chair:	Andre Beyeler (KL)
Vice Chair:	Yasmeen Alston (AA)
Secretary:	Leonor Oliveira

Workspace:	SSW
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Reservations Working Group

Mandate

As and when necessary to maintain business continuity during the transition to the world of offers and orders; Develop recommendations and take decisions on all procedures and policy issues relating to reservations rules and regulations, including transmission of reservations services for use by customers and agents.

Review proposals and develop recommendations for additions, deletions and amendments to:

Reservations-related data exchange standards in A4A/IATA Reservations Interline Message Procedures - Passenger (AIRIMP), XML and EDIFACT reservations messaging standards.

Resolutions and Recommended Practices outlined in Attachment.

Reservations Handbook

Liaise with other process owning groups under any Conference, and advisory groups under Industry Groups (including Offer and Order, Order Payment, Order Accounting, Delivery on Orders groups) as required.

Maintain a work plan and report regularly to Shop-Order-Pay Standards Board

Develop and endorse other standards as directed by the Shop-Order-Pay Standards Board.

Chair:	Rick Jacobs (KL)
Vice Chair:	Michelle Bryant (LH)
Secretary:	Leonor Oliveira

Workspace:	SSW
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Ticketing Working Group

Mandate

Deal with matters concerning ticketing processes including the associated business requirements.

As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to create or amend standards shown on the List of resolutions below. governing these processes. Ensure that proposals align with existing standards, and that requirements are documented with a corresponding change to Implementation Guidance where applicable.

Review and endorse proposals to amend:

- Resolutions and Recommended Practices listed below this table;
- Implementation Guides and other supporting documents.

Liaise with ATSB CMIG to ensure that XML and EDIFACT messages impacted by the above changes are also modified

Liaise with other process owning groups under any Conference, and advisory groups under Industry Groups (including Offer and Order, Order Payment, Order Accounting, Delivery on Orders groups) as required.

Maintain a work plan and report regularly to the Shop-Order-Pay Standards Board.

Chair:	Margaret Brown (AA)
Vice Chair:	Michal Juranka (QR)
Secretary:	Leonor Oliveira

Workspace:	SSW
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Shop-Order-Pay Standards Board Advisory Forum

As per Resolution 009

Each Board may elect to create an Advisory Forum, where key stakeholders and partners may participate to provide strategic input on activities, initiatives or programs on any subject within the Board's domain. Such Advisory Forums will report to each Board and shall operate under Terms of Reference adopted by the Board.

Chair:	Lisa Woods (Accelya)
Vice Chair:	Ian Fette (Navan)
Vice Chair:	Paul Butcher (Trip)
Secretary:	Lars Gaebler

Workspace:	SSW / Confluence
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Travel Standards Board

Travel



Interaction between airlines and other parties around fulfillment and delivery of a product or service to a customer.

Subjects covered by the Board

- Passenger experience, contactless travel and biometrics,
- Passenger airport processes, departure management activities,
- The relationship between airlines and government agencies controlling facilitation or receiving passenger information,
- Operational processes supporting the delivery of passenger services,
- Ground handling and airport handling standards, fuel data standards,
- Accessibility, airside safety, and baggage handling

Major areas of new standards development

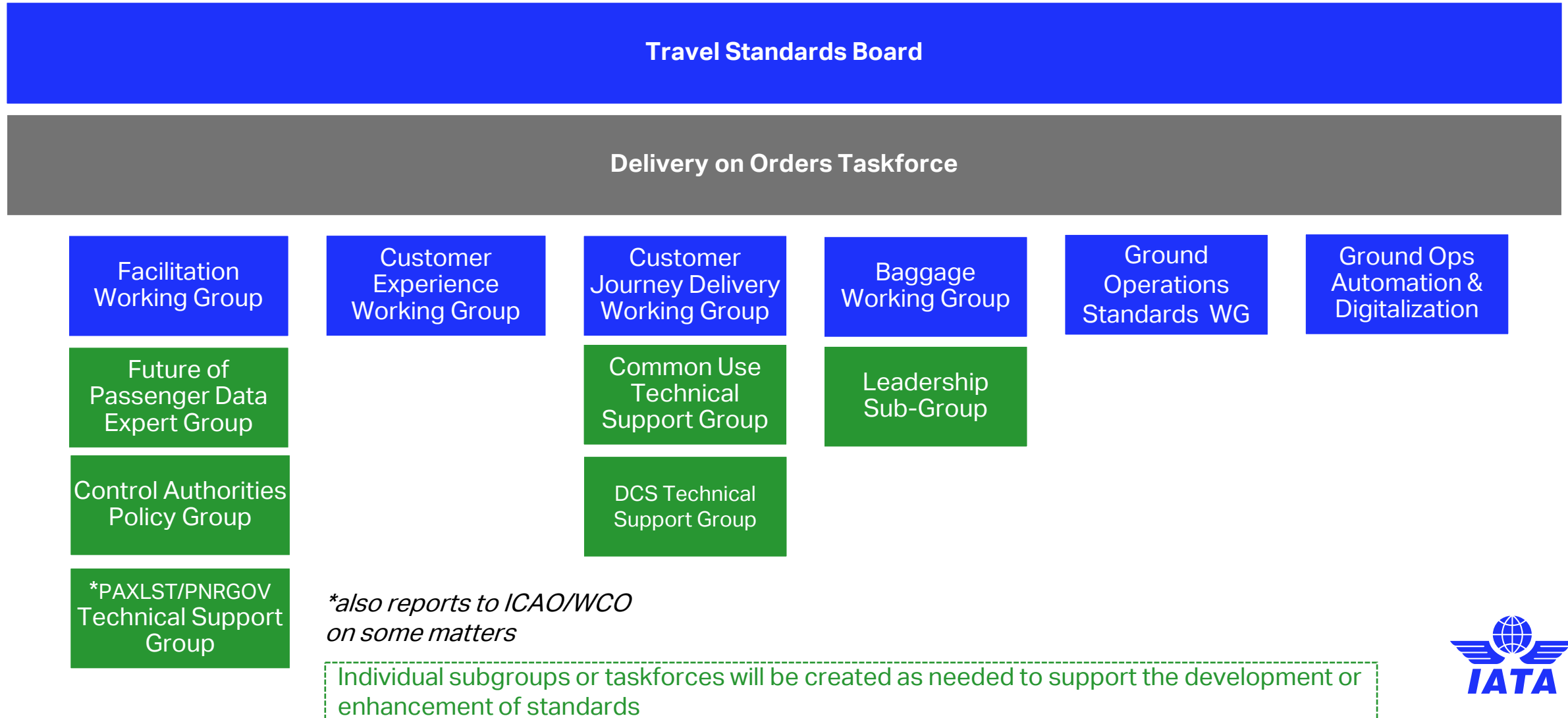
- One ID for Customer Experience Digitalization
- Delivering with Orders
- Modernization of baggage logistics
- Ground handling Digitalization

Chair:	Rami El Samra (EK)
Vice Chair:	Rick Nagy (AS)
Secretary:	Louise Cairney

Workspace:	SSW / Confluence
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Travel Standards Board

(all groups and fora report to the Board unless indicated differently)



Baggage Working Group

Mandate

Deal with matters concerning baggage processes (i.e. operations, claims, proration) including the associated business requirements.

1. Produce, review and endorse proposals to create or amend standards governing these processes such as
 - PCS Resolutions 709, 739, 740, 741, 743, 743a, 743b, 744, 745, 745a, 745b, 746, 751, 752, 753, 754, 755, 763, 765, 769, 780
 - PSC Recommend Practices 1690b, 1701f, 1706, 1739, 1740a, 1740b, 1740c, 1740d, 1740e, 1741, 1743a, 1743b, 1743c, 1743d, 1743e, 1744, 1745a, 1745, 1746, 1748, 1749, 1750, 1751, 1752, 1752a, 1754, 1755, 1757, 1788.
2. Ensure that proposals are aligned with existing PSC standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable
3. Provide interpretations and ad-hoc advice related to baggage standards
4. When necessary, recommend a review and provide feedback on change proposals to RP1690 Airport Handling Manual (AHM), RP1690a IATA Ground Operations Manual (IGOM), IATA Ground Operations XML Toolkit, ISAGO standards as well as CSC Reso and RP in the area of the baggage operations.
5. Review submissions from IATA, other IATA groups, and/or other industry stakeholders as well as address comments on proposed material provided by IATA and other working groups.
6. Provide comments to proposed regulations, IATA position papers and other material used by IATA for industry advocacy
7. Liaise with PSC, TSB, CSC and ISO - TC 20 SC9; SAE AGE for changes of IATA Reso, RP and other industry standards
8. The group is also responsible to
 - maintain a workplan
 - report regularly to the Travel Standards Board
 - support IATA in delivering strategic objectives
 - prepare and review documents for publication
 - support and implement IATA ground operations standards, programs, and initiatives.

Chair:	Niueni Tugaga (NZ)
Vice Chair:	Santosh Kumar (EK)
Secretary:	Getnet Taye

Workspace:	Teams Site
Sub-groups:	Baggage Automation Baggage Information Exchange Customs & Security

Customer Experience Working Group

Mandate

1. Deal with matters concerning the current and future customer experience passenger facilitation, contactless journey, and the exchange of information between airlines and other stakeholders including airports and governments.
2. Recognizing the industry's ambition to advance customer-centricity, develop and maintain modern standards to facilitate interaction between the passenger and the airline, the airport, and authorities in respect of passenger facilitation processes,
3. Document business requirements, and propose development in One ID messages for contactless travel through biometric-enabled identification and the digitalization of passenger admissibility in advance of travel.
4. As and when necessary, maintain, develop, review, and endorse proposals to amend standards relating to accessibility, passengers with reduced mobility, and the handling of mobility aids.
5. Liaise with TSB Working Groups. Other process-owning groups under any Management Boards, and advisory groups under Advisory Councils as required.
6. Maintain a work plan and report regularly to the Travel Standards Board.

Chair:	David Hojenberg (SK)
Vice Chair:	Vacant
Secretary:	Younkyung (Youn) Kim

Workspace:	Teams
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Customer Journey Delivery Working Group

Mandate

1. Deal with matters concerning the current and future passenger service delivery management and delivery tracking, the future management of data in shared airport environments, including Aviation Information Data Exchange (AIDX) for exchanging flight data between airlines, airports, and any third-party consuming operational data and Common Use environments for managing passenger processing.
2. Future Delivery workstream. In collaboration with the Deliver on Orders Task Force and with involvement from the DCS sub-group as appropriate, initiate new or enhanced standards required for next-generation passenger processing and order-based delivery scenarios, and maintain the associated implementation materials as these standards mature.
3. Document business requirements and, when needed, propose, develop, and maintain updates to Order Delivery and other data-exchange messages, together with their associated Implementation Guides, for all Common Use standards (CUPPS, CUSS, CUWS, and ITPS).
4. Document business requirements, as needed, to ensure business continuity during the transition from legacy environments to the world of offers and orders. In parallel, develop, review, and endorse proposals to amend Common Use standards as necessary to support this transition.
5. Liaise with the Customer Experience WG, and other process-owning groups under any Management Board, and advisory groups under Advisory Councils as required.
6. Maintain a work plan and report regularly to the TSB.

Chair:	Tim McGraw (AA)
Vice Chair:	Edo Rooker (KL)
Secretary:	Stefano Frassanito

Workspace:	Teams Site
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Delivery on Orders Task Force

Mandate

1. Deal with matters concerning the current and future passenger service delivery management and delivery tracking, the future management of data in shared airport environments, including Aviation Information Data Exchange (AIDX) for exchanging flight data between airlines, airports, and any third-party consuming operational data and Common Use environments for managing passenger processing.
2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to facilitate interaction between Airline responsible for Customer's Order and Service Delivery Providers or other Transportation Service Providers (including airlines) responsible for delivery of services ordered by the Customer and that Airlines and airports share relevant data about expected and actual passenger flow in-airport to improve operational performance and use smart resource (i.e., uniquely identified, connected and operating autonomously) allocation to ensure efficient utilization of resources.
3. Document business requirements, propose additions or changes in Order Delivery messages, and maintain associated Implementation Guide, Document business requirements, propose additions or changes in Common Use Web Services (CUWS), and the standardization of data exchange supporting common use self-service bag drop and different touchpoints using web services technology and maintain associated Implementation Guide.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Resolution 708 and Recommended Practice 1706a, 1706b, 1707a-1719e, As and when necessary to maintain business continuity during the transition from legacy environments; develop, review, and endorse proposals to amend Common Use standards for CUWS, CUSS, CUPPS, BCBP and ITPS (Resolution 792, and Recommended Practice 1706c, 1741, 1797) and AIDX (Recommended Practice 1797a).
5. Liaise with Interline WG, the Customer Experience & Facilitation WG, and other process-owning groups under any Management Board, and advisory groups under Advisory Councils as required
6. Maintain a work plan and report regularly to the TSB.

Chair:	Theresa Minder (LX)
Vice Chair:	Vacant
Secretary:	Louise Cairney

Workspace:	Teams
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Facilitation Working Group

Mandate

1. Deal with matters concerning standards on transmission of passenger data from airlines and passengers to government agencies.
2. Recognizing the industry's ambition to move to the world of offers and orders only, and move to advanced customer-centric processes, develop and maintain modern standards to facilitate transmission of passenger data to authorities.
3. Document business requirements, propose additions or changes in PNRGOV and PAXLST messages, associated Message Implementation Guides. Develop BRDs where necessary using the Airline Industry Data Model (AIDM) methodology.
4. As and when necessary to maintain business continuity (such as a governmental regulatory change) during the transition to the world of offers and orders; develop, review, and endorse proposals to amend RP1717a, PAXLST and PNRGOV Message Implementation Guides, and other relevant guidance material.
5. Liaise with Control Authorities Working Group, Reservation Standards Group, Offers and Orders Working Group and other Working Groups / Advisory Councils as necessary.
6. Maintain a work plan and report regularly to the TSB.

Chair:	Caroline Bibi (LH)
Vice Chair:	Amelia Ganz (LH)
Secretary:	Karine Boulet Gaudreault

Workspace:	Teams Site
Sub-WG:	PAXLST and PNRGOV

Ground Operations Automation and Digitalization Working Group

Mandate

This group is mandated to develop and amend standards in areas of Load Control, Ramp Operations & Automation, Ground Support Equipment (GSE).

Such standards are published in:

- a) Airport Handling Manual (RP1690), Chapters 5, 7, 9, 10, 11 and contributes to other sections as required
- b) IATA Ground Operations Manual (RP1690a), Chapter 5, and contributes to other sections as required
- c) IATA Ground Operation XML toolkit
- d) Other IATA Resolutions, Recommended Practices and guidance material as require

Chair:	Sean Fernandes (Flydubai)
Vice Chair:	Jeroen Jaartsveld (KLM)
Secretary:	Massimo Cicetti

Workspace:	Teams Site
Sub-groups:	GSE management
	Digitalization: W&B/Load Control
	Delay code

Ground Operations Standards Working Group

Mandate

This group is mandated to develop and amend standards in areas of passenger and ramp handling; organization management, supervision, safety including occupational health and safety, training and procurement of ground handling services and catering.

Such standards are published in:

- a) Airport Handling Manual (RP1690), Chapters 0, 4, 6, 8, 11 and contributes to other sections as required
- b) IATA Ground Operations Manual (RP1690a), Chapters 1, 3, 4, 6 and contributes to other sections as required
- c) Other IATA Resolutions, Recommended Practices and guidance material as required

Chair:	Christina Markou (Aegean)
Vice Chair:	Brian Bartal (Unifi)
Secretary:	Iva Pluhackova

Workspace:	Teams Site
Sub-groups:	Operations Management and Safety Training Contracts

Control Authorities Policy Group (Advisory Forum)

Mandate

1. Expert forum of airlines and government members who work collaboratively to recommend solutions and establish best practices for border management that contribute to the facilitation of legitimate travellers whilst ensuring a secure border. The IATA CAWG provides policy guidance to IATA on topics that affect laws and regulations governing border controls and develop positions to be presented to ICAO among others and guidance material as required.
2. Provides advice to the TSB on areas of the passenger journey related to border control management that impact airlines and control authorities.
3. Contributes to the TSB task forces when relevant, and as such, liaise with the Facilitation and Passenger Data Working Group and the Customer Experience and Facilitation Working Group.
4. Maintain a work plan and report regularly to the Travel Standards Board.

Co-Chair:	Lisa Casellin (US CBP)
Co-Chair:	Ameli Ganz (LH)
Secretary:	Karine Boulet Gaudreault

Workspace:	Teams Site
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Settlement and Accounting Standards Board

Settlement and Accounting



Interactions between airlines and other parties around managing financial processes supporting the delivery of passenger services.

Subjects covered by the Board

- Payment acquisition and transferring funds to the provider.
- Settlement data exchange standards
- Financial data exchange standards

Major areas of new standards development

- Airline Billing and Settlement with Orders
- Order Accounting Standards

Chair: Myriam Burget (LX)

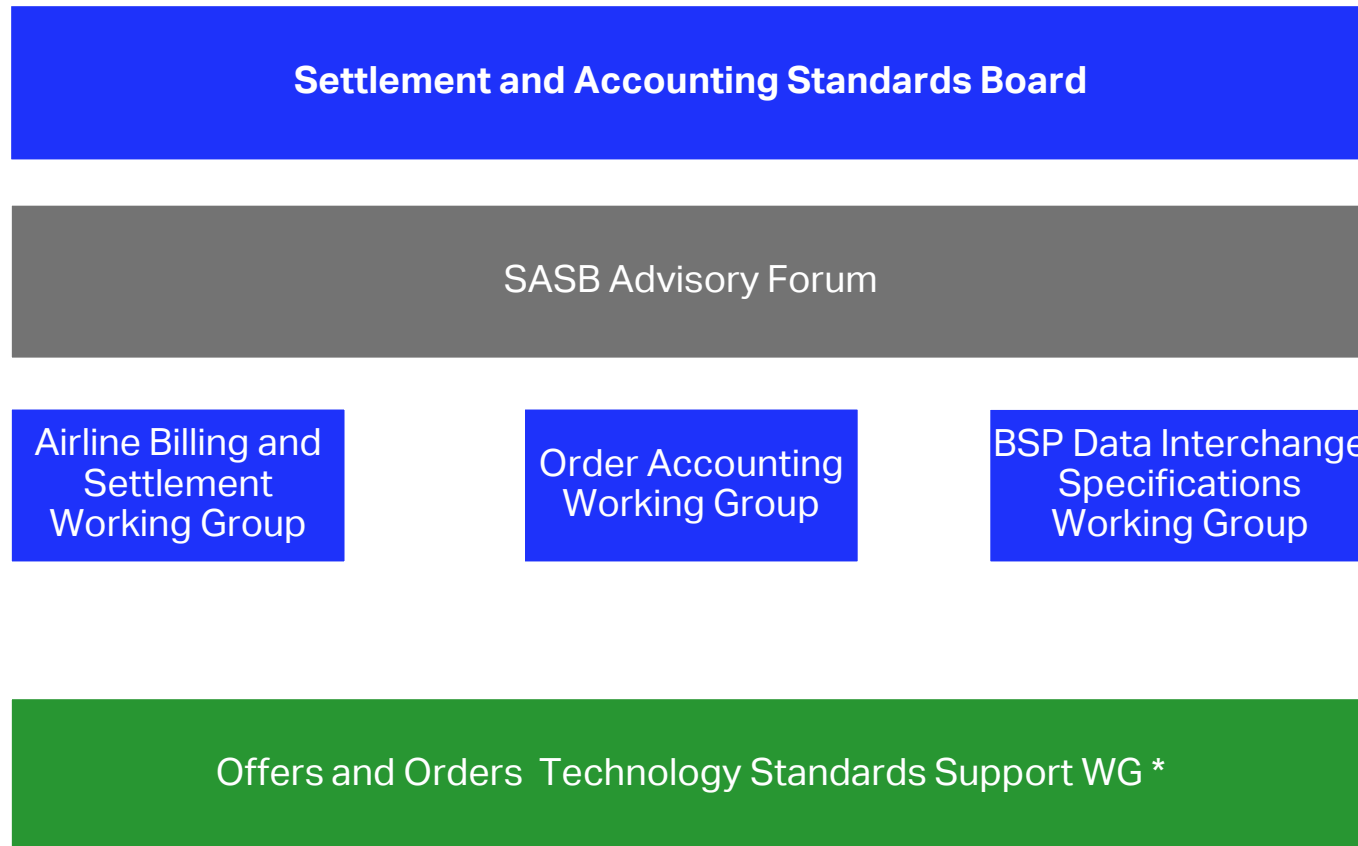
Vice Chair: Jerome Boyer (AF)

Secretary: Altug Meydanli

Workspace: SSW / Confluence

Settlement and Accounting Standards Board

(all groups and for a report to the Board unless indicated differently)



**shared across all Boards, reports to ATSB*

Airline Billing and Settlement Working Group

Mandate

1. Develop billing and settlement business requirements documentation and procedural standards that facilitates the exchange of information necessary for billing and settlement between airlines and any 3rd party transportation provider using Enhanced and Simplified Distribution based on the passenger offer and orders standards (NDC and One Order).
2. Develop and maintain billing and settlement standards for cargo.
3. Review and endorse proposals to amend IATA RAM (Revenue Accounting Manual) rules (Passenger) provided that:
 - a. There is a governmental regulatory change that necessitates a RAM rule change and/or:
 - b. In case of a business-critical industry issue raised by ABS WG and/or SASB necessitating a change or clarification to be added to the RAM for better understanding of the interline billing and settlement procedures.

SASB approval should be obtained for the group to work on the non-offers and orders passenger standards.
4. Recommend changes to mandatory or recommended data elements and adjust interline billing rules accordingly.
5. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable.
6. Liaise with other process-owning groups under the PSC and Advisory Councils as required.
7. Liaise with the technical groups under the ATSB for the technology data exchange message standard accompanying the business requirements.
8. Maintain a work plan and report regularly to the SASB .

Chair:	Benaifer Bhathena (WS)
Vice Chair:	Daniel Erler (HR)
Secretary:	Altug Meydanli

Workspace:	SSW
TSSWG:	OOTSSWG (<i>limited to OO</i>)

BSP Data Interchange Data Standards Group

Mandate

1. Deals with matters concerning the development and maintaining data interchange specifications for the exchange of passenger ticketing and related data (including mass upload formats in BSPlink such as ADMs /ACMs and Refunds) between Billing and Settlement Plan (BSP) business partners.
2. Review and endorse proposals to create or amend standards to develop and document suitable technical solutions for the provision of BSP-related data (including mass upload formats in BSPlink such as ADMs /ACMs and Refunds), for publication in the BSP Data Interchange Specifications Handbook (DISH) and ensure that those technical solutions align with existing standards.
3. Develop and document suitable technical solutions for the provision of BSP-related data, for publication in the DISH.
4. Propose realistic implementation schedules for changes to the DISH standards.
5. Where practical, BDIS WG will take into account business requirements of BSP business partners.
6. Review and endorse proposals to amend:
PSC Resolution 750 Attachment A - BSP Data Interchange Specifications Handbook.
7. Liaise with other process-owning groups under the PSC, and advisory groups under Industry Committees as required, including the PAPG (Passenger Agency Program).
8. Maintain a work plan and report regularly to SASB.

Chair:	Carsten Kemper/LH
Vice Chair:	Vacant
Secretary:	Altug Meydanli

Workspace:	SSW
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Order Accounting Working Group

Mandate

1. Deals with matters concerning financial and accounting processes and practice related to Orders including the associated business requirements, provided that they are related to IATA Resolutions 787 and 797 taking into account end-to-end processes.
2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards relating to Order Accounting, auditing, billing, revenue recognition and taxation in relation to enhanced and simplified distribution such as those referred to under Reso 787 and 797.
3. Document business requirements, propose additions or changes in messages defined under Reso 797 and maintain associated Implementation Guide. Group may propose changes to messages defined under Reso 787 subject to review of the Offer and Order Working Group. Order Accounting Working group will develop BRD using AIDM methodology to and will need Technology Support Group to propose technical solution and write implementation guide based on produced solution for the respective BRD.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to amend: IATA Reso 797, 787, Implementation Guidance for Order Accounting.
5. Liaise with Offer and Order Working Group, Order Payment Working Group, Interline Working Group as well as with other process owning groups under SASB and SOPSB.
6. Maintain a work plan and report regularly to the SASB.

Chair:	Konda Reddy (QF)
Vice Chair:	Myriam Burget (LX)
Secretary:	Altug Meydanli

Workspace:	Jira
TSSWG:	OOTSSWG

Settlement and Accounting Standards Board Advisory Forum

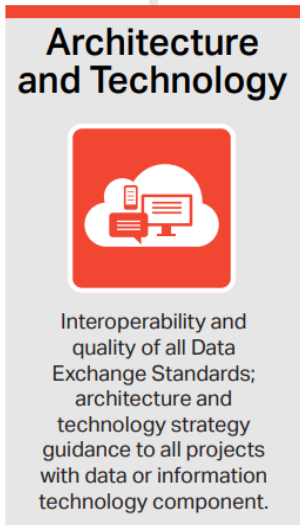
As per Resolution 009

Each Board may elect to create an Advisory Forum, where key stakeholders and partners may participate to provide strategic input on activities, initiatives or programs on any subject within the Board's domain. Such Advisory Forums will report to each Board and shall operate under Terms of Reference adopted by the Board.

Chair:	Luis Velazquez (ATPCO)
Vice Chair:	Gilles Ingham (Amadeus)
Secretary:	Altug Meydanli

Workspace:	SSW
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Architecture and Technology Strategy Board



Subjects covered by the Board

- Interoperability and quality of all Data Exchange Standards
- Methodology for documenting business requirements, processes and development of Standards
- Reference Architecture
- Airline Industry Data Model (AIDM)
- Technology strategy for standards

Major areas of new standards development

- Digital Identity Technologies
- Open APIs
- Business Reference Architecture for Offers and Orders

Chair:	Michele Walter (AF)
Vice Chair:	Najmi Mansoor Ahmed (EK)
Secretary:	Vanni Sanvincenti

Workspace:	Jira/Confluence/SSW
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Architecture and Technology Strategy Board

ATSB
(Technology Guidance, Design)

Offers and Orders
Technology
Standards
Support WG

Change
Management and
AIDM Integration
WG

Identity Working
Group

Open API
Working Group

Business
Architecture
Working Group

*All Technology Standard Support
Working Groups created
by business Boards (or their WGs)*

Development of solutions under
ATSB methodology direction

Maintain Technology Standards and Guidance,
Technology Expertise



Business Architecture Working Group

Mandate

Maintain and evolve business architecture artefacts, such as:

- the Reference Business Architecture for Passenger Distribution with Offers and Orders (RBA) under RP1786a;
- Value Chain model;
- high level business process models;

Ensure models accurately represent business capabilities across all relevant aviation domains, reflecting industry best practices and emerging trends.

Provide governance and consistency by establishing and enforcing industry architecture standards, naming conventions, and version control to ensure coherence and interoperability across domains.

Facilitate cross-domain alignment by acting as the central forum for harmonizing business capabilities between planning, shopping, servicing, payment, settlement, accounting, and delivery domains.

Coordinate contributions from experienced enterprise architects and domain subject matter experts from various Working Groups under the Passenger Standards Conference to validate and enrich the model.

Enable traceability and impact analysis by maintaining clear linkage between business capabilities and related processes, business and technological standards.

Maintain a work plan and report regularly to the ATSB.

Chair:	Stephen Bennet (IAG)
Vice Chair:	Saravanan Samuthiravel (Flydubai)
Secretary:	Vanni Sanvincenti

Workspace:	Confluence
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Change Management & AIDM Integration WG

Mandate

1. Oversee the maintenance of an integrated Airline Industry Data Model (AIDM) intended as a central repository to:
 - Store business process models supporting passenger data exchange standards
 - Store data and message models supporting passenger data exchange standards
 - Generate all data exchange specifications including messaging standards as well as developmental (alpha release) and candidate (beta release) messaging standards
2. Review and endorse new data exchange standards and proposed changes to data exchange standards. This includes:
 - Ensure completion of stage 1 (initiation), 2 (business models) and 3 (data models) BRDs as per the AIDM Methodology for new standards
 - Ensure compliance of all proposed business and data modeling changes with the AIDM Modeling Guidelines
 - Provide guidance and resolve integration issues with proposed changes to the AIDM
 - Ensure compliance of all Data Exchange Standards with the IATA XML and Open API Best Practices.
3. Maintain the methodology for developing data exchange standards and associated modelling guidance, best practices, templates and tools. This includes the following documents:
 - AIDM Modeling Guidelines
 - IATA XML Best Practices
 - IATA Open API Best Practices
4. Liaise with other groups under any Conference, and Industry Committees as required, providing modeling, technical guidance and support to other groups as required.
5. Maintain a work plan and report regularly to ATSB

Chair:	Dave Weghorst (DL)
Vice Chair:	Patrick Brosse (Amadeus)
Secretary:	Bryn Burson

Workspace:	SSW
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Identity Management Working Group

Mandate

1. Develop technical standards supporting coding regimes governed by IATA passenger standards, building on use cases referred to the group by the ATSB. Examples of use cases include, but are not limited to:
 - Identity management of parties in the distribution chain to support distribution standards
 - Identity management of Airlines/Airports and service providers in case of operations standards
 - Identity management of passengers in support of distribution and passenger processing
2. Analyse existing identity management technology standards to identify if any standards can be reused or extended against use cases identified in the ATSB workplan.
3. Leverage work and recommendations accompanying use cases from business groups as part of the standard.
4. Define industry implementation guidance for how digital identity will be implemented across the airline industry (including the creation of implementation guides and updates of the Reference Communication Model if necessary).
5. Ensure any selected standards comply with the Digital Transformation Advisory Council's identity management strategy and principles established by the ATSB detailed in the guidance paper.
6. Maintain a work plan and report regularly to ATSB

Chair:	Jonathan Tailly (AC)
Vice Chair:	Daniel Bachenheimer (Accenture)
Secretary:	Gabriel Marquie

Workspace:	Teams
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Offers and Orders TSSWG

Mandate

1. Develop data exchange standards meeting the Business requirements established by the following Working Groups :
 1. Offer and Order Distribution Working Group under SOPSB
 2. Order Payment Working Group under SOPSB
 3. Order Accounting Group under SASB ; and
 4. Airline Billing and Settlement Working Group under SASB (limited to Offer and Order-related billing and settlement requirements);
2. Develop an implementation guide describing the use of the above data exchange standards.
3. Ensure the integrity of proposed Offer and Order data exchange standards with respect to all (already known) business requirements;
4. Ensure that the development of data exchange standards follows all applicable ATSB methodologies; collaborate with CMIG to integrate all relevant artifacts in the AIDM.
5. Liaise with groups defining business requirements and with ATSB CMIG
6. Maintain a work plan and report regularly to the above Boards.

Chair:	Ricardo Orozco Giraldo (LX)
Vice Chair:	vacant
Secretary:	Vanni Sanvincenti

O&O Plan:	Yes
Site:	Jira
Note: Reports to PSB, SOPSB, SASB and ATSB	

Open API Working Group

Mandate

1. Develop and agree industry data communication standards, best practices and implementation guide, based on open technology standards, including but not limited to REST API (Application Programming Interface), Event API, GraphQL, AsyncAPI standards and best practices, with the focus to ensure consistency and interoperability in the implementation of Data Exchange Standards.
2. Support business groups developing data exchange standards under the PSC with Technology guidance, including all areas defined in point 1 above.
3. Maintains Reference Communications Model (RCM), as a common point of reference for the implementation of communication protocols and the common non-functional requirements, including data exchange security, handling of personally identifiable data or similar standards and best practices.
4. Liaise with other groups under any Conference, and Industry Committees as required.
5. Maintain a work plan and report regularly to ATSB.

Chair:	Marcus Wagner (LH)
Vice Chair:	Gayathri Sasidhar (KL), Patrick Brosse (1A)
Secretary:	Yan Sun

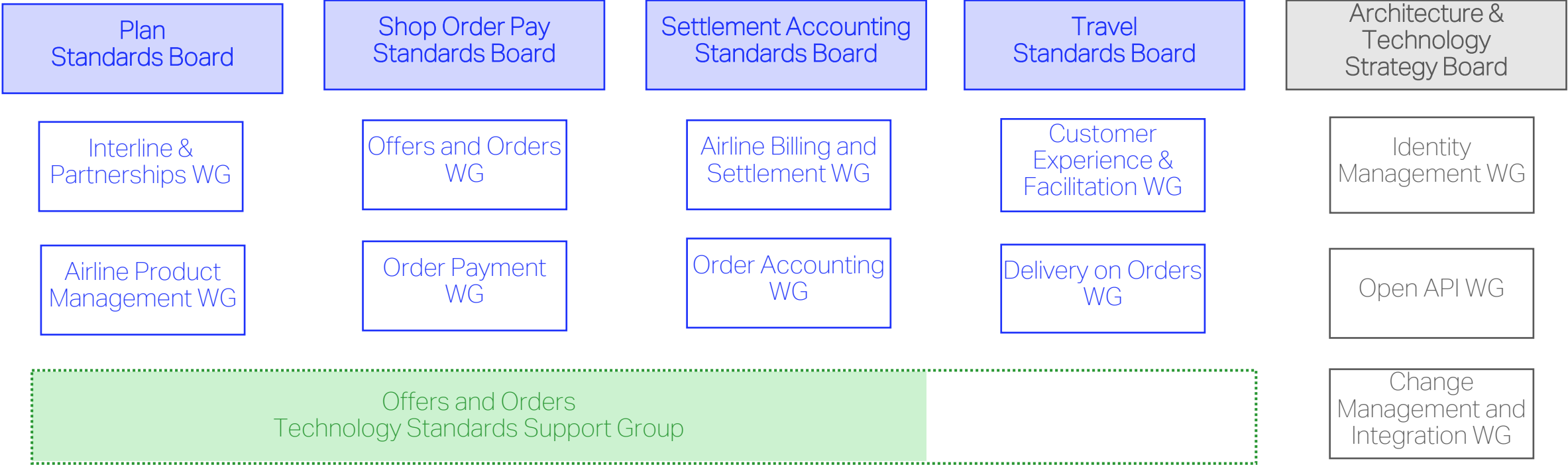
Workspace:	Teams
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Offers and Orders PSC engagement

only sub-set of PSC groups

Passenger Standards Conference

PSC Steering Group



Plan

Plan Advisory Forum –
Isabella Ioannoni

Airline Product
Management – **Alberto
Carlos Hinke**

Industry Coding–
Isabella Ioannoni

Interline & Partnership –
Alberto Carlos Hinke

Schedules Publication
• Schedules Data Exchange
– **Teresa Mentone**

Slots Messaging
• Slots Data exchange -
Isabella Ioannoni

Codeshare TF – **Isabella
Ioannoni**

Business Identifiers TF –
Isabella Ioannoni

Technology Standards
Support

Shop Order Pay

Shop Order Pay
Advisory Forum – **Lars
Gaebler**

Offer Order – **Mladenka
Vukmirovic**

Order Payment -
Mladenka Vukmirovic

Reservations – **Leonor
Oliviera**

Ticketing – **Leonor
Oliviera**

Pricing Automation –
Leonor Oliveira

Seller Risk Management
TF – **Vitor Cedrola**

Technology Standards
Support

Settlement & Accounting

Settlement &
Accounting Advisory
Forum – **Altug Meydanli**

Airline Billing and
Settlement – **Altug
Meydanli**

BSP Data Interchange
Specifications – **Altug
Meydanli**

Order Accounting –
Altug Meydanli

Technology Standards
Support

Travel

Delivery on Orders TF –
Louise Cairney

Facilitation
• Paxdata / Control Auth / PNRGOV/ PAXLST
Karine Boulet Gaudreault

Customer Experience –
Younkyung (Youn) Kim

Customer Journey
Delivery Common Use / DCS
– **Stefano Frassanito**

Baggage
• Baggage Leadership
– **Getnet Taye**

Ground OPS Standards
– **Massimo Cicetti**

Ground OPS Auto &
Digitalization – **Iva
Pluhackova**

Technology Standards
Support

Architecture Technology

Business Architecture –
Vanni Sanvincenti

Change Management
Integration – **Bryn
Burson**

OpenAPI –
Yan (Peter) Sun

Identity Management –
Gabriel Marquie

Technology Standards
Support – **Vanni
Sanvincenti**

