



2nd IATA Passenger Standards Conference

Held as a digital event 3-4 November 2020

With online ballot for all voting items running 30 September 2020-18 November 2020

Agenda

Second and Final Transmittal

Under the provisions of IATA Resolution 009, this Conference will be a single meeting, combining the 42nd IATA Passenger Services Conference, and the 2020 meeting of the Composite Meeting of the IATA Passenger Tariff Coordinating Conferences.

This meeting will also be held jointly with the A4A Passenger Council, to form the 40th Joint A4A/IATA Passenger Services Conference (JPSC).

This is the second and final agenda transmittal. The online ballot for voting items is now open. As all voting will occur by online ballot this year, no onsite items or onsite amendments will be made to any items while the ballot is open.



Notes to the Agenda

The Passenger Standards Conference

In accordance with Article VI of the Provisions for the Conduct of IATA Traffic Conferences, notice of this meeting was given on 26 June 2020 by [Memorandum PSC/2020-06/5](#).

All activities under the Passenger Services Conference and the Passenger Tariff Conferences were combined into a single structure, the Passenger Standards Conference. This Conference now manages all standards activity touching passenger processes (distribution, airport and financial) together with more general standards such as coding and scheduling. The Passenger Standards Conference is governed by Resolution 009.

Under the terms of Resolution 009, this Conference will be a single meeting, combining the 42nd IATA Passenger Services Conference, and the 2020 meeting of the Composite Meeting of Passenger Tariff Coordinating Conferences.

This meeting will also be held jointly with the A4A Passenger Council, to form the 40th Joint A4A/IATA Passenger Services Conference (JPSC).

The Conference has ultimate decision-making authority over all standard setting activity within its scope. Every IATA member airline can participate and vote.

The Agenda of the Conference will include updates from the activity of each Management Board, and the proposals which have been developed by Groups under each Board. The Conference adopts changes to Resolutions and Recommended Practices and elects the Board Members to oversee the standards across each business domain.

Online meeting and online voting

Registration for the digital event

Attendance at the digital event is open to all delegates from member airlines, or from eligible Strategic Partners. You may register for the event at: <https://register.gotowebinar.com/register/6032252150832146701>

Voting Packages

Members will note that the agenda contains an easily identifiable grouping of agenda items that are amendments to resolutions and recommended practices. These items are grouped by subject, and for large changes in standards will be presented as a package.

This procedure has been introduced in order to streamline the adoption of amendments, which have been unanimously agreed by the responsible specialist working groups, Committees and Boards reporting to Conference.

Packaged items were only published with the first agenda transmittal. At this time, members were asked to carefully review these packaged agenda items. To assist in identifying these items, they are identified in the table of contents and the agenda item number is lengthened with the addition of "/P".

Members were asked to request the removal of items contained within packages (if required) by 25 September 2020. **No such requests were received by IATA.**

Once adopted by Conference, each of these amendments will be published in the Book of Finally Adopted Resolutions for filing with Governments as is the normal practice (or attached to the Minutes in the case of AIRIMP amendments).

Editorial Corrections

Any editorial corrections to the agenda should be submitted to the IATA Secretariat (via email to standards@iata.org). Editorial corrections advised before 25 September were to be noted in the second transmittal of the agenda. **No such requests were received by IATA.** A record of any subsequent editorial corrections will be maintained on the IATA Standard Setting Workspace.



Call for nominations of open Management Board positions

Under the terms of Resolution 009, each year nine positions are open on each of the five Management Boards for re-election for a two-year term.

Due to the Covid-19 pandemic, and in the interests of managing continuity, the Conference Steering Group endorsed a simplified approach whereby the existing members of each Management Board were asked if their airline wished to continue their involvement in each Board across 2021. Additional nominations for all Management Boards were also requested with the first transmittal of the agenda. Where such nominations were submitted, these have been outlined in the relevant sections of this agenda.

It should also be noted that the Conference Steering Group has endorsed a proposed change to Resolution 009 which would simplify the nomination and election procedures for Management Boards from 2021 onwards. This change to Resolution 009 is included in this agenda for Conference adoption.



Online voting instructions

All voting items (including changes to Resolution and Recommended Practices, and other actions taken by the Conference) will occur by online ballot, separately from the digital event. The online ballot will be hosted on the Standards Setting Workspace (SSW) platform. The online balloting period commenced on 30 September 2020 and will close at midnight Geneva time on 18 November 2020. Further details are provided below.

Resolution 009 establishes a single conference structure. The Conference fulfils the functions of both the Passenger Services Conference and the Passenger Tariffs Conference, which still exist separately within the Provisions.

For voting items relating to Resolutions 011 – 312, only individuals accredited as their airline's Passenger Tariffs Conference representative (or their alternate) may exercise their airline's vote. This relates to ONE voting item only in this agenda, C4.5.1/P, which is a package of two Tariff items.

For **all other voting items** relating to all other Resolutions, Recommended Practices and other standards development activity, only individuals accredited as their airline's Passenger Services Conference representative (or their alternate) may exercise their airline's vote.

Member airlines may wish to simply accredit a single delegate as the accredited representative for both parts of the Conference. This accreditation will allow one person to vote on all items at the Conference.

Members may view their accredited representatives at <https://www.iata.org/contentassets/c33c192da39a42fcac34cb5ac81fd2ea/accredited-reps.pdf>

Members may make changes to these accreditations using the form at <https://www.iata.org/en/programs/workgroups/passenger-standards-conference/rep-appl-form/>

or by contacting standards@iata.org

Please note that under the Provisions, changes to accredited representatives require the approval of the airline's Chief Executive Officer.

For airlines who wish to continue having separate representatives for the Passenger Tariffs Conference items and the Passenger Services Conference items, they will need to ensure that both accredited representatives (or their designated alternates) have access to the Standards Setting Workspace "**Passenger Services Conference Voting Items**" Group, and/or the "**Passenger Tariffs Conference Voting items**" Group respectively, to ensure that they are able to vote on all items.

Indicating your participation in the Passenger Standards Conference

Even though the Conference meeting is occurring through an online ballot and digital event, the procedures for meetings outlined in the Provisions for Conduct at IATA Traffic Conferences will still be followed. This means that we require a record of the Member airlines participating in the Conference proceedings. This will be used to calculate quorum, and to determine whether items are adopted.

Accordingly, the accredited representative for each member airline voting will be asked to vote **yes to a participation question**. Any member that votes yes to this question OR that abstains or votes no on any other question will be deemed to be **participating in the Conference**. This process will be followed separately for Services and Tariffs items.

Any member that is deemed to be participating in the Conference will have their vote to all items recorded as **yes** unless they actively wish to record their vote as **no** or **abstain**. This will be separately managed for Services Conference items and Tariff Conference items. Votes may be changed at any time while the ballot period is open. Members voting no or abstain must leave a detailed comment explaining their position.

Summary of voting instructions

	For Tariff Conference Items (item C4.5.1/P only, there are no other items)	For all other items in the agenda
Who votes	The Tariff Conference accredited representative, or their alternate. Check the list here if you don't know who this is. To change this representative, contact standards@iata.org .	The Services Conference accredited representative, or their alternate. Check the list here if you don't know who this is. To change this representative, contact standards@iata.org .
Where to access the ballot	All ballots are open within the SSW group Passenger Tariffs Conference Voting Items Only accredited representatives or their alternates are able to vote within this group.	All ballots are open within the SSW group Passenger Services Conference Voting Items Only accredited representatives or their alternates are able to vote within this group.
Steps to vote	<ol style="list-style-type: none"> Ensure you are logged in to Standard Setting Workspace: <ul style="list-style-type: none"> Log in through your IATA Customer Portal account. Select Standard Setting Workspace (SSW) from "My Services". Indicate your participation in the Tariffs Conference items, by indicating yes to the participation question here. As soon as you have indicated your participation for Tariff Conference items, your airline's vote will be recorded as yes for the single voting item, unless you actively vote no or abstain. Review the agenda document. Click here to vote no or abstain for the single voting item if you wish to, and leave a comment explaining your reasons. You may change your vote on any item at any time until 18 November 2020. 	<ol style="list-style-type: none"> Ensure you are logged in to Standard Setting Workspace: <ul style="list-style-type: none"> Log in through your IATA Customer Portal account. Select Standard Setting Workspace (SSW) from "My Services". Indicate your participation in the Service Conference items, by indicating yes to the participation question here. As soon as you have indicated your participation for the Service Conference items, your airline's vote will be recorded as yes for each individual voting item, unless you actively vote no or abstain. Review the agenda document. Click here to vote no or abstain for the single voting item if you wish to, and leave a comment explaining your reasons. You may change your vote on any item at any time until 18 November 2020.

For assistance with this process, please contact standards@iata.org.

Table of Voting items

Click on the Title of the Item listed below to go to the actual Agenda Item in this document. Click on the Standard Setting Workspace (SSW) Voting item to go to the balloting paper in SSW. Please ensure you are already logged in to SSW for these links to work. Alternatively, all the balloting papers can be found on the platform as mentioned above by following these steps:

1. Sign in through your [IATA Customer Portal](#) account
2. Click on "Standard Setting Workspace" from under "My Services" on your dashboard
3. Once on the SSW Platform, select "Communities" >> "My Communities"
4. Click on the title of the Group: "Passenger Service Conference Voting Items"
5. Select "Ballots", you will see all the Open voting items you are eligible to vote on.

Agenda Item		SSW Voting Item
		PSC2020_PSC Participation
		PSC2020_PTC Participation
A3	Approval of Minutes – JPSC/39 and PSC/41; and Passenger Tariffs Composite Coordinating Conference 2019	PSC2020_A3
A4	Effectiveness of Amendments to Industry Standards	PSC2020_A4
A7	Status of Industry Codes, and Ratification of new Tax, Fee and Charges Codes	PSC2020_A7
A9	Changes to Resolution 009	PSC2020_A9
A9.1	Changes to Recommended Practice 1786	PSC2020_A9.1
A11	Any Other Business	PSC2020_A11
B1.1	Slots Update and Changes to Recommended Practice 1761a	PSC2020_B1.1
B2	Endorsement of elections for open positions on Plan Standards Board	PSC2020_B2
B3	Delegation of authority to the Plan Standards Board	PSC2020_B3
B4.2.1	Voting items from the Interline Group, presented as a package	PSC2020_B4.2.1/P
C2	Endorsement of elections for positions on Shop - Order Standards Board	PSC2020_C2
C3	Delegation of authority to the Shop - Order Standards Board	PSC2020_C3
C4.1.2	Voting Items of the Ticketing Group presented as a package	PSC2020_C4.1.2/P
C4.2.1	Voting Items of the Reservations Group (AIRG) presented as a package	PSC2020_C4.2.1/P
C4.2.1g	Construction Rules for SSR DOCO	PSC2020_C4.2.1g
C4.2.1h	SSR AMMO	PSC2020_C4.2.1h
C4.2.1i	SSR WPOW/AMOW	PSC2020_C4.2.1i
C4.2.1j	PWD (Persons with Disabilities) - PAPTE	PSC2020_C4.2.1j
C4.4.1	Voting Items of the Order Group presented as a package	PSC2020_C4.4.1
C4.5.1	Voting Items of the Pricing Automation Group (PAG) presented as a package	PSC2020_C4.5.1/P
D2	Endorsement of elections for positions on Travel Standards Board	PSC2020_D2
D3	Delegation of authority to the Travel Standards Board	PSC2020_D3
D4.2.1	Voting Items of Baggage Working Group presented as a Package	PSC2020_D4.2.1/P
D4.3.1	Voting item from the Departure Control Systems Message WG	PSC2020_D4.3.1
D4.5.1	Voting Items of the Facilitation Group, under the Travel Standards Board, presented individually: New Recommended Practise 1701o - One ID	PSC2020_D4.5.1
E2	Endorsement of elections for positions on Pay-Account Standards Board	PSC2020_E2
E3	Delegation of authority to the Pay-Account Standards Board	PSC2020_E3
F2	Endorsement of elections for open positions on Architecture and Technology Strategy Board	PSC2020_F2

Main Contents

Please note that this document forms the complete agenda. All items are contained within this document, except for larger presentations or attachments not forming part of voting proposals, which are published on the Passenger Standards page on the IATA Standard Setting Workspace. Red text in the below table indicates that the item was added or updated in the Second Transmittal.

Section A: Administration Items

Agenda Item	Attachments
A1 Opening of Meeting	
A2 Examination of Credentials of Accredited Representatives	
A3 Approval of Minutes – JPSC/39 and PSC/41; and Passenger Tariffs Composite Coordinating Conference 2019	
A4 Effectiveness of Amendments to Industry Standards	
A5 Report of the Passenger Standards Conference Steering Group	
A6 Distribution Advisory Forum (formerly the Distribution Advisory Council) of the Passenger Services and Passenger Agency Conferences	
A7 Status of Industry Codes, and Ratification of new Tax, Fee and Charges Codes	
A8 Status of BSP Form Codes	
A9 Changes to Resolution 009	Attachment A A9 Attachment B A9 Attachment C A9 Attachment A A9.1
A9.1 Changes to Recommended Practice 1786	
A10 Industry Restart	Attachment A A10
A11 Any Other Business Carrier Paper: Submitted by Qantas: Change to Resolution 763-Location Identifier	Attachment A A11
A12 Date and Place of Next Meeting (no documents)	

Section B: Plan Standards Board Items

Agenda Item		Attachments
B1	Report of the Plan Standards Board	
B1.1	Slots Update and Changes to Recommended Practice 1761a	Attachment A B1.1
B2	Endorsement of elections for open positions on Plan Standards Board	
B3	Delegation of authority to the Plan Standards Board	
B4	Groups active under Plan Standards Board	Attachment A B4 Attachment B B4 Attachment C B4 Attachment D B4 Attachment E B4 Attachment F B4
Industry Coding Group Items		
B4.1	Report and Workplan of the Industry Coding Group	Attachment A B4.1
Interline Group Items		
B4.2	Report and Workplan of Interline Group	Attachment A B4.2
B4.2.1	Voting items from the Interline Group, presented as a package	
B4.2.1a/P	Changes to MITA Agreements	Attachment A B4.2.1a/P Attachment B B4.2.1a/P Attachment C B4.2.1a/P Attachment D B4.2.1a/P
B4.2.1b/P	Baseline Checklist for implementing new interline partnerships	Attachment A B4.2.1b/P
B4.2.1c/P	Framework for simplified interline with ticketless carriers	Attachment A B4.2.1c/P
Minimum Connect Time Group Items		
B4.3	Report and Workplan of Minimum Connect Time Group	Attachment A B4.3
Schedules Publication Group Items		
B4.4	Report and Workplan of Schedules Publication Group	Attachment A B4.4 Attachment B B4.4
Slot Messaging Group Items		
B4.5	Report and Workplan of Slot Messaging Group	Attachment A B4.5
Exhaustion Flight Numbers and Industry Codes Group Items		
B4.6	Report and Workplan of Exhaustion of Flight Numbers and Industry Codes Group	Attachment A B4.6

Section C: Shop-Order Standards Board Items

Agenda Item		Attachments
C1	Report of the Shop - Order Standards Board	
C2	Endorsement of elections for positions on Shop - Order Standards Board	
C3	Delegation of authority to the Shop - Order Standards Board	
C4	Groups active under Shop - Order Standards Board	Attachment A C4 Attachment B C4 Attachment C C4 Attachment D C4 Attachment E C4 Attachment F C4 Attachment G C4
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C4.1	Report and Workplan of the Ticketing Group	Attachment A C4.1
C4.1.2	Voting Items of the Ticketing Group presented as a package	
C4.1.2a/P	Editorial Corrections to the Form Code Table	Attachment A C4.1.2a/P
C4.1.2b/P	Adjustments to FOP codes	Attachment A C4.1.2b/P
C4.1.2c/P	Pandemic Related revisions to Ticket Validity	Attachment A C4.1.2c/P
C4.1.2d/P	Update of Baggage Liability Limitations for US Travel	Attachment A C4.1.2d/P
C4.1.2e/P	RBD & Fare Basis Analysis	Attachment A C4.1.2e/P
C4.1.2f/P	Ticketing Mode Indicator Removal	Attachment A C4.1.2f/P
Reservations Group Items		
C4.2	Report and Workplan of the Reservations Group (AIRG)	Attachment A C4.2
C4.2.1	Voting Items of the Reservations Group (AIRG) presented as a package	
C4.2.1a/P	Resolution 766, Paragraph 12 Involuntary Reroute	Attachment A C4.2.1a/P
C4.2.1b/P	AIRIMP Chapter 6 – Codes and Abbreviations - SP	Attachment A C4.2.1b/P
C4.2.1c/P	AIRIMP Chapter 6 – Codes and Abbreviations - DPNA	Attachment A C4.2.1c/P
C4.2.1d/P	Unspecified/Undisclosed gender codes for Infants	Attachment A C4.2.1d/P
C4.2.1e/P	YPTA (Young Persons Travelling Alone) SSR	Attachment A C4.2.1e/P
C4.2.1f/P	Segment Associated Additional Services and SSR seat Elements with SSR ASVC	Attachment A C4.2.1f/P
C4.2.1g	Construction Rules for SSR DOCO	Attachment A C4.2.1g
C4.2.1h	SSR AMMO	Attachment A C4.2.1h
C4.2.1i	SSR WPOW/AMOW	Attachment A C4.2.1i
C4.2.1j	PWD (Persons with Disabilities) - PAPTE	Attachment A C4.2.1j
Offer Group Items		
C4.3	Report and Workplan of the Offer Group	Attachment A C4.3
Order Group Items		
C4.4	Report and Workplan of the Order Group	Attachment A C4.4
C4.4.1	Voting Items of the Order Group	
C4.4.1a	Party Information including the use of TIDS	Attachment A C4.4.1a
Pricing Automation Group Items		
C4.5	Report and Workplan of the Pricing Automation Group (PAG)	Attachment A C4.5
C4.5.1	Voting Items of the Pricing Automation Group (PAG) presented as a package	
C4.5.1a/P	Resolution 011c	Attachment A C4.5.1a/P
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Integration Group Items		
C4.6	Report and Workplan of the Integration Group	Attachment A C4.6
Intermodal Group Items		
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Agenda Item		Attachments
D1	Report of the Travel Standards Board	
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D3	Delegation of authority to the Travel Standards Board	
D3.1	Delegation of authority to the Operations Advisory Council	
D3.2	Report of standards activity delegated to the Operations Advisory Council (formerly the Operations Committee)	
D4	Groups active under Travel Standards Board, and Terms of Reference	Attachment A D4 Attachment B D4 Attachment C D4 Attachment D D4 Attachment E D4 Attachment F D4
Baggage Group Items		
D4.1	Report of the Baggage Steering Group	
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D4.2.1	Voting Items of Baggage Working Group presented as a Package	
D4.2.1a/P	Update of Resolution 780 Form of Interline Agreement	
D4.2.1b/P	Update of Resolution 743D – Content categories and examples	Attachment A D4.2.1b/P
D4.2.1c/P	Update of RP 1754	Attachment A D4.2.1c/P
D4.2.1d/P	Update of RP 1745	Attachment A D4.2.1d/P
D4.2.1e/P	Update of RP 1740c	Attachment A D4.2.1e/P
D4.2.1f/P	Update of Resolution 740	Attachment A D4.2.1f/P
D4.2.1g/P	Update of RP 1745 New Exception Codes MAIL/CMAIL	Attachment A D4.2.1g/P
D4.2.1h/P	Update of RP 1800	Attachment A D4.2.1h/P
DCS Message Group Items		
D4.3	Report of the Departure Control Systems Message (DCSM) Working Group	
D4.3.1	Voting item from the Departure Control Systems Message WG	Attachment A D4.3.1
Common Use Group Items		
D4.4	Report of the Common Use Group	
Facilitation Group Items		
D4.5	Report of the Facilitation Working Group	
D4.5.1	Voting Items of the Facilitation Group, under the Travel Standards Board, presented individually: New Recommended Practise 1701o - One ID	Attachment A D4.5.1
Fuel Data Group Items		
D4.6	Report of the Fuel Data Standards Group	
Ground Ops Automation and Digitization Technical Group Items		
D4.7	Report and Workplan of the Ground Operations Automation and Digitization Technical Group	

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E4	Groups active under Pay-Account Standards Board	Attachment A E4 Attachment B E4 Attachment C E4 Attachment D E4 Attachment E E4 Attachment F E4
E4.1	Report and Workplan of the Billing and Settlement Plan Data Interchange Specifications Group (BDISG)	Attachment A E4.1
E4.2	Report and Workplan of Customer Payment Group	Attachment A E4.2
E4.3	Report and Workplan of the Payment Fraud Prevention Group (PFPD)	Attachment A E4.3
E4.4	Report and Workplan of the Frequent Flyer Programs Fraud Prevention Group	Attachment A E4.4
E4.5	Report and Workplan of Settlement with Orders Group	Attachment A E4.5
E4.6	Report and Workplan of the ATPCO-IATA Joint Tax Governance Group (AITGG) under the Pay-Account Standards Board	Attachment A E4.6

Section F: Architecture and Technology Strategy Board Items

Agenda Item		Attachments
F1	Report of the Architecture and Technology Strategy Board (ATSB)	
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F2	Endorsement of elections for open positions on Architecture and Technology Strategy Board	
F3	Delegation of authority to the Architecture and Technology Strategy Board	
F4	Groups active under the Architecture and Technology Strategy Board	Attachment A F4 Attachment B F4 Attachment C F4 Attachment D F4
F4.1	Report and Workplan of CMIG	
F4.2	Report and Workplan of EDIFACT Group	
F4.3	Report and Workplan of the Identity Management Group	Attachment A F4.3
F4.4	Report and Workplan of the Technology and Architecture Group	Attachment A F4.4

Section G: Information Items

Agenda Item	
G1	Report of the Passenger Agency Conference
G2	Report of the Cargo Services Conference
G3	Report of the Airline Industry Retail (AIR) Think Tank
G4	Report of the IATA Strategic Partnership Program
G5	Report of the Interline Billing and Settlement Operations Working Group (IBSOPS WG)

Section A:

Administration Items

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A8	Status of BSP Form Codes	
A9	Changes to Resolution 009	Attachment A A9 Attachment B A9 Attachment C A9
A9.1	Changes to Recommended Practice 1786	Attachment A A9.1
A10	Industry Restart	Attachment A A10
A11	Any Other Business Carrier Paper: Submitted by Qantas: Change to Resolution 763-Location Identifier	Attachment A A11
A12	Date and Place of Next Meeting (no documents)	

Item A1: Opening of meeting

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

Background

In accordance with Provisions for the Conduct of IATA Traffic Conferences, the IATA Traffic Conference are convened to develop and adopt standards for IATA member airlines.

From 1 November 2018, all activities under the Passenger Services Conference and the Passenger Tariff Conference were combined into a single structure, the Passenger Standards Conference. This Conference now manages all standards activity touching passenger processes (distribution, airport and financial) together with more general standards such as coding and scheduling. The Passenger Standards Conference is governed by Resolution 009.

Under the terms of Resolution 009, the Passenger Standards Conference will be a single meeting, combining the Passenger Services Conference, and the Composite Meeting of Passenger Tariff Coordinating Conferences, as they still exist within the Provisions for the Conduct of IATA Traffic Conference.

This meeting will also be held jointly with the A4A Passenger Council, to form the 40th Joint A4A/IATA Passenger Services Conference (JPSC).

The Conference has ultimate decision-making authority over all standard setting activity within its scope. Every member airline is able to attend and vote. The Conference adopts changes to Resolutions and Recommended Practices and elects the Board Members to oversee the standards across each business domain.

IATA Competition Law Compliance

This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, nor will it discuss or take action on remuneration levels of any intermediaries engaged in the sale of passenger air transportation. This meeting also has no authority to discuss or reach agreement on the allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off, is strictly prohibited.

The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited.

Antitrust Guidance for Airlines For America Activities

Antitrust laws determine the way in which companies can act together in business activities, such as meetings and programs of Airlines for America. These laws are intended to promote competition. Many countries in addition to the United States have and enforce such laws. You should follow the guidance described below at every meeting that you attend, whether or not it is held in the United States and whether or not it is an A4A-sponsored meeting.

The basic principle of the antitrust laws is that groups of companies cannot act together to use their economic power to limit or otherwise harm competition. This means that what can be done individually by a firm could be unlawful if done collectively by a group of firms. Something that may seem to make "good business sense" when done by an individual company can injure competition when done collectively or in coordination by a group of companies and therefore may be prohibited under the antitrust laws. This is especially so when the collective or coordinated action involves competitors. Violation of the antitrust laws does not require a formal or written agreement among companies.

Violation of the antitrust laws can result in civil or criminal penalties, or both. These penalties can be severe and can be imposed on companies or individuals, or both. Neither A4A nor any of our programs is exempt from the antitrust laws. Antitrust immunity that the Department of Transportation may have given to an airline alliance does not cover airline-industry activities.

Because of these antitrust law considerations, we do not discuss, reach agreements or exchange information about such subjects as:

- Price- or service-related terms—Passenger fares; cargo rates; service fees (including a carrier's ancillary fees); discounts; credit terms; refund policies; claims policies; limitations of liability; travel agents' commissions; frequent-flyer program policies; methods of recouping costs, taxes or fees (including fuel surcharges, or ticket or waybill surcharges to recoup government taxes or fees); service terms; contract of carriage terms; or warranty terms involving services, parts, aircraft or engines
- Division or allocation of markets or customers—Limiting the geographic availability of a service or product, dividing up the territory in which a service or product will be provided, or dividing up customers
- Boycotts or blacklists—Limiting or refusing to do business with a customer, group of customers or category of customers, or a supplier, group of suppliers or category of suppliers
- Requiring suppliers to use certain standards or specifications; or agreeing on which suppliers to use—For example, requiring suppliers to use an A4A specification or the specification of another organization, or specifying which suppliers to use
- Competitively sensitive internal information—Such as pricing, yield or capacity data, or marketing or service plans
- Contract bids or requests for proposals—Whether involving the government or a private entity

If you are uncomfortable about discussing or acting on a matter because you believe that it is competitively sensitive, you should immediately say so and seek the advice of legal counsel before further discussing or acting on it.

Action

Conference to note IATA anti-trust guidance and A4A anti-trust guidance.

Item A2: Examination of Credentials of Accredited Representatives

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

Accreditation to vote on Passenger Standards Conference Items

Resolution 009 establishes a single conference structure. The Conference fulfils the functions of both the Passenger Services Conference and the Passenger Tariffs Conference, which still exist separately within the Provisions.

Membership of the IATA Passenger Services Conference is open to all IATA Members. Membership of the Tariff Composite Coordinating Conference is open to those members who have indicated to IATA that they wish to participate in Tariff activities.

The current list of Accredited Representatives and Alternates of the Conference is published separately on iata.org at: <https://www.iata.org/contentassets/c33c192da39a42fcac34cb5ac81fd2ea/accredited-reps.pdf>

For voting items relating to Resolutions 011 – 312, only individuals accredited as their airline's Passenger Tariffs Conference representative (or their alternate) may exercise their airline's vote.

For all other voting items relating to all other Resolutions, Recommended Practices and other standards development activity, only individuals accredited as their airline's Passenger Services Conference representative (or their alternate) may exercise their airline's vote.

Member airlines may wish to simply accredit a single delegate as the accredited representative for both parts of the Conference. This accreditation will allow one person to vote on all items at the Conference.

Members may view their accredited representatives at <https://www.iata.org/contentassets/c33c192da39a42fcac34cb5ac81fd2ea/accredited-reps.pdf>

Members may make changes to these accreditations using the form at <https://www.iata.org/en/programs/workgroups/passenger-standards-conference/rep-appl-form/>

or by contacting standards@iata.org

Please note that under the Provisions, changes to accredited representatives require the approval of the airline's Chief Executive Officer.

IATA has verified that all individuals able to exercise their airlines vote within the IATA Standards Setting Workspace have been duly accredited.

Accreditation to vote on A4A Passenger Council Items

A4A representatives of the A4A Passenger Council or their appointed alternates may attend the joint meetings with the IATA Passenger Standards Conference. The 2020 membership is similarly published separately by A4A and a final list will be published by A4A as required. Please advise A4A Secretariat Ms. Lauren Beyer (lbeyer@airlines.org) of any changes.

Action

Conference to note.

Item A3: Approval of Minutes – JPSC/39 and PSC/41; and Passenger Tariffs Composite Coordinating Conference 2019

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

The [Minutes of the 2019 Passenger Standards Conference](#) under cover of Memorandum PSC/MINS/063 dated 27 November 2019 and also circulated by A4A.

The IATA "[Book of Finally Adopted Resolutions and RPs](#)" was issued under of Memorandum PSC/Reso/185 dated 28 November 2019.

The table of PSC Resolutions and Recommended Practices and their [tranche categorization](#) for the purposes of US DOT approval is published on the PSC page of the IATA Standard Setting Workspace.

Action

Conference to approve the Minutes of the 39th Joint A4A/IATA Passenger Services Conference (JPSC) and the 41st IATA Passenger Services Conference; and the Minutes of the 2019 Tariff Composite Coordinating Conference.

Item A4: Effectiveness of Amendments to Industry Standards

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

Background

Traditionally, all amendments to Passenger Services Conference Resolutions, Recommended Practices and AIRIMP become effective on 1 June of the year following the Conference. Any amendments with effective dates not following this standard rule are specified on the specific agenda item.

Passenger Tariffs Conference Resolutions historically became effective on 1 April of the year following the Passenger Tariff Composite Coordinating Conference.

With the activity of these two Conference coming together as the Passenger Standards Conference under Resolution 009, it made sense to align that standard effectiveness dates of all IATA Passenger Resolutions.

It is noted that the Passenger Agency Conference (which still exists independently of the Passenger Standards Conference) also has a standard effectiveness date of 1 June.

The Passenger Standards Conference Steering Group endorsed a standard effectiveness date of 1 June for all Resolutions. This will continue for all Resolutions and Recommended Practices (unless otherwise noted in this agenda) for this year's Conference activity.

Action

Conference to confirm the standard effectiveness date of amendments to industry standards as 1 June 2021 (unless otherwise specified in the agenda item).

Item A5: Report of the Passenger Standards Conference Steering Group

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

Role of the Steering Group

The Steering Group of the Passenger Standards Conference is created by Resolution 009.

- 2.2.1 The Conference Steering Group consists of the Chair and Vice Chair of each Management Board, together with the Chair and Vice Chair of the Conference. The Steering Group shall steer the activity of the Conference across the year, and also manage standard setting activity that crosses domains. The Steering Group will hold bi-monthly conference calls, and a minimum of one meeting in person each year. Decisions of the Steering Group, where required, are made by majority, with a 50% quorum.
- 2.2.2 The accredited representative of any Member may observe meetings of the Steering Group, and all Members will have visibility of meeting documentation.
- 2.2.3 The Steering Group will ensure that each Management Board is acting within its scope as described in this Resolution.
- ...
- 2.5.2 Each Board shall elect a Chair and Vice-Chair to serve for a period of three years, providing their airline remains a Member of the Board during the entire period. Election to these offices also requires participation on the Conference Steering Group.

With the election of the Chair and Vice-Chair of each Management Board across the first half of 2020, the Steering Group is composed as follows.

Role in Steering Group	Delegate	Airline
Conference Chair (and Chair of the Steering Group)	Tye Radcliffe	United
Conference Vice Chair (and Vice-Chair of the Steering Group)	Nobu Yamanouchi	Lufthansa
Plan Standards Board Chair	Glen Bell	Delta
Plan Standards Board Vice-Chair	George Voorman	KLM
Shop Order Standards Board Chair	Arber Deva	SWISS
Shop Order Standards Board Vice Chair	Jerry Foran	British Airways
Travel Standards Board Chair	Rob Broere	Emirates
Travel Standards Board Vice Chair	Edwin Garcia	Latam
Pay Account Standards Board Chair	Myriam Burget	SWISS
Pay Account Standards Board Vice Chair	Jerome Boyer	Air France
Architecture and Technology Strategy Board Chair	Soumit Nandi	United
Architecture and Technology Strategy Board Vice Chair	Andrew Webster	British Airways

Given that several activities under the Conference Structure are joint activities with Airlines for America, the Chair and Secretary of the Airlines for America Passenger Council are also included in the Steering Group.

Activity of the Steering Group

It was anticipated that the Steering Group would meet 3 times across 2020. Due to the Covid-19 crisis, the Steering Group held two emergency meetings in April and May, and then determined that a monthly meeting was required for the remainder of the year.

Reprioritization of Conference activity due to Covid-19 crisis

As the magnitude of the crisis became apparent in March 2019, IATA worked with the Steering Group and the Chairs and Vice-chairs of all Boards and Groups to re-prioritize activity, and to focus on activities adding immediate value.

In line with the majority of other IATA activity under both Advisory Councils and Conferences, all physical meetings were immediately rescheduled as virtual meetings, and no further physical meetings were held across 2020.

A summary of the re-prioritized activity was developed and endorsed by each Board, and the Steering Group, in May 2020.

The Steering Group also endorsed other changes to process including longer balloting period for Board votes, and changes to Resolution 009 to simplify the nomination and election processes for Management Boards from 2021.

Restart activity

The Conference Steering Group has provided oversight on the standards deliverables related to IATA's Board of Governor's endorsed industry restart plan. Many of the standards activities contained in this plan have involved possible interaction across domains. These activities have included:

- Alignment on standards response to facilitating the use of customer vouchers.
- Explorations into enhancements to scheduling standards to ensure better alignment between commercial and operational users of scheduling and flight data (ongoing under the Planning Standards Board).
- Responses to requirements for passenger data from regulators (led by the Travel Standards Board).
- Reinvigoration of multi-lateral interline framework.

Delays to declared effectiveness of standards, and changes to Government Filing process with US Department of Transportation due to petition raised by Travel Tech

Across 2019 and 2020, the Steering Group oversaw IATA's response to petitions raised with the U.S. Department of Transportation (DOT) by the Travel Technology Association, the American Society of Travel Advisors and the Global Business Travel Association.

Resolutions and Recommended practices developed under the PSC and PTC (now operating together as the Passenger Standards Conference) are filed with the US DOT under a tiered filing process. Most standards are classified as Tier 1 and are subject to a 30-day review period upon filing.

Changes presented to the Conference, undergo development and review in many groups before adoption. Technology providers and travel agents implementing standards on behalf of airlines participate actively in these groups.

In February 2019, the Travel Technology Association, the American Society of Travel Advisors and the Global Business Travel Association asked the U.S. Department of Transportation (DOT) to extend by 60 days the DOT review of certain IATA resolutions and standards filed under the Department's Tier 1 process on 22 January 2019, as part of the annual package of changes that is filed every year after the completion of the Passenger Services Conference.

In May 2019, the petitioners lodged further objections to certain IATA resolutions and standards filed on April 30, 2019 as a result of urgent changes to industry standards adopted to support regulatory changes.

In May 16, 2019, the DOT informed the Petitioners and IATA that it would not approve the resolutions and standards until the parties had an opportunity to resolve outstanding issues.

IATA was taken aback by both petitions, given that many of the standards described in their objection had been developed by or even introduced by Amadeus, Travelport, Sabre or other members of the petitioners' organizations.

Furthermore, no objections or concerns had been raised by these organizations over the many months that these standards had been developed, or at the Conference itself.

Many of these changes to existing standards directly benefited consumers (such as the introduction of a non-binary gender identification code to reservation standards) or allowed travel agents to manage compliance with changes in regulations (such as changes to ensure compliance with new value added tax regimes).

The Steering Group oversaw IATA's responses to the petitions. On 23 December 2019, the DOT issued Order 2019.12.11 finally allowing IATA to declare these standards fully effective, but at this time did not respond to the request to extend the review period of Tier 1 Agreements from 30 days to 60 days.

On 14 February 2020, the US DOT issued an Order to Show cause supporting this extension to 60 days. IATA provided a submission urging the DOT to restore the review period to 30 days given that all industry stakeholders can contribute to and review IATA standards at all stages of development, before agreements are even filed. IATA urged the DOT to consider that extending the waiting period will slow down the development and adoption of standards, and negatively impact consumers, stakeholders and airlines.

Unfortunately, the US DOT issued Final Order 2020.4.1 on 2 April 2020 and finalized their decision to increase the Tier 1 review period to 60 days. IATA sees this as a step backwards for the move towards agile and responsive standards development and continues to question why Travel Tech urged the regulator to impose this a delay on standards that benefit consumers, their members and customers. IATA urges all stakeholders to continue collaborating and contributing to standards development through the open and transparent mechanisms of the Passenger Standards Conference, rather than engaging in petitions with regulators through a regulatory review process.

Activity of the Steering Group Moving Forward

The Steering Group will convene regularly with bi-monthly Conference Calls, to continue managing cross-functional issues being discussed across the Conference, and to continue steering the activity of standards development and adoption between Board and Conference meetings. All IATA member airlines are welcome to view meeting materials of the Steering Group, these are available on the Passenger Standards Conference Steering Group page of the IATA Standard Setting Workspace.

Action

Conference to note.

Item A6: Distribution Advisory Forum (formerly the Distribution Advisory Council) of the Passenger Services and Passenger Agency Conferences

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Submitted by: Michael Herrero, Director Operations Strategy, IATA (herrerom@iata.org)

Secretary of the Distribution Advisory Forum (formerly the Distribution Advisory Council) of the Passenger Services and Passenger Agency Conferences

Background

In the past, IATA has engaged Ticketing System Providers (TSPs) directly on behalf of the Airlines on various industry initiatives impacting the development of the BSP. However, the experience of NewGen ISS and Transparency in Payments has demonstrated the importance of providing Airlines and TSPs with a forum to engage with each other directly from the onset in defining ways forward. In particular, it was recognized that the creation of such a forum would enable Such a forum will be open to all Ticketing System Providers currently certified to participate in the BSP, in accordance with Passenger Agency Conference Resolution 854

Whilst the topics of review and discussion for this group may be more relevant to the Passenger Agency Programme, IATA has determined the creation of such a group best falls under the wider purview and mandate of the Passenger Services Conference. The inclusion of such a group under the PSC also allows for individuals with a wide subject expertise to participate in discussions.

PSC 2017 approved the creation of the Distribution Advisory Council, "DAC", composed of senior delegates from Airlines and TSPs to discuss strategic issues impacting passenger distribution processes and the Billing and Settlement Plan taking into consideration the concerns of all stakeholders. Subsequently, the DAC was changed to Airline Distribution Advisory Forum (ADAF) and included the global Travel Agency Associations, Technology Provider Associations and ARC, in order to have all industry chain actors in the same table.

Since the last update to PSC, the ADAF met three times:

- ADAF/04 on 13th September 2019
- ADAF/05 on 24th February 2020
- Extraordinary ADAF on 30th April 2020

ADAF/04 - Agenda & Decisions:

- Presentation of IATA 2X Strategy
- Status of IATA Distribution and Payment initiatives
- Result of Task Force for Alternatives for RHC Management
- Resolution 830d
- The EU Payment Service Directive (PSD2): SCA 1 day before the deadline
 - On the issue of the right categorization of transactions, it was agreed on the experts (GGG) to work on a solution
- Delay to declaration of effectiveness of PSC standards
- DISH Missing Data Elements for Complex Taxes
 - There is an action for airlines to discuss requirements more directly with system providers. As no specific change to ticketing standards was been raised, IATA sees limited value in referring this issue to the Ticketing Group, but as always welcomes any participant in these groups to propose changes to these standards if they believe there is required enhancements.
 - It was agreed to share the feedback to the FinDev and close the action from ADAF.
- Two years now from the creation of the DAC/ADAF

ADAF/05 - Agenda & Decisions:

- New PACConf Chairman / Membership of ADAF
 - New ADAF chairman to be appointed. In the meantime, previous vice-chair (Amadeus) becomes the chair. Need for airline appointment as well representing PSG.
- Management of the Coronavirus (nCoV) impact on IATA settlement systems
- Update on IATA 2X Strategy
- Status of IATA Distribution and Payment initiatives
- The EU Payment Service Directive (PSD2): SCA update in the BSP
- Update on DoT / Delay to declaration of effectiveness of PSC standards
- Evaluation of the GDS Code of Conduct by the EU Commission: perspectives for stakeholder alignment towards its review
- 737max

Extraordinary ADAF - Agenda & Decisions:

- Management of COVID – Focus on Refunds & Vouchers:
 - On the statistics presented by IATA on refunds: IATA to provide more details, as well as how much is eligible of refunds requested and not refunded yet
 - It was agreed to bring to the PAPGJC and later on to the Airline Community the principles agreed by the agency associations and technology providers during the meeting, namely:
 - Ensuring that as much automation is in place to ensure refunds and voucher policies can be executed efficiently, noting at the same time the difficult moment of the industry to invest
 - Ensuring the agency community is involved and is able to service the customer in processing refunds and vouchers
 - Ensuring that vouchers as well as pending refunds are guaranteed against bankruptcy
 - Tickets/Vouchers values to be converted into generic credit values managed by the agencies (and if possible, to be used between different airlines)
 - Each ADAF member to provide ideas or solutions aligned with the principles above
 - IATA and ECTAA to have a discussion offline on EU joint opportunities given the urgency of EU developments

Action

Conference to note.

Item A7: Status of Industry Codes, and Ratification of new Taxes, Fees and Charges Codes

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

IATA manages industry coding activities in line with the applicable Coding Resolutions. Codes administered are Designator, Accounting Codes Numeric Prefix, Baggage Tag and Location Identifiers which are also distributed to the industry via various online or automated file feeds. Coding data is also made available via a look-up tool on the IATA's website at: <https://www.iata.org/publications/pages/code-search.aspx> where one can check for individual "airline and airport codes". Additionally, a coding portal will be launched by IATA that will allow airlines to view their assigned codes and apply for new codes.

For more information on IATA airline codes, visit the IATA codes site above or contact the IATA [Customer Portal](#).

Status of Industry Codes

A status of assigned, blocked and available codes is presented as **Attachment A_A7**.

Based on current standards, available codes for assignment are limited. Although IATA takes proactive steps to reduce this risk of exhausting available codes, there is considerable increase of Designator codes assigned with strong growth in demand and developing trends accelerating the depletion of airline codes and Location Identifiers.

Coding activities are under the responsibility of the Plan Standards Board (for Location, Designator, Accounting, Prefix and Baggage Tag Issuer codes) and under the Pay-Account Standards Board for Taxes, Fees and Charges codes.

Action

Conference to note, and to ratify new Taxes, Fees and Charges codes as outlined in **Attachment B_A7**.

Attachment A_A7

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Status of Industry Coding

A status of assigned, blocked and available codes is outlined below by IATA Operations:

Airline Designators Codes	Aug-15	Aug-16	Aug-17	Aug-18	Jul-19	Sep-20	Difference
Assigned	799	854	858	882	900	881	-19
Blocked (Industry & Dormant)	53	42	43	38	71	59	-12
Available (Primary Version)	344	300	295	276	225	256	31
Total	1196	1196	1196	1196	1196	1196	-
Available (Controlled Duplicate)	976	989	999	961	955	945	
Airline Accounting & Prefix Codes	Aug-15	Aug-16	Aug-17	Aug-18	Jul-19	Sep-20	Difference
Assigned	-	-	-	-	804	784	-20
Blocked (Industry & Dormant)	-	-	-	-	66	90	24
Available	-	-	-	-	129	125	-4
Total	-	-	-	-	999	999	-
Location Identifiers	Aug-15	Aug-16	Aug-17	Aug-18	Aug-19	Sep-20	Difference
Assigned	11,394	11,354	11,387	11,138	11,242	11,231	-11
Blocked (Industry)	53	53	53	52	9	53	-
Available	6,129	6,169	6,136	6,385	6,281	6,292	11
Total	17,576	17,576	17,576	17,576	17,576	17,576	-
Baggage Tag Issuer Codes (BTIC)	Aug-15	Aug-16	Aug-17	Aug-18	Jul-19	Sep-20	Difference
Assigned	308	302	296	301	293	255	-38
Blocked (Industry & Dormant)	21	21	21	21	21	21	-
Available	670	676	703	677	685	723	38
Total	999	999	999	999	999	999	-

Attachment B_A7 NEW TAXES, FEES AND CHARGES CODES

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Taxes, Fees and Charges Codes

	Aug 2018	Aug 2019	Aug 2020	Var.
Alpha - Alpha				
Assigned	621	621	622	+1
Industry Blocked: (CP/DU/DV/MF/OA/OB/OC/OD/OE/OF/TX/YQ/YR/XP/XT/ZZ)	16	16	16	
ISO country codes unassigned	36	36	35	-1
Generic codes available	3	3	3	
Total (26X26)	676	676	676	

	Aug 2018	Aug 2019	Aug 2020	Var.
Alpha - Numeric				
Assigned	103	121	138	+17
Industry blocked for VAT on Ancillaries (F5/H3/H7/K9/L9/M8/O8)	5	6	7	+1
Available	126	107	89	-18
Total (9X26)	234	234	234	

	Aug 2018	Aug 2019	Aug 2020	Var.
Numeric - Alpha				
Assigned	0	0	0	
Industry Blocked Series 6A to 6Z Reserved for internal airline own use	26	26	26	
Available	208	208	208	
Total (9X26)	234	234	234	

Since August 2019

CODE	NAME	COUNTRY	REQ	DATE	PURPOSE / DETAILS
O2	Departure Service Fee	Egypt	MS	11 September 2019	To fund the departure services of the airports
O3	Secondary Airport Infrastructure Charge	Madagascar	MD	30 December 2019	To fund flight safety improvements, infrastructure development and air transport facilities at secondary aerodromes
O4	Air Passenger Solidarity Tax Surplus	France Guadeloupe Martinique French Guyana Reunion Mayotte	AF	31 December 2019	To contribute to worldwide solidarity aid for development
O5	Inclusive and Solidarity (PAIS) Tax	Argentina	AR	11 January 2020	To raise funds for the Government
O6	Border Clearance Charge	Lao People's Democratic Republic	QV	23 January 2020	To fund border security activities
O7	Airport Security Charge	Jordan	RJ	29 January 2020	for Advanced Passenger Information
O8	Industry Blocked for Value Added Tax	Hungary		25 January 2020	Blocked exclusively for ancillary services sold on EMD in Hungary
O9	CUTE/CUPPS fee	Egypt	MS	27 February 2020	Imposed for SITA Project service at CAI Airport
P1	Disembarkation Levy	Seychelles	HM	01 April 2020	To fund the overall infrastructure of the aviation industry, to ensure safe, secured and sustainable operations
P2	Aviation Security Fee	India	AI	13 March 2020	To fund passenger security-related services in line with local regulations
P3	International Intransit Fee	British Virgin Islands	JY	09 April 2020	To cover security personnel expenses for manning in-transit process
P4	Mandatory Travel Insurance Tax (IWJR)	Indonesia	GA	05 May 2020	To fund passenger insurance on wholly domestic air transportation
P5	Supplemental Security Fee	Costa Rica	AV	16 June 2020	To fund the provision of complimentary security service at SJO airport

NEW TAXES, FEES AND CHARGES CODES

Since August 2019 (Continuation)

CODE	NAME	COUNTRY	REQ	DATE	PURPOSE / DETAILS
P6	COVID-19 PCR Test Fee	Lebanon	QR	14 July 2020	To fund the PCR test for COVID-19 for passengers arriving in Beirut International Airport
P7	Airport Development Fee	Bangladesh	BG	11 August 2020	To improve passenger security, service standard as well as infrastructural development of airports.
P8	Passenger Security Fee	Bangladesh	BG	11 August 2020	To provide security measures for passengers
P9	Airport Security Fee	Tanzania	TC	30 July 2020	Government mandated security fee at ZNZ and PMA, replacing M4
NR	Nauru Departure Fee	Nauru	ON	23 July 2020	Government mandated departure fee

CODES RESCINDED, WITHDRAWN OR EXPIRED

CODE	NAME	COUNTRY	REQ	DATE	PURPOSE / DETAILS
G6	Airport Safety Charge (Domestic & International)	Chad	ET	04 February 2020	Withdrawn
I3	Infrastructure Development Charge (Domestic & International)	Chad	ET	04 February 2020	Withdrawn
PQ	Environment Tax (Domestic & International)	Chad	ET	04 February 2020	Withdrawn

Item A8: Status of BSP Form Codes

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Submitted by: Beatriz Asiain, Global DPC Operations IATA

Off Premise Electronic Ticket (OPET) Electronic Ticket Form Codes General Updates

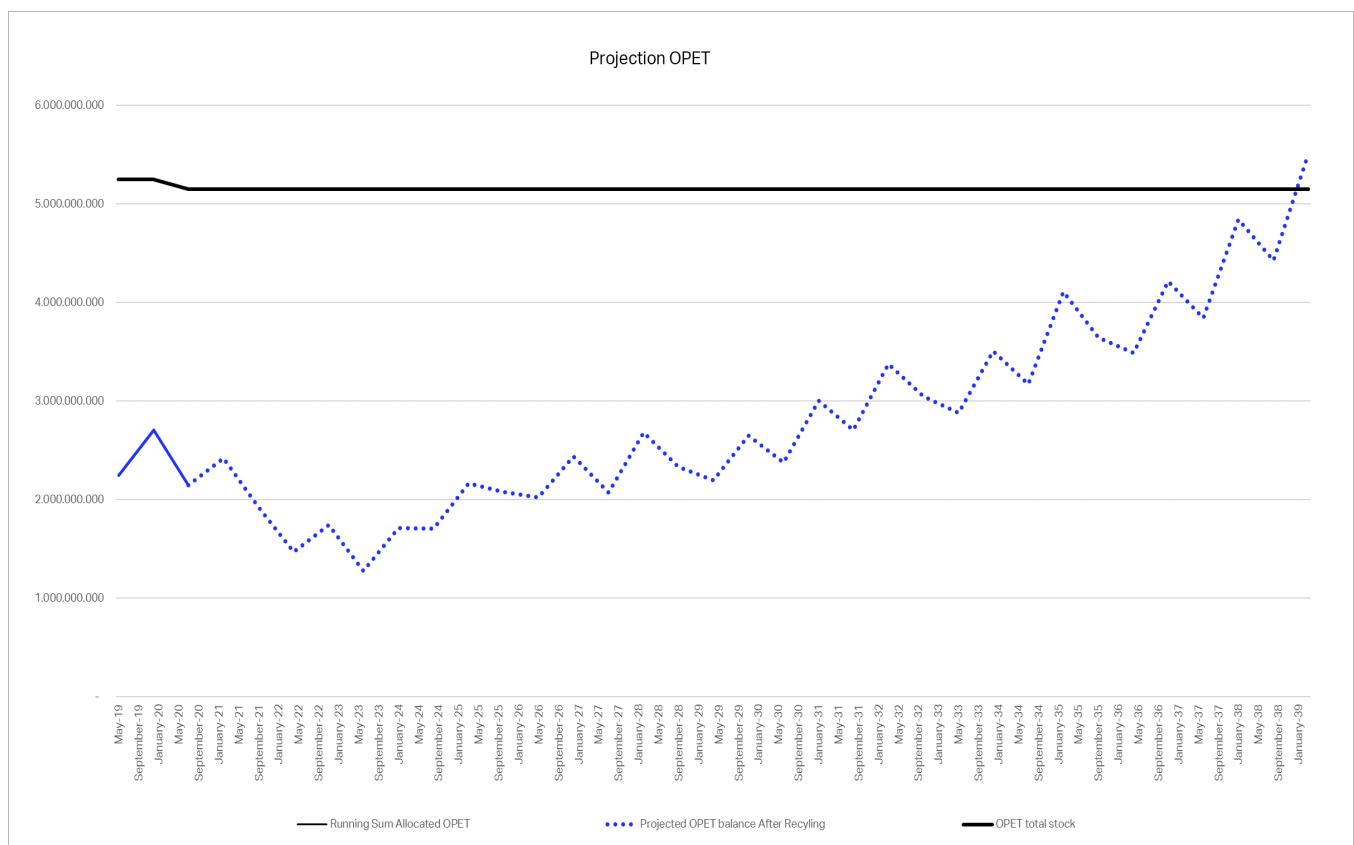
Global DPC Operations is carefully monitoring SNAP inventory in ensuring sustainability on the OPET allocation process.

The current instability and uncertainty make very difficult to show an accurate projection of the usage of the OPET.

2020's allocations do not follow the usual trend, so we have calculated the stock availability forecast, based on the following considerations:

1. That the amount of allocations has decreased a 50% in 2020 in respect to 2019.
2. That we will recover 2019 levels in 2024.
3. That the amount of stock allocations will increase from Q2 2020 equally, until reaching the 2019 levels in 2024.
4. That allocations will have an exponential growth from 2024 as follows: 5% the first 6 years, 6% on 2030 and the 7% from 2031.

Given the circumstances, we will continue monitoring the stock allocation volumes very closely during the next months, to check how the situation is evolving.



*Q2 August information not included.

IATA has following OPET stock;

OPET Form code 2020		
2 digits	39	3,900,000,000
3 digits	125	1,250,000,000
	164	5,150,000,000

The current situation of OPET volumes by status:

	Total RP 1720	Allocated	Available*
OPET	5,150,000,000	2.849.387.753	2.300.612.247
		55%	45%

*Effective 1st July 2020

Electronic Ticket Stock and Form Codes General Updates

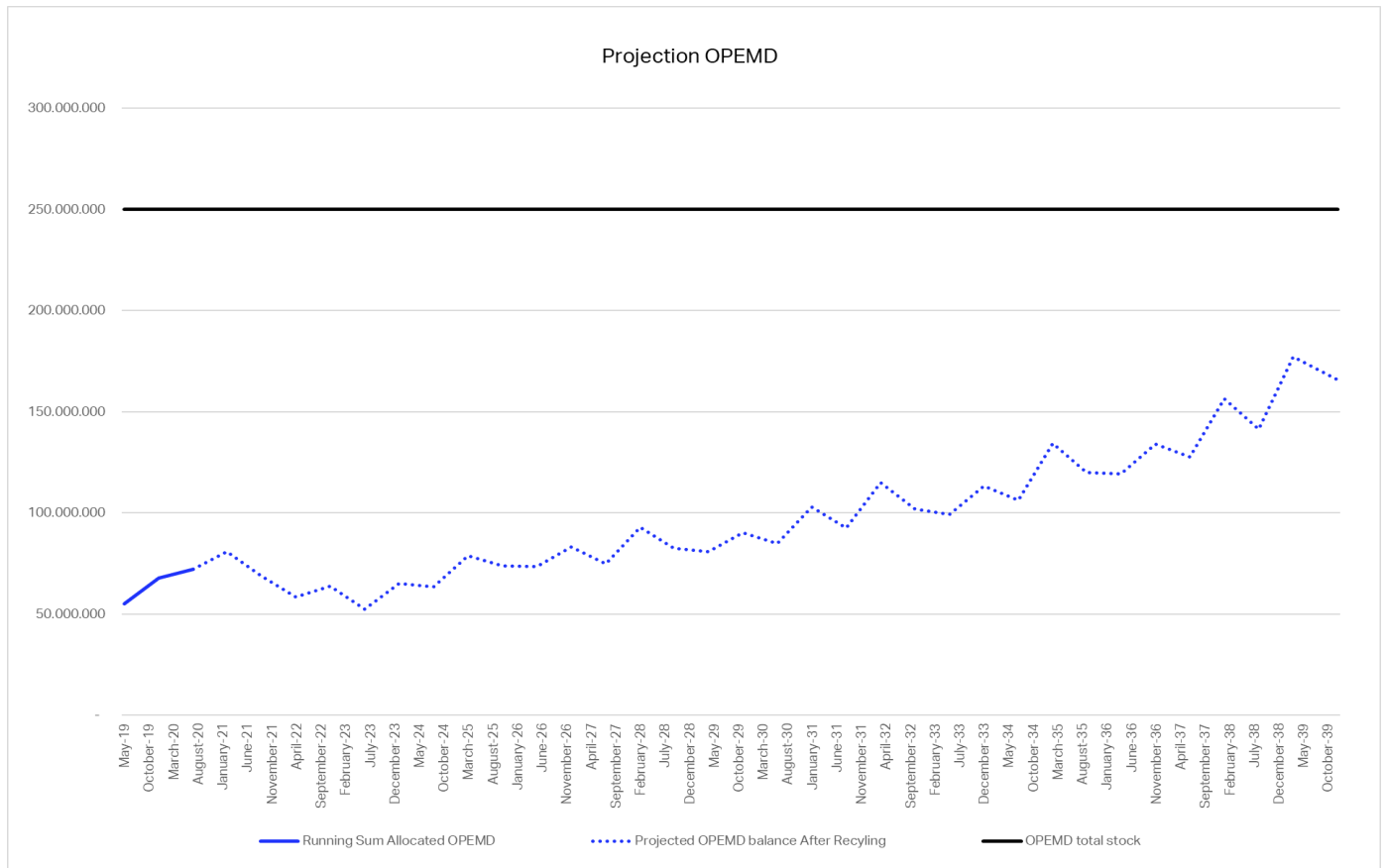
Global DPC Operations is carefully monitoring SNAP inventory in ensuring sustainability on the OPEMD allocation process.

The current instability and uncertainty make very difficult to show an accurate projection of the usage of the OPEMD.

2020's allocations do not follow the usual trend, so we have calculated the stock availability forecast, based on the following considerations:

1. That the amount of allocations has decreased a 50% in 2020 in respect to 2019.
2. That we will recover 2019 levels in 2024.
3. That the amount of stock allocations will increase from Q2 2020 equally, until reaching the 2019 levels in 2024.
4. That allocations will have an exponential growth from 2024 as follows: 5% the first 6 years, 6% on 2030 and the 7% from 2031.

Under this circumstances, Global DPC Operations has projected that current OPEMD allocation process can assure availability of serial number allocations until January 2039.



IATA has below OPEMD stock;

OPEMD Form codes 2020		
3 digits	25	250.000.000

The current situation of OPEMD stock volumes by status:

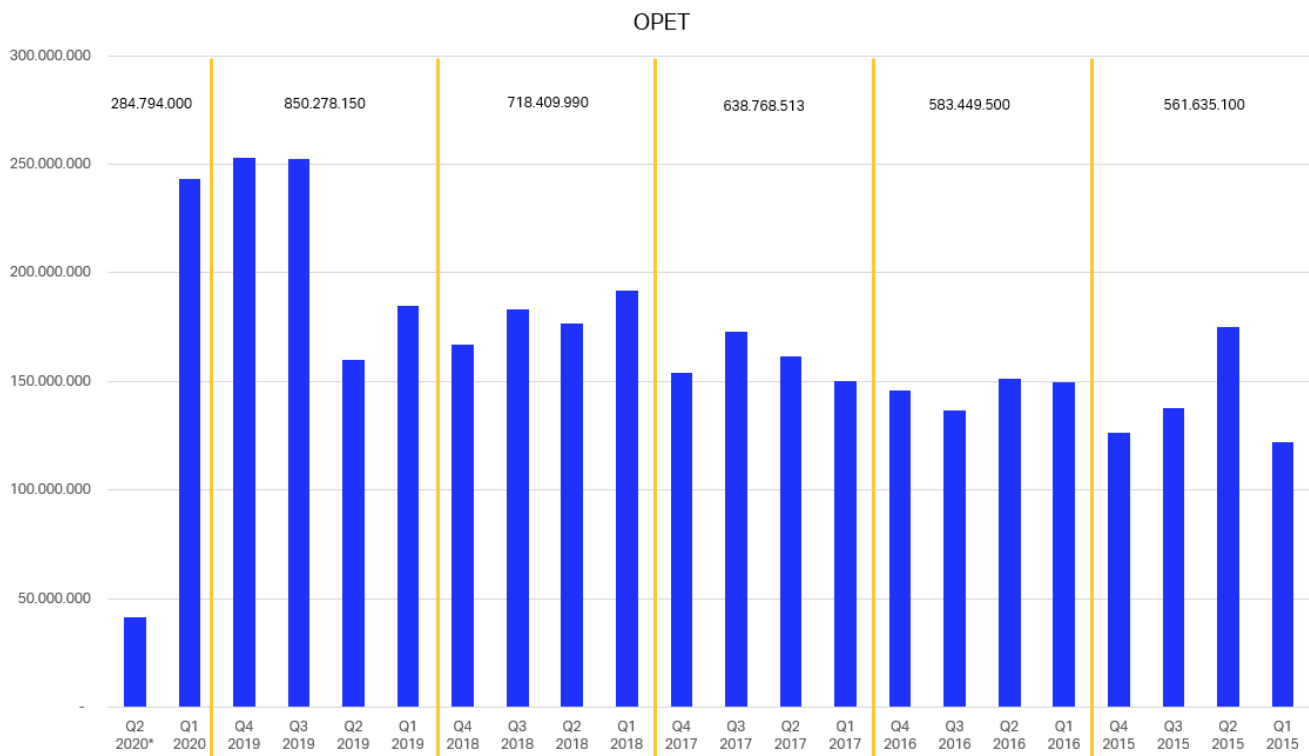
	Total RP 1720	Allocated	Available
OPEMD	250.000.000	72.333.840	177.666.160
		29%	71%

*Effective 1st July 2020

Stock Balance Projection Updates

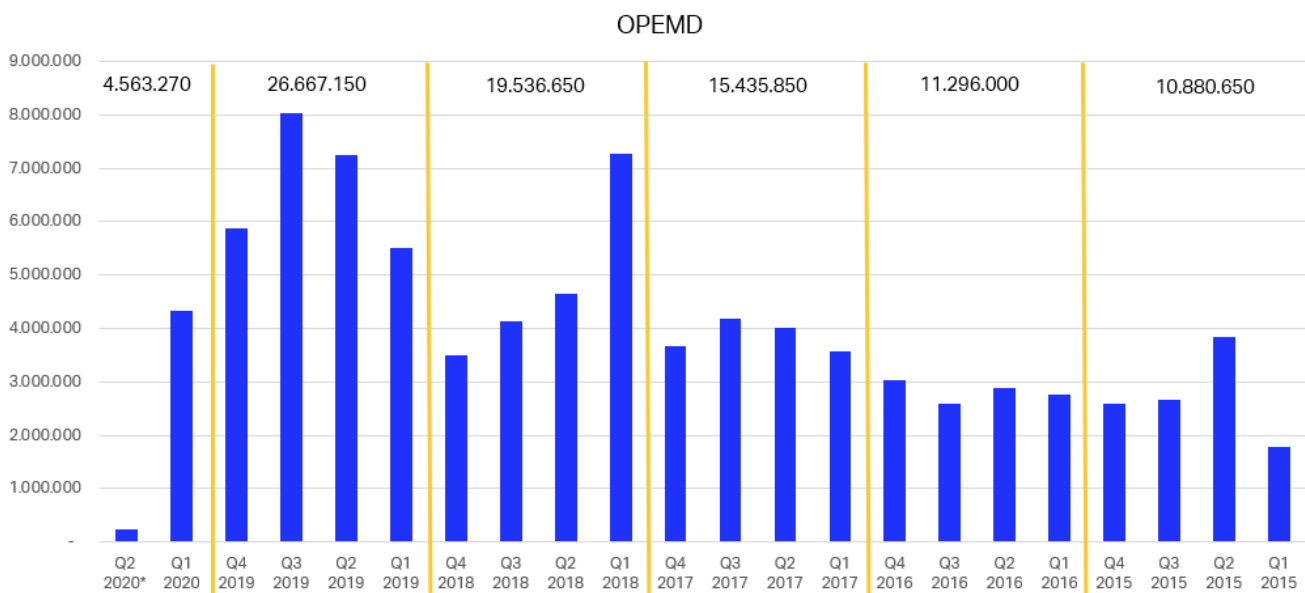
After including the latest allocation data, we project that current process could assure OPET availability of serial number allocations until January 2039.

Projected OPET Balance



After including the latest allocation data, we project that current process could assure OPEMD availability of serial number allocations beyond 2040.

Projected OPEMD Balance



Action

Conference to note the report.

Item A9: Changes to Resolution 009

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

Background

Resolution 009 outlines the structure and operation of the combined Passenger Standards Conference. Attachment A of this Resolution also outlined all Resolutions and Recommended Practices, and the Board which oversees them.

Changes to Management Board term and nomination / election process.

Following discussions across the IATA teams managing the five Management Boards of the Conference, IATA discussed a change to the Board nomination election process with the Conference Steering Group.

This would be to reduce the term from two years to 12 months, with a simple annual nomination and election process.

This is in response to feedback from airlines that

- the concept of replacing just nine board members each year for a two-year term is confusing and difficult to manage.
- in the current environment, 12 months of focused activity is easier to commit to than two years, and it is easier to commit a single named representative for this shorter period.
- it should be easier to encourage new board members to consider formal nomination at any time.
- as the activity of the Management Boards has matured, there is a natural core of active participants in each board which is closer to around 12 airlines, rather than the full 18. An annual cycle ensures are current and relevant list of core participants in Board activities.

It was proposed to introduce the following change to Resolution 009.

2.4.1 Each Board will be comprised of a maximum of 18 Member Airlines.

2.4.2 Once elected, each Member will designate the individuals who will be their primary and alternate delegate, but may change this at any time. These delegates shall be representatives from their organization with decision making authority over one or more key components of the Board's domain.

2.4.3 ~~Nine~~ Members will be elected to each Board every year by the Conference to serve ~~two-year~~ 12 month terms. To ensure maximum representation, every attempt will be made to ensure delegates from all geographic areas are represented on the Board.

The Steering Group endorsed this proposal and noted that IATA would continue to manage this as pragmatically as possible, for example by ascertaining which Board members wish to continue participation and simply entering these airlines for re-election through the Conference cycle.

It is assumed that with continued participation by core airlines, some natural attrition and some new participation, the composition of each Board should be able to be naturally maintained at just below 18 airlines, and a simple endorsement by the Conference should be possible without the need for formal elections every year.

Where new nominations are received, and the total number of nominations exceeds 18 however, a simple election would be held as part of the Conference proceedings, to comply with Resolution 009.

This proposal is now presented to the Conference for adoption.

Changes to specific Management Board responsibility for various standards

As new Resolutions or Recommended Practices are developed, and as the Boards meet and business domains are clarified, changes to Management Board ownership is often discussed. The following changes are proposed to the Conference.

Oversight of Multi-lateral Interline Traffic Agreements (MITA)

Historically, ownership of the Resolutions and Recommended Practices governing the Multi-lateral Interline Traffic Agreements sat jointly between the Ticketing Committee and the Airport Services Committee. Under the new governance structure of Resolution 009, ownership was vested with the Shop – Order Standards Board. This was an oversight, and these agreements should be jointly overseen with the Travel Standards Board to the extent they touch Travel Standards Board processes, principally around baggage. Lead development on these standards will continue to be coordinated under the Planning Standards Board, but it is proposed to formalize the requirement for joint oversight with the Travel Standards Board. This relates to Resolution 780 and 780e, and Recommended Practices 1780e and 1780f.

Oversight of Recommended Practice 1752

Historically, coding standards covered in Recommended Practice 1752 (Numeric Location Codes) have been under the authority of the IATA Coding department. Accordingly, from 1 November 2018, these were listed under the authority of the Shop – Order Standards Board when Resolution 009 took effect.

The Planning Standards Board (PSB)'s areas of responsibility include the development and maintenance of coding standards.

Within this framework coding related standards (including Recommended Practice 1752) should be under the oversight of the PSB. Both the Plan Standards Board and the Shop-Order Standards Board have agreed to this change.

Editorial update – Correction of duplicate number Recommended Practice 1781 / Resolution 788

Conference to note that the Resolution 009 currently lists Recommended Practice 1781 twice:

1781 Interline Recognition of Free and Reduced Fare or Rate Transportation (authority of the Plan Standards Board)

1781 Smoking in Aircraft (authority of the Travel Standards Board)

It has been agreed by the Plan Standards Board that the Interline Recognition of Free and Reduced Fare or Rate Transportation (RP 1781) should be correctly renumbered to Resolution 788.

New Recommended Practices

New Recommended Practices have been created and are presented to the Conference this year. Subject to the adoption of these Recommended Practices, changes to Resolution 009 are also proposed to clarify Management Board oversight of each new standard, as follows.

Plan Standards Board

Recommended Practice 1780a – Baseline Checklist for implementing new interline partnerships

Recommended Practice 1780b – Framework for simplified interline with ticketless carriers

Recommended Practice 1780s – Standard Retailer and Supplier Interline Agreement (SRSIA)

Shop-Order Standards Board

Resolution 011c – Multi Airport City

Recommended Practice 1201 – Children and Infants

Recommended Practice 1760a – Use of Travel Industry Designator (TIDs) Service to Identify Non-Accredited Agents and Other Sales Intermediaries

Travel Standards Board

Recommended Practice 1701o – One ID

Action

Conference to endorse the changes to Resolution 009 as proposed in ***Attachment A_A9.***

Conference to endorse the amendment of Resolution 009 as proposed in the ***Attachment B_A9.***

Conference to endorse the amendment of Resolution 009 as proposed in the ***Attachment C_A9.***

Attachment A_A9

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RESOLUTION 009 **Passenger Standards Governance**

~~PSC(MV39)~~PSC42009

...

2. MANAGEMENT BOARDS AND STEERING GROUP

...

2.4 Membership of Management Boards

...

2.4.1 Each Board will be comprised of a maximum of 18 Member Airlines.

2.4.2 Once elected, each Member will designate the individuals who will be their primary and alternate delegate, but may change this at any time. These delegates shall be representatives from their organization with decision making authority over one or more key components of the Board's domain.

2.4.3 ~~Nine~~ Members will be elected to each Board every year by the Conference to serve ~~two-year~~ 12 month terms. To ensure maximum representation, every attempt will be made to ensure delegates from all geographic areas are represented on the Board.

Attachment B_A9

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Resolution 009, Attachment A

LIST OF RESOLUTIONS AND RECOMMENDED PRACTICES BY RESPONSIBLE BOARD

Passenger Services Conference

Conference	001	Permanent Effectiveness Resolution
	004	Applicability of Resolutions and Recommended Practices
	004a	Restriction of Applicability of Resolutions
	006	Government Approvals
	007	Resolution Prefixes
	008	Adjustment of Effectiveness Dates
	008a	Extension of Expiry Date
	009	Passenger Standards Governance
	200g	Filing of Government Requirements and Authorisations
	1008	Glossary of Commonly Used Air Passenger Terms
	1704	Office Function Designators for Passenger and Baggage Handling
	1786	Passenger Distribution Lifecycle
	1792	Standards Irregularity Notice (SIN)
Pay–Account Board	663	Interline Billing
	750	BSP Data Interchange Specifications
	750a	Reporting Requirements for BSP Transactions Processing–Sales
	750b	Reporting Requirements for BSP Risk Management
	785	Collection of Transportation and Allied Taxes/Fees/Charges
	1723	Automated Tax Data
	1791	Standard Specifications for Airline Issued Credit Cards

- 1791b Standardised Format for Financial Transaction Messages
- 1791d Payment Card Industry Data Security Standards (PCI DSS) Compliance
- 1791e Card Fraud Prevention Best Practices
- 1791f Frequent Flyer Program Fraud Prevention Best Practices

Planning Standards Board

- 001pg Use of Three-Letter Designators
- 761 Flight Numbers
- 762 Airline Designators
- 763 Location Identifiers
- 764 Arrival and Departure Times
- 765 Interline Connecting Time Intervals–Passenger and Checked Baggage
- △ 767 Airline Accounting Codes and Prefixes
- 769 Baggage Tag Issuer Codes (BTIC)
- 780 Form of Interline Traffic Agreement–Passenger [\(joint with Travel Standards Board\)](#)
- 780b Passenger Interline Service Charge
- 780c Passenger Interline Service Charge for non-IATA Carriers
- 780d Passenger Interline Service Charge–United States
- 780e IATA Interline Traffic Participation Agreement–Passenger [\(joint with Travel Standards Board\)](#)
- [788 Interline Recognition of Free and Reduced Fare or Rate Transportation](#)
- 789a Responsibility for Handling Functions
- [1752 Numeric Location Codes](#)
- 1761a Guidelines for the Allocation of Airport Slots
- 1761b Form of Exchange of Schedule Information
- 1775 Hotel Accommodation, Meals and Surface Transport Multilateral Agreement
- [1780a Baseline Checklist for implementing new interline partnerships](#)

1780b Framework for simplified interline with ticketless carriers

1780e IATA Intermodal Interline Traffic Agreement–Passenger (joint with Travel Standards Board)

1780f IATA Interline Traffic Agreement for Enhanced Distribution Capability–Passenger (joint with Travel Standards Board)

1780s Standard Retailer and Supplier Interline Agreement (SRSIA)

~~1781~~ ~~Interline Recognition of Free and Reduced Fare or Rate Transportation~~

1788 Ticketing and Baggage Regulations for Free and Reduced Transportation

Shop–Order Standards Board

701 Inadmissible Passengers and Deportees

722 Ticket–General Procedures and Definitions

722c Automated Ticket/Boarding Pass–Version 2 (ATB2)

722e Ticket Support Documents/Boarding Pass Technical Specification

722f Ticket–Airline

722g Ticket–Neutral

722h Ticket–Ground Handling

723 Coupon Sequence and Use

724 Ticket Notices

725 Electronic Miscellaneous Document (EMD)–General Procedures and Definitions

725f Electronic Miscellaneous Document–Airline

725g Electronic Miscellaneous Document–Neutral

725h Electronic Miscellaneous Document–Ground Handling

727a Collection of Reservation Change Fees

728 Code Designators for Passenger Ticket and Baggage Check

735 Period of Validity

735a Extension of Ticket Validity

735b Waiver of Minimum Stay Requirement

735c Rerouting and Refund in Case of Death

735d	Involuntary Change of Carrier, Routing, Class or Type of Fare
735f	Involuntary Change of Routing of Charter Passengers to Scheduled Service
736	Voluntary Changes to Tickets
737	Refunds
760	Resolution Governing use of Reservations Interline Message Procedures–Passenger (AIRIMP)
760a	Changes to Reservations Interline Message Procedures–Passenger (AIRIMP)
766	Interline Passenger Reservations Procedure
777	Order ID
781b	Fraud Related to Electronic Documents
782	Means of Payment
787	Enhanced Airline Distribution
788	Interline Recognition of Free and Reduced Fare or Rate Transportation
789	Responsibility for Travel at the Correct Fare
791	Specifications for Airline Industry Integrated Circuit Card (ICC)–Version 03
797	One Order
1040	Stopovers and Transfers
1708a	Passenger Assistance List (PAL) and Change Assistance List (CAL)
1719c	Electronic Ticket List (ETL)
1720a	Standard Thirteen-Digit Numbering System for Traffic Documents
1721	Netting for Exchange/Reissue Transactions
1722f	ATB2 Quality Assurance
1722z	Inhibit Ticketing for Security Reasons
1725	EMD Tax Collection Following an Upgrade
1728	Reservations and Ticket Coding Directory
1735	Planned Schedule Changes
1738	Application for Ship’s Crew Fares

1752	Numeric Location Codes
1760	Airline Taxonomy
<u>1760a</u>	<u>Use of Travel Industry Designator (TIDs) Service to Identify Non-Accredited Agents and Other Sales Intermediaries</u>
1764	Reservations Verification
1766	Publication of Reservations Information
1767	Quality Control
1767a	Quality Control for Interline Messages
1768	Standard Reservations Telephone Conversations
1768a	Mandatory Fare Quote and Enforced Ticket Time Limit
1769	Emergency/Strike Situation
1770	Code of Reservations Ethics
1771	Sell and Report or Free Sale Agreements
1772	Passenger Sales Agent Location Identification
1774	Protection of Privacy and Processing of Personal Data Used in International Air Transport of Passengers and Cargo
1776	Seamless Connectivity
1776a	Seamless Availability and Selective Query
1777	Online Married Segment Control
1777a	Interline Married Segment Control
1778	Automated Block Space Interface
1779	Journey Data
1782	Enhanced Availability Data
1783	Interactive Passive Validation
1787	Reservations Procedures for Free and Reduced Rate Transportation
1790a	Online Sales of Additional Services in Interline Scenarios
1790b	Reservations Procedures for Chargeable Ancillary Services

- 1790c Reservation Procedures for Chargeable Baggage Related Services and Service Reference Number
- 1793 Standardisation of Paper Sizes for Various Passenger Handling Forms
- 2725i Through/Change of Gauge Flight for EMD-A

Travel Standards Board	700	Acceptance and Carriage of Passengers Requiring Special Assistance
	708	Use of Standard Operational Messages
	709	Baggage Transfer Message (BTM)
	739	Baggage Security Control
	740	Form of Interline Baggage Tag
	741	Passenger Name and Address Label
	743	Found and Unclaimed Checked Baggage
	743a	Forwarding Mishandled Baggage
	743b	Baggage Identification Chart
	744	Local Baggage Committees
	745	Dangerous Goods in Passengers Baggage
	745a	Acceptance of Firearms and Other Weapons and Small Calibre Ammunition
	745b	Acceptance of Power-Driven Wheelchairs or Other Battery Powered Mobility Aids as Checked Baggage
	746	Pooling of Baggage
	751	Use of the 10 Digit Licence Plate
	752	Electronic Baggage Claim Receipt
	753	Baggage Tracking
	754	Profiles of Interline Baggage Claims and Proof of Fault for Baggage Prorates
	780a	Form of Interline Baggage Handling Agreement to/from Members' Charter/Scheduled Flights
	792	Bar Coded Boarding Pass (BCBP)–Version 7
	798a	Handling Disruptive/Unruly Passengers

1690	Aircraft and Airport Services Standards and Procedures
1690a	IATA Ground Operations Manual
1690b	Baggage Reference Manual Standards and Procedures
1700a	Expectant Mothers and New-Born Babies
1700b	Carriage of Passengers with Reduced Mobility and Escorts Requirement
1700c	Seat Assignment for Passengers with Reduced Mobility and for Escorts
1700d	Passengers with Reduced Mobility Group Travel
1700e	Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility
1701	End to End Passenger Process
1701a	Passenger Data Harmonization
1701d	Self Service Automated Document Check
1701f	Self Service Baggage Check-In
-	1701h Security Checkpoint Access and Egress (to be rescinded 1 June 2018)
1701j	Automated and Self-Service Flight Rebooking for Irregular Operations
1701k	Self-Boarding
1701l	International Traveller Scheme
1701m	Self Service Baggage Recovery
<u>1701o</u>	<u>One ID</u>
1702	Information on Airport Passenger Service Charges
1703	Standardisation of Cabin Door Designators
1705	Standardisation of Traffic Handling Message Texts
1706	Functional Specification for Standard Departure Control System
1706a	Functional Specification for Passenger Self-Service Systems
1706b	Data Interchange for Passenger and Aircraft Handling
1706c	Common Use Self Service (CUSS)

1706d	Non-ATB Document Specifications for Common Use Self Service (CUSS) Kiosks
1706e	Paper Specifications–Documents to be Printed by a General Purpose Printer (GPP) in a Common
1706f	Functional Specification for CUSS User Interface
1707	Standard Symbols for Description of Standard Message Formats
1707a	Data Field Dictionary for DCS Passenger Messages
1707b	Data Element Directory for DCS Passenger Messages
1708	Passenger Name List (PNL) and Additions and Deletions List (ADL)
1709	Request List Message (RQL)
1710	Standardisation of Seat Designators
1711	Seats Protected Message (SPM)
1712	Seats Occupied Message (SOM)
1713	Space Available List (SAL)
1714	Industry Discount Message (IDM)
1715	Passenger Service Message (PSM)
1716	Passenger Information List (PIL)
1717	Teletype Passenger Manifest (TPM)
1717a	PAXLST Message
1718	Passenger Transfer Message (PTM)
1719	Passenger Final Sales Message (PFS)
1719a	Frequent Traveller List (FTL)
1719b	Passenger Reconcile List (PRL)
1719d	Ticketless Product List (TPL)
1719e	Additional Service List (ASL)
1720	Seat Assignment Parameters
1739	Passenger/Baggage Reconciliation Procedures

	1740a	Baggage Tag Media Quality Guidelines
	1740b	Licence Plate Fallback Sortation Tag
	1740c	Radio Frequency Identification (RFID) Specifications for Interline Baggage
	1740d	Read and Sortation Rate in Baggage Handling Systems
	1740e	Baggage Taken in Error–Notice to Passengers
□	1740f	Carriage of Prohibited Wildlife in Baggage
□	1741	Passenger and Baggage Conformance Services
	1743a	Tracing Procedure for Missing Checked Baggage
	1743b	Tracing Unchecked Baggage and Handling Damage to Checked and Unchecked Baggage
	1743c	Exchange of Information on Interline Baggage Tagging Errors
	1743d	Baggage Theft, Pilferage and Fraudulent Claim Prevention
	1743e	Baggage Irregularity Report
	1744	Local Baggage Committee Bylaws, Terms of Reference and Operating Rules
	1745	Baggage Information Messages
	1746	Baggage System Interface (BSI)
	1747	Passengers' Electronic Equipment
	1748	Baggage Construction Standards
	1749	Carriage of Carry-on Baggage
	1750	Handling of Security Removed Items
	1751	Interline Baggage Claim
	1752a	Reliability and Integrity of Baggage Messaging
	1753	Interline Handling Procedure for Unaccompanied Minors
	1754	Electronic Baggage Tag
	1755	Baggage Logistics and Conformance Event Services
	1756	Use of Beacon Infrastructure
	1757	Lost and Found Property Items Categories

1773a	Radio Frequency Identification (RFID) Specifications for Inflight Catering Equipment Management
1773b	Standard Inflight Catering Agreement
<u>1780e</u>	<u>IATA Intermodal Interline Traffic Agreement–Passenger (joint with Planning Standards Board)</u>
<u>1780f</u>	<u>IATA Interline Traffic Agreement for Enhanced Distribution Capability–Passenger (joint with Planning Standards Board)</u>
1781	Smoking in Aircraft
1785	Public Information Systems and Standards
1788a	Procedure for Passengers Travelling on Space Available Basis
1789	Automated Boarding Control
1790	Additional Services
1794	Carriage of Prohibited Wildlife and Related Products by Passenger
1795	Guidelines for the Establishment of Airline Operators Committees
1796	Town versus Airport Terminal
1797	Common Use Passenger Processing Systems (CUPPS)
1797a	Aviation Information Data Exchange (AIDX)
1797c	Management Information Systems Interface
1798	Contact of Air Passengers Exposed to a Health Hazard
1799	Denied Boarding Compensation
1800	Automated Baggage Handling Based on the IATA Licence Plate Concept

**Architecture and
Technology Strategy
Board**

1784	Structured Domain Names
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Passenger Tariff Coordinating Conferences

Conference

001	Permanent Effectiveness Resolution
001yy	Special Provisions Resolution Acceptability of Currencies

	004a	Restriction of Applicability
	006	Government Approvals
	008	Adjustment of Effectiveness Dates
	008a	Extension of Expiry Dates
Shop–Order Standards Board	008z	Hajj and Umrah Periods
	011	Mileages and Routes for Tariff Purposes
	011a	Mileage Manual Non-TC Member/Non-IATA Carrier Sectors
	011b	Global Indicators
	011c	Multi Airport City
	012	Glossary of Terms
	012b	Countries, Currencies, Codes Administrative Resolution
	012c	Fare Construction Rule Acronyms
	017	Construction Rules
	017a	Construction Rules for Journeys
	017b	Construction Rules for Pricing Units
	017c	Construction Rules for Fare Components
	017e	Mixed Class
	017f	Exchange, Reissues and Refunds
	017ha	Fare Selection Criteria
	017i	Carrier Selection for Fare Construction Checks
	024	Special Provisions Resolution Currency Adjustments
	024a	Establishing Passenger Fares and Related Charges
	024c	Conversion of Local Currency Amounts for Combination/Construction Purposes
	024d	Currency Names, Codes, Rounding Units and Acceptability of Currencies

024e	Rules for Payment of Local Currency Fares
024k	Currency Related Rules
040	Stopovers
040b	Counting of Transfers
040c	Surface Sectors
049a	Changes in Fares–Gambia, Ghana, Sierra Leone, Zambia
049x	Fare Changes
102	Passenger Expenses Enroute
121a	Government Controlled Cost Factors Administrative Resolution
200g	Procedures for Government Orders
-	
201	Children and Infants
212	Charge for a Passenger Occupying Two Seats
302	Baggage Provisions Selection Criteria
312	Baggage Excess Value Charge
<u>1201</u>	<u>Children and Infants</u>

Attachment C_A9

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Resolution 009, Attachment B

It is proposed to also update the references to Message Name and Format/Technology in the list of Data Exchange Standards as follows:

LIST OF DATA EXCHANGE STANDARDS BY RESPONSIBLE BOARD

Board	Abbreviation	Message Name	Format
Conference	SIN	Standards Irregularity Notice	TELETYPE
...			
Planning Standards Board	SSIM	SSIM Schedules, Airport Slot Coordination, Minimum Connecting Times	FILEFORMAT
	ASM	Ad hoc Schedules Message	TELETYPE
...			

Pay Account Board

Action	Abbreviation	Message name	Technology
Add		<u>IATA_PaymentClearanceCancellationRQ</u>	<u>XML</u>
Add		<u>IATA_PaymentClearanceCancellationRS</u>	<u>XML</u>
Add		<u>IATA_PaymentClearanceListRQ</u>	<u>XML</u>
Add		<u>IATA_PaymentClearanceListRS</u>	<u>XML</u>
Add		<u>IATA_PaymentClearanceNotif</u>	<u>XML</u>
Add		<u>IATA_PaymentClearanceRQ</u>	<u>XML</u>
Add		<u>IATA_PaymentClearanceRS</u>	<u>XML</u>
Add		<u>IATA_PaymentClearingListRQ</u>	<u>XML</u>
Add		<u>IATA_PaymentClearingListRS</u>	<u>XML</u>
Add		<u>IATA_PaymentClearingListNotif</u>	<u>XML</u>
Add		<u>Agency Profile-OAS3</u>	<u>JSON</u>
Add		<u>Agency Sales Transactions-OAS3</u>	<u>JSON</u>
Add		<u>NDC EasyPay Direct Authorisation-OAS3</u>	<u>JSON</u>
Add		<u>Transparency In Payment-OAS3</u>	<u>JSON</u>

Shop Order Board

Action	Abbreviation	Message name	Technology
Remove		AirDocCancelRQ	XML
		AirDocCancelRS	
		AirDocDisplayRQ	
		AirDocDisplayRS	
		AirDocExchangeRQ	

		AirDocHistoryRQ AirDocHistoryRS AirDocIssueRQ AirDocRefundRQ AirDocRefundRS AirDocVoidRQ AirDocVoidRS AirShoppingRQ AirShoppingRS BaggageAllowanceRQ BaggageAllowanceRS BaggageChargesRQ BaggageChargesRS BaggageListRQ BaggageListRS CustomerInputRQ CustomerInputRS FareRulesRQ FareRulesRS FileRetrieveRQ FileRetrieveRS FlightPriceRQ FlightPriceRS InvGuaranteeRQ InvGuaranteeRS InvReleaseNotif ItinReshopRQ ItinReshopRS OrderCancelRQ OrderCancelRS OrderChangeNotif OrderChangeRQ OrderCreateRQ OrderHistoryNotif OrderHistoryRQ OrderHistoryRS OrderListRQ OrderListRS OrderRetrieveRQ OrderRulesRQ OrderRulesRS OrderViewRS SeatAvailabilityRQ SeatAvailabilityRS ServiceListRQ	
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		ServiceListRS ServicePriceRQ ServicePriceRS ShopProductRQ ShopProductRS	
Replace with		IATA_Acknowledgement IATA_AirDocNotifRQ IATA_AirlineProfileNotifRQ IATA_AirlineProfileRQ IATA_AirlineProfileRS IATA_AirShoppingRQ IATA_AirShoppingRS IATA_CommonTypes IATA_InvGuaranteeRQ IATA_InvGuaranteeRS IATA_InvReleaseNotifRQ IATA_OfferPriceRQ IATA_OfferPriceRS IATA_OrderCancelRQ IATA_OrderCancelRS IATA_OrderChangeNotifRQ IATA_OrderChangeRQ IATA_OrderClosingNotifRQ IATA_OrderCreateRQ IATA_OrderHistoryRQ IATA_OrderHistoryRS IATA_OrderListRQ IATA_OrderListRS IATA_OrderReshopRQ IATA_OrderReshopRS IATA_OrderRetrieveRQ IATA_OrderRulesRQ IATA_OrderRulesRS IATA_OrderSalesInfoAccountingDocNotifRQ IATA_OrderSalesInformationNotifRQ IATA_OrderViewRS IATA_SeatAvailabilityRQ IATA_SeatAvailabilityRS IATA_ServiceDeliveryNotifRQ IATA_ServiceDeliveryRQ IATA_ServiceDeliveryRS IATA_ServiceListRQ IATA_ServiceListRS IATA_ServiceStatusChangeNotifRQ IATA_SimpleTypes IATA_UpdateServiceNotifRQ	XML

Add		IATA_SeamlessAvailabilityRQ	XML
Add		IATA_SeamlessAvailabilityRS	XML
Add		IATA_DailyFlightAvailabilityRQ	XML
Add		IATA_DailyFlightAvailabilityRS	XML

Travel Board

Action	Abbreviation	Message name	Technology
Add		Flight Status-OAS3	JSON
Add		IATA_OperationalAircraftRegistrationNotifRQ	XML

Item A9.1: Changes to Recommended Practice 1786

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

Background

Recommended Practice 1786 contains guidance on end-to-end distribution processes. This Recommended Practice contained references to the IATA e-Tariffs platform, which is now no longer in use. A change to this Recommended Practice is proposed to delete this reference to IATA e-Tariffs.

Action

Conference to adopt changes outlined in attachment A_A9.1

Attachment A_A9.1: Changes to Recommended Practice 1786

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RECOMMENDED PRACTICE 1786 Passenger Distribution Lifecycle

PSC(3942)1786	Expiry: Indefinite Type: B
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RECOMMENDED PRACTICE 1786 Attachment 'A'

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3.2 Filing

3.2.1 Carriers may file their own fares whether for online or interline carriage based on their own commercial criteria via an established fare filing vendor or directly with a system provider. ~~IATA fares, known as 'flex fares' are established for interline carriage via the IATA e-Tariffs platform.~~

~~**3.2.2** e-Tariffs is an online solution allowing the aviation industry to maintain and develop multilateral interline fares and rules for systems and consumers worldwide. e-Tariffs provides airline pricing experts with the tools to submit their proposals for changes, and vote on fares packages, directly from their desks.~~

~~**3.2.3** e-Tariffs provides a simplified meeting process, is convenient and an easy-to-use application. It is cost and time efficient as it eliminates travel and effort. It is equally acceptable to regulators. e-Tariff is the mechanism through which any changes are made on 'flex fares'.~~

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Item A10: Industry Restart

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Submitted by: Henry Coles, Head Airline Distribution Standards, IATA (colesh@iata.org)

Secretary of the Passenger Standards Conference

Background

IATA's priorities for 2020 were revised by the IATA's Board of Governors at its June 2020 meeting in light of the impact of COVID-19 on the industry. Existing strategic priorities were paused. The majority of projects managed by IATA were also paused. The new priorities focused around activities that would directly contribute to

- Generate Cash for Airlines
- Reduce Airline Costs
- Industry Restart
- Ensure IATA's Sustainability

To support the activity of "Industry Restart", IATA management developed a plan aligning all restart activity. This full plan as endorsed by the Board of Governors was summarized in a presentation that is separately uploaded to the IATA Standard Setting Workspace as **Attachment A_A10**. It is available at https://standards.iata.org/higherlogic/ws/groups/8737a65a-c657-47ea-b146-e4f096f0099c/documents/psc22248/document?document_id=10748.

Conference actions and oversight by Steering Group

The Conference Steering Group has provided oversight on the standards deliverables related to the restart plan. Many of the standards activities contained in this plan have involved possible interaction across domains. These activities have included:

- Alignment on standards response to facilitating the use of customer vouchers.
- Explorations into enhancements to scheduling standards to ensure better alignment between commercial and operational users of scheduling and flight data (ongoing under the Planning Standards Board).
- Responses to requirements for passenger data from regulators (led by the Travel Standards Board).
- Reinvigoration of multi-lateral interline framework.

Where these activities have been discussed or progressed within each Management Board, these form part of each Management Board's report within this agenda. Several items have also resulted in accelerated standards development activity, and proposals for voting are also included within this agenda.

Action

Conference to note.

Item A11: Any Other Business - Change to Resolution 763 to extend the lead time for genuine location identifier assignment

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Submitted by: Qantas Airways

Background

Resolution 763 (Location Identifiers) and other standards governing industry coding regimes are overseen in the Passenger Standards Conference Structure by the Plan Standards Board. The Plan Standards Board has created the Industry Coding Group to discuss and develop proposals to change these standards.

Due to the Covid-19 Pandemic, and the limited availability of airline resource, the Plan Standards Board paused the activity of the Industry Coding Working Group across 2020, meaning that work plan items would not be addressed until the activity resumed in 2021.

Accordingly, this proposal to change Resolution 763 is presented directly to the Conference by member airline Qantas Airways.

Resolution 763 allows the assignment of location identifiers to airports and other locations used by member airlines in distribution and operational processes.

The current Resolution language states that airlines may request a three-letter code for an airport that is "receiving air services by an airline" or "a location which must be identified for airline communications routing or airline scheduling purposes or airline schedule exchange data messages."

This essentially limits the lead time for code assignments for *new* airports to the point in time at which an airline would publish a schedule including flights to or from the new airport. Under current scheduling standards this would effectively be no earlier than 12 months prior to the first flight.

Business problem

For new large-scale airport developments, planning and construction takes years if not decades. The construction of such airports involves the coordination of federal and state governments and many stakeholders.

Referencing an IATA location identifier is a key component in IATA member airlines generating commercial interest for potential service involving a new airport, and certainty in location coding allows awareness to build amongst airlines, travel agents and even passengers ahead of an airport intended opening date.

Allowing certainty around location identifier assignment for new airports would resolve these issues.

This is an important enabler of industry restart and demand stimulation in response to the Covid-19 pandemic also.

Solution

The proposed solution is to introduce the concept of a provisional assignment of location identifiers for new airports which are not yet operational.

The provisional code would in effect be a confirmation of the code that is to be permanently assigned once the airport is operational. The provisional code would not be published by IATA, but would in effect be "held" for full assignment when the requirements for assignment were met.

To protect the integrity of the coding regime, the circumstances in which such codes would be assigned would be limited to airports intending to open within 5 years. Such code assignments would also require:

- the continued support of at least two IATA member airlines, and confirmation these airlines intend to serve the location.
- the operator of the airport to have publicly declared an opening date that is within five years of the date of the provisional assignment.
- that construction of the airport's airfield or terminal has commenced, and that completion of the airport before the declared opening date can be reasonably demonstrated.
- That the civil aviation authority (or equivalent government agency) of the state in which the new airport is to be established has confirmed that the operator of the location is substantially meeting the state's requirements for the issuance of a license to operate before the declared opening date.

An annual review would also occur while the provisional code is held, to ensure the requirements continue to be met. After five years if the airport had not opened, the provisional code would be released.

Proposed action for conference

Conference to adopt changes to Resolution 763 outlined in Attachment A_A11 below.

Attachment A_A11

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RESOLUTION 763

Location Identifiers

PSC~~(44)~~ (42) 763

Type: B

...

2. PROVISIONAL ASSIGNMENTS OF LOCATION CODES

2.1 An airline, in partnership with the operator of a new airport, may request a provisional assignment for a new location which is under construction. This paragraph applies only to locations receiving air services. A provisional code may be assigned where the location does not yet meet the requirements for the assignment of a permanent location code under paragraphs 1.1.1 – 1.1.3. A provisional code will only be assigned if the following criteria are met.

2.1.1 The operator of the airport has publicly declared an opening date that is within five years of the date of the provisional assignment.

2.1.2 At least two IATA member airlines have indicated their intention to operate scheduled flights from the location.

2.1.3 Construction of the location's airfield or terminal buildings has commenced; and readiness to be operational by the declared opening date can be reasonably demonstrated.

2.1.4 The civil aviation authority (or equivalent government agency) of the state in which the new location is to be established has confirmed that the operator of the location is substantially meeting the state's requirements for the issuance of a license to operate before the declared opening date.

2.1.5 The location has paid the annual fee for a provisional code assignment as established by IATA.

2.2 Such a provisional assignment shall be valid for a maximum of 5 years. After this time, if the code has not been assigned permanently, the provisional code will be released and will not be assigned (provisionally or permanently) for a period of 12 months.

2.3 Every 12 months from the date of the original provisional assignment, IATA will require written evidence that all of the criteria in 2.1 continue to be met. If this evidence is received within 30 days of the request, the provisional assignment will be extended for a further 12 months, and a further annual fee for the provisional code assignment will be payable. If the requirements are not met within 30 days, the provisional code will be released, and may not be assigned (either provisionally or permanently) for a period of 12 months.

2.4 A code will not be assigned to another location while it is provisionally assigned. However, provisional codes will not be published by IATA in any official publication as being assigned to the location.

2.5 At any time while a code is provisionally assigned, an airline may request that the code to be permanently assigned if the requirements under 1.1.1 – 1.1.3 are met. No refund of any fees paid or payable under 2.1.5 or 2.3 will be made.

2.6 The location may publicly refer to the provisional code but should ensure that wherever the code is referenced publicly, that a disclaimer is made confirming that the location code has been provisionally assigned by IATA.

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Section B:

Plan Standards Board Items

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Item B1: Report of the Plan Standards Board

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Submitted by: Glen Bell, Chair of the Plan Standards Board
George Voorman, Vice Chair of the Plan Standards Board
Isabella Ioannoni, Secretary of the Plan Standards Board

Background

The Plan Standards Board is established under paragraph 2.3.1 of Resolution 009:

2.3.1 Plan Standards Board

The Plan Standards Board manages the development of standards concerning any interaction between airlines and any other parties for the purposes of exchanging information about which services are intended to be made available and to whom; and the management of any corresponding reference data.

This includes but is not limited to schedule publication standards, slot messaging standards, minimum connecting time standards, interline standards and industry coding.

Members of the Plan Standards Board

Position	Airline	Delegate name	Term commenced
1	Aeromexico	Federico John Ruiz Davies	01 November 2018
2	Air China	Peng Liu	01 November 2018
3	Air France	Thierry Vanhaverbeke	01 November 2018
4	Alitalia	Stefano Rizzo	01 November 2018
5	American Airlines	Dave Scott	01 November 2018
6	Biman Bangladesh Airlines	Mohammed Salahuddin	01 November 2018
7	British Airways	Andy Tunnacliffe (resigned 31 Oct 2020) Ron Burke	01 November 2018
8	China Airlines	Yu-Jen Wu (resigned Nov 2020)	01 November 2018
9	Delta Air Lines	Glen Bell	01 November 2018
10	Deutsche Lufthansa	Marjana Stern Marco Goetz	01 November 2018
11	Emirates Airline	Shrikant Kiran Yadery	01 November 2018
12	KLM	George Voorman	01 November 2018
13	LATAM Airlines	Soledad Berrios	01 November 2018
14	LOT Polish Airlines	Robert Ludera	01 November 2018
15	Qatar Airways	Mandar Prakash Pradhan	01 November 2018
16	Turkish Airlines	Murat Baş	01 November 2018
17	United Airlines	Michele Boyce	01 November 2018
18	Virgin Australia	Matthew Yarrow	01 November 2018
19	Hahn Air Lines	Alexander Proschka	01 November 2019

Chair and Vice-Chair

Mr Glen Bell (Delta Air Lines) and George Voorman (KLM Airlines) maintain the PSB Chair and Vice Chair positions respectively. Under the terms of Resolution 009, these officers hold these positions for a period of 3 years.

Plan Standards Board (PSB) activity in 2020

Reprioritization of Industry Activity

The Board focused on reprioritization efforts in consequence to COVID-19 circumstances and reflected on where immediate value can be provided in this area of business. An assessment of work plans and activity of all Groups reporting to the Plan Standards Board (PSB) structure had been undertaken in March/April this year with the group officers and the reprioritization of activities were subsequently endorsed by the PSB and PSC Steering Group. This includes pausing all activity of the Industry Coding Group and the Exhaustion of Flight Number and Industry Codes Group in 2020 except for issues impacting emergency requirements.

The PSB will continue to follow the re-prioritized work plans through the remainder of 2020 while monitoring emergency priorities and the ability of airlines to contribute to the standards development activity.

Plan Standards and the Industry Restart Plan

As referred in [Agenda A10](#), the industry restart plan will involve specific standards development activities impacting the Plan Standards business domain. This plan proposes actions under the 'System Capability' and 'Stimulate Demand' (Interline) pillars involving Slots, Schedules and Interline standards activities of work requiring oversight from this Board and development from the respective groups. Key streams:

- Interline – Improve airline capabilities to offer online connections and maintain their network through simplified interlining. New and more varied relationships to serve all required markets for the restart.
- Slots & Schedule Planning – Ensure efficient and flexible scheduling and operational planning throughout the recovery.

Plan Standards Areas for Exploration

Flight bookings beyond season constraints

Since March, IATA has received several demands from airlines on the ability to make bookings earlier beyond the existing constraints of the system range and into a longer scheduling season to assist in industry recovery.

Today, systems typically limit the selling window up to less than one year before the scheduled departure and during the Covid-19 crisis, this has been preventing airlines from offering rebooking of passengers for future flights. Similar to airlines requiring to market more codeshares, but as the Plan Board is aware, there is a limitation of marketing flight numbers in today's system that would allow operators to display all "products" in a schedule.

The PSC Steering Group recently noted the extension of conventional scheduling seasons to assist airlines in rebooking passengers and securing cash flow and also noted that such a change would require significant development efforts across many impacted systems, to the extent that it should not be considered as a short term priority. However, the Steering Group recommended that this should be highlighted as a PSB area for exploration, especially with transformation in distribution processes such as NDC, ONE Order and Dynamic offers.

This matter is now reflected as a new long term exploratory item in below table for further discussion with the Plan Board and other impacted areas of business.

Secure Flight Indication

Currently, the scheduling SSIM standards supports a Secure Flight Indicator (SFI) that identifies flights for which there is a legal requirement to disclose full secure flight passenger data for flights that are operated by a carrier (operating and marketing) flying to/from/within/over the U.S. This indicator data element DEI 504 is defined around requirements specific to the USA.

Airlines are requesting to implement a similar feature catering for all countries to meet evolving passenger data requirements from other jurisdictions where required. The SPG Chairs and airline experts, in consultation with system providers, IATA and the Reservations Group under the Shop-Order Board, have recommended to define the DEI504 in more generic terms to make it generally applicable for airlines to flag the provision of passenger information required for all flights.

Amendments to the SSIM DEI 504 have since been approved by the SPG members and endorsed by the Board for inclusion in the SSIM MAR2020 with an effectiveness of 01 November 2020. The outcome will be advised in the Second PSC Agenda Transmittal.

Conference to refer to the Schedules Publication Group report for further details, [Agenda item B4.4](#).

Flight Information and Planning Processes

Numerous airline business domains and planning activities relate to flight data and COVID-19 circumstances have presented limitations to the current planning processes involving flights such as on historical data for forecasting, on the use of schedule data or rigid planning processes.

The Board has considered key planning issues and changes emerging in the distribution area, scheduling, airport and air navigation resources and has provided guidance to IATA on any implications to scheduling standards. IATA aims to progress such discussions with other industry groups and to also focus on the dependencies and overlaps between the respective domains with the various airline expertise as part of the industry restart to building a digitally enabled business and a more resilient and efficient planning process across the value chain.

Short and Long Term Solutions

The Plan Board maintains exploratory items requiring activities for both, short term solutions when dealing with constraints and long term solutions for when removing constraints. These are outlined in below tables with each item updated, following the reprioritization exercise.

Exploratory items resulting in Short-term Solutions

Item	Subject
1	<p>Consequent to a successful Global implementation and cutover to new MCT SSIM Standards end of 2019, below items are being progressed but with certain deliverables paused in 2020. The MCTG report highlights this in more detail under Agenda Item B4.3:</p> <p>MCT Station Standards</p> <p>IATA source for MCTs station (airport) standards data - Evaluation of stations that have many exceptions filed to validate current values and identify opportunities to align them to airline operations.</p> <p>MCT Global Defaults</p> <p>Review the process of setting Global MCTs - Revision of default values in SSIM standards for airlines that do not file a station standard to better reflect airline operations.</p>
2	<p>Future of Interline/Simplified Interline</p> <p>Redefining the concept of codeshare and evolving the commercial agreements between carriers are also progressing with work completion from the Interline Group (IG) detailed under Agenda Item B4.2.</p>

Item	Subject
	Changes to Resolution 780, 780e, RP 1780f and new RPs 1780a, 1780b documentation is currently balloted with the Plan Standard Board and are intended to be submitted to the Conference in the second transmittal of the Agenda. Further details described in Agenda Item B4.2 .
3	<p>Exhaustion of Flight Numbers and Industry Codes</p> <p>The initiative exploring the usage of Flight numbers and Industry Codes such as Airline Designators, Location Identifiers and Airline Codes/Prefixes due to their depletion is paused for 2020.</p> <p>The new EFNIC Group has been created with industry expertise and IATA has internally consulted the various businesses and operations to form the basis of initial efforts. Further details described in Agenda Item B4.6.</p>
4	<p>Scheduling Data for Airports</p> <p>Investigation of consistent process: Determining whether standards are to be defined as more airport entities develop the ability to consume SSIM files.</p> <p>As an initial step, IATA has summarised guidelines within an "airline scheduling and demand information for airport planning" document which describes guidance on how airlines and airports may wish to leverage existing standards to address new challenges. The Board has recently provided their feedback for document finalisation and distribution to the industry as immediate guidance. Further details described in Agenda Item B4.4.</p>
5	<p>Progress Slots & Sched xml Messaging Data to AIDM</p> <p>Migration of current xml message information to the Airline Industry Data Model (AIDM).</p> <p>This activity has been paused and reprioritized.</p>
6	<p>Traffic Restrictions</p> <p>Assessment of all SSIM traffic restrictions processing with Shop-Order Board engagement for alignment with new processes.</p> <p>This activity has been paused and reprioritized.</p>

Exploratory items resulting in Long-term Solutions

Item	Subject
7	<p>Dynamic Schedules</p> <p>Driving Schedules with the transformation in distribution processes such as NDC, ONE Order and Dynamic offers.</p> <p>Further industry requirements and initiatives arising from the industry restart plan.</p>
8	<p>Flight Numbers and Industry Codes</p> <p>Consideration of long term options with flight numbers and codes resulting from the EFNICG outcomes as outlined in Agenda Item B4.6.</p>
9	<p>Evolution of SSIM and ACD data codes sources</p> <p>Streamline both sources for codes and accessibility of data.</p> <p>This activity has been paused in 2020 with most ICG work plan items parked.</p>
10	Flight bookings beyond season constraints

	Exploring the ability for airlines to make bookings earlier beyond existing constraints. Considerations with transformation in distribution processes such as NDC, ONE Order and Dynamic offers.
11	Industry Direction Moving Forward – to be aligned with industry’s restart plan General Operational Topics: <ul style="list-style-type: none">• Identity Management – IATA project• Slot Coordination Working Methods• Regulatory framework compliance• Product Differentiation – IATA Strategy on Dynamic Offers

Action

Conference to note Board report.

Item B1.1: Slots Update and Changes to Recommended Practice 1761a

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Submitted by: Lara Maughan, Head, Worldwide Airport Slots, IATA (maughanl@iata.org)

Background

Northern winter 2020 slot waiver

IATA advocated immediately at the start of the crisis for alleviation for slot usage rules for the northern summer 2020 season. This was granted for slot coordinated airports globally, with every government (or airport where appropriate) waiving the need to operate slots to retain historic precedence for summer 2021.

Now one of the priority tasks for IATA is to secure a global slot waiver extension for the upcoming Northern Winter 2020 (NW20) season, which would provide airlines with relief from the requirement to operate a series of slots for at least 80% of that season. Demand is going to be significantly low in a traditionally challenging season for aviation. It is now a critical issue due to timing: globally airlines need to publish and formalize their seasonal schedule that will reflect their reduced size this winter. For recovery to be supported, it is essential slots can be retained for 2021 to build back existing networks. This is important given the huge lack of demand that is inevitable for the season.

There are 40% of the worlds' slot coordinated airports providing a full season waiver for the NW20 period already. Our target for waivers to be granted is the end of August to enable efficient airline planning. Unfortunately, the European Commission (EC) is unlikely to meet this deadline but will be providing alleviation. The EU accounts for some 67 slot coordinated airports, 40% of the total in winter.

IATA has advocated urgently with those remaining States for timely decision making, and requested the EC provides a clear statement of intention to grant a slot waiver.

Slot policy development and governance of the WASG

IATA is working with the airport community and Airports Council International (ACI), as well as the global slot coordinator community and Worldwide Airport Coordinators Group (WWACG) to find agreement on the technical and policy aspects that support the restart of aviation through the Worldwide Airport Slot Board (WASB). The WASB was created in 2019 as the new governance group responsible for the Worldwide Airport Slot Guidelines (WASG) with equal representation by all three industry partners. As such, editorial enhancements to RP 1761a are highlighted in **Attachment A_B1.1** for Conference. RP 1761a provides the industry the standards to facilitate the management of airport slots that are published in the Worldwide Airport Slot Guidelines (WASG) as Attachment A.

The WASB has been focused on providing leadership and support to aid restart and recovery through practical advice related to [managing temporary reductions in airport capacity](#) and the impact on planned schedules, as well as providing best practice guidance related to slot handback for the northern summer season 2020 slot waiver.

With the industry grappling with ever changing external travel restrictions, unpredictable and extremely low demand, the WASB will continue to provide a pivotal role in defining globally consistent and practical support to the slot process and coordination activities to ensure they meet the needs of the industry whilst in restart and the recovery phase. This includes defining the calendar of coordination activities that underpins the slot process each season, reviewing policy and agreeing any change to process or technical requirements, both in the short term to support recovery or as longer-term developments.

Action

Conference to adopt changes to Recommended Practice 1761a outlined in **Attachment A_B1.1**

Attachment A_B1.1 – Slots Update and Changes to Recommended Practice 1761a

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RECOMMENDED PRACTICE 1761a Guidelines for the Allocation of Airport Slots

PSC(3442)1761a	Expiry: Indefinite Type: B

The management of airport slots is required at some airports where the available airport infrastructure is insufficient to meet the demand of airlines and other aircraft operators. The ~~Worldwide Slot Guidelines (WSG)~~ [Worldwide Airport Slot Guidelines \(WASG\)](#) is jointly published by IATA, [Airports Council International \(ACI\)](#), and the [Worldwide Airport Coordinators Group \(WWACG\)](#) to provide the global air transport community with a single set of standards to facilitate the management of airport slots.

The ~~WASG~~ is overseen by the ~~IATA Joint Slot Advisory Group (JSAG)~~ [Worldwide Airport Slot Board](#), comprised of an equal number of ~~IATA Member~~ airlines, [airports](#), and airport coordinators.

~~JSAG~~ [The WASB](#) meets regularly to agree on proposals for changes to the ~~WASG~~, [address slot-related matters and regulatory developments related to slot coordination and allocation to foster a globally consistent implementation of the WASG](#), and to consult on the administration of the twice yearly IATA Slot Conference (SC). ~~All changes are agreed by JSAG before being endorsed by the Heads of Delegation of the SC.~~

It is recommended that Members use the WASG as published in Attachment 'A' and can be found at www.iata.org/wsg <https://www.iata.org/en/policy/slots/slot-guidelines/>.

Item B2: Endorsement for elections for positions on Plan Standards Board

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Submitted by: Isabella Ioannoni, Senior Manager, Plan Standards, IATA (ioannonii@iata.org)
Secretary of the Plan Standards Board

Background

Under the terms of Resolution 009, each year nine positions are open on each of the five Management Boards for re-election for a two-year term.

Due to the Covid-19 pandemic, and in the interests of managing continuity, the Conference Steering group endorsed a simplified approach whereby the existing members of each Management Board were asked if their airline wished to continue their involvement in each Board across 2021. Existing Management Board members were asked to contact IATA (via the Secretary of the Management Board, or by email at standards@iata.org) only if they did not wish to continue their involvement, or if they wish to change the named delegate representing their airline on any Board.

Additional nominations for any Management Board were also sought with the first transmittal of the Conference Agenda. Nominations were open until 25 September 2020.

It should also be noted that the Conference Steering Group has endorsed a proposed change to Resolution 009 which would simplify the nomination and election procedures for Management Boards from 2021 onwards. This new process would require Board participation to be limited to 12 months, with nominations and an election held each year. This change to Resolution 009 is included in this agenda for Conference adoption. If adopted, a full election would be held each as an online ballot, as part of the Conference proceedings.

New nominations

No new nominations were received.

Composition of the Board from 18 November 2020

The composition of the Board from 18 November 2020 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Term commenced
1	Aeromexico	Federico John Ruiz Davies	01 November 2018
2	Air China	Peng Liu	01 November 2018
3	Air France	Thierry Vanhaverbeke	01 November 2018
4	Alitalia	Stefano Rizzo	01 November 2018
5	American Airlines	Dave Scott	01 November 2018
6	Biman Bangladesh Airlines	Mohammed Salahuddin	01 November 2018
7	British Airways	Sander van Noorloos Ron Burke	01 November 2018
8	Delta Air Lines	Glen Bell	01 November 2018
9	Deutsche Lufthansa	Marjana Stern	01 November 2018
10		Marco Goetz	
	Emirates Airline	Shrikant Kiran Yadery	01 November 2018
11	KLM	George Voorman	01 November 2018
12	LATAM Airlines	Soledad Berrios	01 November 2018

13	LOT Polish Airlines	Robert Ludera	01 November 2018
14	Qatar Airways	Mandar Prakash Pradhan	01 November 2018
15	Turkish Airlines	Murat Baş	01 November 2018
16	United Airlines	Michele Boyce	01 November 2018
17	Virgin Australia	Matthew Yarrow	01 November 2018
18	Hahn Air Lines	Alexander Proschka	01 November 2019

Involvement in the Board for other member airlines

All member airlines are reminded that formal involvement on the Board represents a commitment to participate fully in Board activities across the full term of membership. Other member airlines (including those members not formally members of the Board) are welcome to view Board materials, to vote in Board ballots and to participate in Board meetings where topics are of interest. Involvement can be managed through the IATA Standard Setting Workspace, or by contact standards@iata.org.

Action

Conference to endorse the composition of the Board as outlined above from 18 November 2020.

Item B3: Delegation of authority to the Plan Standards Board

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Submitted by: Isabella Ioannoni, Senior Manager, Plan Standards, IATA (ioannonii@iata.org)
Secretary of the Plan Standards Board

Background

The Conference may delegate the authority to adopt non-binding standards to the relevant Management Board, under the terms of paragraphs 2.6.4.2 and section 2.7.

2.6.4.2 Proposals to amend standards endorsed by the Board will be submitted for formal adoption by the Conference except where the Conference delegated the authority to establish standards to the Board. Where delegated authority has been granted to the Board (as described in Paragraph 2.7), the Board may issue the standard on their own authority.

...

2.7 Delegated Authority to Establish Standards

2.7.1 The Conference may delegate authority to any Board (or any combination of Boards) to adopt non-binding standards without an action by the Conference itself providing:

2.7.1.1 such standards are not in conflict with other standards adopted by the Conference; and

2.7.1.2 the Conference retains full visibility over all standards adopted by any Board.

2.7.2 Unless referenced explicitly within a Resolution, such authority will only be granted for a maximum of one year, after which point it must be renewed by the Conference. Such authority may be renewed as many times as required.

2.7.3 Guidance of such delegated authority will be published by IATA within the next Passenger Services Conference Resolution Manual issued after the delegated authority is adopted.

Delegation for 12 Month Period from 18 November 2020

The Planning Standards Board (under the authority of Resolution 009) is partly responsible for the development of Scheduling Standards promulgated as Recommended Practice 1761b: Form of Exchange of Schedule Information and published within the IATA Standard Schedules Information Manual (SSIM), including Resolution 765: Connecting Time Intervals.

SSIM standards comprise of schedules publication, slot and minimum connect time messaging formats as well as data processing procedures, schemas, implementation guides and data assignments including Aircraft Types, Passenger Terminal Indicators, UTC/Local time information, Region codes and Service Types. SSIM is made available at www.iata.org/ssim.

Minimum Connecting Time standards are included in SSIM and procedures on how official MCTs are determined/established locally are included in Resolution 765.

Conference endorsed the delegation of authority to the Plan Standards Board from 1 November 2019, to adopt changes made to the SSIM as described in RP 1761b and to the reference data described in Resolution 765.

Action

Conference to reaffirm the Plan Standards Board to have oversight and authority over all activities outlined under RP 1761b and Resolution 765.

Item B4: Groups active under Plan Standards Board

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Submitted by: Isabella Ioannoni, Senior Manager, Plan Standards, IATA (ioannonii@iata.org)
Secretary of the Plan Standards Board

Background

The Board may establish Groups to manage specific areas of standards, as described in Paragraph 3.1 of Resolution 009.

3.1 Establishment of Groups Reporting to Boards

3.1.1 Such groups shall exist only where these have been established by a Board.

3.1.2 The Board shall grant the Group a mandate which may not exceed a period of one year, at which point the Group may be renewed by the Board for a maximum of 12 months. A group may be renewed as many times as required.

3.1.3 Each Group shall have Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.

3.1.4 The Board may disband a Group at any time.

3.1.5 A Group should be established where there is a requirement to perform actual development activity across a specific area of standards. This may be established on the basis of a discrete function, or an existing body of standards that require an identifiable area of expertise. The structure of Groups should maximize efficiency and reduce duplication.

3.1.6 Each Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.

The Plan Standards Boards had the following Groups active during 2019-2020.

Group name	Scope
Industry Coding Group	Deal with matters concerning industry coding, including the associated business requirements including but not limited to airline designators, accounting codes and prefixes; location codes; and baggage tag issuance codes
Interline Group	Deal with matters concerning the interline system, and multilateral interline agreements.
Minimum Connect Time Group	Deal with matters concerning the presentation, application and transfer of MCT data between airlines data aggregators and system providers including the associated business requirements
Schedules Publication Group	Deal with matters concerning Airline schedule data standards used by airlines, GDSs and data aggregators including the associated business requirements
Slot Messaging Group	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.
Exhaustion of Flight Numbers and Industry Codes Group (EFNICG)	Deal with identifying challenges, impacts and limitations for the use of Flight numbers and Industry Codes such as Airline Designators, Location Identifiers and Airline Codes/Prefixes.

The reports and work plans of each of these groups are included later within the Plan Standards board package. Voting items from the Interline area of business are expected for Conference in the second Agenda transmittal.

Continuation of Groups

The Board has endorsed the continuation of all groups for a further 12 months, from 1 November 2020. The Terms of Reference of the Groups are provided as Attachments to this item as follows.

Group name	Scope	Terms of Reference Attachment
Industry Coding Group	Deal with matters concerning industry coding, including the associated business requirements including but not limited to airline designators, accounting codes and prefixes; location codes; and baggage tag issuance codes	A_B4
Interline Group	Deal with matters concerning the interline system, and multilateral interline agreements.	B_B4
Minimum Connect Time Group	Deal with matters concerning the presentation, application and transfer of MCT data between airlines data aggregators and system providers including the associated business requirements	C_B4
Schedules Publication Group	Deal with matters concerning Airline schedule data standards used by airlines, GDSs and data aggregators including the associated business requirements	D_B4
Slot Messaging Group	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.	E_B4
Exhaustion of Flight Numbers and Industry Codes Group	Deal with identifying challenges, impacts and limitations for the use of Flight numbers and Industry Codes such as Airline Designators, Location Identifiers and Airline Codes/Prefixes.	F_B4

Action

These groups are established under the authority of the Board and are presented for the Conference to note.

Attachment A_B4: Terms of Reference: Industry Coding Group

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Industry Coding Group
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning industry coding, including the associated business requirements including but not limited to airline designators, accounting codes and prefixes; location codes; and baggage tag issuance codes. 2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards. 3. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Resolution 001pg, 762, 763, 767, 769 b. Recommended Practices 1752 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees. 5. Explore changes to industry coding systems to support sustainability, and support the new and evolving coding requirements of emerging distribution standards. 6. Advise IATA Management on interpretation and clarification of Coding standards where required. 7. Maintain a work plan and report regularly to Plan Standards Board
Period of effectiveness	The group is effective from 1 November 2018, for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 organizations will be elected as Members.</p> <p>Where nominations exceed available vacant positions, the Plan Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months.</p>

	<p>The named delegate may be changed during term only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p> <p>IATA and A4A Involvement</p> <p>Representatives IATA and A4A teams responsible for coding policy and operations will attend all meetings. This may be in addition to the named Secretary provided by IATA.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>A4A Member Airlines</p> <p>Strategic Partners participating in the Plan Standards program</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in any area touching industry coding regimes. This may include:</p> <ul style="list-style-type: none"> • Scheduling • Distribution • Industry data exchange and messaging • Industry Affairs • Interline
Quorum	<p>A quorum of 25% of members is required.</p>

<p>Voting</p> <p>(Excluding the election of Chair and Vice-Chair).</p>	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p> <p>A minimum of 6 votes is required for a decision to be valid</p>
<p>Endorsement of standards</p>	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment B_B4: Terms of Reference: Interline Group

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Interline Group
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning the interline system, and multilateral interline agreements. 2. Review and endorse proposals to create or amend standards governing these processes to the extent they are not owned by other groups. 3. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Resolution 780 b. Resolution 780b, c, d, e c. Resolution 788 d. Recommended Practice 1780e, 1780f, 1788 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees. 5. Explore changes to the interline system and multilateral interline agreements to support new and evolving requirements of emerging interline models. <p>Maintain a work plan and report regularly to Plan Standards Board</p>
Period of effectiveness	The group is effective from 1 November 2018, for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 organizations will be elected as Members.</p> <p>Where nominations exceed available vacant positions, the Plan Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during the term only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p>

	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Plan Standards Strategic Partnerships program.</p> <p>Non-IATA airlines involved in interline activity with an interest in industry standardization, subject to the approval of the Chair and IATA, or the Plan Standards Board and IATA.</p> <p>Or any other organizations subject to the approval of the Chair and IATA, or the Plan Standards Board and IATA.</p>
Meetings	Meetings will be scheduled as required.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in interline traffic agreements, and industry processes supporting the interline system. This may include:</p> <ul style="list-style-type: none"> • Interline, alliances • Scheduling, Distribution • Industry Affairs, legal • Interline billing
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>A minimum of 6 votes is required for a decision to be valid</p>

Endorsement of Standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval, prior to presentation at the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by the Group requires endorsement by the owning group and adoption at the Conference as required.</p>
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Attachment C_B4: Terms of Reference: Minimum Connect Time Group

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Minimum Connect Time Group (MCTG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	<p>Deal with matters concerning the presentation, application and transfer of MCT data between airlines data aggregators and system providers including the associated business requirements. Recommend future modifications to MCT standards and required Guides in supporting the industry with new standards. 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.</p> <ol style="list-style-type: none"> 4. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Recommended Practices 1761b b. Resolution 765 c. Implementation Guides Documentation d. XML Schemas 5. Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices. 6. Liaise with other process owning groups under the PSC and advisory groups under Industry Committees such as the Airport Services Committee as required. 7. Maintain a work plan and report regularly to the Plan Standards Board.
Period of effectiveness	The group is effective from 1 November 2018, for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	<p>Members</p> <p>Minimum 9 organizations Minimum 6 IATA Member Airlines Minimum 3 Strategic Partners</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months.</p> <p>The named delegate may be changed during term only when absolutely necessary.</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p>

Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Plan Standards program. A rapporteur may be established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required (by the work plan and in concurrence with the secretary) of which one meeting is expected to be face to face at the June Slot Conferences.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One Working Group is automatically created by these ToR: • Minimum Connect Time XML Group (MCTX)</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas, but not limited to, the management of MCT application in systems along with established IATA processes.</p>
Quorum	<p>A quorum of 25% of members is required.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot Changes to SSIM shall follow the procedure outlined in Recommended Practice 1761b.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>

Endorsement of Standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by MCTG requires endorsement by the owning group and adoption at the Conference as required.</p>
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Attachment D_B4: Terms of Reference: Schedules Publication Group

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Schedules Publication Group (SPG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning Airline schedule data standards used by airlines, GDSs and data aggregators including the associated business requirements. 2. Review and propose amendments to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. 3. Review, propose and manage Meal and Inflight Service codes and Service Type codes. 4. 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. 5. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Recommended Practices 1761b, 1775 b. Resolution 764 c. Implementation Guides d. XML Schemas 6. Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices 7. Liaise with other process owning groups under the PSC and advisory groups under Industry Committees as required. 8. Maintain a work plan and report regularly to the Plan Standards Board.
Period of effectiveness	The group is effective from 1 November 2018, for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	<p>Members</p> <p>Minimum 12 organizations Minimum 9 IATA Member Airlines Minimum 3 Strategic Partners Airport Coordinators/Facilitators (optional)</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation for a minimum of 24 months</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p>

	<p>The named delegate may be changed during term only when absolutely necessary.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Plan Standards program.</p> <p>A rapporteur will be established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences.</p> <p>Airport Coordinators participating in the IATA Slot Conferences.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required (by the work plan and in concurrence with the secretary) of which one meeting is expected to be face to face at the June Slot Conferences.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One Working Group is automatically created by these ToR:</p> <p>Schedules Information Data Exchange XML Group (SIDX)</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair and other members of the group are eligible to be elected as Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the areas of, but not limited to, schedule creation/publication & distribution processes, with a strong knowledge of industry standards.</p>

Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Changes to SSIM will follow the procedure outlined in Recommended Practice 1761b.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of Standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by the SPG requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment E_B4: Terms of Reference: Slot Messaging Group

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Slot Messaging Group (SMG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 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. Review and propose amendments to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. 3. Review, propose and manage Service Type codes, Additional Information codes and Coordinator Reason codes. 4. 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, including the IATA Worldwide Slot Guidelines for the management of slots. 5. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Recommended Practices 1761b b. Implementation Guides c. XML Schemas 6. Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices 7. Liaise with other process owning groups under the PSC and advisory groups under Industry Committees as required to meet changing industry requirements and to further the objectives of the SMG. 8. Ensure a close interaction and alignment of activities and standards with the slot policy forums directed by the Slot Policy Working Group and the Worldwide Airport Slot Board for slots planning area of business. 9. Maintain a work plan and report regularly to the Plan Standards Board.
Period of effectiveness	The group is effective from 1 November 2018, for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	Members Minimum 9 organizations Minimum 6 IATA Member Airlines Minimum 3 Airport Coordinators/Facilitators Strategic Partners (optional)

	<p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation for a minimum of 24 months.</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>The named delegate may be changed during term only when absolutely necessary.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>
Eligibility for Participation	<p>IATA Member Airlines.</p> <p>Strategic Partners participating in the Plan Standards program.</p> <p>Airport Coordinators participating in the IATA Slot Conferences.</p> <p>A rapporteur will be established to provide liaison for non-IATA airlines participating in the Slot Conferences.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required (by the work plan and in concurrence with the secretary) of which one meeting is expected to be face to face at the June Slot Conferences.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One Working Group is automatically created by these ToR:</p> <p>Slots XML Group (SXSG)</p>

Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair and other members of the group are eligible to be elected as Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the areas of, but not limited to, slot management and technical administration including filing, reporting and schedule coordination with a strong knowledge of industry standards.</p>
Quorum	<p>A quorum of 25% of members is required.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot</p> <p>Changes to SSIM shall follow the procedure outlined in Recommended Practice 1761b.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>
Endorsement of Standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by the SMG requires endorsement by the owning group and adoption at the Conference as required.</p> <p>The Joint Slot Advisory Group (JSAG) will ensure formal liaison between the airport coordinator community and PSB/SMG.</p>

Attachment F_B4: Terms of Reference: Exhaustion of Flight Numbers & Industry Codes Group

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Exhaustion of Flight Numbers & Industry Codes (EFNIC) Group
Reports to	Plan Standards Board (PSB)
Role/ Mandate	<ol style="list-style-type: none"> 1. Identify obstacles, impacts and limitations for all areas of business in the use of Flight numbers and/or Industry Codes such as Airline Designators, Location Identifiers and Airline Codes/Prefixes. 2. Define opportunities and future requirements, including commercial vs operational options. 3. Assess, agree and develop short and long term solutions. 4. Define and track milestones. 5. Support the industry and IATA through awareness and engagement activities, enhancements, implementation and adoption. 6. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Resolution 761 – Flight Numbers b. Resolution 762 – Airline Designators c. Resolution 763 – Location Identifiers d. Resolution 767 – Airline Accounting Codes & Prefixes 7. Liaise with: <ul style="list-style-type: none"> - other process owning groups under any Conference - advisory groups under Industry Committees - business stakeholders in other impacted industry communities. 8. Explore changes to systems supporting new and evolving requirements of emerging initiatives. 9. Maintain a work plan and report regularly to Plan Standards Board.
Period of effectiveness	The group is effective for a period of 10 months for the first year, from 01 January to 1 November 2020, and will be renewed for a period of 12 months subject to the oversight approval of the Plan Standards Board
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 9 organizations will be elected as members for a period of 1 year, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during the term only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p>

	<p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Strategic Partnerships program.</p> <p>Any other organizations may attend meetings as required, subject to the approval of the Chair and IATA, or the Plan Standards Board and IATA.</p>
Meetings	<p>Meetings will be scheduled as required.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair and other members of the group are eligible to be elected as Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement with systems and industry processes supporting the usage of industry codes and/or flight numbers. This may include:</p> <ul style="list-style-type: none"> • Interline, Alliances • Scheduling, Distribution • Passenger, Freight • Revenue Management • Operations • Finance • IT Systems • Industry Affairs
Quorum	<p>A quorum of 25% of members is required.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>

Endorsement of Standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval, prior to presentation at the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by the Group requires endorsement by the owning group and adoption at the Conference as required.</p>
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Item B4.1: Report and Workplan of the Industry Coding Group, under the Plan Standards Board

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Submitted by: Sarah Goodman, Chair of the Industry Coding Group, under the Plan Standards Board

Michelle Bryant, Vice Chair of the Industry Coding Group, under the Plan Standards Board

Isabella Ioannoni, Senior Manager Plan Standards, Secretary of the Industry Coding Group

Background

The Industry Coding Group was established under the Plan Standards Board with a mandate through to 1 November 2020, to develop proposals on standards related to:

1. Deal with matters concerning industry coding, including the associated business requirements including but not limited to airline designators, accounting codes and prefixes; location codes; and baggage tag issuance codes.
2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards.
3. Review and endorse proposals to amend Resolution 001pg, 762, 763, 767, 769 and Recommended Practice 1752.
4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees.
5. Explore changes to industry coding systems to support sustainability and support the new and evolving coding requirements of emerging distribution standards.
6. Advise IATA Management on interpretation and clarification of Coding standards where required.
7. Maintain a work plan and report regularly to Plan Standards Board

Members of the Industry Coding Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1	American Airlines (AA)	Margaret Brown
2	British Airways (BA)	Andy Tunnacliffe
3	Cirium	Kelly Jenkins
4	Delta Air Lines (DL)	Glen Bell
5	Deutsche Lufthansa AG (LH)	Michelle Bryant
6	Google	Sterling Rasher
7	KLM Airlines (KL)	George Voorman
8	OAG	Sarah Goodman
		Graham Beddall
9	Qatar Airways (QR)	Michal Juranka
10	Sabre	Kevin Sams
11	SITA	John Meeks

12	Travelport	Brian Pavelka
13	United Airlines (UA)	Michelle Boyce
		Ed Domaracki
14	Virgin Australia (VA)	David Chudleigh
		Matthew Yarrow

Chair and Vice-Chair

Ms Sarah Goodman (OAG) and Michelle Bryant from Deutsche Lufthansa are elected as Chair and Vice Chair respectively. Under the Terms of Reference of the Group, these officers hold their positions for 12 months, subject to continued involvement in the group.

Industry Coding Group (ICG) activity in 2020

Although the Group activity is paused for 2020, IATA and the Group officers have been managing and supporting emerging industry needs and requests from members on an adhoc basis. A Group call meeting will be held in November if necessary.

The Group planned to revise PSC Resolutions to clarify rules pertaining to controlled duplicates for carriers filling non-schedules vs schedules flights. This also involved further discussions to take place to resolve possibilities of recalling codes for regional carriers. This issue has since been paused for 2020.

Industry Coding Group adoption of standards

There are no proposed enhancements for Conference at the time of this transmittal.

Industry Coding Group Work Plan

The work plan of the Industry Coding Group is provided as **Attachment A_B4.1**. The work plan of this group has been reviewed and endorsed by the Board.

Action

Conference to note report and Work plan.

Attachment A_B4.1: Work Plan of the Industry Coding Group

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The Group's work plan is highlighted below with items targeting restart in 2021. This plan also includes certain exploratory items such as defining Fictitious and Offline points requirements and supporting the ID Management project initiative which have also been paused for now.

ITEM	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
1	Clarification of Assignment Criteria: Designator Codes	Revise Resolutions to ensure rules pertaining to controlled duplicates for carriers filing non-scheduled vs scheduled are clarified. Review codes vv published schedules and consider transport government ruling.	Parked
2	Status of Industry Codes	Revise assignment of non-airport locations ACD criteria for consistency. To provide breakdown of the dormant for future review.	Parked
3	Addition of Carrier Type specifications.	IATA to add Carrier Type to the eACD. Date for inclusion TBC.	Ongoing
4	Validities of Longitude/Latitude data.	IATA to investigate provision. ICG alignment with the Pricing Automation Group discussions.	Ongoing
5	Fictitious vs Offline Points	- Assess: who uses them, what are they, where do they reside, when are they required. - Consider if Offline points are removable. - Validate the numerous Fictitious points in ACD (which may include Offline points). IATA to provide the list for the group to review next meeting.	Parked
6	Flight Number and Airline codes exhaustion review.	- Limitations of available Designators, Airline and Location Codes - ICG members involvement with members of the new EFNIC Group.	Parked
7	Evaluate data structures for unification of ACD and SSIM industry codes in conjunction with any other reference data.	- ICG recommends SSIM Aircraft types, Airport Terminal identification, UTC/DST and Region Codes should be relocated to be part of the IATA Airline Coding Director for Product delivery	Parked
8	ID management initiative engagement.	ICG to support project activity in determining how to secure the authority that would enable managing such a standard for the industry.	Parked
9	eReader/Open API	Delivery of Open API capabilities with airline codes and Location identifiers. Development work complete.	Ongoing with IATA
10	Airport Long Name	Use of a new Airport Long Name field to the Location Identifier data file specification and communications to be broadcasted. Checking with Tech Team. ACD subscribers will be surveyed. Both options will exist going forward to subscribers.	Ongoing with IATA
11	New Coding Portal	Provide awareness to all PSC Groups when new coding portal was launched mid-July. Communication was circulated to the airlines. To be provided to PSC.	Complete
12	Group membership	Broaden the ICG membership by engaging GDS and additional Airlines (for the Workspace and meeting	Membership increased and ongoing

ITEM	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
		attendance (18 members). Reach out to GDS and other groups.	
13	Group branding	Rebrand 'Industry Coding' Group's naming convention to reflect entire role	Parked
14	Eliminating IATA Monthly Bulletins	Automation of IATA Coding updates distribution into eReader capabilities. Dev work complete. Release date TBA	Ongoing with IATA

Item B4.2: Report and Workplan of the Interline Group, under the Plan Standards Board

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Submitted by: Andrew Webster, Chair of the Industry Interline Group, under the Plan Standards Board

Eric Wirth, Vice Chair of the Industry Interline Group, under the Plan Standards Board

Oana Savu, Senior Manager Future Interline, Secretary of the Industry Interline Group

Background

The Interline Group was established under the Plan Standards Board with a mandate through to 1 November 2020, to:

1. Deal with matters concerning the interline system, and multilateral interline agreements.
2. Review and endorse proposals to create or amend standards governing these processes to the extent they are not owned by other groups.
3. Review and endorse proposals to amend:
 - a. Resolution 780
 - b. Resolution 780b, c, d, e
 - c. Resolution 788
 - d. Recommended Practice 1780e, 1780f, 1788
4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees.
5. Explore changes to the interline system and multilateral interline agreements to support new and evolving requirements of emerging interline models.
6. Maintain a work plan and report regularly to Plan Standards Board

The group has had a successful year, and has an active work plan, and so the continuation of this group is proposed.

Members of the Interline Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board.

In January 2020, IATA has approached American Airlines which shared interested and commitment to be actively participating to the Interline Group activities in 2020. Other two carriers have approached IATA and proposed their active support and involvement in the Interline Group, and these are Hawaiian Airlines and Alitalia.

Amadeus and Navitaire expressed their intention to be more involved in the group discussions and explorations, especially as their support and feedback is based on the outcomes of the interline pilots they have recently implemented.

The Board are asked to acknowledge the inclusion of these new carriers as part of the Group.

Non-IATA airline EasyJet, initially part of the Interline Group activities decided to withdraw from activity in 2020 due to the COVID-19 crisis. A similar request has been received from SITA.

The Board are asked to acknowledge these changes and removals.

Position	Airline	Delegate name
1	United Airlines	Janet Tarver Jeff Christensen
2	Fly Dubai	Biju Abraham
3	SWISS (for Lufthansa Group)	Eric Wirth Sebastien Nicolas
4	Vueling	Nick Ashton
5	IAG Group (nominally Iberia)	Andrew Webster
6	British Airways	Florian Waldvogel Sander van Noorloos
7	Latam Airlines	Rodrigo Saravia
8	Qatar Airways	Hareesh Nanda
9	Hahn Air	Fred Nowotny Chris Allison
10	American Airlines	Jonathan Peters Margaret Brown
11	Delta Air Lines	Steve Jensen Dave Wedhorst
12	Air France KLM Group	Sarah Pathou
13	Amadeus	Yann Colliva Corinne Landra
14	Navitaire	Robin Aborn
14	Hawaiian Airlines	Michael Chock
16	Alitalia	Cesare Autera

Chair and Vice-Chair

Mr Andrew Webster from IAG Group and Eric Wirth from SWISS were elected as Chair and Vice Chair respectively. Under the Terms of Reference of the Group, these officers hold their positions for 12 months, subject to continued involvement in the group.

Interline Group activity in 2020

Many different technical standards support interline functions, these standards are overseen by different groups within the IATA governance structure. This includes, for example, Reservations, ticketing, NDC and ONE Order, DCS Messaging, Baggage and Interline Billing).

The objective of the Interline Group is to have an owner for the framework standards such as the multilateral interline traffic agreements, and also an owner for the underlying commercial business requirements driving interline standards.

The work of the Interline Group formalizes various explorations that have been made in other IATA groups over the last year. This includes the "Virtual Interline" and "Interline on Demand" sprint activities under the Industry Transformation Group in 2018, and the "Project Honeymoon" exploration into the removal of codeshare initiated within the Airline Industry Retailing Think Tank in 2018.

The Interline Group met for the first time this year in Dallas, 29-30 January 2020. At this meeting, the group spent time to review the status of the 2019 activities in order to then build the working plan for the current year. This has included the identification of a detailed list of use cases and their corresponding priority.

Due to the COVID-19 crisis a new short-term activity was initiated by the IATA Board of Governors to support restart

At the 29 April 2020 meeting of the Board of Governors it was noted that airlines will restore scheduled operations slowly, which will limit connectivity. Airlines will also restore operations at different times, and existing partnerships may not deliver

the same traffic as the industry restarts. Accordingly, airlines may need to pursue new and more varied relationships to support their networks and maintain connectivity. The Board requested IATA to explore re-invigoration of multi-lateral interlining to allow airlines to establish new partnerships quickly.

This was to include three actions.

1. Educate airlines on the standards and processes currently available to allow multi-lateral interlining.
2. Launch an immediate package of work to improve the existing multilateral interline framework to make the formation of new interline relationships simpler and faster.
3. Explore mid-term opportunities around ancillaries and hybrid approaches to offer and order based interline, to provide immediate opportunities and support longer term improvements to the interline framework.

An anonymized survey was sent to Board of Governors and Interline Group airlines on 6 May 2020. In the survey, each airline was asked to assess activities involved in establishing and managing interline relationships, and possible opportunities for industry activity.

The results of this survey were then discussed by the Interline Group to form the work plan for this activity. Some activities were acknowledged to involve significant time and resource but had limited scope for industry activity due to their inherent commercial nature. This included activities such as negotiating of booking class mapping between airlines.

A package of work has been built by airlines in the Interline Group for delivery by October 2020

This request was presented to the Steering Group of the Passenger Standards Conference on 30 April 2020, and activity was immediately mobilized within the Interline Group.

The education paper for “Airlines on using the multi-lateral interline framework to establish new partnerships” was drafted by IATA and was published on 19 May 2020. This paper is available [here](#).

The work plan that has been endorsed by the Interline Group appears below.

Standards and multi-lateral agreements

Objective	Deliverable	Time frame
Simplify the language of the existing MITA and explore simple enhancements	Changes to Resolution 780	Developed within the Interline Group by June
Baseline checklist for implementing new interline partnerships	New recommended practice	Endorsed by Plan Standards Board in August Adopted by Conference in October
Framework for simplified interline with ticketless carriers within the existing distribution environment	New recommended practice, and possible acceleration of adoption on the Standard Retailer and Supplier Interline Agreement (SRSIA) which was under development in 2019	
Review interline aspects of Travel Comms and ONE ID projects as enablers of restart	Contribute interline use cases and review outcomes	Dependent on timeframes of both projects, across 2020

IATA Services

Objective	Deliverable	Time frame
Make it easier for airlines to identify and approach prospective partners	Develop new repository of interline-specific airline information on iata.org	Live by end of June
Make contact points within airlines easier to access	Enhance contacts information in MITA Framework	Live in existing MITA Framework by end of July

Education and awareness

Objective	Deliverable	Time frame
Educate airlines on existing multilateral interline framework, including MITA and MPA-P	Guidance paper on aspects of the current multi-lateral framework	Delivered, published 19 May 2020
Simple guidance on how to use existing standards within interline	Guidance document on Irregular Operations standards	Drafted by IATA and validated by airlines within the Interline Group. Target publication in July
	Guidance document on Baggage standards	
Communicate with airlines on all activities	Campaign with airlines on new repository, changes to MITA Manual and new guidance documents	July 2020
	Campaign to airlines on changes to standards adopted by Conference in October	November 2020

In the second half of the year, work with other Technical Groups will progress, particularly on the technical standards (NDC and ONE Order) exploring that these messages are meeting the set of interline business requirements. This work will result in changes to the Enhanced and Simplified Distribution Implementation Guide and Schemas and will target the ATSB 21.1 release in March 2021.

The Interline Group will continue the explorations on a new (hybrid) interline opportunity. This is focussing on offer and order based interline capabilities to be progressed where possible and focusing on incremental revenue opportunities such as interline ancillaries. Explorations will progress around increasing connectivity and supporting new types of partners and business models (e.g. intermodal).

Interline Group adoption of standards

In 2020, the Interline Group has worked on the development of the following standard areas:

- Changes to MITA Agreements (Resolution 780 Form of Interline Agreement – Passenger, Resolution 780e Interline Traffic Participation Agreement—Passenger, Recommended Practice 1780e Intermodal Interline Traffic Agreement—Passenger, Recommended Practice 1780f Interline Traffic Agreement for Enhanced Distribution Capability—Passenger)
- New Recommended Practice 1780a - Baseline checklist for implementing new interline partnerships (Passenger)
- New Recommended Practice 1780b - Framework for simplified interline with ticketless carriers

These documents can be viewed as follows:

- **Agenda Item B4.2.1a** - Changes to MITA Agreements,
- **Agenda Item B4.2.1a, Attachment A** - Resolution 780 Form of Interline Agreement – Passenger,
- **Agenda Item B4.2.1a, Attachment B** - Resolution 780e Interline Traffic Participation Agreement - Passenger,
- **Agenda Item B4.2.1a, Attachment C** - Recommended Practice 1780e Intermodal Interline Traffic Agreement - Passenger,
- **Agenda Item B4.2.1a, Attachment D** - Recommended Practice 1780f Interline Traffic Agreement for Enhanced Distribution Capability - Passenger,
- **Agenda Item B4.2.1b, Attachment A** - New Recommended Practice 1780a - Baseline checklist for implementing new interline partnerships (Passenger),
- **Agenda Item B4.2.1c, Attachment A** - New Recommended Practice 1780b - Framework for simplified interline with ticketless carriers.

Interline Group Work Plan

The work plan of the Interline group is provided as **Attachment A_B4.2**.

Action

Conference to note report and Work plan.

Attachment A_B4.2: Work Plan of the Interline Group

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Number	Item	Added	Status	Volunteers
1	Redesign of current MITA agreement (or development of expansion of alternative multilateral or template agreement) within today's environment.	IG/1 March 2019	Parked	
2	"Light" Interline agreement for basic business relationship between ticketless carrier and ticketed carrier within today's environment	IG/1 March 2019	Parked	
3	More details framework of best practices for processes between ticketless and ticketed carriers within today's environment	IG/1 March 2019	Addressed in item 15	
4	Documenting expected requirements and expected business process flow, end to end including distribution, fulfilment and delivery ("Shop, Order, Pay, Account, Deliver"). To include	IG/1 March 2019	Parked	
	Mandatory data elements.			
	Calculation, collection, interline billing and remittance of taxes, fees and charges.			
	Concept of control, and responsibility of each airline within an interline itinerary to provide service to a passenger.			
	Through check in, though noting that a complete assessment of IATCI may be parked.			
	Use of reference numbers across interline itineraries. (Although this may require more work and may need to be parked).			
	Servicing scenarios: voluntary changes, refund, involuntary changes.			
	Irregular operations.			
5	Assessing the requirement for a new industry level contractual framework (either a multi-lateral agreement, or a template agreement) to support interline based on offers, and orders. May include use of airline profile, acceptance rules etc.	IG/1 March 2019	Active	

Number	Item	Added	Status	Volunteers
6	Explore the scalability of interline messaging within NDC and ONE Order.	IG/1 March 2019	Active	
7	Definition of transition phase, including transition Reso for Tariffs, voluntary change.	IG/1 March 2019	Parked	
8	More conversation about expected behaviours where a ticket has been issued following and NDC transaction (i.e. More detail on expected behaviours for FCMI 3,4,5).	IG/1 March 2019	Parked	
9	Exploring new interline billing models, such as billing at time of sale instead of billing after service delivery. This could exist as a parallel alternative where both partners wished to use this model.	IG/1 March 2019	Parked	
10	Exploring the interpretation of US DOT baggage regulations (and IATA Resolution 302) within the NDC Interline framework.	IG/1 March 2019	Parked	
11	More comprehensive industry level General Business Requirements (GBR) documents for system to system connectivity.	IG/1 March 2019	Parked	
12	Explore better use of seat maps in interline interactions.	IG/1 March 2019	Parked	
13	Simplify the language of the existing MITA, and explore simple enhancements	IG/26 May 2020	Active	IAG, American Airlines, United Airlines, Delta, Hahn Air, British Airways
14	Baseline checklist for implementing new interline partnerships	IG/26 May 2020	Active	IAG, American Airlines, Hahn Air, United Airlines, Vueling, British Airways, Amadeus
15	Framework for simplified interline with ticketless carriers within the existing distribution environment.	IG/26 May 2020	Active	Vueling, IAG, Hahn Air, Lufthansa Group, Amadeus, Navitaire
16	Review interline aspects of Travel Comms and ONE ID projects as enablers of restart	IG/26 May 2020	Active	IATA
17	Make it easier for airlines to identify and approach prospective partners	IG/26 May 2020	Active	IATA
18	Make contact points within airlines easier to access	IG/26 May 2020	Active	IATA

Number	Item	Added	Status	Volunteers
19	Educate airlines on existing multilateral interline framework	IG/26 May 2020	Active	IATA
20	Simple guidance on how to use existing standards within interline	IG/26 May 2020	Active	IATA
21	Communicate with airlines on all activities	IG/26 May 2020	Active	IATA

Item B4.2.1: Voting Items of the Interline Group, under the Plan Standards Board presented as a package

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Submitted by: Andrew Webster, Chair of the Industry Interline Group, under the Plan Standards Board

Eric Wirth, Vice Chair of the Industry Interline Group, under the Plan Standards Board

Oana Savu, Senior Manager Future Interline, Secretary of the Industry Interline Group

Background

Resolution 009 allows items requiring Board endorsement to be presented as a package, as described in paragraph 2.6.4.4.

2.6.4.4 Where proposals to amend standards have been endorsed by the Board, they may be presented to the Conference as a package to be voted on in a single action. Any Member voting on a package at Conference may request any item is removed from a package to be voted on separately.

Under this provision, the Plan Standards Board present the following Items of the Interline Group to the Conference as a single package. A single vote will be held at the Conference.

All other voting items submitted by the Plan Standards Board developed by the Interline Group are presented separately and will be voted upon separately by the Conference.

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 25 September 2020, by email to standards@iata.org.

Item name (with links)	Item number (with links)
Changes to MITA Agreements	Attachment A B4.2.1a/P Attachment B B4.2.1a/P Attachment C B4.2.1a/P Attachment D B4.2.1a/P
RP 1780a – Baseline Checklist and Reference document	Attachment A B4.2.1b/P
RP 1780b – New Framework for Interlining between ticketing with ticketless carriers	Attachment A B4.2.1c/P

Action

Conference to adopt all items in package.

Item B4.2.1a/P: Changes to MITA Agreements (presented in package)

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References:

Resolution 780 Form of Interline Agreement - Passenger

Resolution 780e Interline Traffic Participation Agreement—Passenger

Recommended Practice 1780e Intermodal Interline Traffic Agreement—Passenger, 1780e Annex A Intermodal Interline Baggage Agreement – City Terminals

Recommended Practice 1780f Interline Traffic Agreement for Enhanced Distribution Capability—Passenger

Interline Group Work Plan Item 13

Background

The Multilateral Interline Traffic Agreement (MITA) framework is a cornerstone of the interline system. The MITA is a single interline Agreement under which IATA and non-IATA member airlines may concur to facilitate an interline relationship. This Agreement establishes a legal framework for interline and describes liability provisions and general procedural obligations.

The MITA supports the three main customer benefits of traditional interlining, which are:

- A journey involving more than one airline, purchased under a single itinerary with a single payment.
- Processing of baggage across connecting flights, and provision of boarding passes across connecting flights.
- Service and re-accommodation in the event of a disruption.

The MITA Agreement is outlined in IATA Resolution 780 and 780e; and the MITA framework is also supported by an Intermodal Agreement outlined in Recommended Practice 1780e. In 2015 an Agreement for Interlining using Enhanced Distribution was adopted, as Recommended Practice 1780f.

The MITA framework has always added value by removing administrative burden, reducing duplication and supporting consistent processes and a seamless customer experience. The MITA framework is used by over 350 airlines and supports over 14,000 interline relationships.

The global COVID-19 pandemic has led to the closure of borders and most airlines suspending scheduled passenger operations. New interline relationships will be a vital enabler of industry recovery, providing traffic for airlines and connectivity for passengers. Airlines may need to pursue new and more varied relationships to support their networks as they recover, and to allow them to serve more origin – destination markets as their operations restart on a limited basis.

The IATA Board of Governors requested an exploration by IATA to re-invigorate multi-lateral interlining to allow airlines to establish new partnerships quickly and simply, and to explore different types of partnerships. The Board of Governors endorsed three actions. This included an immediate package of work to amend the existing multilateral interline framework to make the formation of new interline relationships simpler and faster. This work was mobilized under the Interline Group.

IATA ran a survey on possible areas of activity during the period 6 – 11 May 2020, to assist in the development of a work plan. The results of the survey were discussed by the Interline Group, and a work plan was developed.

A working group of the Interline Group was established to progress this work, with delegates from seven airlines.

American Airlines (Jonathan Peters)
British Airways (Florian Waldvogel)
Delta Air Lines (Steve Jensen)
KLM (Luuk de Greeff)
Hahn Air (Fred Nowotny)
IAG, representing Iberia (Andrew Webster)
United Airlines (Janet Tarver)

Scope Objectives of this exercise

The scope of this activity was to simplify the language of the existing MITA and explore simple enhancements. Substantive changes to the fundamental operation of the Agreement will not pursued.

Changes to the MITA Agreements have been proposed that seek to fulfil the following objectives.

Objective	Sections impacted
Change archaic language so that terms are clearly understandable.	All
Remove duplication.	All
Consistently capitalize defined terms.	All
Clarify that a MITA concurrence is required between parties to form a relationship, it is not sufficient that two airlines are both parties to the MITA.	New Article 10.4 and new preamble language on the system of concurrences.
Clarify that the issuing carrier must ensure that all successive participating carriers have an interline relationship where required, and specifically that they are able to process passengers and baggage in connecting itineraries.	Article 10.4.3
This is particularly relevant to baggage, where two participating carriers may have no interline relationship, and refuse to process baggage.	
Create new paragraph to clarify that any term within the MITA can be altered by bilateral agreement between the parties with whom a concurrence has been formed. Remove all the duplicated sections where similar language occurs throughout the Agreement.	New article 2.
Consistently refer to (and add hyperlinks within the IATA e-reader publications) the standards referred to within the MITA.	All
Consolidate and simplify verbiage to clarify the eligibility requirements for becoming a MITA member.	New paragraph 10.2 clarifying the requirements to remain a MITA party.
Make existing verbiage around becoming a MITA party, and forming or withdrawing from concurrences, easier to read. Remove references to processes that refer to postal communications.	
Clarify the circumstances in which IATA may terminate a party in the MITA.	New paragraph 10.3 clarifying immediate withdrawal and voluntary withdrawal of entire Agreement.
Changes to existing section to allow an airline suspended from the IATA Clearing House to be terminated from the MITA Agreement.	
Allow the 30-day period of non-operation (that would allow IATA to terminate MITA participation) to be extended in extraordinary circumstances impacting many carriers (noting that in any event individual MITA parties could choose to withdraw their concurrences with a party with 7 days notice under the new text).	Removal of all existing paragraphs 10.2 and 10.4
Reduce voluntary termination notice period to 7 days.	
Changes to Baggage section endorsed by Baggage Working Group.	Article 3

	Paragraph 5.4
Remove the references to EMD in MITA that were inserted in 2016 to replace the references to Prepaid Ticket Advice documents (PTAs).	All.
These references refer to EMDs <i>that can be later exchanged for tickets</i> , and not other EMDs which creates confusion. Removing all references to transportation EMDs and leaving the MITA focussing only on transportation of passengers and baggage will make it clearer that all non-transportation uses of EMDs require bilateral agreement.	
Require all non-IATA member parties to MITA to be bound by all IATA passenger resolutions. Currently this is limited to Resolutions 762, 735d, 700 and RP 1720a.	7.6
Move section 2.1.2 (which describes process after a withdrawal) to the section describing withdrawals.	Remove paragraph 2.1.2
Remove section 2.2.3 which describes notification to IATA of electronic ticketing capability.	Remove paragraph 2.2.3.
Note that IATA will continue to collate information on MITA concurrences, and also bilateral electronic ticketing Agreements that occur outside of the MITA Agreement, but this does not require reference within the MITA.	
Simplify Article 6 (Interline Service Charge), to clarify that Interline Service Charge is deducted at time of interline billing (as described in the RAM, which is incorporated into the Agreement in any event).	Article 6
Rename Article 7 to "Legal, Regulatory and Dispute Resolution" to clarify that these provisions have specific legal application. Move the existing arbitration clause to this renamed section.	Article 7.
Move the non-legally specific paragraphs of section 7 (Codeshare and General Agents) to a new article "General".	Move paragraphs 7.4 and 7.7 to new Article 8.
Remove reference to Associate IATA members, as this category of membership no longer exists.	Remove paragraph 7.5.
Simplify the billing section with a consolidated reference to the RAM.	Article 8
Remove references to non-ICH settlement, to establish that ICH is the default settlement mechanism and other settlement procedures in any event must be agreed separately.	

The following objectives were discussed by airlines as part of this exercise but were subsequently not pursued.

Objective	Sections impacted
In a codeshare situation, clarify that the validating carrier must have an interline relationship with both the marketing and operating carrier; OR it must restrict the codeshare flights from being ticketing where it does not.	7.7

Review by the Legal Advisory Council (LAC)

The Legal Advisory Council (LAC) is one of the nine advisory councils that report directly to the IATA Director General and provide advice to IATA on industry issues. The Advisory Council structure sits alongside the Conference Structure in IATA's governance. The LAC advises "the Board of Governors, the Director General and General Counsel, as well as other Advisory Councils and IATA bodies, on legal and compliance matters affecting member airlines or IATA", and specifically provides "advice on the legal and compliance aspects of the IATA conference system". To this end, a small sub-group of the Legal Advisory Council has reviewed the changes to the MITA framework contained in this proposal.

Due to the accelerated nature of this activity (related to the direction provided by the IATA Board of Governors), this review was not completed before the final proposal was presented to the full Interline Group, but feedback was finalized prior to the ballot of the Planning Standards Board. Accordingly, some small changes reflecting the feedback of the LAC have been included in the proposal submitted for Planning Standards Board endorsement and have not further changed for the Passenger Standards Conference submission.

These changes include:

- Re-introducing of EMDs into the scope of the legal agency provision, to further protect airlines in any circumstance where a legal agent is involved in the issuance of any document.
- Re-introducing of the word "tariff" in paragraphs where this term was removed for simplification, given the specific legal meaning this term has in some jurisdictions.
- Editorial corrections of unnecessary cross reference in paragraph 5.2.2 of Resolution 780, and corresponding paragraphs in the other Resolutions.

Review by the Plan Standards Board (PSB)

The following additional feedback has been received as a result of the Plan Standard Board review and has been incorporated accordingly in the proposed changes. This includes:

- Amendment of all references to the 7 day notice period of IATA notifications in all agreements, replacing the text "which will be at least 7 days from the date the notice is published" with the text "Such notification will be issued with a minimum of 7 days prior notice."
- Adding a new paragraph in section 10.5 in all agreements to restore the existing by outlining an airline's right to terminate a concurrence with immediate effect. The language would simply reflect the exist paragraph 10.4.2.1 which is already in effect:
"Any party may terminate a concurrence with immediate effect for commercial, operational or other reasons. The terminating party must provide written notice to the other party to withdraw from their concurrence with immediate effect. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to IATA, who shall circulate such notice (including the specific reasons stated therein) to all parties."

Changes to be addressed at a later date

The following objectives were discussed by airlines as part of this exercise, but it was determined that the required changes would be significant and require further analysis with legal and operational teams.

Accordingly, these changes will not be pursued as part of these changes to the MITA framework but will continue to be explored across 2021.

Objectives	Section Impacted
Remove procedural detail on baggage processes, as no other processes (ticketing, reservations, interline billing etc.) are described in the same level of detail within the Agreement. The suggestion was to remove processes already described in existing Resolutions (and simply reference the Resolution) or move detail to existing or new baggage Resolutions.	
An initial assessment indicated that most of this verbiage is not captured in other Resolutions, so that more detailed analysis and drafting would be required.	

Further suggestions were also made by the LAC which would require further discussion. These suggestions involve introducing changes to commercial/operational processes or involve introducing new provisions into the agreements. These areas of exploration will be further reviewed by the business owning groups together with the LAC later this year. These changes include:

- Additional drafting to clarify processes around the selection of baggage provisions in interline itineraries.
- Additional drafting to clarify requirements around tariff disclosure to customers.
- Further review and simplification of Definitions section, and definition of new terms. Further review of capitalisation of terms.
- Simplification of indemnities section, and suggested drafting changed to the codeshare paragraph for clarity.

Action

Conference to adopt changes to PSC Resolution 780 as outlined in **Attachment A_B4.2.1b/P**; Resolution 780e as outlined in **Attachment B_B4.2.1a/P**; Recommended Practice 1780e and 1780e Annex A as outlined in **Attachment C_B4.2.1b/P**; Recommended Practice 1780f as outlined in **Attachment D_B4.2.1b/P**.

Attachment A_B4.2.1a/P

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RESOLUTION 780

Form of Interline Traffic Agreement—Passenger ~~and~~ Baggage

PSC (41)(42) 780	Expiry: Indefinite Type: B
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RESOLVED that:

Where the carriers desire to exchange passenger traffic, the Standard Interline Traffic Agreement—Passenger ~~and~~ Baggage set forth in Attachment 'A' ~~hereto~~ shall be used, except in any case where the carriers concerned mutually agree not to require execution of such standard interline traffic Agreement.

IATA INTERLINE TRAFFIC AGREEMENT—PASSENGER ~~AND~~ BAGGAGE

WHEREAS, the parties ~~hereto~~ operate scheduled air transportation services and desire to enter into arrangements under which each party may sell transportation over the routes of the others,

WHEREAS, the parties ~~hereto~~ mutually desire to agree upon the terms and conditions relating to passenger interline carriage the handling of interline baggage,

WHEREAS, interline transportation is authorized on the basis of a system of concurrences between the parties;

NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties agree as follows:

Article 1—Definitions

[Note: The proposed changes to this Definitions section effect the order in which the definitions should appear. The definitions will be re-ordered to following correct alphabetical order and will be renumbered. These changes have not been made below to assist in reviewing the proposal, but will be made at time of publication.]

For the purpose of this Agreement, the following definitions will apply:

1.1 "~~AIRLINE~~, CARRYING AIRLINE" is a party ~~hereto~~ over whose routes a passenger and his or her baggage are transported or are to be transported.

1.2 "~~AIRLINE~~, DELIVERING AIRLINE" is a ~~carrying airline~~ Carrying Airline over whose routes a passenger and his or her baggage are transported or are to be transported from the point of origin or ~~stopover~~ Stopover or a transfer point, to the next interline ~~connecting point~~ Connecting Point.

1.3 "~~AIRLINE~~, ISSUING AIRLINE" is a party ~~hereto~~ which issues a ticket or electronic miscellaneous document for transportation over the routes of ~~another party(ies)~~ one or more parties to this Agreement.

1.4 "~~AIRLINE~~, ORIGINATING AIRLINE" is a party upon whose services the interline transportation of a passenger and his or her baggage either commences at the original place of departure or continues from place of ~~stopover~~ Stopover.

1.5 "~~AIRLINE~~, RECEIVING AIRLINE" is a party over whose routes the interline transportation of a ~~passenger~~ Passenger and his or her ~~baggage~~ Baggage is continued from a ~~connecting point~~ Connecting Point.

1.6 "A4A" means Airlines for America.

1.7 "BAGGAGE" means the property, as defined in applicable tariffs, of a passenger, carried in connection with the trip for which the passenger has purchased a ticket and which has been checked in accordance with applicable tariffs.

1.8 "~~BAGGAGE~~, CHECKED BAGGAGE" means ~~baggage~~ Baggage placed in the care and custody of an airline, for which that airline has issued an interline ~~baggage tag~~ Baggage Tag.

1.9 ~~"BAGGAGE, INTERLINE BAGGAGE"~~ means ~~checked baggage~~ Checked Baggage to be transported over the lines of two or more parties ~~hereto~~.

1.10 ~~"INTERLINE BAGGAGE TAG, INTERLINE"~~ is the tag form currently approved by the A4A and/or IATA for interline use and ~~issued by or on behalf of the Originating Airline by the originating airline~~ for the identification of through checked interline baggage. The tag must always include operating flight numbers on all sectors of the ticketed journey.

1.11 "CLAIM" is a paper or electronic written demand for compensation, prepared and/or acknowledged by or on behalf of the passenger. In the case of baggage, the claim shall contain itemised list and value of goods for which compensation is being requested.

1.12 "CLAIM PARTICIPATING AIRLINE" is a revenue participating airline who shares in the settlement of a claim for the passenger's ~~checked baggage~~ Checked Baggage.

1.13 "CLAIM RECEIVING AIRLINE" is a revenue participating/carrying airline who receives and processes the passenger's written demand for compensation for lost, damaged or delayed ~~baggage~~ Baggage.

1.14 "CONNECTING POINT" means an intermediate point in an itinerary at which the passenger deplanes from one flight and boards another flight either on the same airline, or at which he transfers from the flight of one airline to a flight of another airline for continuation of the journey.

1.15 "DELAY" means a piece (or pieces) of ~~baggage~~ Baggage ~~which that~~ fails to arrive at the airport of destination on the same flight as the passenger, but is subsequently delivered.

1.16 "DAMAGE" means physical damage to ~~baggage~~ Baggage and/or its contents.

1.17 "EVIDENCE OR PROOF OF PAYMENT" is a written paper or electronic document that supports a claim being subject to a request for prorate, containing passenger's name, reason for payment, date and final amount paid.

~~Evidence of Payment could be:~~ This may include an airline indemnity form acknowledged by passenger's signature; a copy of a bank transfer or cheque payment and/or, print screen from airline's internal financial accounting system and/or proof of replacement or repair of the Baggage received by passenger in case of Damage.

1.18 "IATA" means International Air Transport Association.

1.19 "INTERIM EXPENSES" means costs paid or authorised by an airline for a passenger whose to ~~baggage~~ Baggage has been delayed upon arrival. These are also referred to as "first needs", "Out-of-Pocket Expenses (OPE)" or "Temporary Settlement".

1.20 "LOSS" means a piece (or pieces) of ~~baggage~~ Baggage which is irretrievably lost.

1.21 ~~"ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)"~~ is an electronic miscellaneous document corresponding to the form described in IATA Resolutions 725f, 725g and 725h and A4A Resolutions 20.63, 20.64 and 20.66, issued by a party ~~hereto which that~~ provides for the issuance of ticket(s) and/or other services in exchange for such order.

1.22 "MISHANDLED BAGGAGE" means ~~baggage~~ Baggage ~~to which is damaged, delayed, lost or pilfered.~~ Damage, Delay, Loss, or Pilferage occurs.

1.23 "PASSENGER" is a person to whom a ~~ticket~~ Ticket covering through transportation over the services of two or more parties ~~hereto~~ has been issued.

1.24 "PILFERAGE/SHORTAGE" means where items are reported or known to be missing from a piece (or pieces) of ~~baggage~~ Baggage.

1.25 "SALE" is the issuance of a ~~ticket~~ Ticket ~~or EMD~~.

1.26 "SETTLING AIRLINE" means the airline settling the ~~claim~~ Claim with the ~~passenger~~ Passenger or other person acting on his/her behalf.

1.27 "STOPOVER", equivalent to a break of journey, means a deliberate interruption of a journey by the ~~passenger~~ Passenger, agreed to in advance by airline, at a point between the place of departure and the place of destination.

1.28 "TARIFFS" are the published fares, charges and ~~for~~ related conditions of carriage of an airline.

1.29 "TICKET" is the accountable document described in the applicable IATA and A4A Resolutions and Recommended Practices, issued by or on behalf of an Issuing Airline and including the "Conditions of Contract and Other Important Notices" as set forth in Resolution 724.

Article 2—Issuance of Tickets ~~and EMDs~~

2.1 ISSUANCE

2.1.1 Subject to Article 10.4, each ~~Each~~ party ~~hereto~~ is hereby authorised to issue or complete:

2.1.1.1 ~~tickets or EMDs exchangeable for tickets~~ Tickets for transportation of ~~passengers~~ Passengers, all in the form approved by, and in accordance with the ~~tariffs~~ Tariffs and the terms, provisions, and conditions of the ~~tickets~~ Tickets of the party over whose routes the ~~passenger~~ Passenger is to be carried. No ~~ticket~~ Ticket or ~~EMD~~ will be issued or completed providing for space on a particular flight unless an advance reservation (booking) ~~shall have~~ has been made for the transportation, and the ~~issuing airline~~ Issuing Airline shall have received payment of the total charges payable therefore in accordance with such ~~tariffs~~ Tariffs or shall have made arrangements satisfactory to the ~~carrying airline~~ Carrying Airline for the collection of such charges.

2.1.1.2 Subject to Article 10.4, each party is further authorized to issue any other document that may be used for the collection of Baggage charges where this is associated with the transportation described in 2.1.1.1, and where the form of this document is prescribed by an IATA Resolution or has been bilaterally agreed between the parties.

~~2.1.2 Upon withdrawal from this Agreement, a party hereto agrees not to issue, sell or use any tickets or EMDs after the effective date of such withdrawal, for transportation over any other party hereto, except as may be provided for under a bilateral interline agreement between the parties.~~

2.2 ACCEPTANCE

2.2.1 Subject to Article 10.4, each ~~Each~~ party agrees to accept each such ~~ticket~~ Ticket, ~~and to honour each EMD~~ issued by any other party ~~hereto~~ and to transport ~~passengers~~ Passengers and ~~baggage~~ Baggage as specified therein, subject to its applicable tariffs and subject to the terms of this ~~agreement~~ Agreement, ~~and applicable regulations and clearance procedures of the IATA Clearing House.~~

2.2.2 Flight coupons shall be honoured in sequence.

~~2.2.3 Whereas certain parties to this agreement issue Tickets as defined in IATA Resolution 722f and Resolution 722g, any other party which concurs with the Issuing Airline may accept such tickets. Any party which issues tickets shall notify the IATA Head, Airline Distribution Standards. Any other party may agree to accept such tickets, and shall notify the IATA Head, Airline Distribution Standards of which other party's tickets it will accept. The IATA Head, Airline Distribution Standards shall publish in the MITA Manual a list of the parties which issue tickets, and the other parties which have agreed to accept each other party's tickets.~~

2.2.4 2.2.3 Whereas certain parties to this agreement issue ~~Electronic Miscellaneous Documents~~ as defined in IATA Resolution 725f and Resolution 725g EMDs, any other party which concurs with the Issuing Airline may accept such ~~electronic miscellaneous documents~~ EMDs. Any party which ~~electronic miscellaneous documents~~ issues EMDs shall notify IATA ~~Head, Airline Distribution Standards~~. Any other party may agree to accept such ~~electronic miscellaneous documents~~ EMDs, and shall notify ~~the IATA Head, Airline Distribution Standards~~ of which other party's ~~electronic miscellaneous documents~~ EMDs it will accept. ~~The IATA Head, Airline Distribution Standards~~ shall publish in the MITA Manual a list of the parties which issue ~~electronic miscellaneous documents~~ EMDs, and the other parties which have agreed to accept each other party's ~~electronic miscellaneous documents~~ EMDs.

2.3 ~~FURNISHING OF TARIFFS, ETC. SCHEDULES, FARES AND PRICING AUTOMATION DATA~~

~~2.3.1 data furnish to each other party the tariffs and other information necessary for the sale, as contemplated hereunder, of the transportation services currently being offered by it. In case any schedule, tariff, ticket or EMD of any party hereto relating to transportation over its lines, shall be modified or amended at any time, or in case any service of any such party shall be suspended, modified or cancelled, such party will notify each other party as far in advance as practicable, of the effective date of any such modification, amendment, suspension or cancellation.~~

~~2.3.2 In the interest of ensuring the widest possible collection and dissemination of accurate fares pricing automation information throughout the airline industry, each party is requested to provide furnish, or arrange to furnish, (possibly via official sources such as SITA, Genesic, etc.) to ATPCO, interlineable fares and related conditions. (both domestic and international fares) established other than through the IATA Tariff Coordinating Conferences. See Government Reservations Section, United States.~~

~~2.3.3 In the interest of ensuring the widest possible collection and dissemination of accurate schedule information throughout the airline industry, each party is requested to furnish, or arrange to furnish, their schedule and schedule change information following SSIM formats. It is recommended that at least 360 days of advance schedules data, including Minimum Connect Time data, should be distributed on an equal basis to all schedules aggregators, reservations and ticketing systems in which a carrier participates, to maximise the efficiencies of such systems.~~

2.3.1 Each party shall publish to the relevant data aggregators accurate and current schedule, fare, and pricing automation data for all services to be sold under this Agreement.

2.3.2 Each party shall ensure that all distribution systems involved in the sale of services under this Agreement have access to all data described in 2.3.1 where such systems do not already have access through data aggregators.

2.3.3 Each party shall take into consideration Recommended Practice 1780a when determining the types of data that require publication.

2.4 MINIMUM VALID FARES AND CHARGES

~~No party shall issue tickets, or EMDs covering interline transportation at less than the applicable through fares or charges.~~

Tickets or EMDs issued by each party including services of another party must be issued using valid fares and charges, except in the case of a Ticket which has been issued to facilitate involuntary re-routing, within circumstances where Resolution 735d applies.

2.5 CHANGES TO TRAFFIC DOCUMENTS TICKETS

In changing, reissuing or refunding any ~~ticket Ticket or EMD~~ issued by other parties ~~hereto~~, the party taking such action shall observe ~~the procedures of the applicable IATA Resolution(s) governing such matters, as well as~~ any restrictions imposed by the original issuing party.

2.6 INVOLUNTARY REROUTING

In case of involuntary rerouting, each party ~~hereto~~ shall be bound by the provisions of Resolution 735d.

2.7 SUBSTITUTION OF AIRLINE

In the case where a party ~~hereto~~ is the ~~receiving airline~~ Receiving Airline, it shall ensure that the substitution of it by another ~~receiving airline~~ Receiving Airline for any reason whatsoever is notified to the ~~passenger(s)~~ Passenger(s) affected as soon as possible, but no later than the time of check-in, or boarding where no check-in is required, either by it or by that other ~~receiving airline~~ Receiving Airline.

Article 3—Interline Checking of Baggage

3.1 Where a ~~passenger's~~ Passenger's continuous journey ~~on one ticket, including conjunction tickets,~~ involves connecting transportation on two or more flights, the following procedures shall be used for the interline carriage of such ~~passenger's~~ Passenger's ~~baggage~~ Baggage.

~~Interline check-in of baggage on separate tickets should not be allowed unless a specific agreement between carriers exists.~~

3.2 A connection between two scheduled flights, shall be deemed to exist when:

3.2.1 the ~~delivering airline's~~ Delivering Airline's flight is scheduled to arrive at the ~~connecting point~~ Connecting Point and the ~~receiving airline's~~ Receiving Airline's flight is scheduled to depart from the ~~connecting point~~ Connecting Point on the same day; or

3.2.2 the arrival of the ~~delivering airline's~~ Delivering Airline's flight on one day and ~~receiving airline's~~ Receiving Airline's flight on the next day are within 12 hours, and the ~~delivering airlines~~ Delivering Airlines has clarified with the ~~passenger~~ Passenger that the ~~passenger~~ Passenger wants the ~~baggage~~ Baggage checked through.

3.3 Each party ~~hereto~~ shall:

3.3.1 accept and transport over its services all ~~interline baggage~~ Interline Baggage as provided herein, except as may be prohibited by applicable tariffs, ~~regulatory restrictions or special baggage handling processes i.e. live animals, dangerous goods, firearms etc. as described in Resolutions 745, 745a, 745b and IATA Live Animals Regulations.~~ Live animals shall not be checked as interline baggage in accordance with the subsequent paragraphs unless all receiving airline(s) have confirmed acceptance of the animal as interline baggage at the time the reservation is made and provided the animal is in a crate or container conforming to the IATA Live Animals Regulations;

3.3.2 endeavour to co-operate to develop common methods to ensure that they do not place or keep on board an aircraft the ~~baggage~~ Baggage of ~~passengers~~ Passengers who have registered for an international flight departing from a country, but who have failed to board that flight, without subjecting it to security control;

3.3.3 ensure that their handling Agents follow the methods developed above.

3.4 BAGGAGE ACCEPTANCE

The ~~originating airline~~ Originating Airline, prior to transportation of ~~interline baggage~~ Interline Baggage on its services will:

3.4.1 ensure that ~~baggage~~ Baggage is adequately secured to permit safe carriage with ordinary care. If ~~baggage~~ Baggage has no family name and initials, the ~~passenger~~ Passenger shall affix such exterior identification to such ~~baggage~~ Baggage prior to acceptance;

3.4.2 issue for each piece of such ~~baggage~~ Baggage an ~~interline baggage tag~~ Interline Baggage Tag;

3.4.3 indicate as the destination in the documents referred to in 3.4.2:

3.4.3.1 the first ~~stopover~~ Stopover point,

3.4.3.2 the point to which transportation has been confirmed or has already been requested with continuous connections,

3.4.3.3 a ~~connecting point~~ Connecting Point where transfer from one airport to another is necessary and where the ~~passenger~~ Passenger is required to take possession of his ~~or her~~ baggage Baggage,

3.4.3.4 the final destination specified in the ~~ticket~~ Ticket including any ~~tickets~~ Tickets issued in conjunction therewith, whichever occurs first.

3.4.4 upon returning the ~~baggage~~ Baggage identification tag(s) to the ~~passenger~~ Passenger, draw the ~~passenger's~~ Passenger's attention to the ~~baggage~~ Baggage identification tag(s) and in particular to the destination where they need to collect their bag. final destination to which the baggage has been checked.

3.4.5 For any ~~baggage~~ Baggage in excess of the free allowance which the ~~originating airline~~ Originating Airline has received approval to apply to the place described in 3.4.4, it shall issue an EMD for excess ~~baggage~~ Baggage to that place and shall charge for the excess ~~baggage~~ Baggage at the rate which the ~~originating airline~~ Originating Airline has received approval to apply. If after commencement of journey, the ~~passenger~~ Passenger increases the amount of his ~~baggage or her~~ Baggage, it shall be the duty of the airline at the point where the increase occurs to issue an EMD for such increase and collect the

additional charges. Optionally and if facilities exist, the EMD coupons may be associated with the relevant flight coupons of the ~~ticket~~ Ticket as described in Resolution 725f.

3.4.6 For ~~baggage~~ Baggage accepted for carriage, the Convention permits the ~~passenger~~ Passenger to increase the limit of liability by declaring a higher value for carriage and paying a supplemental charge if required.

3.5 BAGGAGE CARRIAGE

In transferring ~~baggage~~ Baggage, it shall be the responsibility of the ~~delivering airline~~ Delivering Airline, without incurring any liability for loss of revenue in cases of missed connections, to deliver such ~~baggage~~ Baggage to the next ~~receiving airline~~ Receiving Airline, at such location and hours to be agreed upon in writing by the parties concerned. In the unloading, sorting and delivering of ~~baggage~~ Baggage from flights, the ~~delivering airline~~ Delivering Airline shall give priority to transfer ~~baggage~~ Baggage over terminating ~~baggage~~ Baggage.

3.5.1 It is recommended that interline and on-line connecting ~~baggage~~ Baggage shall be segregated from other ~~baggage~~ Baggage, mail and cargo on all aircraft arriving non-stop or one-stop from the point of origin; however ~~baggage~~ Baggage shall be segregated prior to commencement of delivery.

3.5.2 When it becomes necessary to leave ~~baggage~~ Baggage behind due to weight/space restrictions, each party to this ~~agreement~~ Agreement shall give loading priority to transfer ~~baggage~~ Baggage.

3.5.3 Whenever ~~baggage~~ Baggage is to be transferred for onward transportation hereunder and completion of such transportation necessitates compliance with the laws and regulations pertaining to importation and transit or exportation and transit of the country of point of transfer, it shall be the responsibility of the ~~delivering airline~~ Delivering Airline to comply with such laws and regulations and to deliver, where necessary, to the ~~receiving airline~~ Receiving Airline, prior to or simultaneously with the transfer, proper evidence of compliance with that country's laws and regulations pertaining to such importation and transit or exportation and transit; provided, however, that in any case where compliance with such laws and regulations can be made only by the ~~receiving airline~~ Receiving Airline, it shall be the ~~receiving airline's~~ Receiving Airline's responsibility to comply therewith and provided further that any two or more parties ~~hereto~~ may, by separate written agreement, alter such responsibilities as between themselves.

3.5.4 In the event customs clearance or government-imposed security measures necessitates the physical presentation of the interline ~~passengers~~ Passengers to the authorities concerned together with their interlined ~~baggage~~ Baggage (and ~~carry-on items~~) at an intermediate point en route where transfer of their interlined ~~baggage~~ Baggage will take place, and such ~~baggage~~ Baggage meets the conditions listed in 3.4 the airline delivering ~~baggage~~ Baggage pursuant ~~hereto~~ shall be responsible for informing the ~~passenger~~ Passenger before or on arrival at the point of transfer (preferably immediately after disembarkation), but in any case prior to ~~Government~~ government clearance.

3.5.5 At the request of any airline delivering ~~baggage~~ Baggage pursuant ~~hereto~~, the ~~receiving airline~~ Receiving Airline will execute and deliver a signed receipt in a form to be agreed upon by the carriers concerned. Additionally, any receiving carriers' interline baggage records that comply with the reconciliation requirements of ICAO Annex 17 and which satisfy local government regulations, will be accepted as proof of transfer or non-transfer, provided this is agreed by the carriers concerned.

3.5.6 Electronic time stamping and/or sending ~~baggage~~ Baggage processed messages described in Recommended Practice 1745 will be accepted as proof of transfer of interline transfer bags described in Resolution 765.

~~3.6 If the passenger takes delivery of his baggage at a place other than one mentioned in 3.4.4, on resumption of the journey the airline at such point will remove old tags and/or sortation labels, check and tag the baggage as provided in 3.4.~~

Article 4—Mishandled Baggage

4.1 Where ~~baggage~~ Baggage fails to accompany an interline ~~passenger~~ Passenger the following procedures shall apply.

4.1.1 The airline on which the ~~passenger~~ Passenger travelled to the point of ~~stopover~~ Stopover or final destination and where the ~~passenger~~ Passenger is missing ~~baggage~~ Baggage, shall be responsible for raising a file, tracing the missing ~~baggage~~ Baggage and for its delivery to the ~~passenger~~ Passenger in accordance with Resolution 743a. Nevertheless, at the request of the ~~passenger~~ Passenger, any ~~carrying airline~~ Carrying Airline involved in the interline passenger journey shall establish the tracing status from the carrier to whom the loss was originally reported. When a ~~passenger~~ Passenger reports

missing ~~baggage~~ Baggage at the ~~connecting point~~ Connecting Point where the ~~passenger~~ Passenger is required to submit through-checked ~~baggage~~ Baggage for customs clearance or government-imposed security check, without relieving the final airline from its responsibility, the ~~delivering airline~~ Delivering Airline to such ~~connecting point~~ Connecting Point shall be responsible for:

4.1.1.1 immediately initiating tracing for the missing ~~baggage~~ Baggage in accordance with current agreed procedures provided that there is sufficient time to obtain and record the ~~baggage~~ Baggage and flight data required for tracing; and

4.1.1.2 informing the airline referred to in 4.1.1 of the ~~baggage~~ Baggage missing at the ~~connecting point~~ Connecting Point and of the tracing initiated and its results; and

4.1.1.3 arranging for forwarding the missing ~~baggage~~ Baggage to the airline referred to in 4.1.1 for delivery to the ~~passenger~~ Passenger.

4.1.2 When the address to which the ~~baggage~~ Baggage is to be delivered is on the routing shown in the ~~ticket~~ Ticket each airline shall transport the ~~baggage~~ Baggage without charge in accordance with such routing.

4.1.3 When the address to which the ~~baggage~~ Baggage is to be delivered is not on the routing shown in the ~~ticket~~ Ticket the ~~baggage~~ Baggage shall be forwarded to the airport nearest such address, and, at the expense of the airline responsible for the mishandling (also covered in 4.1.6), re-forwarded from such point by appropriate transport means (including the service of other carrier not originally involved in the interline passenger journey) to the delivery address.

4.1.4 Mishandled ~~baggage~~ Baggage shall be forwarded without charge by the fastest possible means using the services of any Member, to the airport nearest to the ~~passenger's~~ Passenger's address. Forwarding of such expedite ~~baggage~~ Baggage should not be restricted nor delayed at an interline ~~connecting point~~ Connecting Point for security reasons provided:

4.1.4.1 it is identified by the forwarding airline that the bag was mishandled; or

4.1.4.2 it is established that a ~~claim~~ Claim for the bag has been made; or

4.1.4.3 it is electronically and/or physically screened.

Note: *Some governments may require members to impose additional security controls.*

4.1.5 At its airport of destination expedite ~~baggage~~ Baggage shall be delivered to the ~~passenger~~ Passenger:

4.1.5.1 by the Member on whose flight the ~~passenger~~ Passenger had travelled to the final destination or point of ~~stopover~~ Stopover; or

4.1.5.2 in case that Member should not be represented at such place, by any IATA Member, preferably by the Member on whose flight the expedite ~~baggage~~ Baggage arrived at such airport.

4.1.6 There is no prorating on delivery expenses. Delivery costs from such airport to the ~~passenger~~ Passenger may be recharged by the delivering carrier (not the delivering vendor) to the Member responsible for the mishandling.

In the case of 4.1.5.2, the Member responsible for the mishandling shall be indicated in the box "Expense Of" on the expedite tag.

When a Member delivers the ~~baggage~~ Baggage as handling Agent for another Member (principal) any recharging of delivery costs by the handling Agent to the principal shall not be governed by this Resolution.

The amount recharged shall be supported by proof of the cost incurred, either the file reference to allow the ~~receiving airline~~ Receiving Airline to check baggage tracing system files using the available transactions within the system, or if no compatible system is used, and or a non-IATA Carrier a copy of the file report, or in the case of 4.1.5.2 by the original or copy of the expedite tag.

4.1.7 Each party ~~hereto~~ agrees to assume responsibility for establishing procedures for tracing ~~mishandled interline baggage~~ Mishandled Baggage and for the expedient processing and settlement of ~~claims~~ Claims as indicated in article 5.4

of this resolution. It is recommended that parties use the tracing procedures shown in Recommended Practice 1743a and make the relevant entries into an industry recognised computerised tracing system.

Article 5—Claims and Indemnities

5.1 GENERAL INDEMNITY

Each party ~~hereto~~ agrees to hold harmless and indemnify all other parties ~~hereto~~ from all claims, demands, costs, expenses and liability arising from or in connection with the death of or injury to a ~~passenger~~ Passenger, or the ~~loss~~ Loss, ~~damage~~ Damage to or ~~delay~~ Delay of ~~baggage~~ Baggage incurred while such ~~passenger~~ Passenger or ~~baggage~~ Baggage is, pursuant to this Agreement, being transported by, or under the control or in the custody of such party.

5.2 INDEMNITY DUE TO DOCUMENTATION

5.2.1 The ~~issuing airline~~ Issuing Airline indemnifies the ~~carrying airline~~ Carrying Airline, its officers, employees and Agents from and against all claims, demands, costs, expenses and liabilities arising from the improper issue of accountable documents effected by the ~~issuing airline~~ Issuing Airline.

5.2.2 The ~~carrying airline~~ Carrying Airline, as principal, indemnifies the ~~issuing airline~~ Issuing Airline, including its officers, employees or Agents, as Agent, from and against all claims, demands, costs, expenses and liabilities arising from the ~~carrying airline's~~ Carrying Airline's provision of or failure to provide carriage pursuant to any ticket or EMD properly issued by the ~~issuing airline~~ Issuing Airline, provided however no such indemnity shall apply in the event of termination of the issuing airline's rights hereunder due to said airline's involvement in proceedings declaring it insolvent, bankrupt or seeking relief under applicable bankruptcy or insolvency laws. ~~pursuant to 10.4.2 hereof.~~

5.3 INDEMNITY FOR BAGGAGE

5.3.1 Each party ~~hereto~~ shall indemnify and hold harmless all other parties ~~hereto~~, including their officers, employees or Agents, against all claims, demands and liability for ~~loss~~ Loss, ~~damage~~ Damage to or ~~delay~~ Delay of ~~baggage~~ Baggage, arising from its failure to discharge its obligations or responsibilities as provided in Article 3.

5.3.2 An airline participating in the carriage of ~~baggage~~ Baggage at the request of another airline, shall not be held liable for any ~~loss~~ Loss, ~~damage~~ Damage or ~~delay~~ Delay that might occur, provided such participating airline was not involved in the original mishandling (meaning ~~damage~~ Damage, ~~delay~~ Delay, ~~loss~~ Loss or ~~pilferage~~ Pilferage).

5.4 BAGGAGE CLAIMS AND PRORATION

5.4.1 A party receiving a ~~baggage~~ Baggage claim Claim, and having participated in the carriage of the ~~passenger~~ Passenger, will process the claim to a conclusion, with the ~~passenger~~ Passenger, in accordance with the law of the country of settlement. The ~~tariff~~ Tariff/policy of the ~~claim settling carrier~~ Settling Airline will be applied to all ~~baggage~~ Baggage claim Claim settlements. This covers interim expense policy, exclusion and liability. Such settlement will then be reimbursed to the ~~settling carrier~~ Settling Airline in accordance with 5.4.2 or 5.4.3.

5.4.2 When it is established in which airline's custody the mishandling (meaning ~~damage~~ Damage, ~~delay~~ Delay, ~~loss~~ Loss or ~~pilferage~~ Pilferage) occurred, that airline will accept the claim settlement arising from such mishandling as incurred by the ~~settling carrier~~ Settling Airline.

5.4.3 When it is not established which airline is responsible, each Carrying Airline that participated in the carriage of the ~~passenger~~ Passenger shall share the ~~claim~~ Claim settlement on the basis of the flown mileage between all ticketed points of each ~~carrying airline~~ Carrying Airline. Reason for loss codes and fault stations are for in house use only, they do not constitute proof of error in proration claims and delivery charges.

Example of mileage calculation:

Passenger travels:

with Airline A from Station 1 to Station 2

with Airline B from Station 2 to Station 3

with Airline B from Station 3 to Station 4

with Airline C from Station 4 to Station 5

Problem: the mishandling occurred at Station 4.

Solution: Airline C will share the ~~claim~~ Claim settlement based on flown mileage between Station 3 and Station 5.

5.4.4 When the weight of the bag(s) is not known, liability amounts may be determined by applying the table of weights currently recommended by IATA for the settlement of interline baggage claims (see Recommended Practice 1751).

5.4.5 Within sixty (60) days of the date of payment the ~~claim receiving airline~~ Claim Receiving Airline will send a prorate request to the other participating or responsible airline(s) at their baggage prorate office, providing them with relevant claim settlement documents. The IATA currency exchange rate on the date of flight should be applied in the calculation of the amount to prorate. No additional administration fees are subject of the request of payment sent by the ~~claim receiving airline~~ Claim Receiving Airline.

When any type of marketing/commercial, partner, or code share agreement exists, the prorate request will be sent to the ~~operating carrier~~ (provided that it is an IATA carrier and thus subject to proration) ~~whose airline designator appears in the carrier field of the ticketed flight coupon involved in the claim.~~ The ~~operating and~~ marketing carrier may recharge the ~~operating carrier~~ depending on their established agreements.

If ~~such~~ prorate notice is not given in time by the ~~claim receiving airline~~ Claim Receiving Airline, acceptance of any will be at the discretion of the participating or responsible airline(s).

5.4.6 All prorate requests by the participating or responsible airlines and all correspondence consequent the prorate request have to be answered within sixty (60) days from the date of the reception. Failure to respond will signify agreement to the recharge.

5.4.7 Requests for prorate and provision of supporting documentation shall be made directly to the baggage prorate office, not through the interline billing and settlement process, using the IATA Standard Prorate Notice, attaching the following documents which are required to support any claim under this ~~agreement~~ Agreement including requests for 100%:

5.4.7.1 the ~~passenger's~~ Passenger's ticket Ticket number;

5.4.7.2 one copy of the ~~baggage~~ Baggage identification tag or its number;

5.4.7.3 one copy of the ~~claim~~ Claim prepared by the ~~passenger~~ Passenger, not required in connection with ~~interim expenses~~ Interim Expenses;

5.4.7.4 either (1) full computerised file output from a Baggage Tracing System or (2) complete manual file together with copies of evidence of adequate tracing action (e.g. print screens from internal tracing system), except when the prorated shares amount to USD100.00 or less and/or in case of ~~damage~~ Damage or ~~pilferage~~ Pilferage.

5.4.7.5 evidence of payment to the ~~passengers~~ Passengers;

5.4.7.6 a statement showing the prorated share of each ~~participating airline~~ Participating Airline.

△ **5.4.7.7** Receipts justifying the value of goods are not part of mandatory supporting documentation of prorate request. Each ~~receiving airline~~ Receiving Airline settles the ~~claim~~ Claim following their internal policies and relevant National Law.

5.4.7.8 Invoice billings to the responsible carrier(s) through the airline clearing house will be sent electronically following the electronic billing process outlined in Article 8 and the IATA Clearing House procedures manual.

5.4.8 If the ~~claim receiving airline~~ Claim Receiving Airline uses transportation in lieu of cash to settle the total ~~claim~~ Claim, such airline shall not request proration settlement from any other airline. If the ~~claim receiving airline~~ Claim Receiving Airline uses transportation in lieu of cash to settle a portion of the ~~claim~~ Claim, such airline shall bill the other ~~claim participating airline(s)~~ Claim Participating Airline its prorated share of the amount of the settlement not covered by transportation in lieu of cash.

5.4.9 The profiles contained in Resolution 754, are intended to assist baggage claims personnel in determining how to prorate an interline claim, thus avoiding disputes between airlines and unnecessary correspondence. The profiles are based on the rules outlined in Articles 3 and 5 of this Agreement.

5.4.10 The list of agreed settlements in the form of amounts payable by responsible airline(s) shall not be uploaded into the IATA Clearing House to action the payment(s) until an agreement between respective baggage prorate offices of the ~~participating airline(s)~~ Participating Airline(s) has been made. The upload must have attached the related Baggage Tracing System reference number(s), the Date of Flight(s), and the Agreement of acceptance between the respective baggage prorate offices. In the event of a failure to respond by participating or responsible airline(s) within 60 days from the date of request for payment, proof of the initial request or claim settlement sent by the ~~claim receiving airline~~ Claim Receiving Airline may be uploaded in lieu of the Agreement of acceptance in order to action the proration of such claim.

5.5 In the event that any claim is made or suit is commenced against a party ~~hereto~~, indemnified as above, such party shall give prompt written notice to the appropriate other party ~~hereto~~ and shall furnish as requested all available communications, legal processes, data, papers, records and other information, material to the resistance or defence of such claim or suit.

Article 6—Interline Service Charge

~~6.1 RATE OF INTERLINE SERVICE CHARGE~~

~~No interline service charge shall be paid by one party to the other for any sale made pursuant to this Agreement except such interline service charges as may be currently authorized by applicable Resolution of IATA or, if no applicable Resolution of IATA is in effect, only such interline service charges as the parties hereto may otherwise agree to. Nothing in this or any other Resolution shall prevent parties from entering into separate bilateral agreements on the payment of interline service charges.~~

~~6.1 In the absence of an agreed rate of interline service charge, the rate described in Resolution 780b, 780c or 780d (as applicable) shall apply.~~

~~6.2 CANCELLATION OR NON-USE~~

~~If the carrying airline or the passenger (or purchaser of a ticket, or EMD) for any reason cancels any booking or does not use all or any portion of the transportation specified, neither the issuing airline nor its Agent shall claim or withhold any interline service charge for the sale of transportation so cancelled or unused.~~

~~6.3 COLLECTED AND PAID-OVER~~

~~No interline service charge or other compensation shall be payable to the issuing airline in respect of sums not actually collected and paid over by it to the carrying airline, as evidenced by tickets or EMDs issued by the issuing airline, or with respect to sums which shall be refunded, except as otherwise specifically authorized by the carrying airline.~~

~~6.2 Interline service charge billing will occur as described in the Revenue Accounting Manual, by deduction from billing values prior to settlement. No interline service charge shall be payable on any Tickets or EMDs where an interline billing does not occur due to refund, cancellation or non-use.~~

Article 7—~~General~~ Legal, Regulatory and Dispute Resolution

7.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

On issuing ~~tickets~~ Tickets or EMDs for transportation over the routes of other parties ~~hereto~~, the issuing airline shall be deemed to act only as an Agent of the ~~carrying airline(s)~~ Carrying Airline(s)

7.2 AGENTS OF A PARTY

Any act which a party is authorised or permitted by this Agreement to take may be taken through an ~~Agent~~ agent of that party.

7.3 REPRESENTATIONS

Each party ~~hereto~~ agrees not to make any representations with regard to the ~~tickets~~ Tickets or EMDs of any other party ~~hereto~~, or of the flight or journey for which ~~the same shall be these are~~ sold or issued, except those representations specifically authorised by ~~such the~~ other party.

7.4 GENERAL AGENTS

~~Whenever a sale by an issuing airline is made in the territory of a General Agent or General Sales Agent of a carrying airline, the reservation and sale shall be handled in accordance with arrangements made between parties hereto. Each party will advise each other party from time to time of the names and addresses of all General Agents or General Sales Agents of such party located in the area where such other party has an office(s) for the sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.~~

7.5 ASSOCIATE MEMBERS

~~Where an issuing airline is an Associate Member of IATA, it shall comply with all the provisions of the IATA Resolution(s) covering the sale of air transportation.~~

7.6 NON-IATA AIRLINES IATA RESOLUTIONS

~~7.6.1 Each non-IATA airline which is a party hereto shall~~

~~7.6.1.1 have an official airline designator established in accordance with Resolution 762 and a three-digit airline code number, both of which shall be assigned by IATA or the Airlines for America (A4A). If at the time of application to become a party to this Agreement, a non-IATA carrier has not been assigned either a designator or code number, such carrier shall request the designator or code number at the same time as making the application to become a party hereto. The code number assigned to a non-IATA carrier, shall appear as the first three digits of the document number on all interline accountable passenger traffic documents issued by that carrier;~~

~~7.6.1.2 be bound by the provisions of Resolution 762;~~

~~7.6.1.3 be bound by the provisions of Recommended Practice 1720a;~~

~~7.6.2 In the acceptance and carriage of passengers with reduced mobility, each non-IATA carrier based outside the U.S. or Canada, shall adhere to the provisions of Resolution 700.~~

Each party to this Agreement is bound by all IATA passenger Resolutions in effect. These Resolutions are hereby incorporated by reference and form an integral part of this Agreement.

7.7 CODE SHARING

~~If any party advertises, by means of industry accepted methods (including publication in a CRS, internal reservation system, or publicly available timetable), that it is providing transportation, that is instead provided by a non-party to this Agreement, the advertising party shall be bound by the terms of this Agreement, as if it had provided the transportation.~~

7.8 DATA PROTECTION AND PRIVACY LAWS

Each party shall comply with all applicable data protection and privacy laws, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) where it applies. Each party shall ensure it observes its obligations regarding technical and organizational measures for the security of personal data, appropriate consent, if required, and the transfer and use of personal data. The Issuing Airline shall ensure passengers are provided with relevant information about the transfer of personal data to each Carrying Airline, including the provision of notice that personal data will be processed by such carriers as more fully described in each carrier's applicable privacy policy. Such notice may be given by reference to a website address (Uniform Resource Locator) as specified in the IATA Resolutions. The parties may agree, by supplemental instrument in writing, to further define the data protection and privacy provisions applicable between them. Where such an instrument is concluded, it shall be incorporated by reference and have force under this Agreement.

7.9 ARBITRATION

Any dispute or claim concerning the scope, meaning, construction or effect of this Agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgement on the award rendered may be entered in any court having jurisdiction thereof.

7.9.1 If the parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the parties or, at their request, by the IATA Director General.

7.9.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two parties involved in the dispute each party shall appoint one of the three arbitrators; should either party fail to appoint its arbitrator such appointment shall be made by the IATA Director General. Should more than two parties be involved in the dispute they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chair man. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.

7.9.3 The IATA Director General may, at the request of any party concerned, fix any time limit he finds appropriate within which the parties, or the arbitrators appointed by the parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.

7.9.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.

7.9.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).

7.9.6 The award shall be final and conclusively binding upon the parties.

Article 8—General

8.1 CODE SHARING

If any party advertises, by means of industry accepted methods (including publication in a CRS, internal reservation system, or publicly available timetable), that it is providing transportation, that is instead provided by a non-party to this Agreement, the advertising party shall be bound by the terms of this Agreement, as if it had provided the transportation.

8.2 GENERAL AGENTS AND GENERAL SALES AGENTS

When a Sale by an Issuing Airline is made in the territory of a General Agent or General Sales Agent of a Carrying Airline, the reservation and Sale shall be handled in accordance with arrangements made between parties. Each party will advise each other party from time to time of the names and addresses of all General Agents or General Sales Agents of such party located in the area where such other party has an office(s) for the Sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.

~~Article 8~~ Article 9—Interline Billing and Settlement

~~8.1 PAYMENT OF TRANSPORTATION CHARGES~~

9.1 Each ~~issuing airline~~ Issuing Airline agrees to pay to each ~~carrying airline~~ Carrying Airline the transportation charges applicable to the transportation performed by such ~~carrying airline~~ Carrying Airline and any additional transportation or non-transportation charges collected by the ~~issuing airline~~ Issuing Airline for the payment of which the ~~carrying airline~~ Carrying Airline is responsible, ~~in accordance with applicable regulations and current clearance procedures of the IATA Clearing House, unless otherwise agreed by the issuing airline and the carrying airline.~~

~~8.2 BILLING AND SETTLEMENT~~

~~8.2.1~~ 9.2 Billing of amounts payable pursuant to the Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual ~~as amended from time to time~~ and the Manual of Regulations and Procedures of the IATA Clearing House.

~~8.2.2 Unless otherwise agreed settlements of amounts payable pursuant to this Agreement between parties that are members of the IATA Clearing House shall be in accordance with the Manual of Regulations and Procedures of the IATA Clearing House.~~

~~9.3.3 Except as may otherwise be provided in other agreements, rules or regulations, the The right to payment hereunder arises at the time such services are rendered by a party hereto or its Agent.~~

~~8.2.4 Except as provided in 8.2.5, settlements of transactions arising under the terms of this Agreement involving one or more parties that are not members of the IATA Clearing House shall be in accordance with the following procedures:~~

~~8.2.4.1 settlements shall be made monthly;~~

~~8.2.4.2 each party shall issue a monthly statement of invoices and credit notes rendered by it. The monthly statements shall be dispatched promptly but in any case not later than the 15th day of the month following that of the billing month, e.g. for billing month January, not later than the 15th of February;~~

~~8.2.4.3 settlement shall be effected promptly after the monthly statements are exchanged by offset of balances and cash payment of the net balance in the national currency of the net creditor.~~

~~8.2.5 Parties may expressly agree to settle transactions in a manner other than the procedure described in 8.2.4.1–8.2.4.3.~~

~~Article 9—Arbitration~~

~~Any dispute or claim concerning the scope, meaning, construction or effect of this agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgment on the award rendered may be entered in any court having jurisdiction thereof.~~

~~9.1 If the parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the parties or, at their request, by the IATA Director General.~~

~~9.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two parties involved in the dispute each party shall appoint one of the three arbitrators; should either party fail to appoint his arbitrator such appointment shall be made by the IATA Director General. Should more than two parties be involved in the dispute they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chair man. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.~~

~~9.3 The IATA Director General may, at the request of any party concerned, fix any time limit he finds appropriate within which the parties, or the arbitrators appointed by the parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.~~

~~9.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.~~

~~9.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).~~

~~9.6 The award shall be final and conclusively binding upon the parties.~~

Article 10—Administrative Provisions

10.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement supersedes all previous interline traffic agreements pertaining to transportation of ~~passengers~~ Passengers and/or ~~baggage~~ Baggage between ~~and among~~ the parties ~~hereto~~.

~~10.2 APPLICATION TO BECOME A PARTY HERETO~~

~~10.2.1 Any airline desiring to become a party to this Agreement shall make written application to IATA's Head, Airline Distribution Standards Services by completing the application form shown in Appendix 'A' (published separately). The IATA Head, Airline Distribution Standards shall mail to each party hereto a copy of such application on the first day of the month subsequent to the date on which the written application is received.~~

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

10.2.1 Any airline desiring to become a party to this Agreement shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as a party to this Agreement, a party shall

10.2.1.1 Hold a valid two character designator assigned by IATA under Resolution 762;

10.2.1.2 Hold a valid three digit accounting code, assigned by IATA under Resolution 767;

10.2.1.3 Be eligible to settle interline billing within the IATA Clearing House (including through participation in the Airlines Clearing House), and be an active member in compliance with all IATA Clearing House rules (or Airlines Clearing House rules if applicable); and

10.2.1.4 Operate scheduled air services as defined in Recommended Practice 1008 for passenger operations and have not had operations suspended for more than 30 days for any reason.

10.2.2 In extraordinary circumstances where a significant number of airlines are unable to operate scheduled air services for an extended period of time, IATA may exceptionally suspend Article 10.2.1.4 for a defined period of time. If this occurs, IATA will notify all parties by written notice.

10.2.3 An airline becomes a party to this Agreement effective from the date that IATA notifies all other parties of this fact.

10.3 WITHDRAWAL FROM AGREEMENT

10.3.1 If any party to this Agreement no longer satisfies the requirements of Article 10.2.1, that party shall be deemed to have withdrawn from this Agreement with respect to all other parties, effective from the date IATA notifies all other parties of this fact.

10.3.2 If any party to this Agreement wishes to voluntarily withdraw from this Agreement it shall provide written notice to IATA. Such a withdrawal becomes effective on the date specified by IATA when notifying all other parties of this fact and such notification will be issued with a minimum of 7 days prior notice.

10.3.3 Upon the effective date of the withdrawal from the Agreement, the party agrees not to issue any Tickets or EMDs for transportation over any other party unless provided for by a separate agreement.

10.4 CONCURRENCES

10.4.1 The parties agree that interline traffic under this Agreement is subject to a system of concurrences. In the absence of a valid concurrence between two parties, no issuance or transportation shall be authorized for the purpose of this Agreement.

10.4.2 A party wishing to establish a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. A concurrence is effective from the date that IATA notifies all other parties of it in writing.

10.4.3 Each party warrants that it shall not issue any Tickets or EMDs for transportation over any other party, unless:

10.4.3.1 a valid concurrence is in place with that party and each other relevant party to the ticketed transportation; or

10.4.3.2 such transportation is provided for by a separate agreement.

10.4.4. Parties that have established a concurrence between each other may separately agree to follow different processes, or to amend any terms of this Agreement, as between them, in their discretion.

10.5 WITHDRAWING A CONCURRENCE

10.5.1 A party wishing to withdraw from a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. Such a withdrawal is effective on the date specified by IATA when notifying all other parties of this withdrawal and such notification will be issued with a minimum of 7 days prior notice.

10.5.2 Upon the effective date of the withdrawal of a concurrence, each party agrees not to issue any Tickets or EMDs for transportation over the other party unless provided for by a separate agreement.

10.5.3 Any party may terminate a concurrence with immediate effect for commercial, operational or other reasons. The terminating party must provide written notice to the other party to withdraw from their concurrence with immediate effect. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to IATA, who shall circulate such notice (including the specific reasons stated therein) to all parties.

~~10.2.2 Each party desiring to participate with the applicant in the Agreement, shall send its concurrence to the IATA Head, Airline Distribution Standards, with a copy to the applicant.~~

~~10.2.3 Thirty (30) days after the date of the first notice, the IATA Head, Airline Distribution Standards shall mail to each party and the applicant, a second notice stating which parties have concurred with the applicant. On the thirtieth (30th) day after the date of such second notice, the applicant shall become a party, and this Agreement shall become binding between the applicant and all parties which have concurred with the applicant.~~

~~10.2.4 Any additional concurrences received after the mailing of the second notice, will be circulated to each party hereto by the IATA Head, Airline Distribution Standards on the first day of the month subsequent to the date on which the concurrences were received. On the thirtieth (30th) day after the date of the notice of additional concurrences, this Agreement shall become binding between the applicant and the additional parties which have concurred with the applicant. A party to this Agreement (for the purpose of this provision to be known as a "later party") cannot concur with another party (for the purpose of this provision to be known as an "earlier party") which became party to the Agreement prior to the later party. However, an earlier party can concur with a later party at any time, and a copy of such concurrence which is sent to the IATA Head, Airline Distribution Standards shall also be sent by the earlier party to the later party.~~

~~10.2.5 The concurrence procedures outlined above may be expedited in the following manner. The earlier party shall notify the later party of its intent to concur on an expedited basis, by email addressed to mita@iata.org with a copy to the IATA Head, Airline Distribution Standards. If no objection is received from the later party the concurrence shall be deemed to be effective ten (10) days after the dispatch of the email addressed to mita@iata.org. The IATA Head, Airline Distribution Standards will circulate a list of expedited concurrences in the regular transmittals.~~

~~10.2.6 Each year on the anniversary date of a non-IATA airline becoming a party to the agreement, the IATA Head, Airline Distribution Standards shall dispatch by registered mail to such non-IATA party, the Annual Review Form contained in Appendix 'B' (published separately). If the party advises that it is no longer operating scheduled services, or it does not return the form within thirty (30) days of mailing, the IATA Head, Airline Distribution Standards shall have the party withdrawn from the agreement under the provisions of 10.4.1.4.~~

~~10.3~~ 10.6 AMENDMENTS TO THE AGREEMENT

~~10.3.1 Thirty (30) days prior to the effective date of any amendment to this Agreement, IATA adopted by an IATA Traffic Conference, the IATA Head, Airline Distribution Standards shall mail to all parties hereto, the text and effective date of the amendment by registered airmail. Each non-IATA party hereto shall then, in writing to the IATA Head, Airline Distribution Standards concur in or dissent from such amendment. If no reply is received from a party by the thirtieth (30th) day from the day of mailing, parties shall be deemed to have concurred in the amendment. Any party dissenting from the amendment shall be deemed to have withdrawn from the agreement on the date the amendment becomes effective. Immediately after the 30th day from the date of mailing, the IATA Head, Airline Distribution Standards shall notify all parties hereto of any parties dissenting from the amendment.~~

10.6.1 This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all parties of such changes in writing. Unless any parties notify IATA of their withdrawal from this Agreement under Article 10.4, all parties shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all parties.

~~10.3.2 Upon the effective date of the amendment, the latter shall become binding between all parties that have concurred in the amendments as above provided.~~

~~10.4 WITHDRAWAL FROM THE AGREEMENT~~

~~10.4.1 Withdrawal by Thirty-Day Notice~~

~~10.4.1.1 A party hereto may withdraw from this Agreement either with respect to all the parties or with respect to a designated party, by giving thirty (30) days written notice of such withdrawal to the designated party and to the IATA Head, Airline Distribution Standards who shall forthwith circulate such information to all the parties hereto; in the latter alternative the agreement shall continue in force between the party giving such notice and all parties hereto except such designated party.~~

~~10.4.1.2 A party hereto that ceases to operate scheduled services for thirty (30) or more days (other than due to a strike) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto, effective thirty (30) days after written notice of such cessation is circulated by the IATA Head, Airline Distribution Standards to all parties hereto.~~

~~10.4.1.3 In the event a party hereto or the IATA Secretariat has reason to believe that a party hereto has ceased to operate scheduled services for thirty (30) days or more (other than due to a strike), IATA Head, Airline Distribution Standards may, by registered letter, request such party to confirm that it is still operating scheduled services. No more than sixty (60) days after dispatch of such registered letter the IATA Head, Airline Distribution Standards shall circulate any reply received. If such reply is negative or if no reply is received the party(ies) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto effective upon expiration of sixty (60) days as specified above.~~

~~10.4.1.4 In the event a non-IATA Airline which is a party to this Agreement does not return the Annual Review Form as provided in 10.2.6 such party shall be deemed to have withdrawn from the Agreement with respect to all other parties hereto effective upon expiration of sixty (60) days of mailing.~~

~~10.4.2 Withdrawal with Immediate Effect~~

~~10.4.2.1 Notwithstanding 10.4.1, if any party hereto becomes insolvent, suspends payments or fails to meet its contractual obligations, or has become involved, voluntarily or involuntarily, in proceedings declaring or to declare it bankrupt or for commercial, operational or other reason(s), any other party hereto may by written notice to such party, with immediate effectiveness, withdraw from this Agreement with respect to the party notified. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to the IATA Head, Airline Distribution Standards, who shall circulate such notice (including the specific reasons stated therein) to all the parties hereto. Any other party may thereafter advise the IATA Head, Airline Distribution Standards in writing of its withdrawal with respect to the party notified, effective immediately. The IATA Head, Airline Distribution Standards shall circulate this information to all parties.~~

~~10.4.2.2 Notwithstanding 10.4.1, if any party ceases to operate all of its scheduled services (other than due to a strike) any other party hereto may submit to such party written notice of withdrawal, with immediate effectiveness, from the agreement with respect to such party; in that event, such other party shall simultaneously submit details of such withdrawal to the IATA Head, Airline Distribution Standards, who shall circulate such information to all parties hereto.~~

~~10.4.3~~ 10.7 Prior Obligations

~~Withdrawal from this Agreement, or from a concurrence with any other party. Such withdrawal~~ does not relieve any of ~~the parties party~~ from obligations or liabilities incurred ~~hereunder~~ before the date of effectiveness of such withdrawal. Specifically, any Tickets or EMDs issued by either party for flights operated by any other party shall be honored by such other party or parties as ticketed.

~~10.5~~ 10.8 ANNUAL FEE

10.5.1 Non-IATA airlines party ~~hereto~~ agree to pay an annual subscription fee in an amount to be determined by ~~the IATA Head, Airline Distribution Standards~~. This amount is to cover administrative expenses. ~~and one copy of the following (plus amendments thereto) and any other IATA publications as may be determined by the IATA Head, Airline Distribution Standards:~~

~~IATA Multilateral Interline Traffic Agreements Manual;~~

~~IATA Passenger and/or Cargo Services Conference Resolutions Manual;~~

~~IATA Airline Coding Directory;~~

10.5.2 Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such non-IATA airline from this Agreement, effective thirty (30) days after notice thereof by ~~the IATA Head, Airline Distribution Standards.~~

~~10.6~~ **10.9** EXECUTION ~~HEREOF AS AN AGREEMENT~~

~~10.6.1~~ This Agreement may be executed in any number of counterparts, all of which shall be taken to constitute one original instrument. Such counterparts shall be deposited with the IATA Head, Airline Distribution Standards.

10.9.1 This Agreement may be executed by signing a counterpart and depositing it with IATA, through means of an electronic platform or such other procedure that IATA may prescribe from time to time. The parties agree that an electronic signature, recorded and transmitted in a durable format and accompanied by particulars of date, time and place of execution shall be accorded the same force and effect as a physical signature. An electronic signature is agreed to mean any electronic sound, symbol, or process attached to or logically associated with a counterpart and executed and adopted by a party with the intent to sign such counterpart. All counterparts shall be taken to constitute one original instrument.

~~10.6.2~~ **10.9.2** Notwithstanding any other provision the adoption and effectiveness of Resolution 780, being essentially a consolidated version of prior Resolutions 850 (as to passenger) and Resolution 850a, shall in no event be deemed to change, alter or vary in any way the existing contractual relationships of the parties thereto which shall continue in full force and effect, nor shall such adoption or effectiveness be in any way construed to require re-execution or concurrence by existing parties ~~thereto.~~

(Name of Airline)
By (Signature)
(Typed or Printed Name of Signer)
(Title or Capacity)
-
(Witness)
(Date)

Attachment B_B4.2.1a/P

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RESOLUTION 780e

Interline Traffic Participation Agreement—Passenger

PSC(40 42)780e	Expiry: Indefinite Type: B
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RESOLVED THAT,

WHEREAS, the parties ~~hereto~~ operate scheduled air transportation services and desire to enter into arrangements under which one party may sell transportation over the routes of the other,

WHEREAS, the parties ~~hereto~~ mutually desire to agree upon the terms and conditions relating to Passenger Interline Carriage and the handling of ~~interline baggage~~ Interline Baggage,

WHEREAS, interline transportation is authorized on the basis of a system of concurrences between the parties;

NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties agree as follows:
Article 1—Definitions

[Note: The proposed changes to this Definitions section effect the order in which the definitions should appear. The definitions will be re-ordered to following correct alphabetical order and will be renumbered. These changes have not been made below to assist in reviewing the proposal, but will be made at time of publication.]

For the purpose of this Agreement, the following definitions will apply:

1.1 "~~AIRLINE~~, CARRYING ~~AIRLINE~~" is the airline over whose routes a ~~passenger~~ Passenger and his ~~or her baggage~~ Baggage are transported or are to be transported.

1.2 "~~AIRLINE~~, DELIVERING ~~AIRLINE~~" is a ~~carrying airline~~ Carrying Airline over whose routes a ~~passenger~~ Passenger and his ~~or her baggage~~ Baggage are transported or are to be transported from the point of origin or ~~stopover~~ Stopover or a transfer point, to the next interline ~~connecting point~~ Connecting Point.

1.3 "~~AIRLINE~~, ISSUING ~~AIRLINE~~" is an airline which issues a ~~ticket~~ Ticket or electronic miscellaneous document for transportation over the routes ~~another party(ies)~~ one or more parties to this Agreement.

1.4 "~~AIRLINE~~, ORIGINATING ~~AIRLINE~~" is an airline upon whose services the interline transportation of a ~~passenger~~ Passenger and his ~~or her baggage~~ Baggage either commences at the original place of departure or continues from place of ~~stopover~~ Stopover.

1.5 "~~AIRLINE~~, PARTICIPATING ~~AIRLINE~~" is an airline which has agreed to accept ~~passengers~~ Passengers and ~~baggage~~ Baggage for interline transportation pursuant to this ~~agreement~~ Agreement but not to issue ~~tickets~~ Tickets or EMDs for interline transportation pursuant to this ~~agreement~~ Agreement, but may issue an EMD over its own services.

1.6 "~~AIRLINE~~, RECEIVING ~~AIRLINE~~" is an airline over whose routes the interline transportation of a ~~passenger~~ Passenger and his ~~or her baggage~~ Baggage is continued from a ~~connecting~~ Connecting or Stopover ~~Point point~~.

1.7 "A4A" means Airlines for America.

1.8 "BAGGAGE" means the property, as defined in applicable tariffs, of a ~~passenger~~ Passenger, carried in connection with the trip for which the ~~passenger~~ Passenger has purchased a ~~ticket~~ Ticket and which has been checked in accordance with applicable tariffs.

1.9 "~~BAGGAGE~~, CHECKED ~~BAGGAGE~~" means ~~baggage~~ Baggage placed in the care and custody of an airline, for which that airline has issued a ~~baggage tag~~ Baggage Tag.

1.10 "~~BAGGAGE~~, INTERLINE BAGGAGE" means ~~checked baggage~~ Checked Baggage to be transported over the lines of two or more parties ~~hereto~~.

1.11 "~~BAGGAGE TAG~~, INTERLINE BAGGAGE TAG" is the tag form currently approved by the A4A and/or IATA for interline use and issued by ~~or on behalf of the originating airline~~ Originating Airline for the identification of through checked ~~interline baggage~~ Interline Baggage. The tag must always include operating flight numbers on all sectors of the ticketed journey.

1.12 "CLAIM" is a paper or electronic written demand for compensation, prepared and/or acknowledged by or on behalf of the ~~passenger~~ Passenger. In the case of ~~baggage~~ Baggage, the ~~claim~~ Claim shall contain an itemised list and value of goods for which compensation is being requested.

1.13 "CLAIM PARTICIPATING AIRLINE" is a revenue ~~participating airline~~ Participating Airline who shares in the settlement of a ~~claim~~ Claim for the ~~passenger's~~ Passenger's ~~checked baggage~~ Checked Baggage.

1.14 "CLAIM RECEIVING AIRLINE" is a revenue ~~participating/carrying airline~~ Participating/Carrying Airline who receives and processes the ~~passenger's~~ Passenger's written demand for compensation for lost, damaged or delayed ~~baggage~~ Baggage.

1.15 "CONNECTING POINT" means an intermediate point in an itinerary at which the ~~passenger~~ Passenger deplanes from one flight and boards another flight either on the same airline, or at which he transfers from the flight of one airline to a flight of another airline for continuation of the journey.

1.16 "DELAY" means a piece (or pieces) of ~~baggage~~ Baggage ~~which that~~ fails to arrive at the airport of destination on the same flight as the ~~passenger~~ Passenger, and is subsequently delivered to the ~~passenger~~ Passenger.

1.17 "DAMAGE" means physical damage to ~~baggage~~ Baggage and/or its contents.

1.18 "EVIDENCE OR PROOF OF PAYMENT" is a written paper or electronic document that supports a ~~claim~~ Claim being subject to a request for prorate, containing ~~passenger's~~ Passenger's name, reason for payment, date and final amount paid. ~~Evidence of Payment could be:~~ This may include an airline indemnity form acknowledged by ~~passenger's~~ Passenger's signature; ~~a~~ copy of bank transfer or ~~a~~ cheque payment, ~~and/or~~ print screen from airline's internal financial accounting system ~~and/or proof of replacement or repair of the Baggage received by the passenger~~ Passenger in case of Damage.

1.19 ~~ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)~~ is ~~an electronic miscellaneous document corresponding to the form described in the applicable IATA and A4A Resolutions and Recommended Practices, issued by an issuing airline~~ Issuing Airline ~~which that~~ provides for the issuance of ~~ticket(s)~~ Ticket(s) and/or other services in exchange for such order.

1.20 "IATA" means International Air Transport Association.

1.21 "LOSS" means a piece (or pieces) of ~~baggage~~ Baggage which is irretrievably lost.

1.22 "MISHANDLED BAGGAGE" means ~~baggage~~ Baggage to which ~~is damaged, delayed, lost or pilfered~~. Damage, Delay, Loss, or Pilferage occurs.

1.23 "PARTY" is any party to the IATA Interline Traffic Agreement—Passenger, or a Participating Airline.

1.24 "PASSENGER" is a person to whom a ~~ticket~~ Ticket covering through transportation over the services of two or more parties ~~hereto~~ has been issued.

1.25 "PILFERAGE/SHORTAGE" means where items are reported or known to be missing from a piece (or pieces) of ~~baggage~~ Baggage.

1.26 "SALE" is the issuance of a ~~ticket~~ Ticket ~~or EMD~~.

1.27 "SETTLING AIRLINE" means the airline settling the ~~claim~~ Claim with the ~~passenger~~ Passenger or other person acting on his/her behalf.

1.28 "STOPOVER", equivalent to a break of journey, means a deliberate interruption of a journey by the ~~passenger~~ Passenger, agreed to in advance by airline, at a point between the place of departure and the place of destination.

1.29 "TARIFFS" are the published fares, charges and ~~for~~ related conditions of carriage of an airline.

1.30 "TICKET" is the accountable document described in the applicable IATA and A4A and Recommended Practices, issued by or on behalf of an Issuing Airline and including the "Conditions of contract and other Important Notices" as set forth in Resolutions 724.

Article 2—Issuance of Tickets ~~and EMDs~~

2.1 ISSUANCE

2.1.1 ~~Subject to Article 10.4,~~ The ~~issuing airline~~ Issuing Airline is hereby authorised to issue or complete:

2.1.1.1 ~~tickets Tickets, or EMDs exchangeable for tickets,~~ for transportation of ~~passengers~~ Passengers, all in the form approved by, and in accordance with the ~~tariffs~~ Tariffs and the terms, provisions, and conditions of the ~~tickets~~ Tickets of the party over whose routes the ~~passenger~~ Passenger is to be carried. No ~~ticket~~ Ticket or ~~EMD~~ will be issued or completed providing for space on a particular flight unless an advance reservation (booking) ~~shall have~~ has been made for the transportation, and the ~~issuing airline~~ Issuing Airline shall have received payment of the total charges payable therefore in accordance with such ~~tariffs~~ Tariffs or shall have made arrangements satisfactory to the ~~carrying airline~~ Carrying Airline for the collection of such charges.

2.1.1.2 ~~Subject to Article 10.4, each party is further authorized to issue any other document that may be used for the collection of Baggage charges where this is associated with the transportation described in 2.1.1.1, and where the form of this document is prescribed by an IATA Resolution or has been bilaterally agreed between the parties.~~

2.1.2 ~~Upon withdrawal from this Agreement, a party hereto agrees not to issue, sell or use any tickets or EMDs after the effective date of such withdrawal, for transportation over any other party hereto, except as may be provided for under a bilateral interline agreement between the parties.~~

2.2 ACCEPTANCE

2.2.1 ~~Subject to Article 10.4, the~~ The participating airline Participating Airline agrees to accept each such ~~ticket~~ Ticket, ~~and to honour each EMD~~ issued by the ~~issuing airline~~ Issuing Airline and to transport ~~passengers~~ Passengers and ~~baggage~~ Baggage as as specified therein, subject to its applicable tariffs and subject to the terms of this ~~agreement~~ Agreement, ~~agreement and applicable regulations and clearance procedures of the IATA Clearing House if payment is to be made through the clearing house system.~~

2.2.2 Flight coupons shall be honoured in sequence.

2.2.3 ~~Whereas certain Issuing Airlines party to this agreement issue Tickets as defined in IATA Resolution 722f and Resolution 722g, any Participating Airline which has agreed to accept the Issuing Airline's tickets, may accept such tickets. Any Issuing Airline which issues tickets shall notify the IATA Head, Airline Distribution Standards. Any Participating Airline may agree to accept such tickets, and shall notify the IATA Head, Airline Distribution Standards of which Issuing Airline's tickets it will accept. The IATA Head, Airline Distribution Standards shall publish in the MITA Manual a list of the Issuing Airlines which issue tickets, and the Participating Airlines which have agreed to accept the Issuing Airline's tickets.~~

2.2.4 ~~2.2.3~~ Whereas certain Issuing Airlines party to this ~~agreement~~ Agreement ~~Electronic Miscellaneous Documents as defined in IATA Resolution 725f and Resolution 725g~~ EMDs, any Participating Airline which has agreed to accept the Issuing Airline's ~~miscellaneous documents~~ EMDs, may accept such ~~electronic miscellaneous documents~~ EMDs. Any Issuing Airline which issues ~~electronic miscellaneous documents~~ EMDs shall notify the IATA Head, Airline Distribution Standards. Any Participating Airline may agree to accept such ~~electronic miscellaneous documents~~ EMDs, and shall notify ~~the IATA Head, Airline Distribution Standards~~ of which Issuing Airline's ~~electronic miscellaneous documents~~ EMDs it will accept. ~~The IATA Head, Airline Distribution Standards~~ shall publish in the MITA Manual a list of the Issuing Airlines which issue ~~electronic miscellaneous documents~~ EMDs, and the Participating Airlines which have agreed to accept the Issuing Airline's ~~electronic miscellaneous documents~~ EMDs.

2.3 FURNISHING OF TARIFFS, ETC., SCHEDULES, FARES AND PRICING AUTOMATION DATA

~~The participating airline shall furnish to the issuing airline the tariffs and other information necessary for the sale, as contemplated hereunder, of the transportation services currently being offered by it. In case any schedule, tariff, ticket or~~

~~EMD of any party hereto relating to transportation over its lines, shall be modified or amended at any time, or in case any service of any such party shall be suspended, modified or cancelled, such party will notify each other party as far in advance as practicable, of the effective date of any such modification, amendment, suspension or cancellation. In the interest of ensuring the widest possible collection and dissemination of accurate fares information throughout the airline industry, each party is requested to furnish, or arrange to furnish, (possibly via official sources such as SITA, Genesis, etc.) to ATPCO, interlineable fares and related conditions (both domestic and international fares) established other than through the IATA Tariff Coordinating Conferences. This shall apply until such time as the "All Fares" product (currently being developed by IATA and ATPCO) is recognized and agreed unanimously by the Passenger Services Conference as being the single source, at which time the above reference to ATPCO will be deemed to read "All Fares".~~

~~In the interest of ensuring the widest possible collection and dissemination of accurate schedule information throughout the airline industry, each party is requested to furnish, or arrange to furnish, their schedule and schedule change information following SSIM format. It is recommended that at least 360 days of advance schedules data, including Minimum Connect Time data, should be distributed on an equal basis to all schedules aggregators, reservations and ticketing systems in which a carrier participates, to maximise the efficiencies of such systems.~~

2.3.1 The Participating Airline shall publish to the relevant data aggregators accurate and current schedule, fare, and pricing automation data for all services to be sold under this Agreement.

2.3.2 The Participating Airline shall ensure that all distribution systems involved in the sale of services under this Agreement have access to all data described in 2.3.1 where such systems do not already have access through data aggregators.

2.3.3 The Participating Airline shall take into consideration Recommended Practice 1780a when determining the types of data that require publication.

2.4 MINIMUM VALID FARES AND CHARGES

~~The Issuing Airline shall not issue tickets, or EMDs covering interline transportation at less than the applicable through fares or charges.~~

Tickets or EMDs issued by the Issuing Airline must be issued using valid fares and charges, except in the case of a Ticket which has been issued to facilitate involuntary re-routing, within circumstances where Resolution 735d applies.

Article 3—Interline Checking of Baggage

3.1 Where a ~~passenger's~~ Passenger's continuous journey involves connecting transportation on two or more flights, the following procedures shall be used for the interline carriage of such ~~passenger's~~ Passenger's ~~baggage~~ Baggage.

3.2 A connection between two scheduled flights, shall be deemed to exist when:

3.2.1 the ~~delivering airline's~~ Delivering Airline's flight is scheduled to arrive at the ~~connecting point~~ Connecting Point and the ~~receiving airline's~~ Receiving Airline's flight is scheduled to depart from the ~~connecting point~~ Connecting Point on the same day; or

3.2.2 the arrival of the ~~delivering airline's~~ Delivering Airline's flight on one day and the ~~receiving airline's~~ Receiving Airline's flight on the next day are within 12 hours, and the ~~delivering airline~~ Delivering Airline has clarified with the ~~passenger~~ Passenger that the ~~passenger~~ Passenger wants the ~~baggage~~ Baggage checked through.

3.3 Each party ~~hereto~~ shall:

3.3.1 accept and transport over its services all ~~interline baggage~~ Interline Baggage as provided herein, except as may be prohibited by applicable tariffs, ~~regulatory restrictions or special baggage~~ Baggage handling processes i.e. live animals, dangerous goods, firearms etc. as described in Resolutions 745, 745a, 745b and IATA Live Animals Regulations. Live animals shall not be checked as interline baggage in accordance with the subsequent paragraphs unless all receiving airline(s) have confirmed acceptance of the animal as interline baggage at the time the reservation is made and provided the animal is in a crate or container conforming to the IATA Live Animals Regulations;

3.3.2 endeavour to co-operate to develop common methods to ensure that they do not place or keep on board an aircraft the ~~baggage~~ Baggage of ~~passengers~~ Passengers who have registered for an international flight departing from a country, but who have failed to board that flight, without subjecting it to security control;

3.3.3 ensure that its handling agents follow the methods developed above.

3.4 BAGGAGE ACCEPTANCE

The ~~originating airline~~ Originating Airline, prior to transportation of ~~interline baggage~~ Interline Baggage on its services will:

3.4.1 ensure that ~~baggage~~ Baggage is adequately secured to permit safe carriage with ordinary care. If ~~baggage~~ Baggage has no family name and initials, the ~~passenger~~ Passenger shall affix such exterior identification to such ~~baggage~~ Baggage prior to acceptance;

3.4.2 issue for each piece of such ~~baggage~~ Baggage an ~~interline baggage tag~~ Interline Baggage Tag;

3.4.3 indicate as the destination in the documents referred to in 3.4.2;

3.4.3.1 the first ~~stopover~~ Stopover point,

3.4.3.2 the point to which transportation has been confirmed or has already been requested with continuous connections,

3.4.3.3 a ~~connecting point~~ Connecting Point where transfer from one airport to another is necessary and where the ~~passenger~~ Passenger is required to take possession of his ~~or her~~ Baggage, or

3.4.3.4 the final destination specified in the ~~ticket~~ Ticket including any ~~tickets~~ Tickets issued in conjunction therewith, whichever occurs first;

3.4.4 upon returning the ~~baggage~~ Baggage identification tag(s) to the ~~passenger~~ Passenger, draw the ~~passenger's~~ Passenger's attention to the ~~baggage~~ Baggage identification tag(s) and in particular to the final destination where they need to collect their bag. to which the baggage has been checked;

3.4.5 for any ~~baggage~~ Baggage in excess of the free allowance which the Issuing Airline has received approval to apply to the place described in 3.4.4, it shall issue an EMD for excess ~~baggage~~ Baggage to that place and shall charge for the excess ~~baggage~~ Baggage at the rate which the Issuing Airline has received approval to apply. If after commencement of journey, the ~~passenger~~ Passenger increases the amount of his ~~or her~~ Baggage, it shall be the duty of the airline at the point where the increase occurs to issue an EMD for such increase and collect the additional charges. Any excess ~~baggage~~ Baggage charge assessed by the Participating Airline may only be for transportation on its own services. Optionally and if facilities exist, the EMD coupons may be associated with the relevant flight coupons of the ticket Ticket as described in Resolution 725f.

3.4.6 for ~~baggage~~ Baggage accepted for carriage, the Convention permits the ~~passenger~~ Passenger to increase the limit of liability by declaring a higher value for carriage and paying a supplemental charge if required.

3.5 BAGGAGE CARRIAGE

In transferring ~~interline baggage~~ Interline Baggage, it shall be the responsibility of the ~~delivering airline~~ Delivering Airline, without incurring any liability for loss of revenue in cases of missed connections, to deliver such ~~baggage~~ Baggage to the next ~~receiving airline~~ Receiving Airline, at such location and hours to be agreed upon in writing by the parties concerned. In the unloading, sorting and delivering of ~~baggage~~ Baggage from flights, the ~~delivering airline~~ Delivering Airline shall give priority to transfer ~~baggage~~ Baggage over terminating ~~baggage~~ Baggage.

3.5.1 It is recommended that interline and on-line connecting ~~baggage~~ Baggage shall be segregated from other ~~baggage~~ Baggage, mail and cargo on all aircraft arriving non-stop or one-stop from the point of origin; however ~~baggage~~ Baggage shall be segregated prior to commencement of delivery.

3.5.2 When it becomes necessary to leave ~~baggage~~ Baggage behind due to weight/space restrictions, the ~~receiving airline~~ Receiving Airline shall give loading priority to transfer ~~baggage~~ Baggage.

3.5.3 Whenever ~~baggage~~ Baggage is to be transferred for onward transportation hereunder and completion of such transportation necessitates compliance with the laws and regulations pertaining to importation and transit or exportation and transit of the country of point of transfer, it shall be the responsibility of the ~~delivering airline~~ Delivering Airline to comply with such laws and regulations and to deliver, where necessary, to the ~~receiving airline~~ Receiving Airline prior to or simultaneously with the transfer, proper evidence of compliance with that country's laws and regulations pertaining to such importation and transit or exportation and transit; provided, however, that in any case where compliance with such laws and regulations can be made only by the ~~receiving airline~~ Receiving Airline, it shall be the ~~receiving airline's~~ Receiving Airline's responsibility to comply therewith.

3.5.4 In the event customs clearance or government-imposed security measures necessitates the physical presentation of the interline ~~passengers~~ Passengers to the authorities concerned together with their interlined ~~baggage~~ Baggage (and carry-on items) at an intermediate point en route where transfer of their interlined ~~baggage~~ Baggage will take place, and such ~~baggage~~ Baggage meets the conditions listed in 3.4.4, the airline delivering ~~baggage~~ Baggage pursuant ~~hereto~~ shall be responsible for informing the ~~passengers~~ Passengers before or on arrival at the point of transfer (preferably immediately after disembarkation), but in any case prior to Government clearance.

3.5.5 At the request of any airline delivering ~~baggage~~ Baggage pursuant ~~hereto~~, the ~~receiving airline~~ Receiving Airline will execute and deliver a signed receipt in a form to be agreed upon by the carriers concerned. Additionally, any Receiving Airline's ~~interline baggage~~ Interline Baggage records that comply with the reconciliation requirements of International Civil Aviation Organization (ICAO) Annex 17 and which satisfy local government regulations, will be accepted as proof of transfer or non-transfer, provided this is agreed by the airlines concerned.

3.5.6 Electronic time stamping and/or sending ~~baggage~~ Baggage processed messages described in Recommended Practice 1745 will be accepted as proof of transfer of interline transfer bags described in Resolution 765.

~~3.6 If the passenger takes delivery of his or her baggage at a place other than one mentioned in 3.4.4, on resumption of the journey the airline at such point will remove old tags and/or sortation labels, check and tag the baggage as provided in 3.4.~~

Article 4—Mishandled Baggage

4.1 Where ~~baggage~~ Baggage fails to accompany an interline ~~passenger~~ Passenger the following procedures shall apply.

4.1.1 The airline on which the ~~passenger~~ Passenger travelled to the point of ~~Stopover~~ stopover or final destination and where the ~~passenger~~ Passenger is missing ~~baggage~~ Baggage, shall be responsible for raising a file, tracing the missing ~~baggage~~ Baggage and for its delivery to the ~~passenger~~ Passenger in accordance with Resolution 743a. Nevertheless, at the request of the ~~passenger~~ Passenger, any ~~carrying airline~~ Carrying Airline involved in the interline passenger journey shall establish the tracing status from the carrier to whom the loss was originally reported. When a ~~passenger~~ Passenger reports missing ~~baggage~~ Baggage at the ~~connecting point~~ Connecting Point where the ~~passenger~~ Passenger is required to submit through-checked ~~baggage~~ Baggage for customs clearance or government-imposed security check, without relieving the final airline from its responsibility, the ~~delivering airline~~ Delivering Airline to such ~~connecting point~~ Connecting Point shall be responsible for:

4.1.1.1 immediately initiating tracing for the missing ~~baggage~~ Baggage in accordance with current agreed procedures provided that there is sufficient time to obtain and record the ~~baggage~~ Baggage and flight data required for tracing; and

4.1.1.2 informing the airline referred to in 4.1.1 of the ~~baggage~~ Baggage missing at the ~~connecting point~~ Connecting Point and of the tracing initiated and its results; and

4.1.1.3 arranging for forwarding the missing ~~baggage~~ Baggage to the airline referred to in 4.1.1 for delivery to the ~~passenger~~ Passenger.

4.1.2 When the address to which the ~~baggage~~ Baggage is to be delivered is on the routing shown in the ~~ticket~~ Ticket each Carrying Airline shall transport the ~~baggage~~ Baggage without charge in accordance with such routing.

4.1.3 When the address to which the ~~baggage~~ Baggage is to be delivered is not on the routing shown in the ~~ticket~~ Ticket, the ~~baggage~~ Baggage shall be forwarded to the airport nearest such address, and, at the expense of the airline responsible for the mishandling (~~also covered in 4.1.6~~), reforwarded from such point by appropriate transport means (~~including the service of other carrier not originally involved in the interline passenger journey~~) to the delivery address.

4.1.4 Mishandled ~~baggage~~ Baggage shall be forwarded without charge by the fastest possible means to the airport nearest to the ~~passenger's~~ Passenger's address. Forwarding of such expedite ~~baggage~~ Baggage should not be restricted nor delayed at an interline ~~connecting point~~ Connecting Point for security reasons provided:

4.1.4.1 it is identified by the ~~forwarding airline~~ Forwarding Airline that the bag was mishandled; or

4.1.4.2 it is established that a ~~claim~~ Claim for the bag has been made; or

4.1.4.3 it is electronically and/or physically screened.

Note: *Some governments may require members to impose additional security controls.*

4.1.5 At its airport of destination, expedite ~~baggage~~ Baggage shall be delivered to the ~~passenger~~ Passenger:

4.1.5.1 by the Carrying Airline on whose flight the ~~passenger~~ Passenger had travelled to the final destination or point of ~~stopover~~ Stopover; or

4.1.5.2 in case that Carrying Airline should not be represented at such place, by the Carrying Airline on whose flight the expedite ~~baggage~~ Baggage arrived at such airport.

4.1.6 There is no prorating on delivery expenses. Delivery costs from such airport to the ~~passenger~~ Passenger may be recharged by the ~~delivering carrier~~ Delivering Carrier (not the delivering vendor) to the Member responsible for the mishandling.

In the case of 4.1.5.2, the Carrying Airline responsible for the mishandling shall be indicated in the box "Expense Of" on the expedite tag.

When a Carrying Airline delivers the ~~baggage~~ Baggage as handling agent for another Carrying Airline (principal) any recharging of delivery costs by the handling agent to the principal shall not be governed by this Resolution.

The amount recharged shall be supported by proof of the cost incurred, either the file reference to allow the ~~receiving airline~~ Receiving Airline to check ~~baggage~~ Baggage tracing system files using the available transactions within the system, or if no compatible system is used, and or a non-IATA Carrier a copy of the file report, or in the case of 4.1.5.2 by the original or copy of the expedite tag.

4.1.7 Each party ~~hereto~~ agrees to assume responsibility for establishing procedures for tracing ~~mishandled interline baggage~~ Mishandled Baggage and for the expedient processing and settlement of ~~claims~~ Claims as indicated in article 5.4 of this resolution. It is recommended that parties use the tracing procedures shown in Recommended Practice 1743a and make the relevant entries into an industry recognised computerised tracing systems.

Article 5—Claims and Indemnities

5.1 GENERAL INDEMNITY

Each party ~~hereto~~ agrees to hold harmless and indemnify each other from all claims, demands, costs, expenses and liability arising from or in connection with the death of or injury to a ~~passenger~~ Passenger, or the ~~loss~~ Loss, ~~damage~~ Damage to or ~~delay~~ Delay of ~~baggage~~ Baggage incurred while such ~~passenger~~ Passenger or ~~baggage~~ Baggage is, pursuant to this Agreement, being transported by, or under the control or in the custody of such party.

5.2 INDEMNITY DUE TO DOCUMENTATION

5.2.1 The ~~issuing airline~~ Issuing Airline indemnifies the ~~carrying airline~~ Carrying Airline, its officers, employees and agents from and against all claims, demands, costs, expenses and liabilities arising from the improper issue, of accountable documents effected by the ~~issuing airline~~ Issuing Airline.

5.2.2 The ~~carrying airline~~ Carrying Airline, as principal, indemnifies the ~~issuing airline~~ Issuing Airline, including its officers, employees or agents, as agent, from and against all claims, demands, costs, expenses and liabilities arising from the ~~carrying airline's~~ Carrying Airline's provision of or failure to provide carriage pursuant to any ~~ticket~~ Ticket or EMD properly issued, completed or delivered by the ~~issuing airline~~ Issuing Airline, provided however no such indemnity shall apply in the

event of termination of the ~~issuing airline's~~ Issuing Airline's rights hereunder due to said airline's involvement in proceedings declaring it insolvent, bankrupt or seeking relief under applicable bankruptcy or insolvency laws, ~~pursuant to 10.4.2 hereof.~~

5.3 INDEMNITY FOR BAGGAGE

5.3.1 Each party ~~hereto~~ shall indemnify and hold harmless each other, including their officers, employees or agents, against all claims, demands and liability for ~~loss~~ Loss, ~~damage~~ Damage to or ~~delay~~ Delay of ~~baggage~~ Baggage, arising from its failure to discharge its obligations or responsibilities as provided in Article 3.

5.3.2 An airline participating in the carriage of ~~baggage~~ Baggage at the request of another airline, shall not be held liable for any ~~loss~~ Loss, ~~damage~~ Damage or ~~delay~~ Delay that might occur, provided such participating airline was not involved in the original mishandling (meaning ~~damage~~ Damage, ~~delay~~ Delay, ~~loss~~ Loss or ~~pilferage~~ Pilferage).

5.4 BAGGAGE CLAIMS AND PRORATION

5.4.1 A party receiving a ~~baggage~~ Baggage claim Claim, and having participated in the carriage of the ~~passenger~~ Passenger, will process the claim to a conclusion, with the ~~passenger~~ Passenger, in accordance with the law of the country of settlement. The ~~tariff~~ Tariff/policy of the ~~claim settling carrier~~ Claim Settling Carrier will be applied to all ~~baggage~~ Baggage claim Claim settlements. This covers interim expense policy, exclusion and liability. Such settlement will then be reimbursed to the ~~settling carrier~~ Settling Airline in accordance with 5.4.2 or 5.4.3.

5.4.2 When it is established in which airline's custody the mishandling (meaning ~~damage~~ Damage, ~~delay~~ Delay, ~~loss~~ Loss or ~~pilferage~~ Pilferage) occurred, that airline will accept the ~~claim~~ Claim settlement arising from such mishandling as incurred by the ~~settling airline~~ Settling Airline.

5.4.3 When it is not established which airline is responsible, each Carrying Airline that participated in the carriage of the ~~passenger~~ Passenger shall share the ~~claim~~ Claim settlement on the basis of the flown mileage between all ticketed points of each ~~carrying airline~~ Carrying Airline. Reason for loss codes and fault stations are for in-house use only, they do not constitute proof of error in proration claims and delivery charges.

5.4.4 When the weight of the bag(s) is not known, liability amounts may be determined by applying the table of weights currently recommended by IATA for the settlement of ~~interline baggage claims~~ Interline Baggage Claims (see Recommended Practice 1751).

5.4.5 Within sixty (60) days of the date of payment, the ~~claim receiving airline~~ Claim Receiving Airline will send a request for payment to the other participating or responsible airline(s) at their baggage prorate office, providing them with relevant ~~claim~~ Claim settlement documents. The IATA currency exchange rate on the date of flight should be applied in the calculation of the amount to prorate. No additional administration fees are subject of the request of payment sent by the ~~claim receiving airline~~ Claim Receiving Airline.

When any type of marketing/commercial, partner, or code share agreement exists, the request for payment will be sent to the ~~operating carrier (provided that it is an IATA carrier and thus subject to proration) whose airline designator appears in the carrier field of the ticketed flight coupon involved in the claim.~~ The ~~operating and~~ marketing carrier may recharge ~~the operating carrier~~ depending on their established agreements. If ~~such prorate~~ notice is not given in time by the ~~claim receiving airline~~ Claim Receiving Airline, acceptance of any will be at the discretion of the participating or responsible airline(s).

5.4.6 All prorate requests by the participating or responsible airlines and all correspondence consequent the prorate request have to be answered within sixty (60) days from the date of the reception. Failure to respond will signify agreement to the recharge.

5.4.7 Requests for prorate and provision of supporting documentation shall be made to the baggage prorate office, not through the interline billing and settlement process, using the IATA Standard Prorate Notice, attaching the following documents which are required to support any claim under this ~~agreement~~ Agreement including requests for 100%.

5.4.7.1 the ~~passenger's~~ Passenger's ~~ticket~~ Ticket number;

5.4.7.2 one copy of the ~~baggage~~ Baggage identification tag or its number;

5.4.7.3 one copy of the ~~claim~~ Claim prepared by the ~~passenger~~ Passenger, not required in connection with ~~interim expenses~~ Interim Expenses;

5.4.7.4 either (1) full computerised file output from a Baggage Tracing System or (2) complete manual file together with copies of evidence of adequate tracing action (e.g. print screens from internal tracing system), except when the prorated shares amount to USD100.00 or less;

5.4.7.5 evidence of payment to the ~~Passenger~~ passenger;

5.4.7.6 a statement showing the prorated share of each ~~participating airline~~ Participating Airline.

5.4.8 If the ~~claim receiving airline~~ Claim Receiving Airline uses transportation in lieu of cash to settle the total ~~claim~~ Claim, such airline shall not request proration settlement from any other airline. If the ~~claim receiving airline~~ Claim Receiving Airline uses transportation in lieu of cash to settle a portion of the ~~claim~~ Claim, such airline shall bill the other ~~claim participating airline(s)~~ Claim Participating Airline its prorated share of the amount of the settlement not covered by transportation in lieu of cash.

5.4.9 The profiles contained in Resolution 754, are intended to assist ~~baggage claims~~ Baggage Claims personnel in determining how to prorate an interline claim, thus avoiding disputes between airlines and unnecessary correspondence. The profiles are based on the rules outlined in Articles 3 and 5 of this Agreement.

5.4.10 The list of agreed settlements in the form of amounts payable by responsible airline(s) shall not be uploaded into the IATA Clearing House to action the payment(s) until an agreement between respective baggage prorate offices of the ~~participating airline(s)~~ Participating Airline(s) has been made. The upload must have attached the related Baggage Tracing System reference number(s), the Date of Flight(s), and the Agreement of acceptance between the respective baggage prorate offices. In the event of a failure to respond by participating or responsible airline(s) within 60 days from the date of request for payment, proof of the initial request or claim settlement sent by the ~~claim receiving airline~~ Claim Receiving Airline may be uploaded in lieu of the Agreement of acceptance in order to action the proration of such claim.

5.5 In the event that any claim is made or suit is commenced against a party ~~hereto~~, indemnified as above, such party shall give prompt written notice to the appropriate other party ~~hereto~~ and shall furnish as requested all available communications, legal processes, data, papers, records and other information, material to the resistance or defence of such claim or suit.

Article 6—Interline Service Charge

~~6.1 RATE OF INTERLINE SERVICE CHARGE~~

~~No interline service charge shall be paid to the Issuing Airline for any sale made pursuant to this Agreement except such interline service charge as may be currently authorised by applicable Resolution of IATA or, if no applicable Resolution of IATA is in effect, only such interline service charge as the parties hereto may otherwise agree. Nothing in this agreement or any other resolution shall prevent both parties from entering into a bilateral agreement upon the payment of interline service charges.~~

~~6.1 In the absence of an agreed rate of interline service charge, the rate described in Resolution 780b, 780c or 780d (as applicable) shall apply.~~

~~6.2 CANCELLATION OR NON-USE~~

~~If the participating airline or the passenger (or purchaser of a ticket, or EMD) for any reason cancels any booking or does not use all or any portion of the transportation specified, neither the issuing airline nor its Agent shall claim or withhold any interline service charge for the sale of transportation so cancelled or unused.~~

~~6.2 Interline service charge billing will occur as described in the Revenue Accounting Manual, by deduction from billing values prior to settlement. No interline service charge shall be payable on any Tickets or EMDs where an interline billing does not occur due to refund, cancellation or non-use.~~

~~6.3 COLLECTED AND PAID-OVER~~

~~No interline service charge or other compensation shall be payable to the issuing airline in respect of sums not actually collected and paid over by it to the participating airline, as evidenced by tickets or EMDs issued by the issuing airline, or with respect to sums which shall be refunded, except as otherwise specifically authorised by the carrying airline.~~

Article 7—~~General~~ Legal, Regulatory and Dispute Resolution

7.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

On issuing or completing ~~tickets~~ Tickets or EMDs for transportation over the routes of other parties ~~hereto~~, the ~~issuing airline~~ Issuing Airline shall be deemed to act only as an Agent of the ~~participating airline~~ Participating Airline.

7.2 AGENTS OF A PARTY

Any act which a party is authorised or permitted by this Agreement to take may be taken through an ~~Agent~~ agent of that party.

7.3 REPRESENTATIONS

Each Participating Airline agrees not to make any representations with regard to the ~~tickets~~ Tickets or ~~EMDs~~ of any other party ~~hereto~~, or of the flight or journey for which ~~the same shall be these are~~ sold or issued, except those representations specifically authorised by ~~such the~~ other party.

~~7.4 GENERAL AGENTS~~

~~Whenever a sale by the Issuing Airline is made in the territory of a General Agent or General Sales Agent of a carrying airline, the reservation and sale shall be handled in accordance with arrangements made between the parties hereto. Each party will advise each other party from time to time of the names and addresses of all General Agents or General Sales Agents of such party located in the area where such other party has an office(s) for the sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.~~

~~Renumber accordingly~~

~~7.5 CHANGE OF LOCATION/OWNERSHIP~~

~~The participating airline Participating Airline shall notify IATA's Head, Airline Distribution Standards of any changes of principal place of business, or of any major change of ownership.~~

~~7.6 AIRLINE DESIGNATOR~~

~~Each Participating Airline shall have an official airline designator established in accordance with Resolution 762 and a three-digit airline code number in accordance with Resolution 767, both of which shall be assigned by IATA or the Airlines for America (A4A) and it shall adhere to the provisions of these resolutions. If at the time of application to become a party to this Agreement, the Participating Airline has not been assigned either a designator or code number, such Airline shall request the designator or code number at the same time as making the application to become a party ~~hereto~~.~~

~~7.7~~ 7.4 PASSENGERS WITH REDUCED MOBILITY

In the acceptance and carriage of passengers Passengers with reduced mobility, each participating airline Participating Airline based outside the U.S. or Canada should adhere to the provisions of Resolution 700.

~~7.8 CODE SHARING~~

~~If any party advertises, by means of industry accepted methods (including publication in a CRS, internal reservation system, or publicly available timetable), that it is providing transportation, that is instead provided by a non-party to this Agreement, the advertising party shall be bound by the terms of this Agreement, as if it had provided the transportation.~~

~~7.8~~ 7.5 IATA RESOLUTIONS

Each party to this Agreement is bound by all IATA ~~passenger~~ Passenger Resolutions in effect. These Resolutions are hereby incorporated by reference and form an integral part of this Agreement.

7.9 7.6 DATA PROTECTION AND PRIVACY LAWS

Each party shall comply with all applicable data protection and privacy laws, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) where it applies. Each party shall ensure it observes its obligations regarding technical and organizational measures for the security of personal data, appropriate consent, if required, and the transfer and use of personal data. The Issuing Airline shall ensure ~~passengers~~ **Passenger**s are provided with relevant information about the transfer of personal data to each Carrying Airline, including the provision of notice that personal data will be processed by such carriers as more fully described in each carrier's applicable privacy policy. Such notice may be given by reference to a website address (Uniform Resource Locator) as specified in the IATA Resolutions. The parties may agree, by supplemental instrument in writing, to further define the data protection and privacy provisions applicable between them. Where such an instrument is concluded, it shall be incorporated by reference and have force under this Agreement.

7.7 ARBITRATION

Any dispute or claim concerning the scope, meaning, construction or effect of this Agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgement on the award rendered may be entered in any court having jurisdiction thereof.

7.9.1 If the parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the parties or, at their request, by the IATA Director General.

7.9.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two parties involved in the dispute each party shall appoint one of the three arbitrators; should either party fail to appoint its arbitrator such appointment shall be made by the IATA Director General. Should more than two parties be involved in the dispute they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chairman. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.

7.9.3 The IATA Director General may, at the request of any party concerned, fix any time limit he finds appropriate within which the parties, or the arbitrators appointed by the parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.

7.9.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.

7.9.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).

7.9.6 The award shall be final and conclusively binding upon the parties.

Article 8—General

8.1 CODE SHARING

If any party advertises, by means of industry accepted methods (including publication in a CRS, internal reservation system, or publicly available timetable), that it is providing transportation, that is instead provided by a non-party to this Agreement, the advertising party shall be bound by the terms of this Agreement, as if it had provided the transportation.

8.2 GENERAL AGENTS AND GENERAL SALES AGENTS

When a Sale by an Issuing Airline is made in the territory of a General Agent or General Sales Agent of a Carrying Airline, the reservation and Sale shall be handled in accordance with arrangements made between parties. Each party will advise each other party from time to time of the names and addresses of all General Agents or General Sales Agents of such party located in the area where such other party has an office(s) for the Sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.

~~Article 8~~ Article 9—Interline Billing and Settlement

~~8.1 PAYMENT OF TRANSPORTATION CHARGES~~

The Issuing Airline agrees to pay to the Participating Airline the transportation charges applicable to the transportation performed by such ~~participating airline~~ Participating Airline and any additional transportation or non-transportation charges collected by the ~~issuing airline~~ Issuing Airline for the payment of which the ~~participating airline~~ Participating Airline is responsible, in accordance with applicable regulations and current clearance procedures of the IATA Clearing House, unless otherwise agreed by the ~~issuing airline~~ Issuing Airline and the ~~participating airline~~ Participating Airline.

~~8.2~~ 9.2 ~~BILLING AND SETTLEMENT~~

~~8.2.1~~ 9.2 Billing of amounts payable pursuant to this Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual ~~as amended from time to time~~ and the Manual of Regulations and Procedures of the IATA Clearing House.

~~8.2.2~~ 9.2 ~~Unless otherwise agreed settlements of amounts payable pursuant to this Agreement between parties that are members of the IATA Clearing House shall be in accordance with the Manual of Regulations and Procedures of the IATA Clearing House.~~

~~8.2.3~~ 9.3 ~~Except as may otherwise be provided in other agreements, rules or regulations, the~~ The right to payment hereunder arises at the time such services are rendered by a party ~~hereto~~ or its agent.

~~8.2.4~~ 9.3 ~~Except as provided in 8.2.5, settlements of transactions arising under the terms of this Agreement involving a party that is not a member of the Airline Clearing House or IATA Clearing House shall be in accordance with the following procedures:~~

~~8.2.4.1~~ 9.3 ~~settlements shall be made monthly;~~

~~8.2.4.2~~ 9.3 ~~each Participating Airline shall issue a monthly statement of invoices and credit notes rendered by it. The monthly statements shall be dispatched promptly but in any case not later than twenty-five (25) days after the end of the billing month;~~

~~8.2.4.3~~ 9.3 ~~settlement shall be effected promptly after the monthly statements are exchanged by offset of balances and cash payment of the net balance in the national currency of the net creditor.~~

~~8.2.5~~ 9.3 ~~Parties may expressly agree to settle transactions in a manner other than the procedure described in 8.2.4.1–8.2.4.3.~~

~~Article 9~~—Arbitration

~~Any dispute or claim concerning the scope, meaning, construction or effect of this agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgement on the award rendered may be entered in any court having jurisdiction thereof.~~

~~9.1~~ 9.1 ~~If the parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the parties or, at their request, by the IATA Director General.~~

~~9.2~~ 9.1 ~~If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two parties involved in the dispute, each party shall appoint one of the three arbitrators; should either party fail to appoint his or her arbitrator, such appointment shall be made by the IATA Director General. Should more than two parties be involved in the dispute, they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chairman. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.~~

~~9.3~~ 9.1 ~~The IATA Director General may, at the request of any party concerned, fix any time limit he finds appropriate within which the parties, or the arbitrators appointed by the parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.~~

~~9.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.~~

~~9.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).~~

~~9.6 The award shall be final and conclusively binding upon the parties.~~

Article 10—Administrative Provisions

10.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement between the Participating and the Issuing Airline concurring with it supersedes all previous interline traffic agreements pertaining to transportation of ~~passengers~~ Passengers and/or ~~baggage~~ Baggage between the Participating Airline and the ~~issuing airline~~ Issuing Airline concurring with it.

10.2 APPLICATION TO BECOME A PARTY HERETO

~~10.2.1 Any airline which is a party to the IATA Multilateral Interline Traffic Agreement—Passenger (MITA), desiring to become an Issuing Airline in this Agreement, may become an Issuing Airline by making written application to IATA's Head, Airline Distribution Standards. The IATA's Head, Airline Distribution Standards will notify all other parties to this Agreement and the airline will become an Issuing Airline thirty days following such notification.~~

~~10.2.2 Any airline desiring to become a Participating Airline in this Agreement may become such a Participating Airline by making written application to IATA's Head, Airline Distribution Standards and completing the application form provided by him. The IATA Head, Airline Distribution Standards shall mail to each Issuing Airline a copy of such application on the first day of the month subsequent to the date on which the written application is received.~~

~~10.2.3 Each Issuing Airline desiring to participate with the applicant in this Agreement, shall send its concurrence to the IATA Head, Airline Distribution Standards, with a copy to the applicant.~~

~~10.2.4 Thirty (30) days after the date of the first notice, the IATA Head, Airline Distribution Standards shall mail to each Issuing Airline and the applicant to become a Participating Airline, a second notice stating which Issuing Airlines have concurred with the applicant. On the thirtieth (30th) day after the date of such second notice, the applicant shall become a party, and this Agreement shall become binding between the applicant and all Issuing Airlines which have concurred with the applicant.~~

~~10.2.5 Any additional concurrences received after the mailing of the second notice, will be circulated to each Issuing Airline by the IATA Head, Airline Distribution Standards on the first day of the month subsequent to the date on which the concurrences were received. On the thirtieth (30th) day after the date of the notice of additional concurrences, this Agreement shall become binding between the applicant and the additional Issuing Airlines which have concurred with the applicant.~~

~~10.2.6 The concurrence procedures outlined above may be expedited in the following manner. An Issuing Airline shall notify a Participating Airline of its intent to concur on an expedited basis, by email addressed to mita@iata.org with a copy to the IATA Head, Airline Distribution Standards. If no objection is received from the Participating Airline, the concurrence shall be deemed to be effective ten (10) days after the dispatch of the email addressed to mita@iata.org. The IATA Head, Airline Distribution Standards will circulate a list of expedited concurrences in the regular transmittals.~~

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

~~10.2.1 Any airline which is a party to the IATA Multilateral Interline Traffic Agreement—Passenger (MITA), desiring to become an Issuing Airline in this Agreement, shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as an Issuing Airline in this Agreement, the party shall remain a party to the IATA Multilateral Interline Traffic Agreement – Passenger.~~

~~10.2.2 Any airline desiring to become a Participating Airline in this Agreement, shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as a Participating Airline party to this Agreement, a party shall~~

10.2.2.1 Hold a valid two character designator assigned by IATA under Resolution 762;

10.2.2.2 Hold a valid three digit accounting code, assigned by IATA under Resolution 767;

10.2.2.3 Be eligible to settle interline billing within the IATA Clearing House (including through participation in the Airlines Clearing House), and be an active member in compliance with all IATA Clearing House rules (or Airlines Clearing House rules if applicable); and

10.2.2.4 Operate scheduled air services as defined in Recommended Practice 1008 for passenger operations and have not had operations suspended for more than 30 days for any reason.

10.2.3 In extraordinary circumstances where a significant number of airlines are unable to operate scheduled air services for an extended period of time, IATA may exceptionally suspend Article 10.2.2.4 for a defined period of time. If this occurs, IATA will notify all parties by written notice.

10.2.4 An airline becomes a party to this Agreement effective from the date that IATA notifies all other parties of this fact.

10.3 WITHDRAWAL FROM AGREEMENT

10.3.1 If any party to this Agreement no longer satisfies the requirements of Article 10.2.1, that party shall be deemed to have withdrawn from this Agreement with respect to all other parties, effective from the date IATA notifies all other parties of this fact.

10.3.2 If any party to this Agreement wishes to voluntarily withdraw from this Agreement it shall provide written notice to IATA. Such a withdrawal becomes effective on the date specified by IATA when notifying all other parties of this fact and such notification will be issued with a minimum of 7 days prior notice.

10.3.3 Upon the effective date of the withdrawal from the Agreement, the party agrees not to issue any Tickets or EMDs for transportation over any other party unless provided for by a separate agreement.

10.4 CONCURRENCES

10.4.1 The parties agree that interline traffic under this Agreement is subject to a system of concurrences. In the absence of a valid concurrence between two parties, no issuance or transportation shall be authorized for the purpose of this Agreement.

10.4.2 A party wishing to establish a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. A concurrence is effective from the date that IATA notifies all other parties of it in writing.

10.4.3 Each party warrants that it shall not issue any Tickets or EMDs for transportation over any other party, unless:

10.4.3.1 a valid concurrence is in place with that party and each other relevant party to the ticketed transportation; or

10.4.3.2 such transportation is provided for by a separate agreement.

10.4.4. Parties that have established a concurrence between each other may separately agree to follow different processes, or to amend any terms of this Agreement, as between them, in their discretion.

10.5 WITHDRAWING A CONCURRENCE

10.5.1 A party wishing to withdraw from a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. Such a withdrawal is effective on the date specified by IATA when notifying all other parties of this withdrawal and such notification will be issued with a minimum of 7 days prior notice.

10.5.2 Upon the effective date of the withdrawal of a concurrence, each party agrees not to issue any Tickets or EMDs for transportation over the other party unless provided for by a separate agreement.

10.5.3 Any party may terminate a concurrence with immediate effect for commercial, operational or other reasons. The terminating party must provide written notice to the other party to withdraw from their concurrence with immediate effect. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to IATA, who shall circulate such notice (including the specific reasons stated therein) to all parties.

10.3 10.6 AMENDMENTS TO THE AGREEMENT

~~10.3.1 Thirty (30) days prior to the effective date of any amendment to this Agreement adopted by an IATA Traffic Conference, the IATA Head, Airline Distribution Standards shall mail to all parties hereto (including the participating airline and all parties concurring with participating airline), the text and effective date of the amendment by registered airmail. Each non-IATA party hereto shall then, in writing to the IATA Head, Airline Distribution Standards concur in or dissent from such amendment. If no reply is received from a party by the thirtieth (30th) day from the day of mailing, such party shall be deemed to have concurred in the amendment. Any party dissenting from the amendment shall be deemed to have withdrawn from the agreement on the date the amendment becomes effective. Immediately after the 30th day from the date of mailing, the IATA Head, Airline Distribution Standards shall notify all parties hereto of any parties dissenting from the amendment.~~

~~10.3.2 Upon the effective date of the amendment, the latter shall become binding between all parties that have concurred in the amendments as above provided.~~

10.6.1 This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all parties of such changes in writing. Unless any parties notify IATA of their withdrawal from this Agreement under Article 10.4, all parties shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all parties.

10.4 WITHDRAWAL FROM THE AGREEMENT

10.4.1 Withdrawal by Thirty Day Notice

~~10.4.1.1 A party hereto may withdraw from this Agreement either with respect to all the parties or with respect to a designated party, by giving thirty (30) days written notice of such withdrawal to the designated party and to the IATA Head, Airline Distribution Standards, who shall forthwith circulate such information to all the parties hereto; in the latter alternative the agreement shall continue in force between the party giving such notice and all parties hereto except such designated party.~~

~~10.4.1.2 A party hereto that ceases to operate all of its scheduled services for thirty (30) or more days (other than due to a strike) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto, effective thirty (30) days after written notice of such cessation is circulated by the IATA Head, Airline Distribution Standards to all parties hereto.~~

~~10.4.1.3 In the event a party hereto or the IATA Secretariat has reason to believe that a party hereto has ceased to operate scheduled services for thirty (30) days or more (other than due to a strike), IATA Head, Airline Distribution Standards may, by registered letter, request such party to confirm that it is still operating scheduled services. No more than sixty (60) days after dispatch of such registered letter the IATA Head, Airline Distribution Standards shall circulate any reply received. If such reply is negative or if no reply is received, the party(ies) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto effective upon expiration of sixty (60) days as specified above.~~

10.4.2 Withdrawal with Immediate Effect

~~10.4.2.1 Notwithstanding 10.4.1, if any party hereto becomes insolvent, suspends payments or fails to meet its contractual obligations, or has become involved, voluntarily or involuntarily, in proceedings declaring or to declare it bankrupt or for commercial, operational or other reason(s), any other party hereto may by written notice to such party, with immediate effectiveness, withdraw from this Agreement with respect to the party notified. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to the IATA Head, Airline Distribution Standards, who shall circulate such notice (including the specific reasons stated therein) to all the parties hereto. Any other party may thereafter advise the IATA Head, Airline Distribution Standards in writing of its withdrawal with respect to the party notified, effective immediately. The IATA Head, Airline Distribution Standards shall circulate this information to all parties.~~

~~10.4.2.2 Notwithstanding 10.3.1, if any party ceases to operate all of its scheduled services (other than due to a strike) any other party hereto may submit to such party written notice of withdrawal, with immediate effectiveness, from the Agreement with respect to such party; in that event, such other party shall simultaneously submit details of such withdrawal to the IATA Head, Airline Distribution Standards, who shall circulate such information to all parties hereto.~~

~~10.3~~ 10.7 Prior Obligations

~~Withdrawal from this Agreement, or from a concurrence with any other party. Such withdrawal~~ does not relieve any of ~~the parties party~~ from obligations or liabilities incurred ~~hereunder~~ before the date of effectiveness of such withdrawal. Specifically, any Tickets or EMDs issued by either party for flights operated by any other party shall be honored by such other party or parties as ticketed.

~~10.5~~ 10.8 ANNUAL FEE

~~10.5.1 Each Participating Airline agrees to pay an annual subscription fee in an amount to be determined by the IATA Head, Airline Distribution Standards. This amount is to cover administrative expenses. and one copy of the following (plus amendments thereto), and any other IATA publications as may be determined by the IATA Head, Airline Distribution Standards:~~

~~IATA Multilateral Interline Traffic Agreements Manual;~~

~~IATA Passenger and/or Cargo Services Conference Resolutions Manual;~~

~~IATA Airline Coding Directory;~~

~~10.5.2 Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such participating airline Participating Airline from this Agreement, effective thirty (30) days after notice thereof by the IATA Head, Airline Distribution Standards.~~

~~10.6~~ 10.9 EXECUTION ~~HEREOF~~ AS AN AGREEMENT

~~This Agreement may be executed in any number of counterparts, all of which shall be taken to constitute one original instrument. Such counterparts shall be deposited with the IATA Head, Airline Distribution Standards.~~

This Agreement may be executed by signing a counterpart and depositing it with IATA, through means of an electronic platform or such other procedure that IATA may prescribe from time to time. The parties agree that an electronic signature, recorded and transmitted in a durable format and accompanied by particulars of date, time and place of execution shall be accorded the same force and effect as a physical signature. An electronic signature is agreed to mean any electronic sound, symbol, or process attached to or logically associated with a counterpart and executed and adopted by a party with the intent to sign such counterpart. All counterparts shall be taken to constitute one original instrument.

(Name of Airline)
By (Signature)
(Typed or Printed Name of Signer)
(Title or Capacity)
-
(Witness)
(Date)

Attachment C_B4.2.1a/P

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RECOMMENDED PRACTICE 1780e

IATA Intermodal Interline Traffic Agreement—Passenger

PSC(40)(42)1780e	Expiry: Indefinite Type: B
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RECOMMENDED that:

WHEREAS, the parties ~~hereto~~ operate transportation services and desire to enter into arrangements under which one party may sell transportation over the routes of the other,

WHEREAS, Interline transportation is authorized on the basis of a system of concurrences between the Parties:

NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties agree as follows:

Note:

If the parties wish to include the intermodal transfer of ~~passengers'~~ Passengers' ~~baggage~~ Baggage, this will be covered by Annex A ~~hereto~~.

Article 1—Definitions

[Note: The proposed changes to this Definitions section effect the order in which the definitions should appear. The definitions will be re-ordered to following correct alphabetical order and will be renumbered. These changes have not been made below to assist in reviewing the proposal, but will be made at time of publication.]

For the purpose of this Agreement, the following definitions will apply:

1.1 "~~AIRLINE~~, DELIVERING ~~AIRLINE~~" is a ~~carrying airline~~ Carrying Airline over whose routes a ~~passenger~~ Passenger is transported or is to be transported to or from a ~~connecting~~ Connecting or ~~stopover~~ Stopover point

1.2 "~~AIRLINE~~, ISSUING ~~AIRLINE~~" is an airline which issues a ~~ticket~~ Ticket, or electronic miscellaneous document for transportation over the routes of ~~another party(ies)~~ one or more parties to this Agreement.

1.3 "~~AIRLINE~~, ORIGINATING ~~AIRLINE~~" is an airline upon whose services the interline transportation of a passenger either commences at the original place of departure or continues from place of ~~stopover~~ Stopover.

1.4 "CONNECTING POINT" means an intermediate point in an itinerary at which the ~~passenger~~ Passenger transfers from one transportation service and boards another transportation service either on the same company, or at which he transfers from the services of one transportation provider to the services on another transportation provider for continuation of the journey.

1.5 "~~ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)~~" is an electronic miscellaneous document corresponding to the form described in the applicable IATA and A4A Resolutions and Recommended Practices, issued by an issuing airline ~~which~~ that provides for the issuance of ticket(s) and/or other services in exchange for such order.

1.6 "IATA" means International Air Transport Association.

1.7 "PARTY" is any party to this Agreement.

1.8 "PASSENGER" is a person to whom a ~~ticket~~ Ticket covering through transportation over the services of two or more parties ~~hereto~~ has been issued.

1.9 "SALE" is the issuance of a ticket ~~or EMD~~.

1.10 "STOPOVER", equivalent to a break of journey, means a deliberate interruption of a journey by the ~~passenger~~ Passenger, agreed to in advance by the transportation provider, at a point between the place of departure and the place of destination.

1.11 "TARIFFS" are the published fares, charges and ~~for~~ related conditions of carriage of a party.

1.12 "TICKET" is the ticket described in the applicable IATA Resolutions and Recommended Practices (or A4A Resolutions where the A4A rules apply), issued by or on behalf of an Issuing Airline and including the "Conditions of Contract and Other Important Notices" as set forth in Resolution 724.

1.13 "CARRYING TRANSPORTATION PROVIDER, ~~CARRYING~~" is the transportation provider over whose routes a ~~passenger~~ Passenger is transported or is to be transported.

1.14 "PARTICIPATING TRANSPORTATION PROVIDER, ~~PARTICIPATING~~" is a company which has agreed to accept ~~passengers~~ Passengers for interline transportation pursuant to this agreement but not to issue ~~tickets~~ Tickets or ~~EMDs~~ for interline transportation pursuant to this agreement.

1.15 "RECEIVING TRANSPORTATION PROVIDER, ~~RECEIVING~~" is a company over whose routes the interline transportation of a ~~passenger~~ Passenger is performed to or from a ~~connecting~~ Connecting or ~~stopover~~ Stopover point Point.

Article 2—Issuance of Tickets ~~and EMDs~~

2.1 ISSUANCE

2.1.1 ~~Subject to Article 8.4 the Issuing Airline. The airlines~~ will be able to issue tickets over the surface transportation provider (but not the other way around). The ~~issuing airline~~ Issuing Airline is hereby authorised to issue or complete:

2.1.1.1 ~~tickets, or EMDs exchangeable for tickets,~~ Tickets for transportation of ~~passengers~~ Passengers by parties,

2.1.1.2 all other documents necessary or appropriate for such transportation;

all in the form approved by, and in accordance with the ~~tariffs~~ Tariffs and the terms, provisions, and conditions of the ~~tickets~~ Tickets, and other documents of the party over whose routes the ~~passenger~~ Passenger is to be carried. No ~~ticket~~ Ticket or ~~EMD~~ will be issued or completed providing for space on a particular transportation service unless an advance reservation (booking) ~~shall have~~ has been made for the transportation (when required), and the ~~issuing airline~~ Issuing Airline shall have received payment of the total charges payable therefore in accordance with such ~~tariffs~~ Tariffs or shall have made arrangements satisfactory to the ~~participating transportation provider~~ Participating Transportation Provider for the collection of such charges.

2.1.2 ~~Upon withdrawal from this Agreement, the issuing airline agrees not to issue, sell or use any tickets or EMDs after the effective date of such withdrawal, for transportation over the other party hereto, except as may be provided for under a bilateral interline agreement between the parties.~~

2.2 ACCEPTANCE

2.2.1 ~~Subject to Article 8.4, The participating transportation provider~~ Participating Transportation Provider agrees to accept each such ~~ticket~~ Ticket, and to honour each ~~EMD~~ issued by the ~~issuing airline~~ Issuing Airline and to transport ~~passengers~~ Passengers as specified therein, subject to its applicable ~~tariffs~~ Tariffs and subject to the terms of this ~~agreement~~ Agreement ~~and applicable regulations and clearance procedures of the IATA Clearing House if payment is to be made through the clearing house system.~~

2.2.2 Flight and/or transportation coupons shall be honoured in sequence.

2.3 ~~FURNISHING OF TARIFFS, ETC. SCHEDULES, FARES AND PRICING AUTOMATION DATA~~

~~The participating transportation provider shall furnish to the issuing airline the tariffs and other information necessary for the sale, as contemplated hereunder, of the transportation services currently being offered by it. In case any schedule, tariff, accountable document(s) of any party hereto relating to transportation over its lines, shall be modified or amended at any time, or in case any service of any such party shall be suspended, modified or cancelled, such party will notify each other party as far in advance as practicable, of the effective date of any such modification, amendment, suspension or cancellation.~~

~~In the interest of ensuring the widest possible collection and dissemination of accurate schedule information throughout the airline industry, each party is requested to furnish, or arrange to furnish, their schedule and schedule change information following SSIM formats. It is recommended that at least 360 days of advance schedules data, including Minimum Connect Time data, should be distributed on an equal basis to all schedules aggregators, reservations and ticketing systems in which a carrier participates, to maximise the efficiencies of such systems.~~

2.3.1 Each party shall publish to the relevant data aggregators accurate and current schedule, fare, and pricing automation data for all services to be sold under this Agreement.

2.3.2 Each party shall ensure that all distribution systems involved in the sale of services under this Agreement have access to all data described in 2.3.1 where such systems do not already have access through data aggregators.

2.3.3 Each party shall take into consideration Recommended Practice 1780a when determining the types of data that require publication.

2.4 MINIMUM VALID FARES AND CHARGES

~~The Issuing Airline shall not issue tickets, or EMDs covering interline transportation at less than the applicable fares or charges for the transportation covered by such ticket or EMD. The applicable fares or charges for the transportation covered by such ticket or EMD shall be bilaterally negotiated between the parties to this Agreement.~~

Tickets or EMDs issued by each party including services of another party must be issued using valid fares and charges.

Article 3—Claims and Indemnities

3.1 GENERAL INDEMNITY

3.1.1 Each party ~~hereto~~ agrees to hold harmless and indemnify each other from all claims, demands, costs, expenses and liability arising from or in connection with the death of or injury to a ~~passenger~~ Passenger, or ~~the loss~~ Loss, ~~damage~~ Damage to or ~~delay~~ Delay of ~~baggage~~ Baggage incurred while such ~~passenger~~ Passenger or ~~baggage~~ Baggage is, pursuant to this Agreement, being transported by, or under the control or in the custody of such party.

3.2 INDEMNITY DUE TO DOCUMENTATION

3.2.1 The ~~issuing airline~~ Issuing Airline indemnifies the ~~carrying transportation provider~~ Carrying Transportation Provider, its officers, employees and agents from and against all claims, demands, costs, expenses and liabilities arising from the improper issue of accountable documents effected by the ~~issuing airline~~ Issuing Airline.

3.2.2 The ~~carrying transportation provider~~ Carrying Transportation Provider, as principal, indemnifies the ~~issuing airline~~ Issuing Airline, including its officers, employees or agents, as agent, from and against all claims, demands, costs, expenses and liabilities arising from the ~~carrying transportation provider's~~ Carrying Transportation Provider's provision of or failure to provide carriage pursuant to any ~~ticket~~ Ticket or EMD properly issued, completed or delivered by the ~~issuing airline~~ Issuing Airline, provided however no such indemnity shall apply in the event of termination of the ~~issuing airline's~~ Issuing Airline's rights hereunder due to said airline's involvement in proceedings declaring it insolvent, bankrupt or seeking relief under applicable bankruptcy or insolvency laws, ~~pursuant to 8.4.2 hereof~~.

Article 4—Interline Service Charge

4.1 RATE OF INTERLINE SERVICE CHARGE

4.1 No interline service charge shall be paid to the issuing airline for any sale made pursuant to this Agreement except such interline service charge the parties hereto may bilaterally agree.

4.2 CANCELLATION OR NON-USE

~~If the participating transportation provider or the passenger (or purchaser of a ticket, or EMD) for any reason cancels any booking or does not use all or any portion of the transportation specified, neither the issuing airline nor its Agent shall claim or withhold any interline service charge for the sale of transportation so cancelled or unused.~~

~~4.3 COLLECTED AND PAID OVER~~

~~No interline service charge or other compensation shall be payable to the issuing airline in respect of sums not actually collected and paid over by it to the participating transportation provider, as evidenced by accountable document(s) issued by the issuing airline, or with respect to sums which shall be refunded, except as otherwise specifically authorised by the carrying transportation provider.~~

Interline service charge billing will occur as described in the Revenue Accounting Manual, by deduction from billing values prior to settlement. No interline service charge shall be payable on any Tickets or EMDs where an interline billing does not occur due to refund, cancellation or non-use.

Article 5—~~General~~ Legal, Regulatory and Dispute Resolution

5.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

On issuing or completing ~~tickets~~ Tickets or EMDs for transportation over the routes of other parties ~~hereto~~, the issuing airline shall be deemed to act only as an Agent of the ~~participating transportation provider~~ Participating Transportation Provider.

5.2 AGENTS OF A PARTY

Any act which a party is authorised or permitted by this Agreement to take may be taken through an ~~Agent~~ agent of that party.

5.3 REPRESENTATIONS

Each participating transportation provider agrees not to make any representations with regard to ~~tickets~~ Tickets or ~~EMDs~~ of any other party ~~hereto~~, or of the journey for which ~~the same shall be these are~~ sold or issued, except those representations specifically authorised by ~~such the~~ other party.

~~5.4 GENERAL AGENTS~~

~~Whenever a sale by the issuing airline is made in the territory of a General Agent or General Sales Agent of a carrying transportation provider, the reservation and sale shall be handled in accordance with arrangements made between the parties hereto. Each party will advise each other party from time to time of the names and addresses of all General Agents or General Sales Agents of such party located in the area where such other party has an office(s) for the sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.~~

~~5.5~~ 5.4 CHANGE OF LOCATION/OWNERSHIP

Each party shall notify IATA's ~~Head, Airline Distribution Standards~~ of any changes of principal place of business, or of any major change of ownership.

~~5.6~~ 5.5 AIRLINE DESIGNATOR

Each participating transportation provider shall have an official designator established in accordance with Resolution 762 and it shall adhere to the provisions of that resolution. If at the time of application to become a party to this Agreement, the ~~participating transportation provider~~ Participating Transportation Provider has not been assigned a designator, such ~~participating transportation provider~~ Participating Transportation Provider shall request the designator at the same time as making the application to become a party hereto.

~~5.7~~ 5.6 PASSENGERS WITH REDUCED MOBILITY

In the acceptance and carriage of ~~passengers~~ Passengers with reduced mobility, each party based outside the U.S. or Canada should adhere to the provisions of Resolution 700.

~~5.8 CODE SHARING~~

~~If any party holds out, by means of a code or otherwise, that it is providing transportation, and such transportation is provided by another transportation provider which is not a party to this Agreement, the transportation provider which is a party to this Agreement shall be bound by the terms of this Agreement as if it had provided the transportation.~~

~~5.9~~ 5.7 DATA PROTECTION AND PRIVACY LAWS

Each party shall comply with all applicable data protection and privacy laws, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) where it applies. Each party shall ensure it observes its obligations regarding technical and organizational measures for the security of personal data, appropriate consent, if required, and the transfer and use of personal data. The Issuing Airline shall ensure passengers are provided with relevant information about the transfer of personal data to each Carrying Airline, including the provision of notice that personal data will be processed by such carriers as more fully described in each carrier's applicable privacy policy. Such notice may be given by reference to a website address (Uniform Resource Locator) as specified in the IATA Resolutions. The parties may agree, by supplemental instrument in writing, to further define the data protection and privacy provisions applicable between them. Where such an instrument is concluded, it shall be incorporated by reference and have force under this Agreement.

5.8 ARBITRATION

Any dispute or claim concerning the scope, meaning, construction or effect of this Agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgement on the award rendered may be entered in any court having jurisdiction thereof.

5.8.1 If the parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the parties or, at their request, by the IATA Director General.

5.8.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two parties involved in the dispute each party shall appoint one of the three arbitrators; should either party fail to appoint its arbitrator such appointment shall be made by the IATA Director General. Should more than two parties be involved in the dispute they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chair man. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.

5.8.3 The IATA Director General may, at the request of any party concerned, fix any time limit he finds appropriate within which the parties, or the arbitrators appointed by the parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.

5.8.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.

5.5.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).

5.8.6 The award shall be final and conclusively binding upon the parties.

Article 6—General

6.1 CODE SHARING

If any party advertises, by means of industry accepted methods (including publication in a CRS, internal reservation system, or publicly available timetable), that it is providing transportation, that is instead provided by a non-party to this Agreement, the advertising party shall be bound by the terms of this Agreement, as if it had provided the transportation.

6.2 GENERAL AGENTS AND GENERAL SALES AGENTS

When a Sale by an Issuing Airline is made in the territory of a General Agent or General Sales Agent of a Carrying Airline, the reservation and Sale shall be handled in accordance with arrangements made between parties. Each party will advise each other party from time to time of the names and addresses of all General Agents or General Sales Agents of such party

located in the area where such other party has an office(s) for the Sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.

~~Article 6~~ Article 7—Interline Billing and Settlement

~~6.1 PAYMENT OF TRANSPORTATION CHARGES~~

~~7.1 The Each~~ Issuing Airline agrees to pay to the ~~participating transportation provider~~ Participating Transportation Provider the transportation charges applicable to the transportation performed by such the ~~participating transportation provider~~ Participating Transportation Provider and any additional transportation or non-transportation charges collected by the ~~issuing airline~~ Issuing Airline for the payment of which the ~~participating transportation provider~~ Participating Transportation Provider is responsible, ~~in accordance with applicable regulations and current clearance procedures of the IATA Clearing House, unless otherwise agreed by the issuing airline and the participating transportation provider.~~

~~6.2 BILLING AND SETTLEMENT~~

~~7.2~~ ~~6.2.4~~ Billing of amounts payable pursuant to this Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual ~~as amended from time to time,~~ and the Manual of Regulations and Procedures of the IATA Clearing House. unless otherwise agreed by the issuing airline and the participating transportation provider.

~~6.2.2 Unless otherwise agreed, settlements of amounts payable pursuant to this Agreement between parties that are members of the IATA Clearing House shall be in accordance with the Manual of Regulations and Procedures of the IATA Clearing House.~~

~~7.3~~ ~~6.2.3~~ Except as may otherwise be provided in other agreements, rules or regulations, the The right to payment hereunder arises at the time such services are rendered by a party ~~hereto~~ or its agent.

~~6.2.4 Except as provided in 6.2.5, settlements of transactions arising under the terms of this Agreement involving a party that is not a member of the Airline Clearing House or IATA Clearing House shall be in accordance with the following procedures:~~

~~6.2.4.1 settlements shall be made monthly;~~

~~6.2.4.2 each participating transportation provider shall issue a monthly statement of invoices and credit notes rendered by it. The monthly statements shall be dispatched promptly but in any case not later than twenty-five (25) days after the end of the billing month;~~

~~6.2.4.3 settlement shall be effected promptly after the monthly statements are exchanged by offset of balances and cash payment of the net balance in the national currency of the net creditor.~~

~~6.2.5 Parties may expressly agree to settle transactions in a manner other than the procedure described in 6.2.4.1–6.2.4.3.~~

~~Article 7~~—Arbitration

~~Any dispute or claim concerning the scope, meaning, construction or effect of this agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgement on the award rendered may be entered in any court having jurisdiction thereof.~~

~~7.1 If the parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the parties or, at their request, by the IATA Director General.~~

~~7.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two parties involved in the dispute, each party shall appoint one of the three arbitrators; should either party fail to appoint its arbitrator, such appointment shall be made by the IATA Director General. Should more than two parties be involved in the dispute, they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chairman. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.~~

~~7.3 The IATA Director General may, at the request of any party concerned, fix any time limit he finds appropriate within which the parties, or the arbitrators appointed by the parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.~~

~~7.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.~~

~~7.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).~~

~~7.6 The award shall be final and conclusively binding upon the parties.~~

Article 8—Administrative Provisions

8.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement between the ~~participating transportation provider~~ Participating Transportation Provider and the ~~issuing airline~~ Issuing Airline concurring with it supersedes all previous interline traffic agreements pertaining to transportation of ~~passengers~~ Passengers between the ~~participating transportation provider~~ Participating Transportation Provider and the ~~issuing airline~~ Issuing Airline concurring with it.

~~8.2 APPLICATION TO BECOME A PARTY HERETO~~

~~8.2.1 Any airline which is a party to the IATA Multilateral Interline Traffic Agreement—Passenger (MITA), desiring to become an issuing airline in this Agreement, may become an issuing airline by making written application to IATA's Head, Airline Distribution Standards. The IATA's Head, Airline Distribution Standards will notify all other parties to this Agreement and the airline will become an issuing airline thirty days following such notification.~~

8.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

8.2.1 Any airline which is a party to the IATA Multilateral Interline Traffic Agreement—Passenger (MITA), desiring to become an Issuing Airline in this Agreement, shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as an Issuing Airline in this Agreement, the party shall remain a party to the IATA Multilateral Interline Traffic Agreement – Passenger.

8.2.2 Any other non-airline party desiring to become a Participating Transport Provider party to this Agreement shall make a written application to IATA in such form as IATA may prescribe from time to time.

8.2.3 An applicant becomes a party to this Agreement effective from the date that IATA notifies all other parties of this fact.

8.3 WITHDRAWAL FROM AGREEMENT

8.3.1 If any party to this Agreement no longer satisfies the requirements of Article 8.2, that party shall be deemed to have withdrawn from this Agreement with respect to all other parties, effective from the date IATA notifies all other parties of this fact.

8.3.2 If any party to this Agreement wishes to voluntarily withdraw from this agreement it shall provide written notice to IATA. Such a withdrawal becomes effective on the date specified by IATA when notifying all other parties of this fact and such notification will be issued with a minimum of 7 days prior notice.

8.3.3 Upon the effective date of the withdrawal from the Agreement, the party agrees not to issue any Tickets or EMDs for transportation over any other party unless provided for by a separate agreement.

8.4 CONCURRENCES

8.4.1 The parties agree that interline traffic under this Agreement is subject to a system of concurrences. In the absence of a valid concurrence between two parties, no issuance or transportation shall be authorized for the purpose of this Agreement.

8.4.2 A party wishing to establish a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. A concurrence is effective from the date that IATA notifies all other parties of it in writing.

8.4.3 The Issuing Airline warrants that it shall not issue any Tickets or EMDs for transportation over any other party, unless:

8.4.3.1 a valid concurrence is in place with that party and each other relevant party to the ticketed transportation; or

8.4.3.2 such transportation is provided for by a separate agreement.

8.4.4. Parties that have established a concurrence between each other may separately agree to follow different processes, or to amend any terms of this Agreement, as between them, in their discretion.

8.5 WITHDRAWING A CONCURRENCE

8.5.1 A party wishing to withdraw from a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. Such a withdrawal is effective on the date specified by IATA when notifying all other parties of this withdrawal and such notification will be issued with a minimum of 7 days prior notice. published.

8.5.2 Upon the effective date of the withdrawal of a concurrence, the Issuing Airline agrees not to issue any Tickets or EMDs for transportation over the other party unless provided for by a separate agreement.

~~8.2.2 Any transportation provider desiring to become a participating transportation provider in this Agreement may become such a participating transportation provider by making written application to IATA's Head, Airline Distribution Standards and completing the application form provided by him. The IATA Head, Airline Distribution Standards shall mail to each issuing airline a copy of such application on the first day of the month subsequent to the date on which the written application is received.~~

~~8.2.3 Each issuing airline desiring to participate with the applicant in this Agreement, shall send its concurrence to the IATA Head, Airline Distribution Standards, with a copy to the applicant.~~

~~8.2.4 Thirty (30) days after the date of the first notice, the IATA Head, Airline Distribution Standards shall mail to each Issuing Airline and the applicant to become a participating transportation provider, a second notice stating which issuing airlines have concurred with the applicant. On the thirtieth (30th) day after the date of such second notice, the applicant shall become a party, and this Agreement shall become binding between the applicant and all issuing airlines which have concurred with the applicant.~~

~~8.2.5 Any additional concurrence received after the mailing of the second notice, will be circulated to each issuing airline by the IATA Head, Airline Distribution Standards on the first day of the month subsequent to the date on which the concurrence were received. On the thirtieth (30th) day after the date of the notice of additional concurrence, this Agreement shall become binding between the applicant and the additional issuing airlines which have concurred with the applicant.~~

~~8.2.6 The concurrence procedures outlined above may be expedited in the following manner. An issuing airline shall notify a participating transportation provider of its intent to concur on an expedited basis, by email addressed to mita@iata.org with a copy to the IATA Head, Airline Distribution Standards. If no objection is received from the Participating transportation provider, the concurrence shall be deemed to be effective ten (10) days after the dispatch of the email addressed to mita@iata.org. The IATA Head, Airline Distribution Standards will circulate a list of expedited concurrence in the regular transmittals.~~

8.6 ~~8.3~~ AMENDMENTS TO THE AGREEMENT

~~8.3.1 Thirty (30) days prior to the effective date of any amendment to this Agreement adopted by an IATA Traffic Conference, the IATA Head, Airline Distribution Standards shall mail to all parties hereto (including the participating transportation provider and all parties concurring with participating transportation provider), the text and effective date of the amendment by registered airmail. Each non-IATA party hereto shall then, in writing to the IATA Head, Airline Distribution Standards concur in or dissent from such amendment. If no reply is received from a party by the thirtieth (30th) day from the day of mailing, such party shall be deemed to have concurred in the amendment. Any party dissenting from the amendment shall be deemed to have withdrawn from the agreement on the date the amendment becomes effective. Immediately after~~

~~the 30th day from the date of mailing, the IATA Head, Airline Distribution Standards shall notify all parties hereto of any parties dissenting from the amendment.~~

This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all parties of such changes in writing. Unless any parties notify IATA of their withdrawal from this agreement under Article 8.4, all parties shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all parties.

~~8.3.2 Upon the effective date of the amendment, the latter shall become binding between all parties that have concurred in the amendments as above provided.~~

8.4 WITHDRAWAL FROM THE AGREEMENT

8.4.1 Withdrawal by Thirty Day Notice

~~8.4.1.1 A party hereto may withdraw from this Agreement either with respect to all the parties or with respect to a designated party, by giving thirty (30) days written notice of such withdrawal to the designated party and to the IATA Head, Airline Distribution Standards, who shall forthwith circulate such information to all the parties hereto; in the latter alternative the agreement shall continue in force between the party giving such notice and all parties hereto except such designated party.~~

~~8.4.1.2 A party hereto that ceases to operate all of its transportation services for thirty (30) or more days (other than due to a strike) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto, effective thirty (30) days after written notice of such cessation is circulated by the IATA Head, Airline Distribution Standards to all parties hereto.~~

~~8.4.1.3 In the event a party hereto or the IATA Secretariat has reason to believe that a party hereto has ceased to operate transportation services for thirty (30) days or more (other than due to a strike), IATA Head, Airline Distribution Standards may, by registered letter, request such party to confirm that it is still operating transportation services. No more than sixty (60) days after dispatch of such registered letter the IATA Head, Airline Distribution Standards shall circulate any reply received. If such reply is negative or if no reply is received, the party(ies) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto effective upon expiration of sixty (60) days as specified above.~~

8.4.2 Withdrawal with Immediate Effect

~~8.4.2.1 Notwithstanding 8.4.1, if any party hereto becomes insolvent, suspends payments or fails to meet its contractual obligations, or has become involved, voluntarily or involuntarily, in proceedings declaring or to declare it bankrupt or for commercial, operational or other reason(s), any other party hereto may by written notice to such party, with immediate effectiveness, withdraw from this Agreement with respect to the party notified. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to the IATA Head, Airline Distribution Standards, who shall circulate such notice (including the specific reasons stated therein) to all the parties hereto. Any other party may thereafter advise the IATA Head, Airline Distribution Standards in writing of its withdrawal with respect to the party notified, effective immediately. The IATA Head, Airline Distribution Standards shall circulate this information to all parties.~~

~~8.4.2.2 Notwithstanding 8.3.1, if any party ceases to operate all of its transportation services (other than due to a strike) any other party hereto may submit to such party written notice of withdrawal, with immediate effectiveness, from the Agreement with respect to such party; in that event, such other party shall simultaneously submit details of such withdrawal to the IATA Head, Airline Distribution Standards, who shall circulate such information to all parties hereto.~~

8.7 ~~8.4.3~~ Prior Obligations

Withdrawal from this Agreement, or from a concurrence with any other party ~~Such withdrawal~~ does not relieve any of the parties party from obligations or liabilities incurred ~~hereunder~~ before the date of effectiveness of such withdrawal. Specifically, any Tickets or EMDs issued by either party for flights operated by any other party shall be honored by such other party or parties as ticketed.

~~8.5~~ 8.8 ANNUAL FEE

~~8.5.1-8.8.1~~ Each party agrees to pay an annual subscription fee in an amount to be determined by ~~the IATA Head, Airline Distribution Standards~~. This amount is to cover administrative expenses, ~~and one copy of the following (plus amendments thereto), and any other IATA publications as may be determined by the IATA Head, Airline Distribution Standards:~~

~~IATA Multilateral Interline Traffic Agreements Manual;~~

~~IATA Passenger Standards Conference Manual;~~

~~IATA Airline Coding Directory;~~

~~8.5.2-8.8.2~~ Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such participating transportation provider from this Agreement, effective thirty (30) days after notice thereof by ~~the IATA Head, Airline Distribution Standards~~.

~~8.6-8.7~~ EXECUTION ~~HEREOF~~ AS AN AGREEMENT

~~This Agreement may be executed in any number of counterparts, all of which shall be taken to constitute one original instrument. Such counterparts shall be deposited with the IATA Head, Airline Distribution Standards.~~

~~This Agreement may be executed by signing a counterpart and depositing it with IATA, through means of an electronic platform or such other procedure that IATA may prescribe from time to time. The parties agree that an electronic signature, recorded and transmitted in a durable format and accompanied by particulars of date, time and place of execution shall be accorded the same force and effect as a physical signature. An electronic signature is agreed to mean any electronic sound, symbol, or process attached to or logically associated with a counterpart and executed and adopted by a party with the intent to sign such counterpart. All counterparts shall be taken to constitute one original instrument.~~

(Name of Participating Transportation Provider)
By (Signature)
(Typed or Printed Name of Signer)
(Title or Capacity)
(Address)
(Address)
-
(Witness)
(Date)

RECOMMENDED PRACTICE 1780e Annex 'A'

IATA INTERMODAL BAGGAGE AGREEMENT—CITY TERMINALS

WHEREAS RP 1780e provides guidelines for intermodal ticketing and passenger handling,

WHEREAS, Interline transportation is authorized on the basis of a system of concurrences between the Parties:

RECOMMENDED that:

At airports where intermodal transportation provides links to city terminal(s) where custom facilities are available, the following guidelines be used for handling baggage on journeys for which the ticket may not include the surface transportation at the time of ticket issuance.

Article 1—Definitions

[Note: The proposed changes to this Definitions section effect the order in which the definitions should appear. The definitions will be re-ordered to following correct alphabetical order and will be renumbered. These changes have not been made below to assist in reviewing the proposal, but will be made at time of publication.]

For the purposes of this Recommended Practice, the following definitions will apply:

- 1.1** "DELIVERING AIRLINE, DELIVERING" is a ~~carrying airline~~ Carrying Airline over whose routes a ~~passenger~~ Passenger is transported or is to be transported to an airport offering surface transportation to a city terminal.
- 1.2** "ISSUING AIRLINE, ISSUING" is an airline which issues a baggage tag for transportation over the routes of a surface transportation provider operating airport to city terminal service.
- 1.3** "ORIGINATING AIRLINE, ORIGINATING" is an airline upon whose services the interline transportation of a ~~passenger~~ Passenger either commences at the original place of departure or continues from place of ~~stopover~~ Stopover.
- 1.4** "BAGGAGE" means the property of a ~~passenger~~ Passenger, carried in connection with an intermodal trip to a city terminal.
- 1.5** "CHECKED BAGGAGE, CHECKED" means ~~baggage~~ Baggage placed in the care and custody of an airline, for which that airline has issued a ~~baggage tag~~ Baggage Tag for intermodal transportation to a city terminal.
- 1.6** "INTERMODAL BAGGAGE, INTERMODAL" means ~~checked baggage~~ Checked Baggage to be transported over the lines of a carrier and surface transportation provider.
- 1.7** "INTERMODAL BAGGAGE TAG, INTERMODAL" is the tag form shown in Resolution 740 and issued by the ~~originating airline~~ Originating Airline for the identification of through ~~checked~~ Checked intermodal baggage Intermodal Baggage.
- 1.8** "CLAIM" is a written demand for compensation, prepared and signed by or on behalf of the ~~passenger~~ Passenger, and in the case of ~~baggage~~ Baggage, containing an itemised list and value of goods for which compensation is being requested.
- 1.9** "DAMAGE" means physical damage to ~~baggage~~ Baggage and/or its contents.
- 1.10** "DELAY" means a piece (or pieces) of ~~baggage~~ Baggage ~~which that~~ fails to arrive at the city terminal of destination as the ~~passenger~~ Passenger, but is subsequently delivered.
- 1.11** "PARTICIPATING SURFACE TRANSPORTATION PROVIDER, PARTICIPATING" means a rail, ferry or bus providing service between an airport and a city terminal.

Article 2—Baggage Acceptance

2.1 Where a ~~passenger's~~ Passenger's final destination is a city terminal, the following procedures shall be used for intermodal carriage of such ~~passenger's~~ Passenger's baggage Baggage.

2.2 Each party hereto shall:

2.2.1 accept and transport over its services all ~~intermodal baggage~~ Intermodal Baggage as provided herein. Live animals shall not be checked as ~~intermodal baggage~~ Intermodal Baggage.

2.3 The ~~originating airline~~ Originating Airline, prior to transportation of ~~intermodal baggage~~ Intermodal Baggage on its services will:

2.3.1 ensure that ~~baggage~~ Baggage is adequately packed to permit safe carriage with ordinary care. If ~~baggage~~ Baggage has no family name and initials, the ~~passenger~~ Passenger shall affix such exterior identification to such ~~baggage~~ Baggage prior to acceptance;

2.3.2 record in the appropriate fields of the ~~ticket~~ Ticket, the number of pieces and the weight of ~~baggage~~ Baggage to be accepted as ~~checked baggage~~ Checked Baggage for the ~~passengers~~ Passengers;

2.3.3 issue for each piece of ~~baggage~~ Baggage a ~~baggage tag~~ Baggage Tag ;

2.3.4 indicate as the destination, the city terminal which is the ~~passenger's~~ Passenger's s final destination,

2.3.5 At the request of any airline delivering ~~intermodal baggage~~ Intermodal Baggage pursuant thereto, the receiving ~~surface transportation provider~~ Surface Transportation Provider will execute and deliver a signed receipt in a form to be agreed upon by the parties concerned. Additionally, any receiving ~~surface transportation provider~~ Surface Transportation Provider ~~intermodal baggage~~ Intermodal Baggage records will be accepted as proof of transfer or non transfer, provided that this is agreed by the ~~delivering airline~~ Delivering Airline and ~~surface transportation provider~~ Surface Transportation Provider .

Article 3—Mishandled Baggage

3.1 Where ~~baggage~~ Baggage fails to accompany an intermodal ~~passenger~~ Passenger the following procedures shall apply.

3.1.1 The ~~surface transportation provider~~ Surface Transportation Provider on which the ~~passenger~~ Passenger travelled to the city terminal and where the ~~passenger~~ Passenger is missing ~~baggage~~ Baggage , shall be responsible for tracing the missing ~~baggage~~ Baggage and for its delivery to the ~~passenger~~ Passenger in accordance with Resolution 743a. Nevertheless, at the request of the ~~passenger~~ Passenger, any ~~carrying airline~~ Carrying Airline shall establish the tracing status from the carrier to whom the loss was originally reported.

3.1.1.1 such party shall immediately initiate tracing for the missing ~~baggage~~ Baggage in accordance with agreed procedures provided that there is sufficient time to obtain and record the baggage and flight data required for tracing; and

3.1.1.2 informing the airline or surface transportation provider of the ~~baggage~~ Baggage missing at the city terminal and of the tracing initiated and its results; and

3.1.1.3 arranging for forwarding the missing ~~baggage~~ Baggage to the airline or surface transportation provider referred to in 3.1.1 for delivery to the ~~passenger~~ Passenger.

3.1.2 When the address to which the ~~baggage~~ Baggage is to be delivered is on the routing shown in the ~~ticket~~ Ticket each airline or ~~surface transportation provider~~ Surface Transportation Provider shall transport the ~~baggage~~ Baggage without charge in accordance with such routing.

3.1.3 When the address to which the ~~baggage~~ Baggage is to be delivered is not on the routing shown in the ~~ticket~~ Ticket the ~~baggage~~ Baggage shall be forwarded to the airport nearest such address, and, at the expense of the party responsible for the mishandling, re-forwarded from such point by appropriate transport means to the delivery address.

3.1.4 Mishandled ~~baggage~~ Baggage shall be forwarded without charge by the fastest possible means using the services of any Member, to the airport nearest to the ~~passenger's~~ Passenger's address. Forwarding of such expedite ~~baggage~~ Baggage should not be restricted nor delayed at an interline connecting point for security reasons provided:

3.1.4.1 it is identified by the ~~forwarding airline~~ Forwarding Airline that the bag was mishandled; or

3.1.4.2 it is established that a ~~claim~~ Claim for the bag has been made; or

3.1.4.3 it is electronically and/or physically screened.

Note: *Some governments may require Members to impose additional security controls.*

3.1.5 At its airport of destination expedite ~~baggage~~ Baggage shall be delivered to the ~~passenger~~ Passenger:

3.1.5.1 by the Member on whose flight the ~~passenger~~ Passenger had travelled to the final destination or point of ~~stopover~~ Stopover; or

3.1.5.2 in case that Member should not be represented at such place, by the Member on whose flight the expedite ~~baggage~~ Baggage arrived at such airport.

3.1.6 Delivery costs from such airport to the ~~passenger~~ Passenger may only be recharged to the party responsible for the mishandling by the ~~delivering carrier~~ Delivering Carrier or its contracted delivery company if they are in excess of US\$25 or its equivalent per delivery. In the case of 3.1.5.2, the party responsible for the mishandling shall be indicated in the box "Expense Of" on the expedite tag. When a Member delivers the ~~baggage~~ Baggage as handling agent for another Member (principal) any recharging of delivery costs by the handling agent to the principal shall not be governed by this Resolution. The amount recharged shall be supported by proof of the cost incurred, and by a copy of the PIR, or in the case of 3.1.5.2, by the original or a copy of the expedite tag.

3.1.7 Each party hereto agrees to assume responsibility for establishing procedures for tracing mishandled interline ~~baggage~~ Baggage and for the expedient processing and settlement of ~~claims~~ Claims. It is recommended that parties use the tracing procedures shown in Recommended Practice 1743a and make the relevant entries into an industry recognised computerised tracing system.

Article 4—Claims and Indemnities

4.1 GENERAL INDEMNITY

Each party ~~hereto~~ agrees to hold harmless and indemnify all other parties ~~hereto~~ from all claims, demands, costs, expenses and liability arising from or in connection with or the ~~loss~~ loss, ~~damage~~ Damage to or ~~delay~~ Delay of ~~baggage~~ Baggage incurred while such ~~baggage~~ Baggage is, pursuant to this Agreement, being transported by, or under the control or in the custody of such party.

4.2 INDEMNITY FOR BAGGAGE

Each party ~~hereto~~ shall indemnify and hold harmless all other parties ~~hereto~~, including their officers, employees or agents, against all claims, demands and liability for ~~loss~~ loss, ~~damage~~ Damage to or ~~delay~~ Delay of ~~baggage~~ Baggage, arising from its failure to discharge its obligations or responsibilities.

4.3 BAGGAGE CLAIMS

4.3.1 A party receiving a ~~baggage~~ Baggage ~~claim~~ Claim, and having participated in the carriage of the ~~passenger~~ Passenger, will process the claim to a conclusion, with the ~~passenger~~ Passenger, in accordance with the law of the country of settlement. Such settlement will then be reimbursed to the ~~settling carrier~~ Settling Airline.

4.3.2 When it is established in which airline or surface transportation provider's custody the mishandling (meaning ~~damage~~ Damage, ~~delay~~ Delay ~~loss~~ Loss or ~~pilferage~~ Pilferage) occurred, that airline or surface transportation provider will accept the claim settlement arising from such mishandling as incurred by the ~~settling carrier~~ Settling Airline.

4.3.3 When it is not established which airline or surface transportation provider is responsible (baggage transfer records do not count as proof of transfer/no transfer unless this is agreed on between the airlines or ~~surface transportation providers~~ Participating Surface Transportation Providers concerned), each party that participated in the carriage of the ~~passenger~~ Passenger shall share the ~~claim~~ Claim settlement on the basis to be agreed bilaterally between the parties.

Article 5—Location Identifiers

Location identifiers are assigned to city terminals under the provisions of Resolution 763.

~~Article 6—Application to Become a Party Hereto~~

~~**6.1.1** Any airline which is a party to the IATA Multilateral Interline Traffic Agreement—Passenger (MITA), desiring to become an issuing airline in this Agreement, may become an issuing airline by making written application to IATA's Head, Airline~~

~~Distribution Standards. The IATA's Head, Airline Distribution Standards will notify all other parties to this Agreement and the airline will become an issuing airline thirty days following such notification.~~

~~6.1.2 Any surface transportation provider desiring to become a participating surface transportation provider in this Agreement may become such a participating transportation provider by making written application to IATA's Head, Airline Distribution Standards and completing the application form provided by him. The IATA Head, Airline Distribution Standards shall mail to each issuing airline a copy of such application on the first day of the month subsequent to the date on which the written application is received.~~

~~6.1.3 Each issuing airline desiring to participate with the applicant in this Agreement, shall send its concurrence to the IATA Head, Airline Distribution Standards, with a copy to the applicant.~~

~~6.1.4 Thirty (30) days after the date of the first notice, the IATA Head, Airline Distribution Standards shall mail to each Issuing Airline and the applicant to become a participating surface transportation provider, a second notice stating which issuing airlines have concurred with the applicant. On the thirtieth (30th) day after the date of such second notice, the applicant shall become a party, and this Agreement shall become binding between the applicant and all issuing airlines which have concurred with the applicant.~~

~~6.1.5 Any additional concurrence received after the mailing of the second notice, will be circulated to each issuing airline by the IATA Head, Airline Distribution Standards on the first day of the month subsequent to the date on which the concurrence were received. On the thirtieth (30th) day after the date of the notice of additional concurrence, this Agreement shall become binding between the applicant and the additional issuing airlines which have concurred with the applicant.~~

~~6.1.6 The concurrence procedures outlined above may be expedited in the following manner. An issuing airline shall notify a participating surface transportation provider of its intent to concur on an expedited basis, by email addressed to mita@iata.org with a copy to the IATA Head, Airline Distribution Standards. If no objection is received from the Participating transportation provider, the concurrence shall be deemed to be effective ten (10) days after the dispatch of the email addressed to mita@iata.org. The IATA Head, Airline Distribution Standards will circulate a list of expedited concurrence in the regular transmittals.~~

~~Article 7—Amendments to the Agreement~~

~~7.1.1 Thirty (30) days prior to the effective date of any amendment to this Agreement adopted by an IATA Traffic Conference, the IATA Head, Airline Distribution Standards shall mail to all parties hereto (including the participating surface transportation provider and all parties concurring with participating transportation provider), the text and effective date of the amendment by registered airmail. Each non-IATA party hereto shall then, in writing to the IATA Head, Airline Distribution Standards concur in or dissent from such amendment. If no reply is received from a party by the thirtieth (30th) day from the day of mailing, such party shall be deemed to have concurred in the amendment. Any party dissenting from the amendment shall be deemed to have withdrawn from the agreement on the date the amendment becomes effective. Immediately after the 30th day from the date of mailing, the IATA Head, Airline Distribution Standards shall notify all parties hereto of any parties dissenting from the amendment.~~

~~7.1.2 Upon the effective date of the amendment, the latter shall become binding between all parties that have concurred in the amendments as above provided.~~

~~Article 8—Withdrawal from the Agreement~~

~~8.1 WITHDRAWAL BY THIRTY DAY NOTICE~~

~~8.1.1 A party hereto may withdraw from this Agreement either with respect to all the parties or with respect to a designated party, by giving thirty (30) days written notice of such withdrawal to the designated party and to the IATA Head, Airline Distribution Standards, who shall forthwith circulate such information to all the parties hereto; in the latter alternative the agreement shall continue in force between the party giving such notice and all parties hereto except such designated party.~~

~~A party hereto that ceases to operate all of its transportation services for thirty (30) or more days (other than due to a strike) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto, effective thirty (30) days after written notice of such cessation is circulated by the IATA Head, Airline Distribution Standards to all parties hereto.~~

~~8.1.3 In the event a party hereto or the IATA Secretariat has reason to believe that a party hereto has ceased to operate air or surface transportation services for thirty (30) days or more (other than due to a strike), IATA Head, Airline Distribution Standards may, by registered letter, request such party to confirm that it is still operating transportation services. No more than sixty (60) days after dispatch of such registered letter the IATA Head, Airline Distribution Standards shall circulate any reply received. If such reply is negative or if no reply is received, the party(ies) shall be deemed to have withdrawn from this Agreement with respect to all other parties hereto effective upon expiration of sixty (60) days as specified above.~~

8.2 WITHDRAWAL WITH IMMEDIATE EFFECT

~~8.2.1 If any party hereto becomes insolvent, suspends payments or fails to meet its contractual obligations, or has become involved, voluntarily or involuntarily, in proceedings declaring or to declare it bankrupt or for commercial, operational or other reason(s), any other party hereto may by written notice to such party, with immediate effectiveness, withdraw from this Agreement with respect to the party notified. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to the IATA Head, Airline Distribution Standards, who shall circulate such notice (including the specific reasons stated therein) to all the parties hereto. Any other party may thereafter advise the IATA Head, Airline Distribution Standards in writing of its withdrawal with respect to the party notified, effective immediately. The IATA Head, Airline Distribution Standards shall circulate this information to all parties.~~

~~8.2.2 if any party ceases to operate all of its transportation services (other than due to a strike) any other party hereto may submit to such party written notice of withdrawal, with immediate effectiveness, from the Agreement with respect to such party; in that event, such other party shall simultaneously submit details of such withdrawal to the IATA Head, Airline Distribution Standards, who shall circulate such information to all parties hereto.~~

8.3 PRIOR OBLIGATIONS

~~8.3.1 Such withdrawal does not relieve any of the parties from obligations or liabilities incurred hereunder before the date of effectiveness of such withdrawal.~~

Article 6—Administrative Provisions

6.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement between the Participating Transportation Provider and Issuing Airline concurring with it supersedes all previous agreements pertaining to Baggage transfer.

6.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

6.2.1 Any airline which is a party to the IATA Multilateral Interline Traffic Agreement—Passenger (MITA), desiring to become an Issuing Airline in this Agreement, shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as an Issuing Airline in this Agreement, the party shall remain a party to the IATA Multilateral Interline Traffic Agreement – Passenger.

6.2.2 Any other non-airline party desiring to become a Participating Transport Provider party to this Agreement shall make a written application to IATA in such form as IATA may prescribe from time to time.

6.2.3 An applicant becomes a party to this Agreement effective from the date that IATA notifies all other parties of this fact.

6.3 WITHDRAWAL FROM AGREEMENT

6.3.1 If any party to this Agreement no longer satisfies the requirements of Article 8.2, that party shall be deemed to have withdrawn from this Agreement with respect to all other parties, effective from the date IATA notifies all other parties of this fact.

6.3.2 If any party to this Agreement wishes to voluntarily withdraw from this agreement it shall provide written notice to IATA. Such a withdrawal becomes effective on the date specified by IATA when notifying all other parties of this fact and such notification will be issued with a minimum of 7 days prior notice.

6.4 CONCURRENCES

6.4.1 The parties agree that interline traffic under this Agreement is subject to a system of concurrences. In the absence of a valid concurrence between two parties, no transportation shall be authorized for the purpose of this Agreement.

6.4.2 A party wishing to establish a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. A concurrence is effective from the date that IATA notifies all other parties of it in writing.

6.4.3 The Issuing Airline warrants that it shall not issue any Tickets or EMDs for transportation over any other party, unless:

6.4.3.1 a valid concurrence is in place with that party and each other relevant party to the ticketed transportation; or

6.4.3.2 such transportation is provided for by a separate agreement.

6.4.4. Parties that have established a concurrence between each other may separately agree to follow different processes, or to amend any terms of this Agreement, as between them, in their discretion.

6.5 WITHDRAWING A CONCURRENCE

6.5.1 A party wishing to withdraw from a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. Such a withdrawal is effective on the date specified by IATA when notifying all other parties of this withdrawal and such notification will be issued with a minimum of 7 days prior notice.

6.5.2 Upon the effective date of the withdrawal of a concurrence, the Issuing Airline agrees not to issue any Tickets or EMDs for transportation over the other party unless provided for by a separate agreement.

6.5.3. Any party may terminate a concurrence with immediate effect for commercial, operational or other reasons. The terminating party must provide written notice to the other party to withdraw from their concurrence with immediate effect. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to IATA, who shall circulate such notice (including the specific reasons stated therein) to all parties.

6.6 AMENDMENTS TO THE AGREEMENT

This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all parties of such changes in writing. Unless any parties notify IATA of their withdrawal from this agreement under Article 8.4, all parties shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all parties.

-6.7 Prior Obligations

Withdrawal from this Agreement, or from a concurrence with any other party does not relieve any party from obligations or liabilities incurred before the date of effectiveness of such withdrawal. Specifically, any Tickets or EMDs issued by either party for flights operated by any other party shall be honored by such other party or parties as ticketed.

Article 9 — 6.8 Annual Fee

9.4 6.8.1 Each party agrees to pay an annual subscription fee in an amount to be determined by ~~the IATA Head, Airline Distribution Standards.~~ This amount is to cover administrative expenses ~~as may be determined by the IATA Head, Airline Distribution Standards.~~

9.2 6.8.2 Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such participating transportation provider from this Agreement, effective thirty (30) days after notice thereof by ~~the IATA Head, Airline Distribution Standards.~~

6.9 EXECUTION HEREOF AS AN AGREEMENT

~~This Agreement may be executed in any number of counterparts, all of which shall be taken to constitute one original instrument. Such counterparts shall be deposited with the IATA Head, Airline Distribution Standards.~~

This Agreement may be executed by signing a counterpart and depositing it with IATA, through means of an electronic platform or such other procedure that IATA may prescribe from time to time. The parties agree that an electronic signature, recorded and transmitted in a durable format and accompanied by particulars of date, time and place of execution shall be accorded the same force and effect as a physical signature. An electronic signature is agreed to mean any electronic sound, symbol, or process attached to or logically associated with a counterpart and executed and adopted by a party with the intent to sign such counterpart. All counterparts shall be taken to constitute one original instrument.

(Name of Participating Transportation Provider)
By (Signature)
(Typed or Printed Name of Signer)
(Title or Capacity)
(Address)
(Address)
-
(Witness)
(Date)

Attachment D_B4.2.1a/P

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RECOMMENDED PRACTICE 1780f

IATA Interline Traffic Agreement for Enhanced Distribution Capability—Passenger **and Baggage**

PSC(40) (41)(42)1780f	Expiry: Indefinite Type: B
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WHEREAS, the Parties ~~hereto~~ operate scheduled air transportation services and desire to enter into arrangements under which each Party may sell transportation over the routes of the others,
WHEREAS, the Parties ~~hereto~~ mutually desire to agree upon the terms and conditions relating to Passenger Interline carriage
~~the handling of Interline Baggage,~~
WHEREAS, Resolution 787 describes an enhanced distribution model allowing more real time dynamic interaction between Airlines,
WHEREAS, the Parties ~~hereto~~ mutually desire to enter into arrangements under which both Parties may use enhanced distribution capability to request flights and services from others, to obtain settlement values for such flights and services, and to sell such services on behalf of others,

WHEREAS, Interline transportation is authorized on the basis of a system of concurrences between the Parties;

NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the Parties agree as follows:

Article 1—Definitions

[Note: The proposed changes to this Definitions section effect the order in which the definitions should appear. The definitions will be re-ordered to following correct alphabetical order and will be renumbered. These changes have not been made below to assist in reviewing the proposal, but will be made at time of publication.]

For the purpose of this Agreement, the following definitions will apply:

“A4A” means Airlines for America.

“BAGGAGE” means the property, of a Passenger, carried in connection with the trip for which the Passenger has purchased a Ticket.

“CHECKED BAGGAGE, CHECKED” means Baggage placed in the care and custody of an Airline, for which that Airline has issued an Interline baggage tag Baggage Tag.

“CLAIM” is a written demand for compensation, prepared and signed by or on behalf of the Passenger, and in the case of Baggage, containing an itemized list and value of goods for which compensation is being requested.

“CLAIM PARTICIPATING AIRLINE” is an Offer Responsible Airline or Participating Offer Airline who shares in the settlement of a claim for the Passenger's Checked Baggage Checked Baggage.

“CLAIM RECEIVING AIRLINE” is an Offer Responsible Airline or Participating Offer who receives and processes the Passenger's written demand for compensation for lost, damaged or delayed Baggage.

“CONNECTING POINT” means an intermediate point in an itinerary at which the Passenger deplanes from one flight and boards another flight either on the same Airline, or at which he transfers from the flight of one Airline to a flight of another Airline for continuation of the journey.

“DAMAGE” means physical damage to ~~Baggage~~ Baggage and/or its contents.

"DELAY" means a piece (or pieces) of ~~Baggage~~ Baggage which that fails to arrive at the airport of destination on the same flight as the Passenger, but is subsequently delivered.

"~~AIRLINE~~, DELIVERING AIRLINE" is a ~~carrying Airline~~ Carrying Airline over whose routes a Passenger and his or her Baggage are transported or are to be transported from the point of origin or ~~Stopover~~ Stopover or a transfer point, to the next Interline ~~Connecting Point~~ Connecting Point.

"ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)" is the form described in IATA Resolutions 725f, and A4A Resolutions 20.63, issued by a Party ~~hereto~~ which provides for the issuance of Ticket(s) and/or other services in exchange for such order.

"IATA" means International Air Transport Association.

"~~BAGGAGE~~, INTERLINE BAGGAGE" means ~~Checked Baggage~~ Checked Baggage to be transported over the lines of two or more Parties ~~hereto~~.

"INTERLINE BAGGAGE TAG, ~~INTERLINE~~" is the tag form currently approved by the A4A and/or IATA for Interline use and issued by or on behalf of the ~~originating Airline~~ Originating Airline for the identification of through checked Interline Baggage..

"~~AIRLINE~~, ISSUING AIRLINE" is a Party ~~hereto~~ which issues a Ticket or EMD for transportation over the routes of ~~another Party(ies)~~ one or more Parties to this Agreement. This Airline is the Offer Responsible Airline, or an Airline engaged by them to issue documents on their behalf.

"LOSS" means a piece (or pieces) of Baggage which is irretrievably lost.

"MISHANDLED BAGGAGE" means Baggage to which ~~is damaged, delayed, lost or pilfered~~ Damage, Delay, Loss or Pilferage occurs.

"OFFER RESPONSIBLE AIRLINE" means the ~~Carrier~~ Carrier who returns a combined ~~offer~~ Offer to a customer, using enhanced distribution capability, of one or more flights or services in response to a request from a customer. Such a request may be initiated by an agent or any other entity authorized by the Airline

"ORDER" means a uniquely identified record containing details of all flights and/or services, together with specified terms and conditions, which have been offered by one Party and accepted by the other.

"~~AIRLINE~~, ORIGINATING AIRLINE" is a Party upon whose services the Interline transportation of a Passenger and his or her Baggage either commences at the original place of departure or continues from place of ~~stopover~~ Stopover.

"PARTICIPATING OFFER AIRLINE" means the Carrier who offers, using enhanced distribution capability, one or more flights and/or services in response to a request from another Airline.

"PASSENGER" is a person to whom a Ticket covering through transportation over the services of two or more Parties ~~hereto~~ has been issued.

"PILFERAGE/SHORTAGE" means where items are reported or known to be missing from a piece (or pieces) of Baggage.

"~~AIRLINE~~, RECEIVING AIRLINE" is a Party over whose routes the Interline transportation of a ~~Passenger~~ Passenger and his or her ~~Baggage~~ Baggage is continued from a ~~Connecting Point~~ Connecting Point.

"SALE" is the issuance of a Ticket ~~or EMD~~.

"SETTLING AIRLINE" means the Airline settling the ~~claim~~ Claim with the Passenger or other person acting on his/her behalf.

"SETTLEMENT VALUE" means a value proposed by a Participating Offer Airline and accepted by an Offer Responsible Airline for the provision of a flight or services.

"STOPOVER", equivalent to a break of journey, means a deliberate interruption of a journey by the Passenger, agreed to in advance by Airline, at a point between the place of departure and the place of destination.

"TICKET" is the Ticket described in the applicable IATA and A4A Resolutions and Recommended Practice, issued by or on behalf of an Issuing Airline and including the "Conditions of Contract and Other Important Notices" as set forth in Resolution 724.

Article 2—Issuance of Tickets ~~and EMDs~~

2.1 ISSUANCE

2.1.1 Subject to Article 10.4, each ~~Each~~ party ~~hereto~~ is hereby authorised to issue or complete:

2.1.1.1 ~~Tickets, or EMDs exchangeable for~~ Tickets for transportation of Passengers, all in the form approved by, and in accordance with the terms, provisions, and conditions of the Tickets, and of the Party over whose routes the Passenger is to be carried. No ~~Ticket or EMD~~ will be issued or completed providing for space on a particular flight unless an offer for the particular flights has been accepted and a confirmed Order is held for the transportation.

2.1.1.2 Subject to Article 10.4, each party is further authorized to issue any other document that may be used for the collection of Baggage charges where this is associated with the transportation described in 2.1.1.1, and where the form of this document is prescribed by an IATA Resolution or has been bilaterally agreed between the parties.

~~2.1.2 Upon withdrawal from this Agreement, a Party hereto agrees not to issue, sell or use any Tickets or EMDs after the effective date of such withdrawal, for transportation over any other Party hereto, except as may be provided for under a bilateral Interline agreement between the Parties.~~

2.2 ACCEPTANCE

2.2.1 Subject to Article 10.4, each ~~Each~~ Party agrees to accept each such Ticket, ~~and to honor each EMD~~ issued by any other Party ~~hereto~~ and to transport Passengers and Baggage as specified therein, subject to the conditions contained in the confirmed Order, and subject to the terms of this ~~agreement Agreement, and applicable regulations and clearance procedures of the IATA Clearing House.~~

2.2.2 Flight coupons shall be honored in sequence.

2.3 CHANGES TO TRAFFIC DOCUMENTS

The authority to perform any actions on ~~traffic~~ Traffic documents e.g. refund, exchange, resides solely with the Offer Responsible Airline, unless the Offer Responsible Airline permits other Parties to perform these actions on their behalf. In changing, reissuing or refunding any Ticket issued by other Parties ~~hereto~~, the Party taking such action shall observe the procedures of the applicable IATA Resolution(s) governing such matters, as well as any restrictions imposed by the ~~original issuing~~ Original Issuing Party.

2.4 INVOLUNTARY REROUTING

In case of involuntary rerouting, each Party ~~hereto~~ shall be bound by the provisions of Resolution 735d.

2.5 SUBSTITUTION OF AIRLINE

In the case where a Party ~~hereto~~ is the ~~receiving~~ Receiving Airline, it shall ensure that the substitution of it by another ~~receiving~~ Receiving Airline for any reason whatsoever is notified to the Passenger(s) affected as soon as possible, but no

later than the time of check-in, or boarding where no check-in is required, either by it or by that other ~~receiving~~ Receiving Airline.

Article 3—Interline Checking of Baggage

3.1 Where a Passenger's continuous journey involves connecting transportation on two or more flights, the following procedures shall be used for the Interline carriage of such Passenger's Baggage.

3.2 A connection between two scheduled flights, shall be deemed to exist when:

3.2.1 the ~~delivering~~ Delivering Airline's flight is scheduled to arrive at the ~~Connecting Point~~ Connecting Point and the ~~receiving~~ Receiving Airline's flight is scheduled to depart from the ~~Connecting Point~~ Connecting Point on the same day; or

3.2.2 the arrival of the ~~delivering~~ Delivering Airline's flight on one day and the ~~receiving~~ Receiving Airline's flight on the next day are within 12 hours, and the delivering Airline has clarified with the ~~passenger~~ Passenger that the ~~passenger~~ Passenger wants the ~~baggage~~ Baggage checked through.

3.3 Each Party ~~hereto~~ shall:

3.3.1 accept and transport over its services all ~~interline baggage~~ Interline Baggage as provided herein. ~~Live animals shall not be checked as Interline Baggage in accordance with the subsequent paragraphs unless all receiving Airline(s) have confirmed acceptance of the animal as Interline Baggage at the time the Order is confirmed and provided the animal is in a crate or container conforming to the IATA Live Animals Regulations;~~

3.3.2 endeavour to co-operate to develop common methods to ensure that they do not place or keep on board an aircraft the ~~baggage~~ Baggage of ~~passengers~~ Passengers who have registered for an international flight departing from a country, but who have failed to board that flight, without subjecting it to security control;

3.3.3 ensure that their handling agents follow the methods developed above.

3.4 BAGGAGE ACCEPTANCE

The ~~originating~~ Originating Airline, prior to transportation of ~~interline baggage~~ Interline Baggage on its services will:

3.4.1 ensure that ~~baggage~~ Baggage is adequately secured to permit safe carriage with ordinary care. If ~~baggage~~ Baggage has no family name and initials, the ~~passenger~~ Passenger shall affix such exterior identification to such ~~baggage~~ Baggage prior to acceptance;

3.4.2 issue for each piece of such ~~baggage~~ Baggage an ~~interline baggage tag~~ Interline Baggage Tag;

3.4.3 indicate as the destination in the documents referred to in 3.4.2:

3.4.3.1 the first ~~stop over~~ Stopover point,

3.4.3.2 the point to which transportation has been confirmed or has already been requested with continuous connections,

3.4.3.3 a ~~Connecting Point~~ Connecting Point where transfer from one airport to another is necessary and where the ~~passenger~~ Passenger is required to take possession of his ~~baggage~~ Baggage,

3.4.3.4 the final destination specified in the ~~ticket~~ Ticket including any ~~tickets~~ Tickets issued in conjunction therewith, whichever occurs first.

3.4.4 upon returning the Baggage identification tag(s) to the Passenger, draw the Passenger's attention to the Baggage identification tag(s) and in particular to the ~~final destination to which the Baggage has been checked.~~ destination where they need to collect their bag.

3.4.5 For any ~~baggage~~ Baggage in excess of the free allowance which the ~~originating~~ Originating Airline has received approval to apply to the place described in 3.4.4, it shall issue an EMD for excess ~~baggage~~ Baggage to that place and shall charge for the excess ~~baggage~~ Baggage at the rate which the ~~originating~~ Originating Airline has received approval to apply.

If after commencement of journey, the ~~passenger~~ Passenger increases the amount of his ~~baggage~~ Baggage, it shall be the duty of the airline at the point where the increase occurs to issue an EMD for such increase and collect the additional charges. Optionally and if facilities exist, the EMD coupons may be associated with the relevant flight coupons of the Ticket as described in Resolution 725f.

3.4.6 For ~~baggage~~ Baggage accepted for carriage, the Convention permits the ~~passenger~~ Passenger to increase the limit of liability by declaring a higher value for carriage and paying a supplemental charge if required.

3.5 BAGGAGE CARRIAGE

In transferring Baggage, it shall be the responsibility of the ~~delivering airline~~ Delivering Airline, without incurring any liability for loss of revenue in cases of missed connections, to deliver such ~~baggage~~ Baggage to the next ~~receiving airline~~ Receiving Airline, at such location and hours to be agreed upon in writing by the Parties concerned. In the unloading, sorting and delivering of ~~baggage~~ Baggage from flights, the ~~delivering airline~~ Delivering Airline shall give priority to transfer ~~baggage~~ Baggage over terminating ~~baggage~~ Baggage.

3.5.1 It is recommended that Interline and on-line connecting ~~baggage~~ Baggage shall be segregated from other ~~baggage~~ Baggage, mail and cargo on all aircraft arriving non-stop or one-stop from the point of origin; however ~~baggage~~ Baggage shall be segregated prior to commencement of delivery.

3.5.2 When it becomes necessary to leave ~~baggage~~ Baggage behind due to weight/space restrictions, each Party to this ~~agreement~~ Agreement shall give loading priority to transfer Baggage.

3.5.3 Whenever ~~baggage~~ Baggage is to be transferred for onward transportation hereunder and completion of such transportation necessitates compliance with the laws and regulations pertaining to importation and transit or exportation and transit of the country of point of transfer, it shall be the responsibility of the ~~delivering airline~~ Delivering Airline to comply with such laws and regulations and to deliver, where necessary, to the ~~receiving airline~~ Receiving Airline, prior to or simultaneously with the transfer, proper evidence of compliance with that country's laws and regulations pertaining to such importation and transit or exportation and transit; provided, however, that in any case where compliance with such laws and regulations can be made only by the ~~receiving airline~~ Receiving Airline, it shall be the ~~receiving airline's~~ Receiving Airline's responsibility to comply therewith and provided further that any two or more Parties ~~hereto~~ may, by separate written agreement, alter such responsibilities as between themselves.

3.5.4 In the event customs clearance or government-imposed security measures necessitates the physical presentation of the Interline passengers to the authorities concerned together with their Interlined ~~baggage~~ Baggage (and carry-on items) at an intermediate point en route where transfer of their Interlined ~~baggage~~ Baggage will take place, and such ~~baggage~~ Baggage meets the conditions listed in 3.4.4, the Airline delivering Baggage pursuant ~~hereto~~ shall be responsible for informing the ~~passenger~~ Passenger before or on arrival at the point of transfer (preferably immediately after disembarkation), but in any case prior to ~~Government~~ government clearance.

3.5.5 At the request of any Airline delivering ~~baggage~~ Baggage pursuant ~~hereto~~, the ~~receiving airline~~ Receiving Airline will execute and deliver a signed receipt in a form to be agreed upon by the Carriers concerned. Additionally, any receiving Carriers' Interline Baggage records that comply with the reconciliation requirements of ICAO Annex 17 and which satisfy local government regulations, will be accepted as proof of transfer or non-transfer, provided this is agreed by the Carriers concerned.

3.5.6 ~~Optionally and if facilities exist, electronic~~ Electronic time stamping and/or sending ~~baggage~~ Baggage processed messages described in Recommended Practice 1745 will be accepted as proof of transfer of Interline transfer bags described in Resolution 765, ~~section 3.3.6~~.

~~**3.6** If the Passenger takes delivery of his Baggage at a place other than one mentioned in 3.4.4, on resumption of the journey the Airline at such point will remove old tags and/or sortation labels, check and tag the Baggage as provided in 3.4.~~

Article 4—Mishandled Baggage

4.1 Where ~~baggage~~ Baggage fails to accompany an Interline ~~passenger~~ Passenger the following procedures shall apply.

4.1.1 The Airline on which the ~~passenger~~ Passenger travelled to the point of Stopover or final destination and where the ~~passenger~~ Passenger is missing ~~baggage~~ Baggage, shall be responsible for raising a Property Irregularity Report (PIR),

tracing the missing Baggage and for its delivery to the Passenger in accordance with Resolution 743a. Nevertheless, at the request of the Passenger, any Participating Offer ~~airline-Airline~~ involved in the Interline ~~passenger-Passenger~~ journey shall establish the tracing status from the Carrier to whom the loss was originally reported. When a ~~passenger-Passenger~~ reports missing ~~baggage-Baggage~~ at the Connecting Point where the ~~passenger-Passenger~~ is required to submit through-Checked ~~baggage-Baggage~~ for customs clearance or government-imposed security check, without relieving the final Airline from its responsibility, the ~~delivering-airline-Delivering Airline~~ to such Connecting Point shall be responsible for:

4.1.1.1 immediately initiating tracing for the missing ~~baggage-Baggage~~ in accordance with current agreed procedures provided that there is sufficient time to obtain and record the ~~baggage-Baggage~~ and flight data required for tracing; and

4.1.1.2 informing the Airline referred to in 4.1.1 of the Baggage missing at the ~~connecting-point-Connecting Point~~ and of the tracing initiated and its results; and

4.1.1.3 arranging for forwarding the missing ~~baggage-Baggage~~ to the Airline referred to in 4.1.1 for delivery to the ~~passenger-Passenger~~.

4.1.2 When the address to which the ~~baggage-Baggage~~ is to be delivered is on the routing shown in the ~~ticket-Ticket~~ each airline shall transport the ~~baggage-Baggage~~ without charge in accordance with such routing.

4.1.3 When the address to which the ~~baggage-Baggage~~ is to be delivered is not on the routing shown in the ~~ticket-Ticket~~ the ~~baggage-Baggage~~ shall be forwarded to the airport nearest such address, and, at the expense of the Airline responsible for the mishandling, re-forwarded from such point by appropriate transport means (including the service of other carrier not originally involved in the interline passenger journey) to the delivery address.

4.1.4 Mishandled ~~baggage-Baggage~~ shall be forwarded without charge by the fastest possible means using the services of any Member, to the airport nearest to the ~~passenger's-Passenger's~~ address. Forwarding of such expedite ~~baggage-Baggage~~ should not be restricted nor delayed at an ~~interline connecting point-Interline Connecting Point~~ for security reasons provided:

4.1.4.1 it is identified by the forwarding Airline that the bag was mishandled; or

4.1.4.2 it is established that a ~~claim-Claim~~ for the bag has been made; or

4.1.4.3 it is electronically and/or physically screened.

Note: *Some governments may require members to impose additional security controls.*

4.1.5 At its airport of destination expedite ~~baggage-Baggage~~ shall be delivered to the ~~passenger-Passenger~~:

4.1.5.1 by the Member on whose flight the ~~passenger-Passenger~~ had travelled to the final destination or point of ~~stopover-Stopover~~; or

4.1.5.2 in case that Member should not be represented at such place, by any IATA Member, preferably by the Member on whose flight the expedite ~~baggage-Baggage~~ arrived at such airport.

4.1.6 There is no prorating on delivery expenses. Delivery costs from such airport to the ~~passenger-Passenger~~ may only be recharged by the delivering Carrier (not the delivering vendor) to the member responsible for the mishandling if they are in excess of US\$25 or its equivalent per delivery.

In the case of 4.1.5.2, the Member responsible for the mishandling shall be indicated in the box "Expense Of" on the expedite tag.

When a Member delivers the ~~baggage-Baggage~~ as handling agent for another Member (principal) any recharging of delivery costs by the handling agent to the principal shall not be governed by this Resolution.

The amount recharged shall be supported by proof of the cost incurred, either the PIR reference to allow the ~~receiving-Receiving~~ Airline to check ~~baggage-Baggage~~ tracing system files using the available transactions within the system, or if no compatible system is used, and or a non-IATA Carrier a copy of the PIR report, or in the case of 4.1.5.2 by the original or copy of the expedite tag.

4.1.7 Each Party ~~hereto~~ agrees to assume responsibility for establishing procedures for tracing ~~mishandled Interline baggage mishandled interline Baggage~~ and for the expedient processing and settlement of ~~claims Claims~~ as indicated in article 5.4 of this resolution. It is recommended that Parties use the tracing procedures shown in Recommended Practice 1743a and make the relevant entries into an industry recognized computerized tracing system.

Article 5—Claims and Indemnities

5.1 GENERAL INDEMNITY

Each Party ~~hereto~~ agrees to hold harmless and indemnify all other Parties ~~hereto~~ from all claims, demands, costs, expenses and liability arising from or in connection with the death of or injury to a Passenger, or the ~~loss, damage to or delay Loss, Damage or Delay~~ of ~~baggage Baggage~~ incurred while such ~~passenger Passenger~~ or ~~baggage Baggage~~ is, pursuant to this Agreement, being transported by, or under the control or in the custody of such Party.

5.2 INDEMNITY DUE TO DOCUMENTATION

5.2.1 The ~~issuing airline Issuing Airline~~ indemnifies the Participating Offer Airline, its officers, employees and agents from and against all claims, demands, costs, expenses and liabilities arising from the improper issue of accountable documents effected by the ~~issuing airline Issuing Airline~~.

5.2.2 The Participating Offer Airline, as principal, indemnifies the ~~issuing airline Issuing Airline~~, including its officers, employees or agents, as agent, from and against all claims, demands, costs, expenses and liabilities arising from the Participating Offer Airline's provision of or failure to provide carriage pursuant to any Ticket or EMD properly issued by the ~~issuing airline Issuing Airline~~, provided however no such indemnity shall apply in the event of termination of the issuing Airline's rights hereunder due to said Airline's involvement in proceedings declaring it insolvent, bankrupt or seeking relief under applicable bankruptcy or insolvency laws, ~~pursuant to Article 10, 10.4.2 hereof.~~

5.3 INDEMNITY FOR BAGGAGE

5.3.1 Each Party ~~hereto~~ shall indemnify and hold harmless all other Parties ~~hereto~~, including their officers, employees or agents, against all claims, demands and liability for ~~loss, damage to or delay Loss, Damage or Delay~~ of Baggage, arising from its failure to discharge its obligations or responsibilities as provided in Article 3.

5.3.2 An Airline participating in the carriage of ~~baggage Baggage~~ at the request of another Airline, shall not be held liable for any ~~loss, damage to or delay Loss, Damage or Delay~~ that might occur, provided such participating Airline was not involved in the original mishandling (meaning ~~loss, damage to or delay Loss, Damage, Delay, or pilferage Pilferage~~).

5.4 BAGGAGE CLAIMS AND PRORATION

5.4.1 A Party receiving a Baggage ~~claim-Claim~~, and having participated in the carriage of the ~~passenger-Passenger~~, will process the claim to a conclusion, with the ~~passenger-Passenger~~, in accordance with the law of the country of settlement. The policy of the ~~claim-settling carrier Settling Airline~~ will be applied to all ~~baggage claim-Baggage Claim~~ settlements. This covers interim expense policy, exclusion and liability. Such settlement will then be reimbursed to the ~~claim-settling carrier Settling Airline~~ in accordance with 5.4.2 or 5.4.3.

5.4.2 When it is established in which Airline's custody the mishandling (meaning meaning ~~loss, damage to or delay Loss, Damage, Delay, or pilferage Pilferage~~) occurred, that Airline will accept the ~~claim-Claim~~ settlement arising from such mishandling as incurred by the ~~claim-settling carrier Settling Airline~~.

5.4.3 When it is not established which Airline is responsible, each Participating Offer Airline that participated in the carriage of the ~~passenger-Passenger~~ shall share the ~~claim-Claim~~ settlement on the basis of the flown mileage between all Ticketed points of each Participating Offer Airline. Baggage transfer records do not count as proof of transfer/no transfer unless this is agreed on between the Airlines concerned. Reason for loss codes and fault stations are for in house use only, they do not constitute proof of error in proration claims and delivery charges.

5.4.4 When the weight of the bag(s) is not known, liability amounts may be determined by applying the table of weights currently recommended by IATA for the settlement of Interline Baggage claims (see Recommended Practice 1751).

5.4.5 Within sixty (60) days of the date of the ~~claim-Claim~~ settlement the ~~claim-receiving-airline~~ Claim Receiving Airline will send a request for payment to the other participating or responsible Airline(s) at their Baggage prorate office, providing them with relevant claim settlement documents. The IATA currency exchange rate on the date of flight should be applied in the calculation of the amount to prorate.

When any type of marketing/commercial, partner, or code share agreement exists, the request for payment will be sent to the operating carrier (provided that it is an IATA carrier and thus subject to proration) ~~whose airline designator appears in the carrier field of the ticketed flight coupon involved in the claim.~~ The operating and marketing carrier may recharge ~~the operating carrier~~ depending on their established agreements. If ~~such~~ prorate notice is not given in time by the ~~claim-receiving-airline~~ Claim Receiving Airline, acceptance of any will be at the discretion of the participating or responsible airline(s).

5.4.6 All requests for claim settlement shall be paid by the participating or responsible Airline(s) within sixty (60) days from the date of request for payment. Failure to respond will signify agreement to the recharge.

5.4.7 Requests for prorate and provision of supporting documentation shall be made directly to the Baggage prorate office, not through the Interline billing and settlement process, using the format shown in Appendix 'C' "PRORATE NOTICE" (published separately) as a cover sheet for the following documents which are required to support any claim under this agreement including requests for 100%:

5.4.7.1 the ~~passenger's ticket~~ Passenger's Ticket number;

5.4.7.2 one copy of the ~~baggage~~ Baggage identification tag or its number;

5.4.7.3 one copy of the ~~claim-Claim~~ prepared by the ~~passenger-Passenger~~, not required in connection with ~~interim expenses-Interim Expenses~~;

5.4.7.4 either (1) full computerised PIR output from a Baggage Tracing System or (2) complete manual Property Irregularity Report together with copies of evidence of adequate tracing action (e.g. print screens from internal tracing system), except when the prorated shares amount to US\$100 or less and/or in case of ~~damage~~ Damage or pilferage ~~Pilferage~~;

5.4.7.5 evidence of payment to the ~~passenger-Passenger~~

5.4.7.6 a statement showing the prorated share of each participating Airline.

5.4.7.7 Invoice billings to the responsible carrier(s) through the ~~Airline-clearing-house~~ Airline Clearing House will be sent electronically following the electronic billing process outlined in Article 8 and the IATA Clearing House procedures manual.

5.4.8 If the ~~claim-receiving-airline-Claim Receiving Airline~~ uses transportation in lieu of cash to settle the total ~~claim-Claim~~, such Airline shall not request proration settlement from any other Airline. If the ~~claim-receiving-airline-Claim Receiving Airline~~ uses transportation in lieu of cash to settle a portion of the ~~claim-Claim~~, such Airline shall bill the other ~~claim-receiving-airline(s)-Claim Receiving Airline(s)~~ its prorated share of the amount of the settlement not covered by transportation in lieu of cash.

5.4.9 The profiles contained in Resolution 754 of typical Interline Baggage claims, are intended to assist Baggage claims personnel in determining how to prorate an Interline claim, thus avoiding disputes between Airlines and unnecessary correspondence. The profiles are based on the rules outlined in Articles 3 and 5 of this Agreement.

5.5 In the event that any claim is made or suit is commenced against a Party ~~hereto~~, indemnified as above, such Party shall give prompt written notice to the appropriate other Party ~~hereto~~ and shall furnish as requested all available communications, legal processes, data, papers, records and other information, material to the resistance or defense of such ~~claim-Claim~~ or suit.

Article 6—Interline Service Charge

6.1 RATE OF INTERLINE SERVICE CHARGE

6.1 No Interline service charge shall be paid by one Party to the other for any sale made pursuant to this Agreement except such Interline service charges as the Parties hereto may otherwise agree to. ~~Nothing in this or any other Resolution shall prevent Parties from entering into separate bilateral agreements on the payment of Interline service charges.~~

6.2 CANCELLATION OR NON-USE

~~Where the Parties do agree that such Interline service charges shall apply, if the Participating Offer Airline or the Passenger (or purchaser) for any reason cancels their Order or does not use all or any portion of the transportation specified, neither the issuing Airline nor its Agent shall claim or withhold any Interline service charge for the sale of transportation so cancelled or unused.~~

~~No Interline service charge or other compensation shall be payable to the issuing Airline in respect of sums not actually settled by it to the Participating Offer Airline, or with respect to sums which shall be refunded, except as otherwise specifically authorized by the Participating Offer Airline.~~

6.2 Interline service charge billing will occur as described in the Revenue Accounting Manual, by deduction from billing values prior to settlement. No interline service charge shall be payable on any Tickets or EMDs where an interline billing does not occur due to refund, cancellation or non-use.

Article 7— General Legal, Regulatory and Dispute Resolution

7.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

On issuing or completing ~~tickets~~ Tickets, or EMDs for transportation over the routes of other Parties ~~hereto~~, the ~~issuing~~ Issuing Airline shall be deemed to act only as an Agent of the Participating Offer Airline(s).

7.2 AGENTS OF A PARTY

Any act which a Party is authorized or permitted by this Agreement to take may be taken through an ~~Agent~~ agent of that Party.

7.3 REPRESENTATIONS

Each Party ~~hereto~~ agrees not to make any representations with regard to the ~~tickets~~ Tickets or ~~EMDs~~ of any other Party ~~hereto~~, or of the flight or journey for which ~~the same shall be~~ these are sold or issued, except those representations specifically authorized by ~~such the~~ other party.

7.4 GENERAL AGENTS

~~Whenever a sale by an issuing Airline is made in the territory of a General Agent or General Sales Agent of a Participating Offer Airline, the reservation and sale shall be handled in accordance with arrangements made between Parties hereto. Each Party will advise each other Party from time to time of the names and addresses of all General Agents or General Sales Agents of such Party located in the area where such other Party has an office(s) for the sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.~~

7.5 ASSOCIATE MEMBERS

~~Where an issuing Airline is an Associate Member of IATA, it shall comply with all the provisions of the IATA Resolution(s) covering the sale of air transportation.~~

7.6 ~~NON-IATA AIRLINES~~ IATA RESOLUTIONS

Each party to this Agreement is bound by all IATA passenger Resolutions in effect. These Resolutions are hereby incorporated by reference and form an integral part of this Agreement.

~~7.6.1 Each non-IATA Airline which is a Party hereto shall:~~

~~7.6.1.1 have an official Airline designator established in accordance with Resolution 762 and a three-digit Airline code number, both of which shall be assigned by IATA or the Airlines for America (A4A). If at the time of application to become a Party to this Agreement, a non-IATA Carrier has not been assigned either a designator or code number, such Carrier shall request the designator or code number at the same time as making the application to become a Party hereto. The code number assigned to a non-IATA Carrier, shall appear as the first three digits of the document number on all Interline accountable Passenger traffic documents issued by that Carrier;~~

~~7.6.1.2 be bound by the provisions of Resolution 762;~~

~~7.6.1.3 be bound by the provisions of Recommended Practice 1720a~~

~~7.6.2 In the acceptance and carriage of Passengers with reduced mobility, each non-IATA Carrier based outside the U.S. or Canada, shall adhere to the provisions of Resolution 700.~~

~~7.7 CODE SHARING~~

~~If any Party advertises, by means of industry accepted methods (including publication in a CRS, internal reservation system, or publicly available timetable), that it is providing transportation, that is instead provided by a non-Party to this Agreement, the advertising Party shall be bound by the terms of this Agreement, as if it had provided the transportation.~~

~~7.8-7.4 DATA PROTECTION AND PRIVACY LAWS~~

Each Party shall comply with all applicable data protection and privacy laws, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) where it applies. Each Party shall ensure it observes its obligations regarding technical and organizational measures for the security of personal data, appropriate consent, if required, and the transfer and use of personal data. The Issuing Airline shall ensure Passengers are provided with relevant information about the transfer of personal data to each Carrying Airline, including the provision of notice that personal data will be processed by such Carriers as more fully described in each Carrier's applicable privacy policy. Such notice may be given by reference to a website address (Uniform Resource Locator) as specified in the IATA Resolutions. The Parties may agree, by supplemental instrument in writing, to further define the data protection and privacy provisions applicable between them. Where such an instrument is concluded, it shall be incorporated by reference and have force under this Agreement.

~~7.9-7.5 ARBITRATION~~

Any dispute or claim concerning the scope, meaning, construction or effect of this Agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgement on the award rendered may be entered in any court having jurisdiction thereof.

7.5.1 If the parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the parties or, at their request, by the IATA Director General.

7.5.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two parties involved in the dispute each party shall appoint one of the three arbitrators; should either party fail to appoint its arbitrator such appointment shall be made by the IATA Director General. Should more than two parties be involved in the dispute they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chair man. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.

7.5.3 The IATA Director General may, at the request of any party concerned, fix any time limit he finds appropriate within which the parties, or the arbitrators appointed by the parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.

7.5.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.

7.5.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).

7.5.6 The award shall be final and conclusively binding upon the parties.

Article 8—General

8.1 CODE SHARING

If any party advertises, by means of industry accepted methods (including publication in a CRS, internal reservation system, or publicly available timetable), that it is providing transportation, that is instead provided by a non-party to this Agreement, the advertising party shall be bound by the terms of this Agreement, as if it had provided the transportation.

8.2 GENERAL AGENTS AND GENERAL SALES AGENTS

When a Sale by an Issuing Airline is made in the territory of a General Agent or General Sales Agent of a Carrying Airline, the reservation and Sale shall be handled in accordance with arrangements made between parties. Each party will advise each other party from time to time of the names and addresses of all General Agents or General Sales Agents of such party located in the area where such other party has an office(s) for the Sale of transportation and of the territory for which each General Agent or General Sales Agent holds the General Agency or General Sales Agency.

8.2 BILLING AND SETTLEMENT

~~8.2.1 Notwithstanding paragraph 8.1, billing of amounts payable pursuant to the Agreement shall otherwise be in accordance with the rules contained in the IATA Revenue Accounting Manual as amended from time to time.~~

~~8.2.2 Unless otherwise agreed settlements of amounts payable pursuant to this Agreement between parties that are members of the IATA Clearing House shall be in accordance with the Manual of Regulations and Procedures of the IATA Clearing House.~~

~~8.2.3 Except as may otherwise be provided in other agreements, rules or regulations, the right to payment hereunder arises at the time such services are rendered by a party hereto or its agent.~~

~~8.2.4 Except as provided in 8.2.5, settlements of transactions arising under the terms of this Agreement involving one or more parties that are not members of the IATA Clearing House shall be in accordance with the following procedures:~~

~~8.2.4.1 settlements shall be made monthly;~~

~~8.2.4.2 each party shall issue a monthly statement of invoices and credit notes rendered by it. The monthly statements shall be dispatched promptly but in any case not later than the 15th day of the month following that of the billing month, e.g. for billing month January, not later than the 15th of February;~~

~~8.2.4.3 settlement shall be effected promptly after the monthly statements are exchanged by offset of balances and cash payment of the net balance in the national currency of the net creditor.~~

~~8.2.5 Parties may expressly agree to settle transactions in a manner other than the procedure described in 8.2.4.1–8.2.4.3.~~

Article 9 – Interline Billing And Settlement

9.1 The Issuing Airline agrees to pay to the Participating Airline the transportation charges applicable to the transportation performed by such Participating Airline and any additional transportation or non-transportation charges collected by the Issuing Airline for the payment of which the Participating Airline is responsible.

9.2 Billing of amounts payable pursuant to this Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual and the Manual of Regulations and Procedures of the IATA Clearing House.

9.3 The right to payment hereunder arises at the time such services are rendered by a party or its agent.

Article 9—Arbitration

~~Any dispute or claim concerning the scope, meaning, construction or effect of this agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and if necessary, judgement on the award rendered may be entered in any court having jurisdiction thereof.~~

~~9.1 If the Parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the Parties or, at their request, by the IATA Director General.~~

~~9.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two Parties involved in the dispute each Party shall appoint one of the three arbitrators; should either Party fail to appoint his arbitrator such appointment shall be made by the IATA Director General. Should more than two Parties be involved in the dispute they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chair man. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.~~

~~9.3 The IATA Director General may, at the request of any Party concerned, fix any time limit he finds appropriate within which the Parties, or the arbitrators appointed by the Parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.~~

~~9.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.~~

~~9.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).~~

~~9.6 The award shall be final and conclusively binding upon the Parties.~~

Article 10—Administrative Provisions

10.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement supersedes all previous interline traffic agreements pertaining to transportation of ~~passengers~~ Passengers and/or ~~baggage~~ Baggage between ~~and among~~ the parties ~~hereto~~.

10.2 APPLICATION TO BECOME A PARTY HERETO

~~10.2.1 Any Airline desiring to become a Party to this Agreement shall make written application to IATA's Head, Airline Distribution Standards Services by completing the application form shown in Appendix 'A' (published separately). The IATA Head, Airline Distribution Standards shall mail to each Party hereto a copy of such application on the first day of the month subsequent to the date on which the written application is received.~~

~~10.2.2 Each Party desiring to participate with the applicant in the Agreement, shall send its concurrence to the IATA Head, Airline Distribution Standards, with a copy to the applicant.~~

~~10.2.3 Thirty (30) days after the date of the first notice, the IATA Head, Airline Distribution Standards shall mail to each Party and the applicant, a second notice stating which Parties have concurred with the applicant. On the thirtieth (30th) day after the date of such second notice, the applicant shall become a Party, and this Agreement shall become binding between the applicant and all Parties which have concurred with the applicant.~~

~~10.2.4 Any additional concurrences received after the mailing of the second notice, will be circulated to each Party hereto by the IATA Head, Airline Distribution Standards on the first day of the month subsequent to the date on which the concurrences were received. On the thirtieth (30th) day after the date of the notice of additional concurrences, this Agreement shall become binding between the applicant and the additional Parties which have concurred with the applicant. A Party to this Agreement (for the purpose of this provision to be known as a "later Party") cannot concur with another Party (for the purpose of this provision to be known as an "earlier Party") which became Party to the Agreement prior to the later Party. However, an earlier Party can concur with a later Party at any time, and a copy of such concurrence which is sent to the IATA Head, Airline Distribution Standards shall also be sent by the earlier Party to the later Party.~~

~~10.2.5 The concurrence procedures outlined above may be expedited in the following manner. The earlier Party shall notify the later Party of its intent to concur on an expedited basis, by email addressed to mita@iata.org with a copy to the IATA Head, Airline Distribution Standards. If no objection is received from the later Party the concurrence shall be deemed to be effective ten (10) days after the dispatch of the email addressed to mita@iata.org. The IATA Head, Airline Distribution Standards will circulate a list of expedited concurrences in the regular transmittals.~~

~~10.2.6 Each year on the anniversary date of a non-IATA Airline becoming a Party to the agreement, the IATA Head, Airline Distribution Standards shall dispatch by registered mail to such non-IATA Party, the Annual Review Form contained in Appendix 'B' (published separately). If the Party advises that it is no longer operating scheduled services, or it does not return the form within thirty (30) days of mailing, the IATA Head, Airline Distribution Standards shall have the Party withdrawn from the agreement under the provisions of 10.4.1.4.~~

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

10.2.1 Any airline desiring to become a party to this Agreement shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as a party to this Agreement, a party shall

10.2.1.1 Hold a valid two character designator assigned by IATA under Resolution 762;

10.2.1.2 Hold a valid three digit accounting code, assigned by IATA under Resolution 767;

10.2.1.3 Be eligible to settle interline billing within the IATA Clearing House (including through participation in the Airlines Clearing House), and be an active member in compliance with all IATA Clearing House rules (or Airlines Clearing House rules if applicable); and

10.2.1.4 Operate scheduled air services as defined in Recommended Practice 1008 for passenger operations and have not had operations suspended for more than 30 days for any reason.

10.2.2 In extraordinary circumstances where a significant number of airlines are unable to operate scheduled air services for an extended period of time, IATA may exceptionally suspend Article 10.2.1.4 for a defined period of time. If this occurs, IATA will notify all parties by written notice.

10.2.3 An airline becomes a party to this Agreement effective from the date that IATA notifies all other parties of this fact.

10.3 WITHDRAWAL FROM AGREEMENT

10.3.1 If any party to this Agreement no longer satisfies the requirements of Article 10.2.1, that party shall be deemed to have withdrawn from this Agreement with respect to all other parties, effective from the date IATA notifies all other parties of this fact.

10.3.2 If any party to this Agreement wishes to voluntarily withdraw from this agreement it shall provide written notice to IATA. Such a withdrawal becomes effective on the date specified by IATA when notifying all other parties of this fact and such notification will be issued with a minimum of 7 days prior notice.

10.3.3 Upon the effective date of the withdrawal from the Agreement, the party agrees not to issue any Tickets or EMDs for transportation over any other party unless provided for by a separate agreement.

10.3.4 Any party may terminate a concurrence with immediate effect for commercial, operational or other reasons. The terminating party must provide written notice to the other party to withdraw from their concurrence with immediate effect. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to IATA, who shall circulate such notice (including the specific reasons stated therein) to all parties.

10.4 CONCURRENCES

10.4.1 The parties agree that interline traffic under this Agreement is subject to a system of concurrences. In the absence of a valid concurrence between two parties, no issuance or transportation shall be authorized for the purpose of this Agreement.

10.4.2 A party wishing to establish a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. A concurrence is effective from the date that IATA notifies all other parties of it in writing.

10.4.3 Each party warrants that it shall not issue any Tickets or EMDs for transportation over any other party, unless:

10.4.3.1 a valid concurrence is in place with that party and each other relevant party to the ticketed transportation; or

10.4.3.2 such transportation is provided for by a separate agreement.

10.4.4. Parties that have established a concurrence between each other may separately agree to follow different processes, or to amend any terms of this Agreement, as between them, in their discretion.

10.5 WITHDRAWING A CONCURRENCE

10.5.1 A party wishing to withdraw from a concurrence with another party shall provide written notice to IATA, in such form as IATA may prescribe from time to time. Such a withdrawal is effective on the date specified by IATA when notifying all other parties of this withdrawal and such notification will be issued with a minimum of 7 days prior notice.

10.5.2 Upon the effective date of the withdrawal of a concurrence, each party agrees not to issue any Tickets or EMDs for transportation over the other party unless provided for by a separate agreement.

~~10.3~~ 10.6 AMENDMENTS TO THE AGREEMENT

~~10.3.1 Thirty (30) days prior to the effective date of any amendment to this Agreement adopted by an IATA Traffic Conference, the IATA Head, Airline Distribution Standards shall mail to all Parties hereto, the text and effective date of the amendment by registered airmail. Each non-IATA Party hereto shall then, in writing to the IATA Head, Airline Distribution Standards concur in or dissent from such amendment. If no reply is received from a Party by the thirtieth (30th) day from the day of mailing, such Party shall be deemed to have concurred in the amendment. Any Party dissenting from the amendment shall be deemed to have withdrawn from the agreement on the date the amendment becomes effective. Immediately after the 30th day from the date of mailing, the IATA Head, Airline Distribution Standards shall notify all Parties hereto of any Parties dissenting from the amendment.~~

~~10.3.2 Upon the effective date of the amendment, the latter shall become binding between all Parties that have concurred in the amendments as above provided.~~

This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all parties of such changes in writing. Unless any parties notify IATA of their withdrawal from this agreement under Article 10.4, all parties shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all parties.

~~10.4~~ WITHDRAWAL FROM THE AGREEMENT

~~10.4.1~~ Withdrawal by Thirty Day Notice

~~10.4.1.1 A Party hereto may withdraw from this Agreement either with respect to all the Parties or with respect to a designated Party, by giving thirty (30) days written notice of such withdrawal to the designated Party and to the IATA Head, Airline Distribution Standards who shall forthwith circulate such information to all the Parties hereto; in the latter alternative the agreement shall continue in force between the Party giving such notice and all Parties hereto except such designated Party.~~

~~10.4.1.2 A Party hereto that ceases to operate scheduled services for thirty (30) or more days (other than due to a strike) shall be deemed to have withdrawn from this Agreement with respect to all other Parties hereto, effective thirty (30) days after written notice of such cessation is circulated by the IATA Head, Airline Distribution Standards to all Parties hereto.~~

~~10.4.1.3 In the event a Party hereto or the IATA Secretariat has reason to believe that a Party hereto has ceased to operate scheduled services for thirty (30) days or more (other than due to a strike), IATA Head, Airline Distribution Standards may, by registered letter, request such Party to confirm that it is still operating scheduled services. No more than sixty (60) days~~

~~after dispatch of such registered letter the IATA Head, Airline Distribution Standards shall circulate any reply received. If such reply is negative or if no reply is received the Party(ies) shall be deemed to have withdrawn from this Agreement with respect to all other Parties hereto effective upon expiration of sixty (60) days as specified above.~~

~~10.4.1.4 In the event a non-IATA Airline which is a Party to this Agreement does not return the Annual Review Form as provided in 10.2.6 such Party shall be deemed to have withdrawn from the Agreement with respect to all other Parties hereto effective upon expiration of sixty (60) days of mailing.~~

~~10.4.2 Withdrawal with Immediate Effect~~

~~10.4.2.1 Notwithstanding 10.4.1, if any Party hereto becomes insolvent, suspends payments or fails to meet its contractual obligations, or has become involved, voluntarily or involuntarily, in proceedings declaring or to declare it bankrupt or for commercial, operational or other reason(s), any other Party hereto may by written notice to such Party, with immediate effectiveness, withdraw from this Agreement with respect to the Party notified. The notice may specify the reasons for withdrawal and a copy shall simultaneously be sent to the IATA Head, Airline Distribution Standards, who shall circulate such notice (including the specific reasons stated therein) to all the Parties hereto. Any other Party may thereafter advise the IATA Head, Airline Distribution Standards in writing of its withdrawal with respect to the Party notified, effective immediately. The IATA Head, Airline Distribution Standards shall circulate this information to all Parties.~~

~~10.4.2.2 Notwithstanding 10.4.1, if any Party ceases to operate all of its scheduled services (other than due to a strike) any other Party hereto may submit to such Party written notice of withdrawal, with immediate effectiveness, from the agreement with respect to such Party; in that event, such other Party shall simultaneously submit details of such withdrawal to the IATA Head, Airline Distribution Standards, who shall circulate such information to all Parties hereto.~~

~~10.4.3~~ 10.7 Prior Obligations

~~Withdrawal from this Agreement, or from a concurrence with any other party. Such withdrawal does not relieve any of the Parties Party from obligations or liabilities incurred hereunder before the date of effectiveness of such withdrawal. Specifically, any Tickets or EMDs issued by either party for flights operated by any other party shall be honoured by such other party or parties as ticketed~~

~~10.5~~ 10.8 ANNUAL FEE

~~10.8.1 10.5.4 Non-IATA Airlines Party hereto agree to pay an annual subscription fee in an amount to be determined by the IATA Head, Airline Distribution Standards. This amount is to cover administrative expenses and one copy of the following (plus amendments thereto) and any other IATA publications as may be determined by the IATA Head, Airline Distribution Standards:~~

~~IATA Multilateral Interline Traffic Agreements Manual;~~

~~IATA Passenger and/or Cargo Services Conference Resolutions Manual;~~

~~IATA Airline Coding Directory;~~

~~10.8.2 10.5.2 Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such non-IATA Airline from this Agreement, effective thirty (30) days after notice thereof by the IATA Head, Airline Distribution Standards.~~

~~10.6~~ 10.9 EXECUTION ~~HEREOF~~ AS AN AGREEMENT

~~10.6.1 This Agreement may be executed in any number of counterparts, all of which shall be taken to constitute one original instrument. Such counterparts shall be deposited with the IATA Head, Airline Distribution Standards.~~

~~This Agreement may be executed by signing a counterpart and depositing it with IATA, through means of an electronic platform or such other procedure that IATA may prescribe from time to time. The parties agree that an electronic signature, recorded and transmitted in a durable format and accompanied by particulars of date, time and place of execution shall be accorded the same force and effect as a physical signature. An electronic signature is agreed to mean any electronic sound, symbol, or process attached to or logically associated with a counterpart and executed and adopted by a party with the intent to sign such counterpart. All counterparts shall be taken to constitute one original instrument.~~

~~10.6.2 Notwithstanding any other provision the adoption and effectiveness of Resolution 780, being essentially a consolidated version of prior Resolutions 850 (as to Passenger) and Resolution 850a, shall in no event be deemed to change, alter or vary in any way the existing contractual relationships of the Parties thereto which shall continue in full force and effect, nor shall such adoption or effectiveness be in any way construed to require re-execution or re-concurrence by existing Parties thereto.~~

Item B4.2.1b/P: Baseline checklist for implementing new interline partnerships - Passenger (presented in package)

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References:

New Recommended Practice 1780a
Interline Group Work Plan Item 14

Background

The global COVID-19 pandemic has led to most airlines suspending scheduled passenger operations. New interline relationships will be a vital enabler of industry recovery, providing traffic for airlines and connectivity for passengers. Airlines may need to pursue new and more varied relationships to support their networks as they recover, and to allow them to serve more origin – destination markets as their operations restart on a limited basis.

The IATA Board of Governors requested an exploration by IATA to re-invigorate multi-lateral interlining to allow airlines to establish new partnerships quickly and simply, and to explore different types of partnerships. The Board of Governors endorsed three actions. This included an immediate package of work to amend the existing multilateral interline framework to make the formation of new interline relationships simpler and faster. This work was mobilized under the Interline Group.

IATA ran a survey on possible areas of activity ran 6 – 11 May 2020, to assist in the development of work plan. The results of the survey were discussed by the Interline Group and a work plan was developed.

Part of activities included in this working plan it has been identified the need to offer a baseline checklist that airlines can use when the forming of a new interline partnership with another carrier.

A working group of the Interline Group was established to progress this work, with delegates from seven organizations.

IAG (Andrew Webster),
American Airlines (Jonathan Peters)
Hahn Air (Fred Nowotny)
United Airlines (Janet Tarver)
Vueling (Nick Ashton)
British Airways (Florian Waldvogel)
Amadeus (Corinne Landra)

Scope and Objectives of this exercise

The objective of this activity is to identify and propose a baseline checklist including recommendations and procedures that carriers can use and follow when implementing new interline partnerships. This baseline checklist is to be presented and detailed in a new Recommended Practice 1780a.

The output would not be a legal interline agreement, although it is noted that the Recommended Practice would be published and could be referred to in a legal agreement as required. A guidance document for airlines on baseline checklist when forming a new interline partnership has also been published and made [available here](#).

Action

Conference to adopt the new PSC Recommended Practice 1780a (*Baseline checklist for implementing new interline partnerships (Passenger)*) as outlined in **Attachment A_B4.2.1b/P** and note the Baseline Checklist Guidance document for airlines.

Attachment A_B4.2.1b/P

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RECOMMENDED PRACTICE 1780a

Baseline checklist for implementing new interline partnerships - Passenger

PSC (422)1780a Expiry: Indefinite

Type: B

RECOMMENDED that, for the purpose of forming and establishing a new interline partnership Members use the guidelines outlined in the Baseline Interline Partnership Checklist published at iata.org/interline. This Checklist captures the issues and procedures that a carrier needs to discuss and arrange with a new interline partner when negotiating an interline agreement.

Carriers should make sure that the teams involved in establishing interline processes know about, and comply with, applicable regulations (such as data protection and privacy laws or competition laws) in relevant jurisdictions.

This Checklist is developed under the authority of Plan Standards Board.

Item B4.2.1.c/P: Framework for simplified interline with ticketless carriers (presented in package)

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References:

New Recommended Practice 1780b

Interline Group Work Plan Item 15

Background

The multilateral interline framework and “ticketless” carriers

The IATA multilateral interline framework comprises of IATA standards, multilateral agreements and platforms such as the IATA Clearing House (ICH). The Multilateral Interline Traffic Agreement (MITA) framework is a cornerstone of the interline system. The MITA is a single interline agreement under which IATA and non-IATA member carriers may concur to facilitate an interline relationship.

The existing multilateral interline framework has been designed around a set of existing processes that are typically used by IATA member carriers and drive established distribution processes today. These processes are often described in IATA Resolutions and other standards. These include:

- Publishing fare and rule data with data aggregators, for the use of third-party pricing engines
- Managing availability and reservation processes separately from pricing, payment and ticketing processes.
- Using IATA standard ticket numbers, and processes which establish the “ticket” as a record separate from a reservation.
- Using a ticket to record confirmation of payment, passenger entitlement to receive services, consumption of services and to facilitate settlement between interline partners.
- Allowing travel agents to use third-party distribution systems to separately access schedules, availability, and fare data to construct passenger itineraries and price offers for customers, using the IATA standard neutral ticketing processes to issue tickets and facilitate settlement between agents and carriers using the IATA BSP.
- The participation in through-fares, and proration of through-fares between interline partners.
- Through tagging of bags, through-checking of passengers and re-accommodation in disruption on interline journeys.

However, many carriers have emerged which may not use these processes. These carriers may only distribute through travel agents using offer management processes for example, an API connection where a shopping request is responded to with a priced offer. They may not manage a separate ticketing process, and instead manage reservations, payment, passenger entitlement to receive services, and consumption of services within a single record.

These carriers are often described as “ticketless” because they do not use IATA standard ticketing processes to manage passenger processes. The term “Low cost carrier” or LCC is often used interchangeably to refer to the same group of carriers, regardless of the comparative cost bases of the carriers being described. The term ticketless carrier may also apply to a transport operator that is not a carrier, for example a rail operator.

Because of the significant differences in process, interline relationships between ticketless carriers and traditional carriers have essentially not been facilitated under the IATA multilateral framework.

The global COVID-19 pandemic has led to closure of borders and most carriers suspending scheduled passenger operations. New interline relationships will be a vital enabler of industry recovery, providing traffic for carriers and connectivity for passengers. Carriers may need to pursue new and more varied relationships to support their networks as they recover, and to allow them to serve more origin – destination markets as their operations restart on a limited basis. This may include relationships with ticketless carriers.

IATA Board of Governors request to reinvigorate multilateral interline

The IATA Board of Governors requested an exploration by IATA to re-invigorate multilateral interlining to allow carriers to establish new partnerships quickly and simply, and to explore different types of partnerships. The Board of Governors endorsed three actions. This included an immediate package of work to amend the existing multilateral interline framework to make the formation of new interline relationships simpler and faster. This work was mobilized under the Interline Group.

IATA ran a survey on possible areas of activity during the period 6 – 11 May 2020, to assist in the development of work plan. The results of the survey were discussed by the Interline Group, and a work plan was developed.

This activity relates to the work plan item to develop a **“framework for simplified interline with ticketless carriers within the existing distribution environment”**.

A working group of the Interline Group was established to progress this work, with delegates from five carriers and two system providers. These delegates were.

Hahn Air (Chris Allison)
Hawaiian (Michael Chock, Dan Collins)
IAG, representing Iberia, (Andrew Webster)
Lufthansa Group, representing SWISS (Eric Wirth)
Vueling (Nick Ashton)
Amadeus (Yann Colliva, Corinne Landra)
Navitaire (Robin Aborn)

Scope of this activity

The scope of this activity is to develop a **“framework for simplified interline with ticketless carriers within the existing distribution environment”**.

The **existing distribution environment** has been defined as the processes typically used by IATA member carriers within interline relationships and described in IATA Resolutions and Recommended Practices. This includes publishing schedules, processing reservations, determining pricing based on published fares and rules, issuing and honouring tickets, through-checking baggage, prorating through-fares and performing interline billing using the IATA Clearing House.

A **ticketed carrier** is defined as any carrier which has capability to carry out all of these processes, and typically uses these processes to distribute their content and interact with interline partners.

A **ticketless carrier** is defined as any carrier which does not have the capability to use some or all of these processes. Specifically, this Recommended practice would focus on ticketless carriers that use a single record to manage a customer order, instead of separate reservation and ticket records.

This Recommended Practice may provide a starting point for establishing interline processes between IATA Members and ticketless carriers. It would describe **recommendations of aspects that could be defined and agreed**, and **a set of model processes that may be followed**.

By using the checklist, the carriers will not form an actual interline agreement, although the Recommended Practice will be published and can be referred in the final agreement entered into by the carriers. It is also noted that the Standard Retailer Supplier Interline Agreement (SRSIA) that was under development within the Interline Group (but which has not yet been adopted as an industry standard) may eventually be used as a basis for establishing an agreement between carriers.

Action

Conference to adopt the new PSC Recommended Practice 1780b (Interline Framework between Ticketed and Ticketless Carriers) as outlined in **Attachment A_B4.2.1c/P**.

Attachment A_B4.2.1c/P

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RECOMMENDED PRACTICE 1780b

Interline Framework between Ticketed and Ticketless Carriers

[PSC \(422\)1780b](#) Expiry: Indefinite

Type: B

RECOMMENDED that, when IATA Members plan to enter into bilateral interline arrangements the following guidelines may be followed.

1. INTRODUCTION

The IATA multilateral interline framework comprises of IATA standards, multilateral agreements and platforms. The Multilateral Interline Traffic Agreement (MITA) described in Resolution 780 is a cornerstone of the interline system. The MITA is a single interline agreement under which IATA and non-IATA member carriers may concur to facilitate an interline relationship. The existing multilateral interline framework utilises a set of existing processes that are typically used by IATA member carriers. These processes include publishing schedules, processing reservations, determining pricing based on published fares and rules, issuing and honouring tickets, through-checking baggage, prorating through-fares and performing interline billing using the IATA Clearing House.

However, some carriers do not have the capability to use some or all these processes. These are often referred to as "ticketless" carriers because they do not use IATA standard ticketing processes.

Carriers engaging in interline relationships with ticketless carriers typically establish specific processes on a bilateral and separate basis, outside of an IATA standard.

2. SCOPE

This Recommended Practice is intended to lay out the issues that need to be discussed and/or addressed when negotiating new interline partnerships and establishing interline processes between ticketed carriers and ticketless carriers. It lists recommendations of aspects that should be discussed, defined and agreed, and refers in some circumstances to a set of model processes that may be followed.

For the purposes of this Recommended Practice, a "Ticketed Carrier" is a carrier with the capability to use processes described in IATA Resolutions and Recommended Practices, including publishing schedules, processing reservations, determining pricing based on published fares and rules, issuing and honouring tickets, through-checking baggage, prorating through-fares and performing interline billing using the IATA Clearing House. A "ticketless carrier" may be any carrier which does not have the capability to use some or all of these processes.

This Recommended Practice uses the terminology of "Retailer" to describe the carrier with whom the customer interacts to purchase services, and "Supplier" to describe other carriers that may deliver services to the customer. Either the ticketed carrier or the ticketless carrier may act as a retailer or a supplier (or both) within an interline relationship. The terms "validating carrier" and "participating carrier" are specific to interactions involving traditional ticketing processes; they are used within this Recommended Practice to describe general roles.

This Recommended Practice does not constitute a multilateral interline agreement. Furthermore, by using this document, the carriers will not form an actual interline agreement. A separate bilateral agreement, negotiated and agreed upon by the relevant carriers, is required. This Recommended Practice may be referred to in the agreement entered into by the carriers.

This Recommended Practice refers to processes used between carriers regardless of the distribution channel used by the customer. Accordingly, it may describe processes used within indirect distribution, or used by a carrier engaging with a customer directly through their own sales channels.

This Recommended Practice refers to processes used in any interline scenario, where one carrier is selling a service or services to a customer, and where another carrier is delivering some or all of those services. This may involve services sold in connection (where a passenger connects from the flight of one carrier onto the flight of another carrier), or point-to-point services for example where a passenger travels outbound on one carrier, and separately travels inbound on another carrier.

This Recommended Practice does not refer to processes where two separate travel arrangements are presented to a customer together by an intermediary, but where an interline relationship does not exist between the two carriers.

3. PURPOSE

The purpose of this Recommended Practice is to remove duplication and streamline the establishment of interline relationships between ticketed and ticketless carriers, to

- Ensure interline relationships between ticketed and ticketless carriers provide a seamless experience for customers;
- Make new interline partnerships easier to form;
- Remove the administrative burden of separately establishing processes between ticketed and ticketless carriers;
- Provide awareness as to the aspects of interline relationships that should be discussed, defined and agreed, to ensure agreements are comprehensive and robust.

4. DEFINITIONS

A "ticketed carrier" is a carrier with capability to use all of the processes described in IATA Resolutions and Recommended Practices concerning publishing schedules, processing reservations, determining pricing based on published fares and rules, issuing and honouring tickets, processing through-checked baggage, and performing interline billing using the IATA Clearing House.

A "ticketless carrier" is any carrier without the capability to use some of or all of the processes described in IATA Resolutions and Recommended Practices concerning publishing schedules, processing reservations, determining pricing based on published fares and rules, issuing and honouring tickets, processing through-checked baggage, and performing interline billing using the IATA Clearing House.

A "Retailer" may be either a ticketed or ticketless carrier selling Products and Services to customers, directly or through agents. These Products and Services may be obtained from the supplier and sold to the customer, either individually or as part of a bundle, at a price determined by the Retailer.

A "Supplier" means either a ticketed or ticketless carrier that is supplying Products and Services to a Retailer and is responsible for the delivery of those Products and Services to the customer.

5. ESTABLISHING AN INTERLINE RELATIONSHIP

5.1 General considerations for establishing an interline relationship

Interline relationships involve many functions and activities that outside of interline may not exist. Some of these activities may be considered as stand-alone, in that they relate purely to interline relationships: for example, negotiating and managing interline agreements with partners. However, many other activities closely align with general non-interline business functions managed by established teams.

Carriers should determine whether interline functions are to be managed in a centralised model, by a dedicated team, or in a decentralised model, by business units also managing non-interline related functions.

5.2 Understanding the specificities of ticketed carriers

Current processes followed by ticketed carriers often reflect processes used in paper-based distribution. In paper-based distribution processes, carriers published schedules and fares, which specialist organisations would then aggregate and distribute. Travel agents or ticketing offices could then refer to these schedules to construct an itinerary, and would need to manually contact each carrier in an itinerary to secure a reservation for each flight segment. Once reservations were confirmed, publish fares could be combined to price the total itinerary. If suitable for the customer, the itinerary and price would be recorded on a single ticket, issued in the name of one carrier, the validating carrier. The travel agent would then report ticket issuance to the carrier and settle the payment collected from the customer with that carrier. Beyond the initial contact to secure a reservation, carriers participating in the itinerary may essentially have had no information of the fare collected, the customer, or the itinerary until the customer presented the flight coupon to board the flight. The flight coupon would then be used by the participating carrier to bill the validating carrier for their share of the fare.

As technology evolved, these processes were replicated within computer systems, and interactions were automated through industry standards. Despite this, the process flow has remained largely unchanged. Today, most of these processes are managed by Global Distribution System (GDS) or Passenger Service System (PSS) providers. These systems still typically follow a workflow of itinerary building from a neutral display, obtaining unpriced reservations from each carrier within the itinerary, pricing the entire itinerary using published fares and then ticketing and reporting.

Separate reservation and ticket records, and pricing constructed from published content are important specificities that should be understood by ticketless carriers when interacting with ticketed carriers.

While every carrier's business model is determined on an individual and independent basis, ticketed carriers (due to their history) often have a wider network of interline partnerships, actively use third-party distribution systems in indirect sales channels, and typically have experience offering a wide variety of origin and destination itineraries by combining their own services and the services of their partners.

5.3 Understanding the specificities of ticketless carriers

Ticketless carriers often focus on commercial models favouring direct distribution, and accordingly have adopted simpler processes typically involving offering priced segments (instead of constructed prices using filed fares), and single reservation records that contain all the information and do not require separate reservation and ticketing process. This typically bypasses the need for separate processes around availability, reservations, ticket issuance, departure control and revenue accounting. From a distribution perspective, many ticketless carriers interact with third parties using application programming interface (API) processes, where a request for content is responded to directly.

Because of these specificities, ticketless carriers are typically not equipped to interact seamlessly with processes centred around traditional tickets and reservations.

While every carrier's business model is determined on an individual and independent basis, ticketless carriers may have a more limited number of interline relationships, and may tend to focus on direct distribution. They may also tend to focus on point-to-point operations and not focus on offering a variety of origin and destination itineraries by combining their own services and the services of partners.

5.4 Differences in system architecture

Because of the differences in process, and different approaches with regards to external interactions (with both interline partners and also with e.g. third-party distribution systems in indirect distribution), ticketed carriers and ticketless carriers often have very different system architectures. Ticketed carriers typically have a complex array of separate but connected systems supporting different processes. These systems may be operated directly by the airline, or by one or several system providers. This system environment is commonly referred to as the Passenger Service System or PSS.

IATA standards often define expected behaviours between parties, and data exchange processes between systems. These standards may then influence the internal design and structure of certain records within separate systems.

While it is important to carefully agree on business processes between interline partners, an understanding of system architecture may be useful to grasp the specificities of each interline partner and the possible limitations these could represent.

5.5 Legal agreement

Carriers should make sure that the teams involved in establishing interline processes know about, and comply with, applicable regulations (such as data protection and privacy laws or competition laws) in relevant jurisdictions.

Entering into an agreement defining the rights and obligations of each party is an important step for building an interline relationship. An agreement should define the rights and obligations of each party and include provisions on matters such as liability, termination or dispute resolution clauses.

In the existing distribution environment, many carriers form a legal interline agreement by concurring to the IATA Multilateral Interline Traffic Agreement (MITA).

6. PROCESSES TO SUPPORT INTERLINE

6.1 Customer interactions

Carriers should clearly establish which carrier may contact the customer directly. This would include contact before, during and after the delivery of services. As a general principal, customer contact should be initiated by the Retailer carrier.

If the customer contacts the Supplier directly, it should be clearly established as to whether the Supplier should direct the customer to the Retailer, or in which circumstances the Supplier should process the customer's request.

Where either carrier is unable to provide products or services that have been confirmed to the customer, it is important to clearly agree who will be responsible for informing the customer and managing the changes.

Within the existing distribution environment and standards that govern interline between ticketed carriers, a booking source (which may be a travel agent, or an airline) manages all contact with the customer with regards to the customer's reservation. Once a ticket is issued the issuing carrier manages all contact with the customer. However, under existing standards, participating carriers may respond to customer queries and manage changes to a customer's itinerary within certain parameters. An important caveat to this principle is during times of irregular operations. When an irregular operation occurs, under existing standards it is the carrier who has caused the disruption that manages customer communication and manages re-accommodation of the customer to their next point of stop over.

Ticketless carriers may have specificities that prevent them from being able to provide the same level of information, or the same capability to service customers where they act as a Supplier. Ticketless carrier business processes may also be built around direct customer interactions, and processes that require the suppression of customer contact in some circumstances (such as when another carrier is acting as a Retailer). These differences may require some process change or adaptation. For instance, in an irregular operation scenario, ticketless carriers may not have sufficient information on the full itinerary of interline customers to allow them to completely manage re-accommodation.

Carriers should clearly acknowledge and manage differences in processes that may limit a ticketless carrier from suppressing customer contact where required, from communicating via a booking source, or from managing customer queries where they are a booking source.

6.2 Determining what can be sold

Carriers should determine what can be sold within an interline relationship and by whom. This covers the journeys across the carriers that can be sold, which of the carriers can sell them and the products that can be sold for those journeys. Either the ticketed carrier or the ticketless carrier could act as a Retailer or a Supplier (or both) within an interline relationship. This should be clearly defined, and processes clearly agreed for each of set of circumstances.

6.2.1 Schedule data

Carriers should determine the itineraries that may be sold within the relationship. This will then require Carriers to exchange schedule data. This information includes the flight schedules themselves, schedule change information and Minimum Connecting Time data. Establishing a timely data exchange is essential to ensure that customers can be kept up to date with any changes to their journey times. Underpinning this is the expectation that both carriers in a relationship will have an IATA-issued *airline designator*, and publish flight numbers following IATA standards. If carriers are engaged in indirect distribution, then they will have some method for publishing their schedule information to the distribution channels that require the information.

In the current distribution environment, ticketed carriers publish schedules in a Standard Schedules Information Manual (SSIM) format to schedule aggregators who then make that information available to the other parties who require it.

Ticketless carriers may not follow the same process generating or consuming SSIM data files.

Carriers should agree on how each carrier will obtain access to schedule data. The approach taken may differ between the two carriers. For example, the ticketed carrier may continue to share SSIM files that the ticketless carrier is able to process. Ticketless carrier may only be able to generate a bespoke-format data file that the ticketed carrier will have to process separately.

Where the Retailer uses indirect distribution channels, it may be important that a full set of schedule data including the Supplier's flights is published externally. If the Supplier carrier does not typically publish schedule data externally, then they may agree for the Retailer to file schedules on their behalf to allow itineraries to be constructed within indirect distribution systems.

6.2.2 Other considerations

Carriers should also determine exactly what product is being sold to the customer. Carriers will need to explore if the products they can offer include the flight itself (transportation), seat selection, baggage allowance, and/or ancillary services. Carriers should also determine the flexibility associated with the product such as the ability to change or refund.

This will establish the correct expectation that can be communicated to a customer in terms of the service they can expect as part of their interline journey, what is included, what changes are permitted and what can or cannot be purchased as additional products.

Within the existing distribution environment, many of these aspects are included in the fare filing, rule and pricing automation data. Where ticketless carriers manage these considerations independently of filed fare data, these considerations should be clearly communicated between interline partners.

6.3 Confirming services (reservations)

6.3.1 Processes for requesting and confirming services, and minimum information

Carriers should determine the process by which the Retailer can request services from the Supplier, and the process by which the Supplier can respond with services that are available. Where a customer wishes to proceed with a booking, a process should also be established as to how the customer's request can be communicated by the Retailer to the Supplier and confirmed by the Supplier to the Retailer. Carriers should also determine the minimum set of information that is required when a booking is created.

In the traditional distribution environment, a booking source obtains information from individual ticketed airlines around inventory that is available (with reference to reservation booking designators, or RBDs). It then makes a booking request by requesting seats in specific RBDs from each participating carrier. Existing reservation standards describe these processes and establish the data exchange formats for these request and response messages. Segment statuses are used to confirm that inventory has been successfully held on the required service operated by each carrier. The reservation standards describe a minimum set of information that is required at the time a booking is made, which is typically a passenger's name, telephone number, itinerary, the ticketing arrangement and from whom the booking request has been received. It is important to note that within the traditional distribution environment, a confirmed reservation typically only suggests that inventory is held. Such reservations may be changed at any time and are not considered confirmed until ticket issuance.

Ticketless carriers may support requests sent in these standards formats or may use bespoke data exchange standards for requests and responses. The method used for these interactions, and the data required by each carrier, may be slightly different.

To align processes between ticketed and ticketless carriers, carriers should carefully determine what requests will be made and what responses are expected. Carriers should also establish the minimum set of information that should be provided when a booking is requested.

There are two primary options.

Option 1: If the carriers are filing their own schedules and distributing their own availability, it is the responsibility of the booking source building the itinerary (for example a third-party distribution system used by a travel agent, or the carrier's own reservations system responding to a customer request) to initiate the reservations process with each carrier, and ensure inventory is held on each carrier.

In this scenario, assuming the carrier in question already has an implementation with these reservation systems, existing reservation processes will be followed.

In this scenario, it is the responsibility of the booking source (and the system used by the booking source) to ensure they are building a valid itinerary, such as ensuring that the carriers are allowed to combine, and that any minimum connect times are taken into account.

Option 2: Another option is for the Retailer to file the schedules and distribute the availability of the Supplier on their behalf. Typically, this would mean that the reservations are made with the Retailer for all segments (perhaps for both those of the ticketed and ticketless carrier), and the Supplier's segment would be booked as under a flight number filed by the Retailer. This may involve industry standards to facilitate codeshare (with an identified marketing and operating carrier).

The reservations process would then be a bilateral implementation between the Retailer and Supplier, where the Retailer's reservation system receives a reservation request from the booking source and effectively cascades that reservation request to the Supplier using a bespoke process.

The carriers should establish whether the Retailer can immediately return the segment status to the booking, or whether it will wait for the segment status in the response from the Supplier.

6.3.2 Disclosure considerations

The point at which reservations are being made is essentially the first point of contact between the Retailer and the customer. This is the point at which any disclosures required by law should be made by the Retailer. This may include the operating carrier, the carrier with whom the customer must check in, the baggage provisions and documentation requirements. Where these disclosure requirements exist, carriers should ensure enough information is available from the Supplier to allow the

Retailer to fulfil its obligations. Much of this data may be available to the Retailer already through schedule filing, fare filing, or internal data, and ultimately displayed as part of the ticket and itinerary receipt. Where this data is not readily available, it is the responsibility of the Retailer to obtain this data from the Supplier.

6.3.3 Sending information on full itinerary (or connecting segments) to Suppliers

It may be important for the Supplier to have full information about the customer's entire itinerary. This may be especially important where the Supplier's segment forms part of a connecting itinerary.

Within the existing distribution environment, the Retailer will typically share details of the other Products and Services that will be delivered to the customer using existing reservation standards so that this information is contained within the PNR issued by the Supplier. If the full itinerary is not provided, at a minimum information on the proceeding segment and the onward segment may be provided to allow the Supplier to manage around flight disruptions and manage processes for ensuring passengers and baggage connect between flights. This information is also important for the through-checking of bags or through-checking of passengers. Where a bag is to be through-tagged to the point where it will be claimed, or where a passenger is to be through-checked, the segments across which the through-check or through-tagging occurs may need to be present in the reservation record of the Supplier to facilitate this. Ticketless carriers may have processes designed around point-to-point processing of passengers and bags, and reservation records that contain only online segments.

Carriers should ensure that they clearly establish what information should be exchanged between Retailer and Supplier at time of reservation. Carriers should also clearly establish what processes should be employed by the Supplier within the operational environment where they may not have a full set of information on the itinerary.

6.3.4 Information required to be sent to regulators

There may be mandatory data such as identity or travel documentation data that is required to be sent by the Supplier to the regulators. In this scenario, this data will need to be shared at the time of reservation where it is available.

Within the existing distribution environment, this would normally be transmitted using industry standard special service request (SSR) elements within reservation messages. If a Supplier cannot process SSRs, then the method of data transmission needs to be established. Even if the Retailer receives this data at time of reservation, it may be enough for the Supplier to collect this data at time of check-in, but where this is mandatory at time of reservation a transmission mechanism must be established.

6.4 Baggage considerations at time of shopping

At the time of responding to a customer's request, and confirming reservations, it is important that clear information can be provided as to the baggage provisions that will apply. At the time the customer's order is confirmed, it is also critical that this information is clearly disclosed. This should include the baggage allowance that is included at no additional cost, baggage allowance that has been purchased separately, the ability to purchase additional checked-baggage either before travel or at time of check-in, any charges that will apply for excess baggage, and any limitations on cabin baggage. This information is referred to as the "baggage provisions". In interline itineraries, it needs to be clear which carrier's baggage provisions apply in any circumstances. Whatever baggage provisions apply, this must be clear to the customer, and clear to the Supplier's systems and teams in the airport environment.

In the existing distribution environment, a single set of baggage provisions typically applies to an entire itinerary. The provisions that will apply are either selected following regulations, following the industry default selection provisions (IATA Resolution 302), or are selected by bilateral agreement. Where baggage is included as a "free baggage allowance", this is typically outlined within the filed pricing automation data and on standard ticketing messages to ensure visibility on the passenger's ticket record at any point.

The purchase of additional baggage and the collection of excess baggage may create different challenges. While industry standards such as electronic miscellaneous documents (EMDs) provide a mechanism to facilitate these processes, these processes need to be agreed between carriers. Carriers may establish a mechanism by which it can be recorded that an additional bag has been purchased, to allow this to be recognised in the airport environment, and then establish a process for billing value associated with the purchase of additional baggage if they choose to.

It is important to note a difference that may exist in the general approach to baggage allowances between ticketed and ticketless carriers. Ticketed carriers often have processes designed around a free baggage allowance (particularly for interline itineraries), and chargeable baggage processes that have been designed as an exceptional process. Ticketless carriers often have processes where all bags by default are chargeable bags, and where checked bags are essentially always treated as an ancillary product. These differences permeate many different processes, and need to be carefully considered when establishing processes.

Where the Retailer includes a bag in its fare, it expects the Supplier to honour this. The carriers would have to agree upon the process to handle this from a reservation, check-in and baggage handling perspective.

6.5 Pricing

To respond to a customer's request for an entire itinerary, the Retailer will provide information to the customer around the total price of the itinerary, and any conditions that may apply such as the ability to change or cancel.

Before being able to ascertain the total price, the Retailer must have information from the Supplier around the prices for their services, and the conditions that they expect to be attached.

The price being returned by the Supplier to the Retailer may be directly communicated to the customer, or it may be included in a single total price being provided to the customer, either in the form of a through-fare or a total offer for the entire itinerary.

Beyond the calculation of the price being offered to the customer, there may also be an impact on interline billing. The price provided by the Supplier and used by the Retailer may form the basis for interline billing between the two carriers, in the absence of a process of proration of a through-fare.

In the existing distribution environment, fare and rule data is typically filed by every carrier with a data aggregator such as ATPCO. This data is applied to an itinerary by a pricing engine, constructing a total price from the different fares that can be validly combined and applied to the itinerary. This total price is then offered to the customer in the name of a single validating carrier and is outlined on the ticket when issued.

This constructed price may be a combination of sector fares and through-fares. The combination of different fares across carriers within an interline itinerary is managed through reservation booking designator (RBD) mapping, which is also typically filed with a data aggregator such as ATPCO.

Many ticketless carriers do not file fare and rule data, and do not manage pricing through the application of filed fare and rule data. They manage pricing internally and respond to shopping requests individually with a priced offer. Many ticketless carriers may also manage pricing on a sector basis, with a separately defined price point for each single flight, without the ability to construct fares using fare components at an itinerary level.

Where a ticketed carrier is acting as a Retailer, they may need to ensure that any fare filing is managed directly by the ticketed carrier to ensure itineraries can be correctly priced.

If the ticketless carrier is using their core reservations system to manage financial processes such as general ledger accounting, they may use the sector-based value that a customer may have paid as the basis for recording financial transactions. They should ensure that for interline bookings, the data used for processing financial transactions (such as recording the receivable amount from an interline partner) is correctly captured. For interline bookings, the value that will be billed may be determined by a Special Prorate Agreement, and so may not be reflective of the value that a customer would have paid for the segment if the booking had been made directly through a public channel.

6.6 Calculating and collecting taxes, fees and charges from the customer

Fees and charges often have to be separately disclosed, while taxes in most instances must be separately disclosed, to the customer at the time a final price is presented to the customer, and separately disclosed when the customer's order is confirmed (or ticket is issued). From an interline perspective, all of the taxes, fees and charges that may apply across the entire itinerary should be calculated and collected by the Retailer, to avoid separately collecting these from the customer during their journey. Certain taxes, fees and charges may be required to be remitted to collecting authorities directly by each Supplier, even if they have not been directly involved in collecting these from the customer.

In the existing distribution environment, IATA Resolution 785 establishes the IATA Ticket Tax Box Service (TTBS) as the neutral source of official amounts for taxes, fees and charges. IATA Recommended Practice 1723 recommends that IATA member airlines use the coded TTBS data contained in the ATPCO tax data subscription. The Retailer is always responsible to collect all applicable taxes, fees and charges; and the Supplier is entitled to bill the value that should have been collected from the customer, regardless of the amount that actually was collected, for taxes, fees and charges due when the passenger travels (so-called interlineable taxes, fees and charges). In addition, certain taxes, fees and charges are applied on a sales or ticketing basis and which generally remain the responsibility of the validating carrier to remit to the responsible authority. There are separate industry standards for the treatment of these billings following irregular operations, and where amounts are disputed.

Ticketless carriers may not have access to the IATA TTBS data for the calculation of taxes, and may typically manage taxes, fees and charges for their operated services only. Carriers should ensure they have a clear process on how taxes, fees and charges will be collected and reported, and (where necessary/applicable) how the Supplier will bill the Retailer for the value of these taxes, fees and charges to allow them to remit these to the collecting authority where required. This should include considerations around the production and distribution of any statutory tax invoices that need to be provided to the passenger over and above standard ticketing documents/records.

Another consideration is the treatment of sales- or value-based taxes, such as value added tax (VAT), goods and services tax (GST) or sales tax. In most jurisdictions, domestic travel attracts VAT/GST/sales tax, while international travel generally does not. Accordingly, if domestic travel is sold in connection with an international journey, the fare will generally not attract VAT/GST/sales tax. Where existing filed pricing processes are used (and where such sales- or value-based taxes are filed as a tax) this may not create an issue. Where a domestic fare is filed inclusive of sales- or value-based taxes, this may require separate treatment. Carriers should ensure that these considerations are addressed appropriately and seek tax advice.

Confirming a customer's order (ticketing)

Carriers should determine the process by which the Retailer confirms to the Supplier that they have communicated to the customer that the customer's order is final, and that the customer is entitled to receive services. This process might also include the Retailer confirming the unique reference number under which subsequent servicing, delivery and billing may occur.

In the existing distribution environment, the Retailer would issue an IATA standard ticket (or their travel agent would issue a neutral ticket, validated on the Retailer's ticket stock). One ticket would be issued for each passenger, and each ticket could include up to 16 segments (four segments per ticket, with a maximum of four tickets issued together as a conjunctive set).

This ticket acts as a record of the contract with the passenger (and often as a receipt for the payment received). The issuance of the ticket would be communicated to each Supplier through reservation messaging standards (as an SSR TKNE element), and the ticket is then used for various delivery and accounting processes. Specifically, before boarding a passenger on a flight, each Supplier obtains control of the ticket coupons and records when delivery has occurred using standard ticketing messages. In this way, the Retailer's ticket record is maintained as an accurate record of those services that have been delivered to the customer, and those services that the customer is still entitled to receive.

The ticket can also be used to process and record changes to the customer's itinerary. Coupons that are not in a final status (i.e. they are not flown, or already exchanged) may be reissued or exchanged for new tickets issued by the same carrier, or even by a different carrier.

In the existing distribution environment, many specific processes regarding interline billing and settlement also use the ticket number as a unique identifier and use the segment statuses of the ticket to trigger financial obligations, the recognition of general ledger accounting entries, and interline billing. In this way the ticket also acts as "currency" between ticketed carriers, in that value that is recorded as being held by one carrier in a ticket can always be billed by another carrier – either when they deliver services described on the ticket, or when they obtain control of a coupon and reissue that coupon into their own document.

Ticketless carriers may operate a single confirmation process, and not a separate reservation and ticketing process. Ticketless carriers may use a single record to confirm a reservation, but also to track delivery of services, and the customer's entitlement to receive services. Carriers should ensure that there is a clear understanding on the obligations that are created at the time a reservation is created, as opposed to obligations that may be created at the time of ticket issues or the time services are delivered.

Different challenges exist for ticketed carriers selling ticketless carrier services and vice-versa. Where a ticketed carrier acts as a Retailer, the ticketed carrier will be likely to issue a ticket for travel on the ticketless carrier's services regardless of whether or not the ticketless carrier will interact with this ticket. This is needed for the ticketed carrier to ensure that its own processes continue to work.

Where a ticketless carrier acts as a Retailer, the ticketed carrier may need the ticketless carrier to issue a real ticket or some form of pseudo-ticket for a customer journey so that it will be able to handle that customer through its processes that rely on the existence of a ticket.

6.7 Changes to confirmed services

6.7.1 Customer initiated changes

If a passenger requires a change to their booking, carriers should establish which carrier is able to process these changes and how information on changes is communicated between carriers.

In the case that the customer reservation is made as an interline (or codeshare), the partner should be able to proceed with making changes in its reservation system. The Supplier's system should receive messages with changes and be able to process them accordingly.

In the existing distribution environment, the booking source is typically responsible for managing customer initiated changes prior to travel. The booking source may be a travel agent, or an airline. The booking source will process the changes, and standard reservation messaging will occur with all the participating carriers to allow segments to be confirmed and for each carrier to update their reservation record. The booking source would then typically also be responsible for reissuing tickets once the new itinerary has been confirmed, and any change to price has been calculated. Repricing occurs through a revalidation of fares (and taxes, fees and charges) that now apply to the revised itinerary to calculate the additional collection that may be required from a customer. The new reissued ticket may act as a record of what any additional fare (or fees) that has been collected from the customer, and also links the value that was collected on the original ticket.

Ticketless carriers may operate with a single record, and not separate reservation and ticketing process. Ticketless carriers may use a single record to confirm a reservation, but also to record changes, the recalculation of pricing and the collection of additional payment from the customer.

Carriers should ensure there is a clear understanding on the processes that will be established to process changes to reservation, but also to effect any change in price, and collection from the customer. Where the ticketed carrier acts as Retailer, this may follow an existing process where the ticketed carrier performs re-pricing and reissuance, and the ticketless carrier simply needs to update their reservation record. Where the ticketless carrier acts as Retailer, this may require more extensive process redesign and interaction with the ticketed carrier's ticket server.

6.7.2 Carrier initiated schedule changes

When any carrier involved in a customer's itinerary makes a change to the schedule of their flight at any time, this may impact the customer's entire itinerary. Flights may misconnect, or the itinerary may no longer be attractive to the customer or meet their requirements. When any schedule change occurs, this must be clearly communicated to the customer, and the customer must have the opportunity to revise their itinerary.

It is important to clarify the difference between a planned schedule change and an irregular operation. IATA member airlines (whether ticketed or ticketless) are bound by Resolution 735d which limits an irregular operation to events which occur on the day of scheduled departure of the first impacted flight, or the day before that day. All other events are by definition considered planned schedule changes. Resolution 735d establishes specific processes for irregular operations which are different to those of planned schedule changes. Where interline relationships are formed with non-IATA member airlines, carriers should agree to the definitions of a planned schedule change and an irregular operation.

It is also important to note that different carriers have different approaches to schedule changes, and some carriers may change schedules much more frequently, and closer to departure than others. Carriers should work together to establish a clear understanding of the likely volume of schedule changes.

Within the existing distribution environment, any participating carrier's schedule change will result in standard reservation messaging back to the booking source to advise them that the original flight is no longer intended to operate as confirmed and suggest an alternative flight. The booking source would then contact the customer, and may change the itinerary to meet the customer's requirements, using processes that would mirror the process for a customer-initiated change (processing changes to reservations, and then a reissuance of tickets). The primary difference is that typically no additional fare would be collected, and the ticket would simply be reissued at the originally collected fare, to reflect the fact that the change was not requested by the customer, and so the customer should not be penalized.

Ticketless carriers may operate with a single record, and not separate reservation and ticketing process. Ticketless carriers may use a single record to confirm a reservation, but also to record changes, and the recalculation of pricing and the collection of additional payment from the customer.

Carriers should ensure there is a clear understanding on the process that will be established to process schedule changes. Where the ticketed carrier acts as Retailer, an existing process may be followed whereby the ticketed carrier performs re-pricing and reissuance, and the ticketless carrier simply needs to update their reservation record.

The ticketless carrier should also ensure that where they are acting as a Supplier, additional collections will not be requested from customers. If the ticketless carrier's processes typically trigger a request for collection of a fare difference following a reservation change, this issue will need to be discussed and agreed between carriers. The collection of the fare difference may need to be suppressed, and teams managing customer interactions will require training on the process.

Where possible the ticketless carrier should also suppress customer communications, and ensure that this is managed by the Retailer, or by the booking source. Ideally, the Supplier should be able to recognise and manage a Retailer-sold customer when initiating a schedule change, but this is not always possible. Where a ticketless carrier is acting as a Supplier, they may not be able to identify the Retailer-sold customer when processing changes and thus make a change without knowing that they are impacting a Retailer-sold customer.

Where the ticketless carrier acts as Retailer, this may require more extensive process redesign.

It is essential that both carriers have a robust, clearly defined schedule exchange process, which provides regular and timely schedule updates. Both carriers need to be able to send, receive and action messages in a timely fashion. This could form

part of the regular SSIM exchange or require separate schedule messages that fall outside this. It is recommended that the teams responsible for scheduling and the production of schedule files communicate with each other as the agreement is being set up to establish any issues, that might exist, agree on procedures and exchange direct contacts.

6.7.3 Irregular operations

When any carrier involved in a customer's itinerary has an operational interruption this may impact the customers' onward flights in an interline itinerary. In an irregular operation, it must be clearly established who will manage re-accommodation or customer contact, but also which carrier will manage any required changes to the customers itinerary. Within an irregular operation, there may be the involvement of a different carrier as part of the re-accommodation. The interaction of any third-party carrier needs to be clearly agreed between the carriers involved in the interline agreement.

It is important to clarify the difference between a planned schedule change and an irregular operation. IATA member airlines (whether ticketed or ticketless) are bound by Resolution 735d which limits an irregular operation to events which occur on the day of scheduled departure of the first impacted flight, or the day before that day. All other events are by definition considered planned schedule changes. Resolution 735d establishes specific processes for irregular operations which are different to those of planned schedule changes. Where interline relationships are formed with non-IATA member airlines, carriers should agree to the definitions of a planned schedule change and an irregular operation.

Within the existing distribution environment, in an irregular operation, the carrier that causes the operation is responsible for re-accommodating the passenger to their next point of stop over, on their own services or the services of another carrier. The carrier that has caused the disruption is also responsible for reissuing tickets, and any carriers who operate as part of the revised itinerary are entitled to bill the original carrier for the revenue that the carrier would have received based on the fare ticketed.

Carriers should ensure there is a clear understanding on the process that will be established within irregular operations.

Where the ticketed carrier is acting as the Retailer, and suffers an irregular operation, they may follow existing processes, arranging for re-accommodation across an entire itinerary and reissuing tickets. Where the ticketed carrier is acting as Supplier, they may similarly be able to use existing relationships and processes to re-accommodate the passenger but may need to develop a separate process for informing the ticketless carrier (as Retailer) of the actions they have taken.

Where the ticketless carrier suffers an irregular operation as the Supplier, they may not have the knowledge of the customer's full itinerary, or the capability to re-accommodate onward flights on the ticketed carrier or on other carriers. Carriers should agree on who should manage re-accommodation or changes to onward flights in these circumstances. Where the ticketless carrier suffers an irregular operation as the Retailer, this may be more straight forward with no required changes to tickets or impact on the ticketed carrier beyond a change in reservation.

It is important to note that if the ticketless carrier has few interline relationships, it may have less options for re-accommodating passengers than a ticketed carrier. The ticketless carrier may have relationships with other operators (and potentially surface transport operators) based on directly purchasing transport for impacted passengers, rather than on the basis of interline billing. Carriers should discuss and agree on obligations and processes in all circumstances, and ensure that customer-facing teams are trained.

The most important thing for carriers looking to make an agreement, is to clearly identify the capability of the carrier experiencing the disruption to manage the customer in accordance with the requirements of the Retailer.

Carriers should ensure that at airports where partners are connecting, the operations teams meet regularly to identify issues and agree on procedures.

6.8 Delivery of services

6.8.1 Check-in and departure control processes

Any carrier involved in an interline itinerary needs to be able to service the customer within the airport environment, whether they are the Retailer or Supplier, and whether the customer is flying on a standalone flight, or on a flight that involves a connection with another carrier. Many carriers use the concept of "check-in" as a milestone to confirm that the customer is ready to board a flight and is intending to travel. In interline itineraries, this milestone is often communicated by the first carrier

in a series of connecting flights to other carriers, to allow them to record this milestone within their own systems and manage operational processes.

It is critical that each carrier has the information necessary to service the passenger throughout their itinerary, and for all carriers to be able to inform the passenger about any actions they will need to take in order to complete their journey, such as when and how they will need to check-in with onward carriers, or when and how they may need to reclaim or re-check their baggage.

In the existing distribution environment, successive carriers in an interline itinerary have access to information exchanged at the time of reservation indicating proceeding and onward flights in a customer's itinerary. Carriers may also send and receive messages with the other carriers to exchange information about flight information, actions taken on reservations, electronic tickets, and baggage. To facilitate check in, carriers may also agree to follow established industry processes such as Inter-airline Through Check In (IATCI). In principle, the passenger checks in with the first operating carrier, who will issue boarding passes and bag tags to their journey's ticketed stop over or final destination.

These processes also ensure that each carrier has the appropriate visibility and control of the passenger's reservation, which is particularly relevant should changes like an Irregular Operation occur during the journey. Carriers that use an automated Departure Control System are able to automate most, if not all processes that are necessary to manage these itineraries.

Many ticketed carriers rely on information contained in the ticket to service a passenger who purchased the ticket from their interline partner, including the passenger's itinerary and other details that have been bi-laterally agreed, such as the baggage allowance or other entitlements.

Ticketless carriers may not have capability to exchange information with other airlines, or to process interline interactions following industry standards. In some instances, a procedure solution may be required to reconcile differences in the structure of a ticketed and a ticketless carrier's reservation.

Carriers should clearly establish processes for all airport-based interactions to avoid situations where a passenger or their baggage cannot complete their itinerary or are inconvenienced.

6.8.2 Border control requirements

In interline itineraries it is especially important to identify that a customer has all of the required documentation in any country where they will be required to clear customs. This may be the country to which they are flying, or a country in which they may be required to clear customs enroute, due to a stop-over or to make a connection. Carriers that carry an "inadmissible" passenger to any country where that passenger is not admitted are often responsible for returning that passenger to their origin at their own cost.

In the existing distribution environment, IATA Resolution 701 describes the obligations of different carriers in an interline journey where a passenger is inadmissible. To avoid these issues, carriers typically verify documentation requirements at the time of check-in at the first flight, and carriers may also wish to re-validate requirements before boarding customers onto their successive flight. Where interline relationships are formed with non-IATA member airlines, carriers should agree on obligations and processes to be followed in the event of inadmissible passengers.

Ticketless carriers may not have access to full itinerary information, and may not have capability or processes in place to check documentation requirements. Carriers should establish processes for how these validations may be performed, if required.

In the event of irregular operations, customers may be required to clear customs in countries through which they were only intending to transit. This may occur, for example, if hotel accommodation is required, or where a domestic connection is required to re-accommodate through a different international gateway. This is an additional complexity, and carriers should discuss these circumstances and establish processes.

6.8.3 Passenger baggage acceptance and transportation

Carriers should agree on how each customer's baggage will be accepted and transported to the same destination as their shared interline passenger. It is critical that the carriers are able to inform the passenger if there is an action required along the journey to ensure the baggage reaches its final destination, and comply with any applicable regulatory requirements. This may include, for example the requirement to reclaim and re-check baggage during a connecting journey.

Responsibilities should be clearly defined by carriers at each stage in the bag's journey from check-in to final delivery, and in irregular situations like a passenger re-route or when bags are mishandled. The applicability of rules, standards and allowances should also be clearly defined, so that a single passenger itinerary will be treated consistently, even if the carriers' policies differ. Requirements specific to regulatory, facility or other situations (such as equipment) should be clearly known and understood by interline partners.

In the existing distribution environment, and specifically for carriers operating under MITA concurrences, participating carriers accept and carry baggage for interline passengers utilising their services. Carriers use ticketing data to process interline passengers, and leverage data contained within ticketing and reservation records to issue bag tags. Carriers use industry standard messaging to communicate details about baggage between participating carriers involved in the journey. Carriers will typically issue a bag tag to the final destination on a successive group of connecting flights. Carriers agree to the physical transfer of baggage at connect points.

Where interline relationships are formed with non-IATA member airlines, or outside of the MITA, carriers should agree on the obligations of each party and the processes to be followed.

Ticketless carriers may not have capability or processes for the through-checking of baggage, or for the physical transfer of baggage from one carrier to another. Carriers should clearly determine the roles and responsibilities specific to their relationship, and the associated obligations and processes. This should be to the same level of detail similar as those outlined within the MITA. Examples of these processes include:

- Determine appropriate routing and final destination
- Applicability of rules and entitlements
- Messaging and exchange of baggage movement information
- Collection, record, applicability and settlement of ancillary revenue collected for baggage

Carriers should also agree on processes that sit outside of industry standards, such as the handling of oversize or sporting equipment, and carry-on baggage processes.

6.8.4 Collection of excess baggage charges

Where carriers have policies around charges that apply for excess baggage, the charges and policies that will apply on an interline itinerary should be clearly accessible to the customer. Ideally the collection of excess charges should only be made once across any successive group of flights over which a bag will be through tagged.

Within the existing distribution environment, ticketed carriers determine which excess charges will apply as part of the process for determining which carrier's baggage provisions will apply to the entire journey. Industry standards recommend the collection of excess charges using industry standard electronic miscellaneous documents (EMDs), which can then be associated to passenger tickets, and viewed by all participating carriers. Participating carriers can also bill the issuing carrier for the EMD for their share of the excess charge that has been collected. Where EMD capability does not exist, carriers may use other solutions such as non-standard excess baggage ticket documents, or other proprietary solution.

Ticketless carriers may not have business processes that support the application of different baggage provisions, and the imposition of different charges for excess baggage.

When establishing processes, carriers should determine how baggage charges should be applied, how excess should be collected, and how other Supplier's should be advised that an excess charge has already been collected from a customer. Carriers should also agree whether interline billing will occur for charges collected by one carrier involving excess baggage carried by another, and how this will occur.

6.9 Interline billing and settlement

Both the Supplier and the Retailer need to have certainty on the amount that will be billed, the currency, and when and how billing will occur.

In the existing distribution environment, and specifically for carriers operating under MITA concurrences, carriers who operate services bill the issuing carrier after services have been delivered. Billing occurs under the standards established in the Revenue Accounting Manual. The ticket is used as the reference for interline billing. Invoicing occurs through the Simplified Industry Settlement (SIS) platform, and settlement occurs through the IATA Clearing House (ICH). The Revenue

Accounting Manual also contains information on managing dispute processes. Disputes are often resolved by referencing the underlying ticket data related to the transaction.

In the existing distribution environment, the amount to be billed may be a sector fare (a single fare amount associated with a single flight), or a prorated amount that is a proportion of a through fare. Where proration is required, this may be calculated under the Multilateral Prorate Agreement - Passenger (MPA – P), or under a separate prorate agreement between the carriers. A separate proration agreement is typically referred to as a Special Proration Agreement (SPA). A SPA might define a specific method of prorating the fare collected on a ticket, or it may establish fixed values that will be billed for specific RBDs regardless of what is on the ticket.

Ticketless carriers may not have the capability to receive or process ticketing data containing information on the fare collected, and may therefore not be able to calculate proration on the basis of through fares. Ticketless carriers may prefer the simplicity of agreeing on fixed rates to be billed per RBD regardless of the fare that has been ticketed.

In addition, ticketless carriers may not have the capability to produce or consume standard invoicing data to interact with the SIS platform or the ICH. Carriers should agree to the value for billing but should also carefully agree to the processes around invoicing and settlement, and how to manage disputes. Where a ticketless carrier does not have access to ticketed data, support for billing (and disputes) may be based on data that is captured and stored in different record types. These processes should be agreed between carriers.

Item B4.3: Report and Workplan of the Minimum Connect Time Group, under the Plan Standards Board

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Submitted by: Sarah Goodman, Chair of the Minimum Connect Time Group, under the Plan Standards Board

Ruth Newman, Vice Chair of the Minimum Connect Time Group, under the Plan Standards Board

Teresa Mentone, Assistant Manager Plan Standards, Secretary of the Minimum Connect Time Group

Background

The Minimum Connect Time Group (MCTG) was established under the Plan Standards Board with a mandate through to 1 November 2020, to develop proposals on standards related to:

1. Deal with matters concerning the presentation, application and transfer of MCT data between airlines data aggregators and system providers including the associated business requirements.
2. Recommend future modifications to MCT standards and required Guides in supporting the industry with new standards.
3. 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 Schemas and Implementation Guides where applicable.
4. Review and endorse proposals to amend Recommended Practices 1761b and Resolution 765.

Members of the Minimum Connect Time Group

The Terms of Reference of the Group allow for a core membership of a minimum 9 organizations from airlines and strategic partners who commit to active participation on standards development. Members of the group can be found on the [MCTG Standard Setting Workspace](#).

Chair and Vice-Chair

Ms Sarah Goodman (OAG) and Ruth Newman from American Airlines are elected as Chair and Vice Chair respectively. Under the Terms of Reference of the Group, these officers hold their positions for 12 months, subject to continued involvement in the group.

Minimum Connect Time Group (MCTG) activity in 2020

The MCTG has had numerous ad hoc call meetings in 2020 thus far with the group's F2F meeting being replaced by call meetings in May and June. The PSC is to note that the Vice Chair position is now vacant following America Airline's restructure measures.

New Global Default MCT values became effective 01 March 2020. New values in place DD: 0030, DI: 0100, ID:0130 and II 0130. The MCTG held and adhoc call in order to address issues and concerns following the effectiveness of the new values. As a result, memorandum was circulated with actions required from stakeholders impacted.

Due to the COVID 19 crisis, the re-prioritisation of the group workplan activities was performed with the Chair and Vice Chair. Certain activities have been paused or deferred to November. The following activities remain planned for delivery in 2020:

- Adding a Connection Building Filter (new record) to Standard Schedules Information Manual (SSIM) Minimum Connect Time Standards – Group proposal finalized in June and SSIM amendments endorsed by the Board in July.
- Minimum Connecting Time International/Domestic Override Data Element Identifier (DEI) 220: Enhancements to SSIM standards required to clarify how I/D status default is applied & when the DEI is to be used to override the default - Group proposal to be submitted to the Schedules Publication Group for approval and to the Board for endorsement and for SSIM inclusion.

MCTG in Focus

The Group's face to face meeting in April was replaced by a Call Meeting held on 26 May and 16 June. At this meeting the Group focussed on:

- A new standard for the Connection Building Filter.
Currently, itineraries can be built between carriers that do not have interline agreements, resulting in poor passenger experience and forcing airlines to file MCT suppression at each station. The MCT Group agreed to include a new filter (Record Type 3) in the SSIM standards which will maintain those carriers that are allowed to connect with the submitting carrier and may be used to restrict itinerary building between carriers who do not want to build connections. Conference to refer to Adoption of Standards below for further details.
- Country Transit Restriction (MCT User Guide update surrounding current circumstance impacting MCTs.) – Group discussed how airlines are dealing with the scenario of these restrictions due to COVID-19 and if an update to the MCT User Guide would be beneficial at this stage. The MCTG agreed that at due to various solutions being used by airlines for this scenario that no update will be made to the MCT User Guide. Due to the complexity of the scenarios Airlines should continue to file what best suits their operation.
- Reopening of the industry and Station Standards - With the restart and new measures being implemented at airports due to COVID-19 some airports are requesting to update their Station Standard during this transition period. As this would be IATA plans to inform the industry of the Resolution 765 -Interline Connecting Time Intervals–Passenger and Checked Baggage and how to submit their revised MCTs.
- 2020 Meetings - In addition to the Group's November meeting (now a call meeting), it is planned for the group have a call meet in September in order to discuss PSB outcome on the Connection Building Filter and for further planning on the item. Calls will be scheduled between now and November based on urgent industry needs.

Station Standard MCTs Single Source Update

The MCTG has proposed how to approach this initiative with the cleanup and collection of the Station Standard data. To date POCs have been put in place with a volunteer carrier and IATA which are now on hold. Listing of main carriers by airport was requested by the group and IATA has created the list so we can liaise with main carrier at each airport. An analysis was performed by OAG of the initial targeted airports as this initiative will be tackled in phases. IATA has planned for a campaign with the IATA regions to raise awareness and support with the various activities triggered by this initiative.

IATA has since temporarily placed on hold campaign activities initially planned for 2020 until further notice as the current focus is to implement and support the emergency engagements being requested during the COVID-19 crisis.

The activity is currently placed on hold however continuity for the data collection and update of Station Standard MCTs will continue as needed by the industry and based on industry availability for the update and collection of the MCT Coordinator contacts.

Minimum Connect Time Group Adoption of Standards

The Plan Standards Board currently has authority to adopt changes to the SSIM standards described in RP 1761 and Resolution 765.

The Connection-Building Filter (new record in the SSIM standards) is optional and will be used to identify interline agreements with airlines. When carriers use the new record to supply a connection- building filter list, only those carriers in their list will be considered for connection building. Amendments to SSIM standards were endorsed by the Plan Standards Board and will be included in the upcoming SSIM MAR2021 issue with an effectiveness date of 01 November 2022 for implementation awareness.

Minimum Connect Time Group Work Plan

The work plan of the Minimum Connect Time Group is provided as **Attachment A_B4.3**. The work plan of this group has been reviewed and endorsed by the Board.

Action

Conference to note the report and Work Plan.

Attachment A_ B4.3 Work Plan of the Minimum Connect Time Group

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ITEM	SUBJECT	DESCRIPTION SUMMARY	DELIVERABLE	STATUS
1	Connection Building Filter (previously referred as Universal Positive filter in MCTs)	Addition of a Universal filter to chapter 8 in order to prevent displaying connections with airlines that do not have ticketing and/or baggage agreements. Final proposal to be agreed by MCTG then submitted to PSB.	Proposal was submitted to PSB/5 and Board has endorsed SSIM standard amendments. IATA to publish amendments in SSIM MAR2021 issue with an effectiveness of 01 November 2022. Group to update User and Technical guides	ACTIVE
2	Areas of exploration	Build capability with new hierarchy fields MCT's by time and day of week to optimize the schedule. Consider start and end dates as managed with OAG. Explore areas to further align the data distributed by the Data Aggregators	Item to be revised	Deferred until Nov2020
3	MCT I/D default and Override DEI 220	Default interpretation of I/D status (leg based vs segment based) and better understanding when the DEI must be used to override the default. Technical Guide updated clarifying intent of default interpretation and include mention that this is an ongoing discussion.	Agreed proposal by MCTG to be submitted to SPG/2 - Technical Guide updated	ACTIVE
4	Station Standard MCTs	IATA mandated to be single source of Station Standard MCT - delivery of data collection process.	IATA campaign on hold, POC suspended, IATA data collection activity continuity on industry availability	PARKED
5	MCT Calculation Method	Assess MCT Calculation in Reso 1744A and others following group decision to not include any such references.	To be completed in 2020	ACTIVE
6	XML Development	MCTX workgroup - Complete BRD2 - Present XML Standards to PADIS - Generate full file delivery in XML - Develop Capability to exchange 'Update' message in XML between Airlines Aggregators, GDS and System Providers	First meeting post cutover 20NOV19 Group to re-evaluate business need now that new MCT standards are in place	PARKED

ITEM	SUBJECT	DESCRIPTION SUMMARY	DELIVERABLE	STATUS
7	MCT Education Training	Identification of MCT Standards (Chap 8) training requirements, objectives and content for IATA training Development.	Continuity on industry availability	PARKED
8	MCT project Benefit Realization	Project benefits to be evaluated in 12 months AA to provide operational KPIs (revenue, load factor) Group carriers to perform analysis on flight reduction	Feedback to be provided at NOV2020 meeting	ACTIVE
9	MCT Technical and User Guides Update	Maintain Technical and User Guides to date with changes to Chapter 8	Adhoc updates made as needed. Latest versions of Guides posted in May 2020	ACTIVE
10	Concurrence Process Between Parties	Concerns on concurrence process. Clarification and visibility needed in SSIM and User Guide.	to be re-evaluated at MCTG Nov2020 meeting	ACTIVE
11	IATA Publications/ Resolutions alignment with Chp 8	Align all IATA publications with reference to MCT with SSIM Chapter 8	Reso 765 review at Nov2020 meeting	ACTIVE

Item B4.4: Report and Workplan of the Schedules Publication Group, under the Plan Standards Board

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Submitted by: Jeff Meyer, Chair of the Schedules Publication Group, under the Plan Standards Board

Steve Brown, Vice Chair of the Schedules Publication Group, under the Plan Standards Board

Isabella Ioannoni, Senior Manager Plan Standards, Secretary of the Schedules Publication Group

Background

The Schedules Publication Group was established under the Plan Standards Board with a mandate through to 1 November 2020, to develop proposals on standards related to:

1. Deal with matters concerning Airline schedule data standards used by airlines, GDSs and data aggregators including the associated business requirements.
2. Review and propose amendments to IATA codes, in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes, UTC-Local Time Comparisons, Inflight Service codes and Service Types.
3. Review and endorse proposals to create or amend SSIM standards governing these processes (RP 1761b). Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable.
4. Review and endorse proposals to amend data exchange schemas and Implementation Guides with updates of codes published as industry notifications and SSIM content throughout the year.
5. Liaise with other process owning groups under the PSC and advisory groups under Industry Committees as required.

Members of the Schedules Publication Group

The Terms of Reference of the Group allow for a core membership of at minimum 12 organizations from airlines, strategic partners and Airport Coordinators/Facilitators where required who commit to active participation on standards development. Members of the group can be found on the [SPG Standard Setting Workspace](#).

Chair and Vice-Chair

Mr Jeff Meyer (Wesjet) and Steve Brown (United Airlines) are elected as Chair and Vice Chair respectively. Under the Terms of Reference of the Group, these officers hold their positions for 12 months, subject to continued involvement in the group.

Schedules Publication Group (SPG) activity in 2020

As part of the reprioritization of Group activities, the SPG June face to face meeting has been moved forward to November, in line with the Slot Conference event measures and pending industry recovery. As such, enhancements to the Standard Schedules Information Manual (SSIM) may be delayed for the 2021 issue.

Certain activities have been paused or deferred to November. Adhoc call meetings will be scheduled in 2020 to progress active work plan items and support any pressing industry requirements impacting recovery measures.

Below, highlights and areas of exploration are being presented to the Conference for noting.

Airline Scheduling Information for Airports

Today airlines are required to submit scheduled data to various airport entities. The method and requirements for this data can be varied, ranging from IATA SSIM files in local or UTC to other IATA standard messaging designed for different purposes. As more airports are developing the ability to consume SSIM files, data submission in a Chapter 7 (schedule data set) SSIM file would be an obvious option.

Several discussions have been held within IATA's airport operation and slot depts as well as with the Slot policy group to consider high level requirements and current processes from SSIM and the Worldwide Airport Slot Guidelines in order to identify possible options. Outstanding questions from the airport community would include what additional information outside the current SSIM Chapter 7 data set would be required for a new standard. Member airlines generally support the concept but there are still questions to be answered to ensure implementation of appropriate solutions.

There is an increase in number of requests within the industry and to IATA for schedule data from 3rd parties and the Plan Board concurred in 2019 that SSIM standard format files are to be used/followed at minimum. More so, the recent COVID-19 crisis is demonstrating urgent need for airports to predict levels of operational resource required and to manage substantial demand fluctuations where in a post-crisis situation, historical data is less valuable.

As an initial step, IATA has summarised guidelines within an "airline scheduling and demand information for airport planning" document which describes guidance on how airlines and airports may wish to leverage existing standards to address new challenges. The Plan Standards Board has recently provided their feedback for document finalisation and distribution to the industry as immediate guidance. It is intended to involve the Schedules Publication Group as activities progress with the various Boards and IATA departments on arising airport demands.

Industry Restart Plan – Slots & Schedule Planning

The IATA Board of Governors has endorsed a plan involving industry restart activities being scoped and developed by IATA teams and that will eventually involve SPG members. **Agenda Item A10 and B1** refers.

Secure Flight Indicator (SFI)

There is an urgent and growing demand for the collection of customer contact information.

Current SSIM Standards already allow compliance with such requirements by supporting a Secure Flight Indicator (DEI 504) but only caters to the USA. The DEI 504 indicates when there is a legal requirement to disclose full secure flight passenger data for flights that are operated by a carrier (operating and marketing) flying to/from/within/over the U.S.

The SPG chairs have suggested to amend the existing SFI DEI 504 and remove the specific references to TSA regulations in the United States, in allowing this indicator to be used generically across all countries and meet requirements from other jurisdictions where required. This was deemed the most viable solution over the long term from a schedules perspective as it will provide a venue for every country to flag the provision of passenger information for Governments, without major system changes.

IATA with the SPG Chairs and airline experts, in consultation with system providers, had considered the following options for accommodating the change. However, option 2 was selected involving the simple amendment of DEI 504 to no longer support TSA-only requirements so that it can be used for any country requirements going forward. This solution also received support from the Reservations Group under the Shop-Order Board.

1. Add country specific values for the SFI DEI 504
2. **Amend the current SFI DEI 504 to remove references to TSA, so it can be used generically across all countries.**
3. Leave the current SFI DEI 504 intact for TSA regulation business intent and create a new DEI 508 "Passenger Profile Information/Indicator" (PPI).
4. Temporary option (until solution in place) to use an open DEI (800s-900s) for country and/or carrier specific.

The proposal to amend the SSIM DEI 504 has since been approved by the SPG members and endorsed by the Plan Standards Board (PSB).

Open API (Application Programming Interface)

The PSC and IATA have put in place the industry framework for Open APIs in order to promote sharing of data across the industry. The SPG will be part of IATA's Open API project efforts in making industry codes available via APIs as transmission of data codes for SSIM messages are of high interest. However, this activity has been paused, subject to the API project restart.

Advocacy of SSIM Standards

Awareness and educational training on managing slot communications using SSIM standards are currently being offered today. IATA has been mandated by the SPG community to additionally offer training on distributing schedules and associated procedures in order to address industry inconsistencies, gaps and evolving processes between business partners. It is intended to continue this activity upon industry availability.

Schedules Data Exchange

The SPG supports existing schedules business rules from SSIM while increasing flexibility for data exchange in an XML schema and implementation guide. Once the SPG resumes work plan items, the Group plans to work closely together with the AIDX (Aviation Industry Data Exchange) and Minimum Connect Time Group with a view to move to the Airline Industry Data Model (AIDM) as a result of their relation of commonly used data elements. Scheduling schemas and Implementation Guides form part of the eSSIM download.

SSIM Codes, Watchlists and Industry Notifications

With the support of the SPG and SMG, IATA manages the assignment of Aircraft Types, Passenger Terminal identifiers (for multi-terminal airports) and Region codes as well as UTC local time comparisons data. The [eSSIM](#) receives updates throughout the year with content exportable to csv format. Notifications of updates are located on Standard setting workspace (SSW). A Watchlist of prospective new aircrafts and multi-terminal airports is listed in **Attachment B_B4.4** and also updated on the eSSIM and SSW. Any known updates on these are to be forwarded to IATA at ssim@iata.org.

Schedules Publication Group Adoption of Standards

The Plan Standards Board currently has authority to adopt changes made to the SSIM standards described in RP 1761b.

SSIM enhancements relating to the Secure Flight Indicator mentioned above are currently being balloted with the Plan Standard Board for endorsement and inclusion in SSIM standards to be made effective 1 November 2020.

Schedules Publication Group Work Plan

The work plan of the Schedules Publication Group is provided as **Attachment A_B4.4**. The work plan of this group has been reviewed and endorsed by the Board.

Action

Conference to note the report and Work plan.

Attachment A_B4.4 Work Plan of the Schedules Publication Group

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ITEMS	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
1	SSIM airline schedules information required by airports	Assessment of SSIM standards scheduling data requirements and developments.	Active
2	Traffic Restrictions	<p>Validation of restrictions in SSIM and engage the Shop Order Groups to:</p> <ul style="list-style-type: none"> • Improve processing across systems/providers • further define requirements so invalid schedules are not brought forward to pricing where itineraries run the risk of passing pricing validation when such itineraries should fail during schedules validation. • provision of examples for all SSIM traffic restrictions • establish how schedules should be presented • provision of examples for all SSIM traffic restrictions • Identify opportunities to align with different online/interline/intermodal processes 	Parked
3	Secure Flight Indicator	Inclusion of generic secure flight indicator to cater to other airlines and organisations across the world other than the US. Expedited solution to amend current SSIM DEI 504 was approved by the SPG in Aug 2020 and is currently being balloted with the Plan Board.	Active – Ballot with Plan Board
5	Schedules messages migration	Migration of current xml messages to the Airline Industry Data Model (AIDM).	Parked
6	Dynamic Schedules	<p>Evolution of scheduling practices to ensure alignment with new processes and future efficiencies.</p> <p>Will be associated with certain topics from the industry restart plan.</p>	Active

ITEMS	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
7	SSIM Scheduling Education Program	Defining scheduling training requirements and educational programs on how to distribute schedules, IT methods, using ASM/SSM procedures etc for IATA training development.	Continuity on industry availability
8	Aircraft and Terminal Watchlists	Support of IATA Watchlists on new upcoming Aircraft types and new Passenger multi-terminal airports for industry consideration and IATA notification/updates.	Ongoing Latest WL - refer to Attachment B_B4.4
9	Open APIs	SPG to be part of IATA's Open API project efforts in making industry codes available via APIs as transmission of data codes for SSIM schedules messages.	Parked

Attachment B_B4.4 Aircraft Type and Terminals Watchlists

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Summary of Terminal Considerations

Members are encouraged to assess the list with their onsite Station Managers, local reps and provide more accurate information to IATA at SSIM@iata.org.

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
NZ	AKL	2014	2021	Auckland Airport	New Combined International and Domestic Terminal planned. No indication yet if current buildings will be reused.	
NL	AMS		2023	Amsterdam Schiphol	New Terminal - architect appointed	
AE	AUH	2012	2021	Abu Dhabi International	Midfield Terminal due to be completed in 2021.	
BH	BAH	2015	2020	Bahrain International Airport	New terminal - No indication if replacement on extra building yet.	IATA to obtain update on opening.
GE	BER		2029	Berlin Brandenburg Airport	Airport scheduled to open OCT2020. Current Schonefeld airport (SXF) terminal will be converted to T5. Notification issued for Terminals 1-2 & 5. Continue monitor Terminals 3 and 4 planned for 2029.	
IQ	BGW	2013		Baghdad International	3 new terminals to be constructed.	
TH	BKK		2021	Suvarnabhumi Airport Bangkok	Currently single terminal; Satellite Terminal 800m South of Existing Terminal & New Domestic Terminal The construction of one of the terminals is expected to be completed by 2021. It is said the original second terminal known as the southern terminal will be built in 2025.	
IN	BLR		2022	Bengaluru, Kepegowda International (Bangalore)	T2 now expected to be completed 2022	
FR	CDG	2021	2025	Paris, Charles de Gaulle Airport	Construction of new Terminal 4.	
ID	CGK		2024	Jakarta, Soekarno-Hatta International	Terminal 4 expected for 2024, Construction to begin 2021.	
LK	CMB	2019		Bandaranaike Int'l Colombo	New Domestic Terminal-work will be carried out in phases to expand the airport with additional pier to west of existing one and new two-tier terminal building with separate levels for arrivals & departures #996.14 - In the process of selecting contractors /JUL19	
PH	CRK	2013	2021	Mabalacat Clark International Airport	Current terminal will be decommissioned once the new facility is finished and the transfer is complete. Schedule to open Jul 2021	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
BD	DAC	2019	2022	Dhaka, Hazrat Shahjalal International	New Terminal 3 to be completed by 2022.	
US	DFW		2025	Dallas/Fort Worth International	New terminal F.	
UG	EBB	2015	2021	Entebbe International Airport, Uganda	New passenger and freight terminals as part of airport expansion project. First phase is on schedule and is expected to be completed in May 2021. Second phase of works will be carried out from 2019 to 2023.	
US	EWR		2021	Newark Liberty Int'l	New Terminal One to replace Terminal A. Part of Terminal One will be completed in 2021 and entire project in 2022.	
DE	FRA		2024	Frankfurt International	New Terminal 3 planned for 2024	
US	JFK		2023	New York, John F. Kennedy Int'l	Two new terminals will be added. #1090.16	
CN	KMG		2020	Kunming Changshui International Airport	Terminal 1 has been completed and put to use, Terminal 2 is expected to be completed by 2020.	IATA to obtain update on new terminal status.
MY	KUL	2016	2023	Kuala Lumpur International Airport, Malaysia	March 2018 Airport announced new Terminal 3 and planned completion 2023.	
KW	KWI	2017	2023	Kuwait International Airport	New Terminal 2, construction started.	
PE	LIM	2018		Lima Jorge Chavez Airport	Delay in expansion project. Airport now (2018) going through process for construction tender. Nov 2018 new airport 'city' development announced. Includes new terminal but no details if replacement or additional facility.	
GB	MAN	2015	2022	Manchester Airport	Transformation Program with expanded Terminal 2 and demolition of Terminal 1 (1025.19) Terminal 1 will be closed and demolished by 2022.	
US	MCI	2017		Kansas City	Plan approved Nov 2017 to replace the current layout of Kansas City International Airport with a single terminal.	
US	MCO	2017	2022	Orlando international	New South Terminal construction on going expected to open spring 2022.	
RU	MMK		2022	Murmansk Airport	New passenger terminal by 2022. Construction will be in two stages.	
DE	MUC		2023	Munich International	New terminal plan approved.	
RU	OVV		2022	Novosibirsk Tolmachevo Airport	Plans of reconstructing existing passenger terminal and construction of new passenger terminal.	
CN	PKX			Beijing Daxing International Airport	New airport opened SEP 2019. Currently single Terminal -continue to Monitor for future development	
VN	PQC	2018		Phu Quoc Island Int'l	Construction in 2018 was expansion of existing terminal to 4 million pax per year and completed in Dec 2018. Second terminal still envisaged but no dates.	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
CL	SCL		2021	Santiago, Arturo Merino Benítez Airport	New terminal (T2) under construction expected to be completed by Q4 2021. The current building will be destined for domestic flights.	
SG	SIN		2030	Singapore, Changi	Terminal 5 for 2030.	
BA	SJJ		2020	Sarajevo International Airport	The new terminal will be linked to the existing one to form a single function unit. Work has also begun on the construction of stand-alone VIP Terminal.	IATA to obtain update on VIP terminal status.
GR	SKG	2019	2021	Thessaloniki, Makedonia Airport	Construction started on second terminal	
AU	SYD			Sydney Airport	New Terminal 4 adjacent to existing Terminal 3. Possibly connected to terminal and only at initial planning stages in 2018. May 2019 no further information found.	
TT	TAB			Tobago, A.N.R Robinson Int'l	New Terminal - Gov't has approved construction of new terminal building. #1090.26	
CN	TFU	2018	2021	Chengdu, Tianfu International Airport	New Chengdu airport in construction - T1 (International) and T2 (Domestic). The airport is expected to begin operation in July 2021.	
TW	TPE	2017	2023	Taiwan Taoyuan International	New T3 - In construction since May 2017 and is planned to be completed by end of 2020. DEC2018-Completion of terminal delayed to the end of 2023.	
CN	TSN			Tianjin-Binhai International Airport	Continue to monitor for terminal 3	
VU	VLI	2016		Port Vila Bauerfield International Airport, Vanuatu	New domestic terminal - May 2019 no further information found.	
TZ	ZNZ			Abeid Amani Karume Int. Airport (Zanzibar)	JUL 2019 - Terminal 2 still under construction.	
New Airports:						
AO			2022	Luanda, Angola International Airport	New airport under construction since 2008 delayed completion DEC 2022.	
VN				Tien Lang New International Airport	New airport will be replacing the current Cat Bi Airport (HPH) Vietnam- Continue to Monitor	
BD				Bangabandhu Sheikh Mujib Rahman Airport	New airport in Dhaka Bangladesh- Project stopped in 2011 but as of 2016 new feasibility study launched	
ID		2020	2023	Karawang New International Airport	Jan-2016 Project on hold. Government working on finding a new site for the development.	
SD				New Khartoum airport	New airport planned to replace KRT airport. Construction has not started as of yet (May2018)	
NV		2016	2022	Lai Chau Vietnam, will be building a new airport.	Development planned to start 2017	
IQ		2014		Middle Euphrates Airport, Karbala Iraq	Under a tender process. Initial paperwork describes multi terminal airport.	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
CR			2027	Alajuela New International Airport	Planning stage, replacement for Juan Santamaria airport at San Juan.	
GR			2024	Crete, Kastelli Airport	Replacement for Heraklion Airport.	
MW		2017		Mzuzu International Airport	Construction started but no end date given as yet (2018)	
CN			2025	Xiamen Xiang'an International Airport	New airport under construction.	
GL			2023	New airport in Qaqortoq	Greenland airport to be constructed by 2023	
PL		2021	2027	New airport in Lodz	New airport planned, construction to begin in 2021.	
AZ		2022	2023	Shaki new airport	New airport to be built in 2022-2023	
PE				Chinchero International Airport	Development of new airport north of Peru.	
GR			2024	Crete, Kastelli Airport	Replacement for Heraklion Airport. €850 million project started and planned completion 2024/25.	

Summary of Aircraft Type Considerations

Members to provide any further additional relevant information to IATA at SSIM@iata.org.

Manufacturer Name	Aircraft Type /Version	Delivery Year	Remarks	Recommended action
Aerion	AS2	2026	Supersonic Business Jet project now joint venture with Airbus and looking at 2021 for entry to service. Entry into service now targeted for 2026.	Monitor
AgustaWestland	AW609 Tiltrotor	2020	Ongoing testing with Production now due 2020.	Monitor
Airbus	A330 based Beluga Freighter		Prototype built	Monitor
Airbus	A330-900neo long range		No details if air frame different size from original A330-900neo or just re-engine.	Monitor
Airbus	C295		Stellwagen purchased 12 with 12 further options for Civilian use. The first four subleased to DAC aviation for humanitarian flights.	Monitor
Airbus	Neo Freighters		No plans as of today.	Monitor
Airbus Helicopters	H-160	2020	Prototype built	Monitor
Antonov	AN132D		Re-engined AN32 with 6 confirmed bought by Saudi air force. Civilian certification outstanding. April 2019-project suspended.	Monitor
Boeing	777X	2020	B777-8X, B777-9X, B777X-FRT F/F in 2019 I/S 2020	Monitor
Boeing	Boeing NMA (New Mid-market Airplane)	2025	Delta suggesting may be launch customer	Monitor
Bombardier	Global 8000	2019	8000 planned production was for 2019	Monitor

Manufacturer Name	Aircraft Type /Version	Delivery Year	Remarks	Recommended action
Boom	Overture	2025	Prototype of 55-seat supersonic aircraft in development. Entry into service targeted for 2025.	Monitor
Comac	ARJ21F, Business Versions of ARJ21 and ARJ-900		All delayed currently following delays with ARJ21	Monitor
Dassault	5X	2020	5X first flight planned 2017 and production 2020	Monitor
Dassault	6X	2022	6X first flight planned 2021 and production 2022.	Monitor
Denel Group	SARA - South African Regional Jet.		Prototype anticipated 2020/2021	Monitor
Gippsaero	GA18		A18 revamped GAF Nomad - no further information found May 2016	Monitor
Ilyushin	IL-96-400M	2023	Stretched IL96 with upgraded engines. Testing scheduled for 2021.	Monitor
Indian Regional Jet	(IJR)-RTA 70	2020	At design stage currently with entry into service given as 2020 to 2022	Monitor
Korean Aerospace Industries	New 90-seater turboprop		No further information since May 2016	Monitor
Netherlands Aircraft Company	70NG, 100 NG & 120NG	2019	Project appears stalled.	Monitor
Stratos Aircraft	Stratos 714		4-seater jet. Prototype first flown November 2016. Company trying to find funding for production.	Monitor
Xian	Modern Ark 700 (MA700)	2022	Maiden flight planned 2019 and in service 2022.	Monitor
Yakovlev, Irkut	MC-21, 200,300, and 400 variants to be developed	2022	2nd test aircraft to be completed in March 2018 and in service 2022.	Monitor

Item B4.5: Report and Workplan of the Slot Messaging Group, under the Plan Standards Board

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Submitted by: Denise Scafidi, Chair of the Slot Messaging Group, under the Plan Standards Board

Christiaan Evertse, Vice Chair of the Slot Messaging Group, under the Plan Standards Board

Isabella Ioannoni, Senior Manager Plan Standards, Secretary of the Slot Messaging Group

Background

The Slot Messaging Group was established under the Plan Standards Board with a mandate through to 01 November 2020, to develop proposals on standards related to:

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. Review and propose amendments to IATA codes, in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes, UTC-Local Time Comparisons.
3. Review, propose and manage Service Type codes, Additional Information codes and Coordinator Reason codes.
4. Review and endorse proposals to create or amend SSIM standards governing these processes (RP 1761b). Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable, including the IATA Worldwide Slot Guidelines for the management of slots.
5. Review and endorse proposals to amend data exchange schemas and Implementation Guides with updates of codes published as industry notifications and SSIM content throughout the year.
6. Liaise with other process owning groups under the PSC and advisory groups under Industry Committees as required to meet changing industry requirements and to further the objectives of the SMG.
7. Ensure a close interaction and alignment of activities and standards with the slot policy forums directed by the Slot Policy Working Group and the Worldwide Airport Slot Board for slots planning area of business.

Members of the Slot Messaging Group

The Terms of Reference of the Group allow for a core membership of at minimum 9 organizations from airlines, Airport Coordinators/Facilitators and strategic partners, alongside Airport Coordinators participating in the IATA Slot Conferences, who commit to active participation on standards development. The Terms of Reference of the Group allow delegation from. Members of the group can be found on the SPG [Standard Setting Workspace](#). Minimum 9 organizations

Chair and Vice-Chair

Ms Denise Scafidi (Alitalia) and Mr Christiaan Evertse (KLM Airlines) are elected as Chair and Vice Chair respectively. Under the Terms of Reference of the Group, these officers hold their positions for 12 months, subject to continued involvement in the group.

Slot Messaging Group (SMG) activity in 2020

As part of the reprioritization of Group activities, the SMG June face to face meeting has been moved forward to November, in line with the Slot Conference event measures and pending industry recovery. As such, enhancements to the Standard Schedules Information Manual (SSIM) may be delayed for the 2021 issue.

Certain activities have been paused or deferred to November. Adhoc call meetings will be scheduled in 2020 to progress active work plan items and support any pressing industry requirements impacting recovery measures.

Below highlights and areas of exploration are being presented to Conference for noting. Additional information related to Slots policy updates is referred in [Agenda Item B1.1](#).

Waitlist Information - Additional Data: Requested Arrival and Departure Route

Requested Origin and Destination is primarily driven where an airport's coordination parameters include for example for CBP consideration (US Departures) and Secondary Screening requirements (eg: US or AUS departures). In such instances, the Coordinators are at times able to confirm a flight's slot for runway and other capacity elements but not the route segment part. Normally this would result in a U Action Code for the flight and the flight placed on the Waitlist. However, when the flight has Historic Precedence at the airport but for another route, there is currently no standard in allowing to revert the flight to it's historic details and indicate it is on the waitlist for the route element.

SSIM enhancements will continue to be refined between the SMG and the Slot policy group volunteers due to concerns with the additional allocation criteria and possible inconsistencies with current slot policies. It is intended to submit an appropriate solution for the SMG November meeting.

Waitlist Information - Additional Data: Requested Aircraft / Seats / Terminal

Although the Plan Board endorsed the technical enhancements to include a new Additional Information Data Line Elements, Requested Aircraft/ Seats/ Terminal that will provide operators with waitlist information on these three data elements in use by coordinators, and that will deliver means to transmit this information using SSIM standards, the changes originally proposed will be reviewed for revision following further analysis of the Route item above and in time for the SMG November meeting.

Industry Restart Plan – Slots & Schedule Planning

The IATA Board of Governors has endorsed a plan involving industry restart activities being scoped and developed by IATA teams and that will eventually involve SMG members. **Agenda Item A10 and B1** refers.

Slots Data Exchange

The SMG supports existing airport coordination business rules from SSIM while increasing flexibility for data exchange in an XML schema and implementation guide and liaising new business requirements with the slot policy forums. Once the SMG resumes work plan items, the Group intends to work towards moving to the Airline Industry Data Model (AIDM). Schemas and Implementation Guides form part of the eSSIM download.

Open API (Application Programming Interface)

The need for airlines and airports to share data is getting greater every year. There is very high interest within the SMG community for IATA's industry codes to be made available via API's for the transmission of data codes within SSIM messages. The PSC and IATA have put in place the industry framework for Open APIs in order to promote sharing of data across the industry. The SMG will be part of IATA's Open API project efforts in making industry codes available via APIs. However, this activity has been paused, subject to the API project restart.

Airline Scheduling Information for Airports

As informed in the SPG report, collaborative efforts are in place with the various industry groups and different IATA departments to assess current processes and new arising airport requirements.

SSIM Codes, Watchlists and Industry Notifications

With the support of the SPG and SMG, IATA manages the assignment of Aircraft Types, Passenger Terminal identifiers (for multi-terminal airports) and Region codes as well as UTC local time comparisons data. The [eSSIM](#) receives updates throughout the year with content exportable to csv format. Notifications of updates are located on Standard setting workspace (SSW).

A Watchlist of prospective new aircrafts and multi-terminal airports are also maintained and located on the eSSIM and SSW. Most recent version is linked under the SPG report. Any known updates on these are to be forwarded to IATA at ssim@iata.org.

Slot Messaging Group Adoption of Standards

The Plan Standards Board currently has authority to adopt changes made to the SSIM standards described in RP 1761b. There have been no proposed enhancements endorsed by the Board to date in 2020.

Slot Messaging Group Work Plan

The work plan of the Slot Messaging Group is provided as **Attachment A_B4.5**. The work plan of this group has been reviewed and endorsed by the Board.

Action

Conference to note the report and Work plan.

Attachment A_B4.5 Work Plan of the Slot Messaging Group

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ITEMS	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
1	SSIM airline schedules information required by airports	Slot impacts from the SPG's assessment of scheduling data requirements and developments	Active
2	Waitlist Information - Additional Information Data Line Elements, Requested Aircraft / Seats / Terminal	Providing operators with waitlist information that will deliver means to transmit this information for operators using SSIM standards	Ongoing for November meeting and continuity on industry availability
3	Additional information data line – Requested arrival and departure route	Confirming a flight's slot for route segment. Define a standard in allowing to revert the flight to it's historic details and indicate it is on the waitlist for the route element.	Ongoing for November meeting and continuity on industry availability
4	Slots messages migration	Migration of current xml messages to the Airline Industry Data Model (AIDM)	Parked
5	Items for Release 20.2 data exchange standard	Addition of new waitlist reason to the XML Clearance Request message Inclusion of Routing and Terminal in the waitlist clearance request	Parked
6	Impacts from SPG review of Dynamic Schedules	Evolution of scheduling practices to ensure alignment with new processes and future efficiencies. Will be associated with certain topics from the industry restart plan.	Active
7	Aircraft and Terminal Watchlists	Support of IATA Watchlists on new upcoming Aircraft types and new Passenger multi-terminal airports for industry consideration and IATA notification/updates	Ongoing Latest WL - refer to Attachment B_B4.4
8	Open APIs	SMG to be part of IATA's Open API project efforts in making industry codes available via APIs as transmission of data codes for SSIM slot messages.	Parked

Item B4.6: Report and Workplan of the Exhaustion of Flight Numbers and Industry Codes Group, under the Plan Standards Board

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Submitted by: Isabella Ioannoni, Senior Manager Plan Standards,
Secretary of the Exhaustion of Flight Numbers and Industry Codes Group

Background

This focus group was established by the Plan Standards Board in January 2020 following endorsement of the Group's Terms of References to develop proposals on standards related to:

1. Identify obstacles, impacts and limitations for all areas of business in the use of Flight numbers and/or Industry Codes such as Airline Designators, Location Identifiers and Airline Codes/Prefixes.
2. Define opportunities and future requirements, including commercial vs operational options.
3. Assess, agree and develop short & long term solutions.
4. Define and track milestones.
5. Support the industry and IATA through awareness and engagement activities, enhancements, implementation and adoption.
6. Review and endorse proposals to amend:
 - a. Resolution 761 – Flight Numbers
 - b. Resolution 762 – Airline Designators
 - c. Resolution 763 – Location Identifiers
 - d. Resolution 767 – Airline Accounting Codes & Prefixes
7. Liaise with:
 - other process owning groups under any Conference
 - advisory groups under Industry Committees
 - business stakeholders in other impacted industry communities.
8. Explore changes to systems supporting new and evolving requirements of emerging initiatives.
9. Maintain a work plan and report regularly to Plan Standards Board.

Members of the Exhaustion of Flight Numbers and Industry Codes Group

The Terms of Reference of the Group allow for a core membership of at minimum 9 organizations from airlines and strategic partners who commit to active participation on standards development. Members of the group can be found on the EFNICG [Standard Setting Workspace](#).

Chair and Vice-Chair

Due to COVID-19 circumstances, the first scheduled meetings have not occurred and elections for these positions have not transpired.

Exhaustion of Flight Numbers and Industry Codes Group activity in 2020

Consequent to the PSB's considerations and presentation of identified potential options and roadmap of events in assessing the exhaustion of flight numbers and industry codes, the PSC in 2019 endorsed the Group's initial activity to primarily identify challenges, impacts and limitations for all areas of business in the use of Flight numbers and Industry Codes such as Airline Designators, Location Identifiers and Airline Codes/Prefixes. More specifically with technology and demand evolving drastically over the years.

The PSC agreed that any solutions would be multi-year efforts and ripple through the industry. Also noted was that within the Plan Board's scope, there is an opportunity to collaborate with other PSC Boards, Groups and communities to review new ideas and prospects.

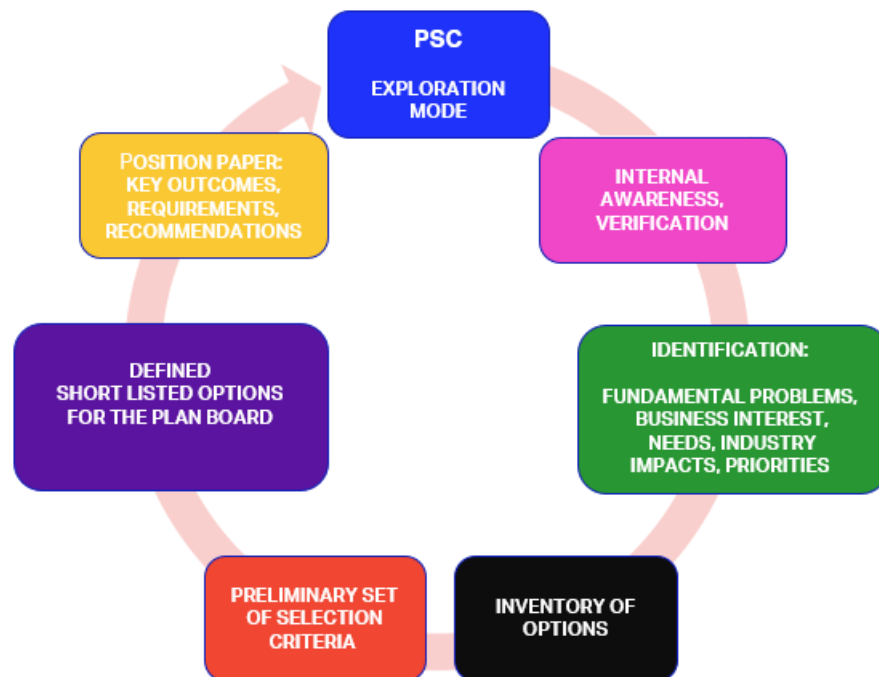
IATA Focus Prior COVID-19

Given the multiple ramifications of flight number and industry code exhaustion, the IATA team consulted the various businesses and operations internally.

With the disruptive potential of this initiative, it is paramount to set the appropriate context from the start for all areas. We have endeavoured to provide a forum for the various experts from Safety, Flight Operations, ICAO, Passenger facilitation, Airport management and Ground Operations together to present not only the current hurdles, but also to provide a perspective of the upcoming challenges, like Drones, Inter-modal journey, etc.

The following workflow endorsed by the PSC in 2019 and agenda outlined in **Attachment A_B4.6** set the foundation of the initial brainstorming effort the industry experts were to conduct as the first step of this transformational journey and assessment for the PSC position paper.

The Group activity has since been deemed paused by the the Plan Board and PSC Steering Group for the remainder of 2020.



Exhaustion of Flight Numbers and Industry Codes Group Adoption of Standards

There are no proposed enhancements for Conference at the time of this transmittal.

Exhaustion of Flight Numbers and Industry Codes Group Work Plan

The work plan of the Exhaustion of Flight Numbers and Industry Codes Group has not been defined to date but an overview of the initial agenda workflow that has been endorsed by the Plan Board is provided as **Attachment A_B4.6**.

Action

Conference to note the report and Workflow.

Attachment A_ B4.6 Workflow of the Exhaustion of Flight Numbers and Industry Codes Group

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Planned Agenda Workflow

Considerations

- From the Passenger Standards Conference perspective:
 - Today's limitations, needs and new considerations
 - Former study
- From IATA Coding operations perspective:
 - Designators
 - Location Identifiers
 - Airline Accounting/Prefix Codes

Discussions: Fundamental problems of Flight Numbers & Industry Codes

- Issues and quantification – spread across airlines
- Challenges
- Areas most exhausted
- Industry Impacts
- Time threshold

Current Business Needs

- Operational (Pax management, etc)
- Commercial
- Financial

Future Business Context: Digital Transformation and Future Initiatives

- Digitalization Vision (distribution/finance)
- ATM digitalization – ATC/Aircraft Communication, Flight plan
- Future of Interline
- Architecture Technology Standards ATSB
- Drones – UTM
- Inter-modal requirements (end to end journey – Pax centric)

Identification

- Strengths, weaknesses of the current flight# solution
- Opportunities, optimizations, allocation tools for change
- Best practices from other areas of business.

Industry approach

- Short term / long term solutions
- Impact
- Inventory of options

Section C:

Shop - Order Standards Board Items

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Agenda Item		Attachments
C1	Report of the Shop - Order Standards Board	
C2	Endorsement of elections for positions on Shop - Order Standards Board	
C3	Delegation of authority to the Shop - Order Standards Board	
C4	Groups active under Shop - Order Standards Board	Attachment A C4 Attachment B C4 Attachment C C4 Attachment D C4 Attachment E C4 Attachment F C4 Attachment G C4
Ticketing Group Items		
C4.1	Report and Workplan of the Ticketing Group	Attachment A C4.1
C4.1.2	Voting Items of the Ticketing Group presented as a package	
C4.1.2a/P	Editorial Corrections to the Form Code Table	Attachment A C4.1.2a/P
C4.1.2b/P	Adjustments to FOP codes	Attachment A C4.1.2b/P
C4.1.2c/P	Pandemic Related revisions to Ticket Validity	Attachment A C4.1.2c/P
C4.1.2d/P	Update of Baggage Liability Limitations for US Travel	Attachment A C4.1.2d/P
C4.1.2e/P	RBD & Fare Basis Analysis	Attachment A C4.1.2e/P
C4.1.2f/P	Ticketing Mode Indicator Removal	Attachment A C4.1.2f/P
Reservations Group Items		
C4.2	Report and Workplan of the Reservations Group (AIRG)	Attachment A C4.2
C4.2.1	Voting Items of the Reservations Group (AIRG) presented as a package	
C4.2.1a/P	Resolution 766, Paragraph 12 Involuntary Reroute	Attachment A C4.2.1a/P
C4.2.1b/P	AIRIMP Chapter 6 – Codes and Abbreviations - SP	Attachment A C4.2.1b/P
C4.2.1c/P	AIRIMP Chapter 6 – Codes and Abbreviations - DPNA	Attachment A C4.2.1c/P
C4.2.1d/P	Unspecified/Undisclosed gender codes for Infants	Attachment A C4.2.1d/P
C4.2.1e/P	YPTA (Young Persons Travelling Alone) SSR	Attachment A C4.2.1e/P
C4.2.1f/P	Segment Associated Additional Services and SSR seat Elements with SSR ASVC	Attachment A C4.2.1f/P
C4.2.1g	Construction Rules for SSR DOCO	Attachment A C4.2.1g
C4.2.1h	SSR AMMO	Attachment A C4.2.1h
C4.2.1i	SSR WPOW/AMOW	Attachment A C4.2.1i
C4.2.1j	PWD (Persons with Disabilities) - PAPTE	Attachment A C4.2.1j
Offer Group Items		
C4.3	Report and Workplan of the Offer Group	Attachment A C4.3
Order Group Items		
C4.4	Report and Workplan of the Order Group	Attachment A C4.4
C4.4.1	Voting Items of the Order Group presented as a package	
C4.4.1a	Party Information including the use of TIDS	Attachment A C4.4.1a

Pricing Automation Group Items		
C4.5	Report and Workplan of the Pricing Automation Group (PAG)	Attachment A C4.5
C4.5.1	Voting Items of the Pricing Automation Group (PAG) presented as a package	
C4.5.1a/P	Resolution 011c	Attachment A C4.5.1a/P
C4.5.1b/P	Recommended Practice 1201	Attachment A C4.5.1b/P
Integration Group Items		
C4.6	Report and Workplan of the Integration Group	Attachment A C4.6
Intermodal Group Items		
C4.7	Report and Workplan of the Intermodal Group	Attachment A C4.7

Item C1: Report of the Shop - Order Standards Board (SOSB)

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Submitted by: Arber Deva (SWISS), Chair of the Shop - Order Standards Board

Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board

Background

The Shop - Order Standards Board is established under paragraph 2.3.2 of Resolution 009:

2.3.2 Shop–Order Standards Board

The Shop–Order Standards Board manages the development of standards concerning any interaction between airlines and any other parties for the purpose of offering products and services, confirming when such products or services are entitled to be received, and monitoring or reporting on the consumption of what has been ordered. This includes but is not limited to fare construction, currency, reservations, ticketing, intermodal distribution, offer and order management standards.

Members of the Shop Order Standards Board

Position	Airline	Delegate name	Term commenced
1	Air Canada	Keith Wallis	1 November 2018
2	Air France	Sabine Isidore	1 November 2018
3	American Airlines	Shawn Zeak	1 November 2018
4	British Airways	Jerry Foran	1 November 2018
5	Delta Air Lines	Derek Adair	1 November 2018
6	Emirates Airline	Rob Broere	1 November 2018
7	Etihad Airways	Dieter Westermann	1 November 2018
8	Finnair	Tarja Koski	1 November 2018
9	Hahn Air Lines	Christopher Allison	1 November 2018
10	KLM	Bas Hooft	1 November 2018
11	LATAM Airlines	Gonzalo Guillen Navarro	1 November 2018
12	Qantas	Leonie Privett	1 November 2018
13	Qatar Airways	Kalle Immonen	1 November 2018
14	Scandinavian Airlines	Julie Bergstrom	1 November 2018
15	Singapore Airlines	Bryan Koh	1 November 2018
16	Swiss International Air Lines	Arber Deva	1 November 2018
17	Turkish Airlines	Omer Bukel	1 November 2018
18	United Airlines	Jeffrey Christensen	1 November 2018

Chair and Vice-Chair

The Shop Order Board is being chaired by Arber Deva – Chair (SWISS International Airlines) and Jerry Foran – Vice Chair (British Airways).

Shop – Order Standards Board activity in 2020

Reprioritization of Industry Activity

IATA continues to focus on reprioritization efforts in response to the COVID-19 pandemic and where we can provide immediate value, with many immediate actions already taken in the areas of advocacy with governments, and in securing the operation of industry settlement systems.

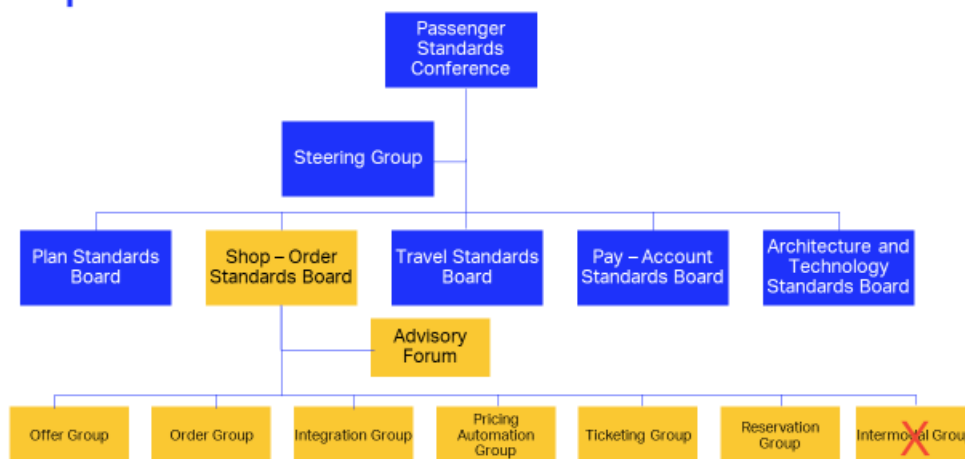
As Shop Order Board members are aware, a group by group assessment of existing work plans and activity of all Groups under the Passenger Standards Conference (PSC) structure and those reporting to the Shop Order Board has been undertaken in March/April this year and proposed reprioritization of activities were endorsed by the SOSB and PSC Steering Group.

The process of the outcome involved discussions occurring with officers of each group to adjust work plans to be in line with the new IATA emergency objectives, and the direction of the IATA Board of Governors, on the basis of short-term priorities (contributing to cashflow, cost reduction, market stimulation) together with the assumption of limited participation across groups for 2020.

All five Management Boards agreed with the approach to continue following the re-prioritized work plans through the remainder of 2020 while monitoring the ability of airlines to contribute to the standards development activity.

An overview of the Shop Order Standards Groups is shown below with highlight to the Intermodal Group that was deemed to be paused.

Groups active under the SOSB



Activity overview in 2020

In 2020, the Board has met face to face on one occasion in Singapore on the 5th of February and held an online meeting on the 16th of June via Microsoft Teams. Another meeting is planned for end of September to be held online.

Topics endorsed or guidance provided to groups and IATA include the following:

- Direction on ATPCOs Next Generation Storefront (NGS), and the possible interaction with IATA standards
- Direction on optimizing industry resources and prioritizing change requests
- Requested priority on the work of the Documenting the Elements Working Group
- Priority to providing Implementation Guidance and any actions to encourage standardized implementation.
- Endorsed the creation of a dedicated taskforce in response to Expedia's item brought forward at the Shop Order Board Advisory forum acknowledging the importance and benefits of having common definitions of terms used in airline policies
- Endorsed changes to NDC certification to support the industry during COVID19
- Tasked the Reservations and Customer Payment Groups to explore the development of industry standards that would allow an airline to capture and exchange cardholder/payer contact information in a common and cost-effective manner

Shop – Order Standards Areas for Exploration

The Shop-Order Board is looking at the following topics in terms of potential areas for further standards development.

- Recognizing the value of the smaller and innovative players in the Offer and Order Management ecosystem
- Schema convergence for industry adoption of Offer and Order Standards
- Adoption blockers of Offer and Order Management messages
- Identity Management for players across the value chain
- Re-invigorating multi-lateral interline
- Future of Mileage and mileage fare processes at industry level
- Document number exhaustion, and need to continue supporting ticketing and EMD standards

Shop – Order Standards Advisory Forum

The Shop Order Board had its first meeting in Singapore in January 2019. At this same meeting the Board agreed to create an Advisory Forum as described in Resolution 009. The Board recommended Nicola (Nikki) Ping (Flight Centre Travel Group) as Chair of the Advisory Forum. Nikki was previously leading the NDC Implementation at British Airways before her recent appointment at FCM and graciously accepted the role as Advisory Forum Chair.

The Advisory Forum meets on the day before the Shop Order Board. Most airlines were previously involved in the PDMG Advisory Forum. The Advisory Forum has met face to face on one occasion in Singapore on the 4th of February and held an online meeting on the 15th of June via Microsoft Teams. Another meeting is planned for end of September to be held online.

The areas where the Advisory Forum recommends that the industry keep focus to increase the adoption of the standards under the SOSB:

- Accelerating standard delivery
- Addressing the issue of scalability and variations in airline implementations
- Addressing the blockers to adoption especially in the managed travel area
- Actions to improve the traction of OBTs and visibility of their roadmaps

Action

Conference to note report.

Item C2: Endorsement of elections for open positions on Shop - Order Standards Board

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Submitted by: Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board

Background

Under the terms of Resolution 009, each year nine positions are open on each of the five Management Boards for re-election for a two-year term.

Due to the Covid-19 pandemic, and in the interests of managing continuity, the Conference Steering group endorsed a simplified approach whereby the existing members of each Management Board were asked if their airline wished to continue their involvement in each Board across 2021. Existing Management Board members were asked to contact IATA (via the Secretary of the Management Board, or by email at standards@iata.org) only if they did not wish to continue their involvement, or if they wish to change the named delegate representing their airline on any Board.

Additional nominations for any Management Board were also sought with the first transmittal of the Conference Agenda. Nominations were open until 25 September 2020.

It should also be noted that the Conference Steering Group has endorsed a proposed change to Resolution 009 which would simplify the nomination and election procedures for Management Boards from 2021 onwards. This new process would require Board participation to be limited to 12 months, with nominations and an election held each year. This change to Resolution 009 is included in this agenda for Conference adoption. If adopted, a full election would be held each as an online ballot, as part of the Conference proceedings.

New nominations

The following new nominations were received.

Name	Company	Title	Qualifications	Responsibilities
George Bryan	Hawaiian Airlines	Management Consultant - Distribution	George Bryan has been working in airlines sales & distribution with over 14 years of industry experience with an emphasis on NDC. George champions technology and concepts that bring the instant access, tailored content and visual appeal that Guests are demanding in the age of e-retailing and social media to the world of airline distribution. George previously worked for WestJet Airlines in Calgary, Canada where he was critical in developing their NDC program and was an early leader in the field of Direct Connect and NDC. In addition, George has sat on previous boards, judged NDC hackathons and also consulted for IATA on Interline & NDC.	Overall Hawaiian Airlines distribution strategy • Online Travel Agency (OTA) and Metasearch strategy and contracting • Global Distribution Systems (GDS) strategy and contracting • General Sales Agent (GSA) strategy and contracting • Basic economy strategy for the indirect channel • Direct connect strategy and contracting • New Distribution Capabilities (NDC) and contracting • Payments strategy and contracting • Implementation of distribution technology • Distribution reporting and cost of sale analysis

Jeff Chang	China Airlines	General Manager	Experience: -SEP 2014~ SEP 2015 Senior Manager, Corporate Division, Tigerair Taiwan (Subsidiary of China Airlines) -SEP 2015~ Dec 2016 General Manager, LCC project team, China Airlines -Jan2017~ Now General Manager, Distribution Management Department, Passenger Sales & Marketing Division, China Airlines	CI got Level 4 certification this Aug, and have several use cases going on: 1. connect with Skyscanner for Pax seamless booking experience, 2. interline connection with EasyJet. We have just finished selling our ancillaries product – package/seat on GDS and we are seeking NDC solution for interline connection & ancillaries sales.
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Composition of the Board from 18 November 2020

The composition of the Board from 18 November 2020 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Term commenced
1	Air Canada	Keith Wallis	1 November 2018
2	Air France	Sabine Isidore	1 November 2018
3	American Airlines	Shawn Zeak	1 November 2018
4	British Airways	Jerry Foran	1 November 2018
5	Delta Air Lines	Derek Adair	1 November 2018
6	Emirates Airline	Amit Khandelwal	1 November 2018
7	Etihad Airways	Dieter Westermann	1 November 2018
8	Finnair	Tarja Koski	1 November 2018
9	Hahn Air Lines	Christopher Allison	1 November 2018
10	KLM	Bas Hooft	1 November 2018
11	LATAM Airlines	Gonzalo Guillen Navarro	1 November 2018
12	Qantas	Leonie Privett	1 November 2018
13	Qatar Airways	Kalle Immonen	1 November 2018
14	Scandinavian Airlines	Julie Bergstrom	1 November 2018
15	Singapore Airlines	Bryan Koh	1 November 2018
16	Swiss International Air Lines	Arber Deva	1 November 2018
17	Turkish Airlines	Omer Bukel	1 November 2018
18	United Airlines	Jeffrey Christensen	1 November 2018
19	Hawaiian Airlines	George Bryan	18 November 2020
20	China Airlines	Jeff Chang	18 November 2020

The Conference is asked to note that this composition of the Board would involve 20 airline members, which slightly exceeds the maximum of 18 airlines permitted by Resolution. The Conference is asked to approve this composition for 12 months from 18 November 2020, to simplify proceedings at this time. This is in acknowledgement that a proposal has been presented to change the nomination and election process of each Board, and that a full elections would then occur next year.

Involvement in the Board for other member airlines

All member airlines are reminded that formal involvement on the Board represents a commitment to participate fully in Board activities across the full term of membership. Other member airlines (including those members not formally members of the Board) are welcome to view Board materials, to vote in Board ballots and to participate in Board meetings where topics are of interest. Involvement can be managed through the IATA Standard Setting Workspace, or by contact standards@iata.org.

Action

Conference to endorse the composition of the Board as outlined above from 18 November 2020.

Item C3: Delegation of authority to the Shop - Order Standards Board

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Submitted by: Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board

Background

The Conference may delegate the authority to adopt non-binding standards to the relevant Management Board, under the terms of paragraphs 2.6.4.2 and section 2.7.

2.6.4.2 Proposals to amend standards endorsed by the Board will be submitted for formal adoption by the Conference except where the Conference delegated the authority to establish standards to the Board. Where delegated authority has been granted to the Board (as described in Paragraph 2.7), the Board may issue the standard on their own authority.

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2.7 Delegated Authority to Establish Standards

2.7.1 The Conference may delegate authority to any Board (or any combination of Boards) to adopt non-binding standards without an action by the Conference itself providing:

2.7.1.1 such standards are not in conflict with other standards adopted by the Conference; and

2.7.1.2 the Conference retains full visibility over all standards adopted by any Board.

2.7.2 Unless referenced explicitly within a Resolution, such authority will only be granted for a maximum of one year, after which point it must be renewed by the Conference. Such authority may be renewed as many times as required.

2.7.3 Guidance of such delegated authority will be published by IATA within the next Passenger Services Conference Resolution Manual issued after the delegated authority is adopted.

Proposed Delegation for 12 Month Period from 18 November 2020

The Board requests delegation for the Conference to adopt changes made to the Enhanced and Simplified Distribution Guide, which is the industry standard Implementation Guide for Offer and Order management messages (described within the NDC and ONE Order transformation programs).

This Implementation Guide serves as the industry standard for default processes and message use for the Enhanced Distribution (NDC) messages and is developed within the Offer and Order Groups under the Shop – Order Standards Board, with the active involvement of many non-airline stakeholders including technology partners, sellers and travel agents. The guide represents a non-binding standard, as member airlines may choose to use Enhanced Distribution (NDC) messages or not, and may also choose to bilaterally agree to different processes with their partners. However, having an industry standard serving as a default process for the use of messages greatly reduces cost and complexity, and better supports broad-scale adoption of the message formats across the industry.

The Conference will note that Attachment A of Resolution 787 (which established the Passenger Distribution Management Group, to oversee development of the Enhanced Distribution messages) was not rescinded at the time that Resolution 009 was adopted, however Resolution 009 (and the actions taken by the final Passenger Services Conference in 2018) now transfers authority for all activities outlined in Attachment A of Resolution 787 to the Shop – Order Board. This includes responsibility for producing a “DISTRIBUTION IMPLEMENTATION MANUAL”. This Conference is asked to note that the Enhanced and Simplified Distribution Guide fulfils the function of this manual.

Action

Conference to endorse this delegation of authority, to adopt changes made to the Enhanced and Simplified Distribution Guide, and the Interline EMD Baggage Implementation Guide to endorse that the Shop – Order Board continues to have oversight and authority over all activities outlined in Resolution 787, Attachment A.

Item C4: Groups active under the Shop – Order Standards Board

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Submitted by: Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board

Background

The Board may establish Groups to manage specific areas of standards, as described in Paragraph 3.1 of Resolution 009.

3.1 Establishment of Groups Reporting to Boards

3.1.1 Such groups shall exist only where these have been established by a Board.

3.1.2 The Board shall grant the Group a mandate which may not exceed a period of one year, at which point the Group may be renewed by the Board for a maximum of 12 months. A group may be renewed as many times as required.

3.1.3 Each Group shall have a Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.

3.1.4 The Board may disband a Group at any time.

3.1.5 A Group should be established where there is a requirement to perform actual development activity across a specific area of standards. This may be established on the basis of a discrete function, or an existing body of standards that require an identifiable area of expertise. The structure of Groups should maximize efficiency and reduce duplication.

3.1.6 Each Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.

The Shop – Order Standards Boards had the following Groups active during 2019-2020.

Group name	Scope
Ticketing Group	Deal with matters concerning ticketing processes including the associated business requirements.
Reservations Group	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.
Offer Group	Deal with matters concerning the construction, delivery and structure of an Offer and its processes including the associated business requirements.
Order Group	Take decisions on all business requirements involving Order Management processes (described in Resolution 787 and 797) and associated standards, including. a. Distribution processes. b. Accounting processes. c. Delivery processes.
Integration Group	Deal with matters concerning the integration of current and emerging distribution systems and capabilities, including the associated business requirements to manage integration and transition.
Pricing Automation Group	Discuss and develop uniform interpretations of existing pricing standards resolutions and procedures to standardize automation for pricing international fares and rules;
Intermodal Group	Deal with matters concerning all activities relating to facilitating intermodal passenger processes including the associated business requirements.

The reports of each of these groups, and voting items for the Conference where relevant, are included later within the Shop – Order Board package.

Continuation of Groups

The Board has endorsed the continuation of all groups for a further 12 months, from 1 November 2020. The Terms of Reference of the Groups are provided as Attachments to this item as follows.

Group name	Scope	Terms of Reference Attachment
Ticketing Group	Deal with matters concerning ticketing processes including the associated business requirements.	A_C4
Reservations Group	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.	B_C4
Offer Group	Deal with matters concerning the construction, delivery and structure of an Offer and its processes including the associated business requirements.	C_C4
Order Group	Take decisions on all business requirements involving Order Management processes (described in Resolution 787 and 797) and associated standards, including. a. Distribution processes. b. Accounting processes. c. Delivery processes.	D_C4
Integration Group	Deal with matters concerning the integration of current and emerging distribution systems and capabilities, including the associated business requirements to manage integration and transition.	E_C4
Pricing Automation Group	Discuss and develop uniform interpretations of existing pricing standards resolutions and procedures to standardize automation for pricing international fares and rules;	F_C4
Intermodal Group	Deal with matters concerning all activities relating to facilitating intermodal passenger processes including the associated business requirements.	G_C4

Action

The active groups are established under the authority of the Board and are presented for the Conference to note.

Attachment A_C4: Terms of Reference: Ticketing Group

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Ticketing Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Ticketing Group
Reports to	Shop-Order Standards Board
Role / Mandate	<p>Deal with matters concerning ticketing processes including the associated business requirements.</p> <p>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.</p> <p>Review and endorse proposals to amend:</p> <ul style="list-style-type: none"> • Resolutions and Recommended Practices listed below this table; • Implementation Guides and other supporting documents. <p>Liaise with other process owning groups under any Conference, and advisory groups under Industry Groups (including Offer, Order and Integration and Intermodal groups) as required.</p> <p>Maintain a work plan and report regularly to the Shop-Order Board.</p>
Period of effectiveness	The group is effective from 1 November 2020 for a period of 12 months and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p>

	<p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>A4A Member Airlines</p> <p>Strategic Partners belonging to the Shop-Order Strategic Partnership program.</p> <p>Or any other organizations subject to the approval of the Chair, IATA and A4A.</p>
Meetings	<p>Monthly meetings will be scheduled of which one meeting may be face to face. Additional meetings may be scheduled as required by the work plan and in concurrence with the secretary.</p> <p>On behalf of the group officers, the secretary may restrict meeting participation for reasons such as the need for specific participant expertise or logistical constraints (i.e. room capacity).</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a minimum period of 12 months and maximum of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <ul style="list-style-type: none"> • Day to day involvement in Ticketing and EMDs processes, • Additional exposure in the following areas is desirable but not mandatory: <ul style="list-style-type: none"> ○ Distribution (including NDC and ONE Order programs) ○ Experience in Fares and Schedules
Quorum	<p>A quorum of 25% of members is required for the meeting to be valid.</p>
Voting	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p>

(Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at a face to face meeting or by online ballot. For online ballots, negative votes require a reason and a period for dispute resolution. Ballots will remain editable until the conclusion of the dispute resolution period.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, section 3.3).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, or 7 days before an online meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>A minimum of 6 votes is required for a decision to be valid</p>
Endorsement of standards	<p>Resolutions, Recommended Practices and Data Exchange Standards endorsed by a majority vote will be presented to the Shop-Order Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Changes to any other Resolutions, Recommended Practices or Data Exchange Standards not defined in Attachment A through D require endorsement by the owning group and adoption at the Conference as required.</p>

List of Resolutions and Recommended Practices under Ticketing Group:

- 722g Ticket-Neutral
- 725f Electronic Miscellaneous Document–Airline
- 725g Electronic Miscellaneous Document–Neutral
- 725h Electronic Miscellaneous Document–Ground Handling
- 735c Rerouting and Refund in Case of Death
- 735d Involuntary Change of Carrier, Routing, Class or Type of Fare (Involuntary Reroute)
- 737 Refunds
- 1721 Netting for Exchange/Reissue Transactions
- 1725 EMD Tax Collection Following an Upgrade
- 1728 Reservations and Ticket Coding Directory
- 1735 Planned Schedule Changes
- 1738 Application for Ship's Crew Fares
- 1790a Online Sales of Additional Services in Interline Scenarios
- 1790c Reservation Procedures for Chargeable Baggage Related Services and Service Reference Number
- 2725i Through/Change of Gauge Flight for EMD-A

Attachment B_C4: Terms of Reference: Reservation Group

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Reservations Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	A4A/IATA Reservations Group
Reports to	Shop-Order Standards Board
Role / Mandate	<p>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.</p> <p>Review proposals and develop recommendations for additions, deletions and amendments to:</p> <p>Reservations-related data exchange standards in A4A/IATA Reservations Interline Message Procedures - Passenger (AIRIMP), XML and EDIFACT reservations messaging standards.</p> <p>Resolutions and Recommended Practices outlined in <i>Attachment</i>.</p> <p>Reservations Handbook</p> <p>Liaise with other process owning groups under the PSC, and advisory groups under Industry Committees as required.</p> <p>Maintain a work plan and report regularly to Shop-Order Board</p> <p>Develop and endorse other standards as directed by the Shop-Order Standards Board.</p>
Period of effectiveness	The group is effective from 1 November 2019 for a period of 12 months and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Member organizations must commit to active participation for a minimum of 12 months.</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Standards Board will elect members into available positions.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>

	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	<p>IATA Member Airlines</p> <p>A4A Member Airlines</p> <p>Organizations participating in the Shop-Order Strategic Partnerships program.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Minimum 4 telephone / web meetings per year.</p> <p>Minimum 1 face to face meetings per year.</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>An airline Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Delegates should have experience and day-to-day involvement in the following, but not limited to, areas of reservations:</p> <ul style="list-style-type: none"> • Reservations and Distribution systems, • Reservations Business Process, and Business Analysis, • GDS operations.
Quorum	A quorum of 25% of members is required for a valid meeting.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Decision making is by unanimous vote of the Membership as well as any other IATA Member Airlines participating in the vote.</p> <p>A separate A4A vote will be held for applicable items.</p> <p>Changes to AIRIMP shall follow the procedure outlined in Resolution 760a.</p> <p>Each organization may exercise only one vote, and abstentions are not counted.</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	Standards endorsed by a valid vote will be presented to the Shop-Order Standards Board for endorsement for the proposals to be forwarded to PSC for final adoption.

	<p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by group requires endorsement by the owning group and adoption at the PSC as required.</p>
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List of Resolutions and Recommended Practices under A4A/IATA Reservations Group (AIRG):

- 760 Resolution Governing use of Reservations Interline Message Procedures—Passenger (AIRIMP)
- 760a Changes to Reservations Interline Message Procedures—Passenger (AIRIMP)
- 766 Interline Passenger Reservations Procedure
- 1764 Reservations Verification
- 1766 Publication of Reservations Information
- 1767 Quality Control
- 1767a Quality Control for Interline Messages
- 1768 Standard Reservations Telephone Conversations
- 1768a Mandatory Fare Quote and Enforced Ticket Time Limit
- 1769 Emergency/Strike Situation
- 1770 Code of Reservations Ethics
- 1771 Sell and Report or Free Sale Agreements
- 1772 Passenger Sales Agent Location Identification
- 1774 Protection of Privacy and Processing of Personal Data Used in International Air Transport of Passengers and Cargo
- 1776 Seamless Connectivity
- 1776a Seamless Availability and Selective Query
- 1777 Online Married Segment Control
- 1777a Interline Married Segment Control
- 1778 Automated Block Space Interface
- 1779 Journey Data
- 1782 Enhanced Availability Data
- 1783 Interactive Passive Validation
- 1787 Reservations Procedures for Free and Reduced Rate Transportation
- 1790b Reservations Procedures for Chargeable Ancillary Services
- 1790c Reservations Procedures for Chargeable Baggage Related Services

Attachment C_C4: Terms of Reference: Offer Group

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Offer Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Offer Group
Reports to	Shop-Order Standards Board (SOSB)
Role / Mandate	<p>Deal with matters concerning the construction, delivery and structure of an Offer and its processes including the associated business requirements.</p> <p>Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards and that requirements and are documented with a corresponding change to Implementation Guidance where applicable.</p> <p>Review and endorse proposals to amend:</p> <p>Resolutions, Recommended Practices and Implementation Guides related to Offer Management</p> <p>Changes (technical and business) to the Offer Schemas noted in Attachment.</p> <p>Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees (including Offer, Order and Integration and Intermodal groups) as required.</p> <p>Maintain a work plan and report regularly to the Shop-Order Board.</p>
Period of effectiveness	The group is effective from 1 November 2020, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organisation to attend meetings on their behalf.</p>

	<p>Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Shop-Order Strategic Partnerships program.</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	<p>Monthly meetings will be scheduled (or as required by the work plan and in concurrence with the secretary), of which one meeting is expected to be face-to-face.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting and minutes may be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One Working Group is hereby created by these Terms of reference:</p> <p>Offer Technical Working Group</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <p>NDC processes around Offer creation and distribution.</p> <p>Shopping and Merchandising Processes</p>
Quorum	<p>A quorum of 25% of members is required.</p>
Voting	<p>Decision making is by 75% vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p>

(Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a 75% positive vote will be presented to the Shop-Order Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment D_C4: Terms of Reference: Order Group

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Order Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Order Group
Reports to	Shop-Order Standards Board (SOSB)
Role / Mandate	<p>Take decisions on all business requirements involving Order Management processes (described in Resolution 787 and 797) and associated standards, including:</p> <ul style="list-style-type: none"> • Distribution processes. • Accounting processes. • Delivery processes. <p>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.</p> <p>Review and endorse proposals to amend Schemas as detailed in <i>Attachment</i>, and all associated implementation guidance.</p> <p>Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees (including Offer, Order and Integration and Intermodal groups) as required.</p> <p>Maintain a work plan according to the Shop-Order Board and report regularly to the Shop-Order Board.</p>
Period of effectiveness	The group is effective from 1 November 2020, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p>

	<p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend 2 subsequent meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote (online or in meetings) when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Shop-Order Standards Strategic Partnership program.</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	<p>Monthly meetings will be scheduled (as required by the work plan and in concurrence with the secretary), of which one meeting is expected to be face to face.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 10 days before the meeting and minutes may be published within 30 days following the meeting. Such documentation (together with a record of attendees and the outcome of any voting action) will be visible to all Member airlines.</p>
Working Groups	<p>The group may establish and disband temporary ad-hoc working groups led by a member of the group to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <p>Delegates should have expertise (and day-to-day involvement in) existing fulfilment processes (reservations, ticketing), accounting processes (sales accounting, interline billing) or delivery processes (ticketing, DCS).</p> <p>According to the standard setting methodology associated to the Airline Industry Data Model, required working skills are:</p> <ul style="list-style-type: none"> • Business knowledge in above areas, • Business analysis knowledge,

	<ul style="list-style-type: none"> • Data modelling expertise.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by 75% vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid</p>
Endorsement of standards	<p>Standards endorsed by a 75% positive vote will be presented to the Shop-Order Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment E_C4: Terms of Reference: Integration Group

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Integration Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Integration Group
Reports to	Shop-Order Standards Board (SOSB)
Role / Mandate	<p>Deal with matters concerning the integration of current and emerging distribution systems and capabilities, including the associated business requirements to manage integration and transition.</p> <p>Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements and are documented with a corresponding change to Implementation Guidance where applicable.</p> <p>Review and endorse proposals to amend Standards to support the integration and future compatibility of interlining between carriers in the transition between old and new processes.</p> <p>Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.</p> <p>Maintain a work plan and report regularly to the Shop-Order Board.</p>
Period of effectiveness	The group is effective from 1 November 2019, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airline</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organisation to attend meetings on their behalf.</p>

	<p>Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Shop-Order Strategic Partnerships program.</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary. At least one meeting will be scheduled as a face to face meeting.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting and minutes may be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement as outlined in the Terms of Reference of any other group active under the Shop-Order Board, together with a public commitment of their organization to pursue an implementation of NDC or One Order.</p>
Quorum	<p>A quorum of 25% of members is required.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by 75% vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online</p>

	<p>ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a 75% positive vote will be presented to the Shop-Order Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment F_C4: Terms of Reference: Pricing Automation Group

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Pricing Automation Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Pricing Automation Group
Reports to	Shop-Order Standards Board
Role / Mandate	<p>Discuss and develop uniform interpretations of existing pricing standards resolutions and procedures to standardize automation for pricing international fares and rules;</p> <p>Discuss developments in distribution channels and recommend changes to existing pricing standards resolutions as shown in <i>Attachment</i> and procedures to ensure consistent application and pricing of international fares and rules;</p> <p>Review and advise on the implementation strategy of adopted changes and interpretations to current tariff resolutions, procedures and methodologies.</p> <p>Liaise with other process owning groups under the Conferences, and advisory groups under Industry Committees as required.</p> <p>Maintain a work plan and report regularly to Shop-Order Standards Board</p> <p>Develop and endorse other standards as directed by the Shop-Order Standards Board.</p>
Period of effectiveness	The group is effective from 1 November 2020, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Member organizations must commit to active participation for a minimum of 12 months.</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Observers:</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>

	Where this organization is an IATA TC Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	<p>IATA Member Airlines.</p> <p>Organisations participating in the Shop-Order Standards Strategic Partnerships program.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Minimum 4 telephone / web meetings per year.</p> <p>Minimum 2 face to face meetings per year.</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have experience and day-to-day involvement in the following areas of reservations:</p> <ul style="list-style-type: none"> • Revenue Management • Pricing • Fares Distribution • Fare filing
Quorum	A quorum of 25% of members is required for a valid meeting.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Implementation issues will be decided by consensus;</p> <p>PAG proposals regarding IATA Tariff Coordination (TC) resolutions will be agreed by unanimous vote for which only IATA TC members may vote.</p> <p>Recommendations regarding other IATA resolutions will be forwarded to the appropriate Groups for their consideration.</p> <p>Each airline may exercise only one vote, and abstentions are not counted.</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	Standards endorsed by a valid vote will be presented to the Shop-Order Board for endorsement for the proposals to be forwarded to the relevant Conference for final adoption.

	<p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by PRSG requires endorsement by the owning group and adoption at the relevant Conference as required.</p>
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List of Resolutions under Pricing Automation Group (PAG):

- 001 Permanent Effectiveness Resolution
- 001yy Special Provisions Resolution Acceptability of Currencies
- 004a Restriction of Applicability
- 006 Government Approvals
- 008 Adjustment of Effectiveness Dates
- 008a Extension of Expiry Dates
- 008z Hajj and Umrah Periods
- 009 Passenger Standards Governance (Intended Effect 1 November 2018)
- 011 Mileages and Routes for Tariff Purposes
- 011a Mileage Manual Non-TC Member/Non-IATA Carrier Sectors
- 011b Global Indicators
- 011c Multi Airport City
- 012 Glossary of Terms
- 012b Countries, Currencies, Codes Administrative Resolution
- 012c Fare Construction Rule Acronyms
- 017 Construction Rules
- 017a Construction Rules for Journeys
- 017b Construction Rules for Pricing Units
- 017c Construction Rules for Fare Components
- 017e Mixed Class
- 017f Exchange, Reissues and Refunds
- 017ha Fare Selection Criteria
- 017i Carrier Selection for Fare Construction Checks
- 024 Special Provisions Resolution Currency Adjustments
- 024a Establishing Passenger Fares and Related Charges
- 024c Conversion of Local Currency Amounts for Combination/Construction Purposes
- 024d Currency Names, Codes, Rounding Units and Acceptability of Currencies
- 024e Rules for Payment of Local Currency Fares
- 024k Currency Related Rules
- 040 Stopovers
- 040b Counting of Transfers
- 040c Surface Sectors
- 049a Changes in Fares—Gambia, Ghana, Sierra Leone, Zambia
- 049x Fare Changes
- 102 Passenger Expenses Enroute
- 121a Government Controlled Cost Factors Administrative Resolution
- 200g Procedures for Government Orders
- 201 Children and Infants
- 212 Charge for a Passenger Occupying Two Seats
- 302 Baggage Provisions Selection Criteria
- 312 Baggage Excess Value Charge

Attachment G_C4: Terms of Reference: Intermodal Group

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Intermodal Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Intermodal Group
Reports to	Shop-Order Standards Board
Role / Mandate	<p>Deal with matters concerning all activities relating to facilitating intermodal passenger processes including the associated business requirements.</p> <p>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.</p> <p>Govern and develop the changes to the Intermodal Best Practices Guide.</p> <p>Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees (including Offer, Order and Integration and ticketing groups) as required.</p> <p>Maintain a work plan and report regularly to the Shop-Order Board.</p>
Period of effectiveness	The group is effective from 1 November 2019, for a period of 12 months, and reviewed by the Shop-Order Board annually, and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 5, maximum 18 organizations will be elected as Members, of which a minimum 2 must be IATA Member Airline.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organisation to attend meetings on their behalf.</p> <p>Observers</p>

	<p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Shop-Order Strategic Partnerships program.</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting and minutes may be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. IATA member airlines and System Providers are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <p>Day to day involvement in Intermodal activity within their organisation</p> <p>Industry Coding,</p> <p>Fares</p> <p>Scheduling</p> <p>Distribution processes</p>
Quorum	<p>A quorum of 25% of members is required.</p>
Voting	<p>Decision making is by majority vote of members participating in the vote. Each organisation may exercise only one vote, and abstentions are not counted.</p>

(Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Shop-Order Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Item C4.1: Report and Workplan of the Ticketing Group, under the Shop – Order Standards Board

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Submitted by: Johan Lodewijckx, Chair of the Ticketing Group, under the Shop – Order Standards Board
Margaret Brown, Vice Chair of the Ticketing Group, under the Shop – Order Standards Board
Ionut Badea, Senior Manager Shop – Order Standards, Secretary of the Ticketing Group (badeai@iata.org)

Background

The Ticketing Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 2020, to develop proposals on standards related to:

1. Deal with matters concerning ticketing processes including the associated business requirements.
2. 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.
3. Review and endorse proposals to amend:
 - Resolutions 720-722g, 727 -735c; 737, RPs 1721-28, 1736-38,
 - Resolutions 725-725h, Industry Standard 2725i, RP 1790a, 1790c,
 - Resolution 735d, RP 1735,
 - Implementation Guides and other supporting documents.
4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Groups (including Offer, Order and Integration and Intermodal groups) as required.
5. Maintain a work plan and report regularly to the Shop-Order Board.

This is a joint activity with A4A.

Members of the Ticketing Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1	Aegean Airlines (A3)	Mirsini Vlachou
2	Airlines Reporting Corporation	Andrew Bolton
3	All Nippon Airways (NH)	Kumiko Ozawa
4	Amadeus	Laurence Chevallay
5	American Airlines (AA)	Margaret Brown
6	British Airways (BA)	Stefania Di Gesu
7	Croatian Airlines	Ksenija Krolo-Herceg
8	Delta Air Lines (DL)	Dave Weghorst
9	EL AL Israel Airlines (LY)	Linda Grinfeld
10	Hahn Air Lines (HR)	Frederic Nowotny
11	Japan Airlines (JL)	Kaori Ikeguchi

12	KLM Royal Dutch Airlines (KL)	Johan Lodewijckx
13	Lufthansa (LH)	Markus Ulrich
14	Qatar Airways (QR)	Michal Juranka
15	Scandinavian Airlines (SK)	Janne Johannesson
16	SITA	Jane Fuller / John Meeks
17	South African Airways (SA)	Madelein Vorster
18	Travelport	Mike Walker

Chair and Vice-Chair

At the first meeting of the Ticketing Group, Johan Lodewijckx from KLM (KL) was elected as Chair, and Margaret Brown from American Airlines (AA) was elected as Vice Chair. Under the Terms of Reference of the Group, these officers hold their positions for 12 months, subject to continued involvement in the group.

Ticketing Group activity in 2020

The Ticketing Group has actively worked on a monthly basis, via monthly steering calls, to progress with items included in the Groups' work plan and to develop ticketing standards, discuss any change proposals to Resolutions and Recommended Practices raised by industry representatives. Due to the unprecedented crisis caused by COVID-19 impacting the airline industry significantly, the Group was unable to meet face-to-face in June 2020 as planned originally. In replacement of the face-to-face meeting two additional conference calls (online working sessions) were scheduled on 22 and 23 June 2020.

Presented below are the key highlights of Ticketing Group activity in the first half of 2020:

- Ensuring consistency in applicable standards – several amendments of the following Resolutions and Recommended Practices: IATA Resolution 722f, Attachment A, IATA Resolution 722f/g/h Attachment B, IATA Resolution 725 f/g/h Attachment B, IATA Resolution 724, IATA Resolution 728, IATA Resolutions 735 and 735a, IATA Recommended Practice 1720a Attachment A, supporting the amendment to involuntary changes booking method proposal to IATA Resolution 766 (activity in conjunction with Reservations Group).
- Providing ticketing input in creation of Customer Vouchers - Guidelines on IATA standards document, which is an essential deliverable of the IATA Customer Vouchers initiative.
- Completing the proposal for ticket validity extension to support COVID-19 response business practices.
- Progressing with the proposal regarding Identifying Frequent Flyer Redemption Tickets.

Activities such as Document Number Date of Issue Implementation Guide, Data Field Expansion, Planned Schedule Changes and Accountable Traffic Documents have been put on hold based on the reprioritization exercise ran in March with Shop-Order Standards Board (SOSB). The rest of items included in the Work Plan will be progressed as per direction of SOSB and Passenger Standards Conference (PSC).

Ticketing Group adoption of standards

The proposed changes to standards from the Ticketing Group were approved by Shop-Order Standards Board and can be found in the voting package below.

Ticketing Group Work Plan

The work plan of this group has been reviewed and endorsed by the Board. It is included for the Conference's visibility as **Attachment A_C4.1**.

Action

Conference to note report.

Attachment A_C4.1: Ticketing Group Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS	COMMENTS
1.1	Ticketing Group	Implementation of Document Number and Date of Issue in all industry systems.	<p>Effective date of 2026 adopted by JPSC, implementation discussion to occur within TKTCOM.</p> <p>YMQ TKTWG Meeting March 2017: Implementation discussion required. Agreed best approach would be a workshop to begin assessing these issues, with systems and airlines. Co-location with discussion on increasing character length of monetary fields (Work Plan as Item 32). Discussed possibility to align with TKTCOM June meeting, with one day for Monetary Data Elements and one day for Document Number Date of Issue. ACTION: IATA to schedule meeting in June.</p> <p>Workshop held in MAD 26-27 June 2017. Workshop discussed the size and scope of this item and the complexity to internal systems while noting that messaging updates would also have to occur. Other factors were noted which may change the document exhaustion date (i.e. ONE Order). The group drafted some major milestones and challenges for this project. Group concluded that a document should be created with a detailed implementation plan and roadmap to be presented at the PSC 2017. Workshop agreed no further meetings required in 2017. ACTION: Further input is sought from different standard setting Groups across the conference.</p> <p>Item has been put on hold for 2020. Further discussions to be held for PSC 2021.</p>	TKTWGMar 17	On-hold	
1.2	Ticketing Group	Increasing character length of monetary data elements.	Effective date of 2026 adopted by JPSC, implementation discussion to occur within TKTCOM. linked with Integration	70/Jun15 B2/Mar16 F1/Jun16 TKTWG Mar17	On-hold	

			<p>Group; Data Field Expansion Group - ongoing.</p> <p>YMQ TKTWG Meeting March 2017: Implementation discussion required. Agreed best approach would be a workshop to begin assessing these issues, with systems and airlines. Co-location with discussion on implementation of document number / Date of Issue (added to Work Plan as Item 48). Discussed possibility to align with TKTCOM June meeting, with one day for Monetary Data Elements and one day for Document Number Date of Issue. ACTION: IATA to schedule meeting in June.</p> <p>Workshop in MAD 26-27 June. Item to be presented back to TKTCOM by DL/HR to re-open this and defer action at PSC, as business case for change is not clear.</p> <p>Increasing the character length of monetary data elements would imply an upgrade of EDIFACT version at industry level. Feedback received from system providers on the potential cost and implementation timeline is indicating this is not feasible from an implementation perspective. Also, carriers advised they are focused on the implementation of newer messaging standards such as XML.</p> <p>Discussions to be had further to understand the next steps to happen in the Ticketing group for 2021 PSC.</p>			
1.3	Ticketing Group	Tax Code Expansion from 2 Characters	<p>Tax code exhaustion analysis to be performed and forecasted depletion date identified. Ticketing Group to advise actions expected based on result of analysis.</p>	N/A	On-going	
1.4	Ticketing Group	Management of Glossary, Message Construction Matrices and Glossary Applicability	<p>Activity ongoing.</p>	N/A	On-going	

		Reference Table (GART). Working Group active (Glossary and Matrices Management Group - GMMG).				
1.5	Ticketing Group	Airline Industry Data Model (AIDM)	Group formed to discuss "road map" for when TKCom will begin populating the AIDM with glossary definitions and messaging elements. Activity is on hold.	3/5/2015 B13/Mar 16 F7/Jun16	On-hold	
1.6	Ticketing Group	Review of RP 1735 (Planned Schedule Changes)	This item proposes the updates to RP 1735 and a small subgroup to summarize all inputs related to this RP. Activity has been paused and deferred to Q4 2020/2021.	TKT June 2019	On-hold	
1.7	Ticketing Group	Accountable Traffic Documents – Validity, Extension of Validity, Refundable Period	This item proposes the updates to RP 1735 and a small subgroup to summarize all inputs related to this RP. Activity has been paused and deferred to Q4 2020/2021.	TKT June 2019	On-hold	
1.8	Ticketing Group	Review of 735d	The new text of Resolution 735d, adopted during the last JPSC and effective as of 1st of June 2019, while clarifying very well the overall timeframe and recommending a bilateral process is helpful, is potentially opening a loophole or providing an opportunity for the mishandling of a carrier's inventory. Proposal endorsed, to be balloted in SOSB and included in the PSC package.	TKT June 2019	Completed	
1.9	Ticketing Group	AIRIMP CH6 RBD & Fare Basis	The AIRIMP CH6 RBDs seem not to be followed anymore and the fare basis section in Resolution 728 is to be redundant since all fares are carrier fares and that section is not in use. AA and KL does not agree with the removal; AA advised that some parts are still in use by Airlines. The whole section of fare basis codes in Resolution 728 to be retained. Item to be revived (on the calls/face-to-face meeting).	TKT August Call 2019	Completed	
1.10	Ticketing Group	Supporting Documents	Supporting documents are identified in several Resolutions e.g., ITR, Agent Coupon etc. These documents were left in		On-hold	

			<p>the Resolutions (many are optional) even after the two consecutive Industry Paper Out reviews.</p> <p>The Integration Group raised the question around the need for these documents in the context of NDC. Clarifications were requested as to the exact Business purpose of some of these documents and if they would still be applicable in NDC, when the ORA is the issuing entity.</p> <p>Supporting documents (Agent Coupon, Audit Coupon, Tax-Fee-Change Coupon and Credit Card Charge Form) are still in use for the governmental regulation purpose in some markets (both by Airlines and Travel Agencies). Thus, removing those documents from Resolutions by considering them as editorial is not supported by AA and KL.</p> <p>Item to be further discussed in the Ticketing Group.</p>			
1.11	Ticketing Group	Form Code Trades Planning Working Group	<p>A working group was assembled in 2019 to plan the next phase of form code trades in an effort to consolidate document types into ranges that could eventually be collapsed into 2-digit ranges improving the document assignment process for IATA BSP, ARC, TCH and Airlines. In Dec 2019, two editorial agenda items were presented simply to clean up RP 1720a/Reso20.04 to ensure the table accurately reflected changes that had been adopted and to remove rows that had past date discontinue dates. The proposal with the planned changes was close to finalization and the WG planned to meet in the first quarter of 2020. This activity was put on hold due to the participant resource constraints in the wake of COVID-19. The WG hopes to finalize the changes in concert with the activity of the newly created task force (see 1.13 below).</p>		On-hold	
1.12	Ticketing Group	Ticket Validity updates in light of COVID19	<p>IATA has been receiving a number of queries related to the Ticket Validity from various</p>		On-going	

			<p>sources. We have provided responses in the form of Q&As and the Customer Voucher series of documents confirming that from an IATA processing perspective validity up to 24 months can be accommodated.</p> <p>This agenda item is to obtain a position from the Ticketing Group if there are any changes required to IATA Resolution 735 or 735a with respect to this subject. AA drafted the proposal that is currently in the ballot process with TKTG and SOSB to update IATA Resolutions 722/735/735a and RP 1720a and A4A Resolutions 20.10 and 20.04 with the request for the changes to be effective immediately upon adoption.</p>			
1.13	Ticketing Group	Taskforce to review implications of ticket validity extension on form code recycling	A taskforce is to be formed to review the implications that extending the ticket validity might have on the form code recycling process consisting of the members of the Form Code Trades Planning Working Group as well as new participants such as ACH.		On-going	
1.14	Ticketing Group	USDOT Final Rule (14 CFR 221.105 & 221.106)	<p>USDOT issued the Final Rule which finalized the proposed changes to §§ 221.105 and 106. Carriers must now include the "Advice to International Passengers on Limitations of Liability" written by USDOT on all e-ticket confirmations. The Final Rule gives carriers until May 16, 2019 to update the notice provided with the ticket. See page 15929, under § 221.105.</p> <p>The changes have been adopted on A4A side. A4A follows the old verbiage. For the tickets issued in the US a new verbiage has to be followed. The group discussed the US DOT regulation changes in verbiage. After review of the proposed wording, it has been noted that the meaning of the current notice does not change with the new verbiage proposed by the US DOT. Thus, the workstream is proposing to amend the IATA resolutions.</p>		On-hold	

			Item is currently parked at the request of A4A. Further clarification expected from A4A to progress with discussions.			
1.15	Ticketing Group	Update on 724 US baggage limitations	An update to IATA Resolution 724 regarding US baggage limitation is proposed to align to the US DOT 14 CFR paragraph 254.4 effective August 25, 2015 (https://www.govinfo.gov/content/pkg/CFR-2019-title14-vol4/pdf/CFR-2019-title14-vol4-sec254-3.pdf)		Completed	
1.16	Ticketing Group	Identifying Frequent Flyer Tickets for IROPs	<p>Currently there are different interline billing rules relating to FFP Redemption tickets, as defined in the Revenue Accounting Manual (RAM). This relates to normal billings and also billing following irregular operations. A survey was taken (11th to the 25th August) to informally assess airlines current means to identify Frequent Flyer Redemption Tickets, and to understand if Resolution 722 (9.5) requires review.</p> <p>Option A: Standardize the first 2-3 characters of ticket designators. (XX and YY are shown for illustrative purposes in the attached).</p> <p>Option B: Update the endorsement requirement to include a space and 'AWARD' following INVOL in endorsement field one.</p> <p>Results from the unofficial ballot:</p> <p>Option A: 7 votes</p> <p>Option B: 3 votes</p> <p>Comments: "Option B is not preferred as it involves significant PSS changes".</p> <p>Item on hold until next year due to most airlines not considering this high priority in the current industry context. This will also allow time to discuss internally within each airline. It was also mentioned that either Option A or B would need a development work.</p>		On-hold	

1.17	Ticketing Group	Resolution 728	<p>IATA Reso 728 FOPs have undergone some considerable changes which perhaps have not yet been reflected in the PADIS code set. You will note a number of FOPs are no longer valid. If this has missed the main agenda of the ATSB would it be possible to include a review of the FOP code set to match the latest revisions on 728. As Example PT and the government warrants such as GG and SGR are no longer there. Updates on FOPs usage:</p> <p>Cheque: SA, LA. Cheque and MS: SAS, JL, EL AL, 1S, QR, UA, LA. NONREF: QR. AA does not use UN. UN: not in use by any Sabre hosted carriers. EF: not in use by Sabre hosted carriers for electronic funds transfer. EF: used by some Sabre hosted carriers for certificate ticketing, also used on the GDS side to reflect previous FOP on an exchange ticket. Update after the TKT call July: IATA to prepare survey and distribute to Airlines who have not yet responded for a broader feedback on FOP.</p> <p>Activity progressed but not reached a consensus on next steps. Item deferred to 2021.</p>	TKT June 2019	On-hold	
1.18	Ticketing Group	System Provider Implementation Scorecard	<p>This Scorecard tracks the extent to which IATA Strategic Partners (who act as Passenger Service System providers or Ticketing System Providers) have implemented various IATA Standards. This Scorecard is overseen by the IATA Ticketing Group, under the authority of the Shop Order Standards Board, and is published on a quarterly basis on IATA Standards Setting Workspace (SSW). For more information on the Ticketing Group activities or how to register for IATA SSW, please visit www.standards.iata.org.</p>	N/A	On-going	
1.19	Ticketing Group	Free Baggage Allowance (FBAL) transactions	<p>FBAL element became mandatory for tickets in DISH22 in 2013-2014 as part of alignment exercise with Ticketing Resolutions. At the moment of DISH22 implementation FBAL is reported blank on a significant number of</p>	N/A	On-going	

			<p>tickets. It turned out that the airlines did not pass the Baggage Allowance element to GDSs in the ticketing messages, so GDSs were not able to report it on the RET. As a consequence, RET validation RET-316 "FBAL CANNNOT BE BLANK" in the DPC system had to be switched off as there were too many warnings polluting the validation reports.</p>			
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Item C4.1.2: Voting Items of the Ticketing Group, under the Shop – Order Standards Board presented as a package

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Submitted by: Johan Lodewijckx, Chair of the Ticketing Group, under the Shop – Order Standards Board

Margaret Brown, Vice Chair of the Ticketing Group, under the Shop – Order Standards Board

Ionut Badea, Senior Manager Shop – Order Standards, Secretary of the Ticketing Group (badeai@iata.org)

Background

Resolution 009 allows items requiring Board endorsement to be presented as a package, as described in paragraph 2.6.4.4.

2.6.4.4 Where proposals to amend standards have been endorsed by the Board, they may be presented to the Conference as a package to be voted on in a single action. Any Member voting on a package at Conference may request any item is removed from a package to be voted on separately.

Under this provision, the Shop – Order Standards Board present the following Items of the Ticketing Group to the Conference as a single package. A single vote will be held at the Conference.

All other voting items submitted by the Shop – Order Standards Board developed by the Ticketing Group are presented separately and will be voted upon separately by the Conference.

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 25 September 2020, by email to standards@iata.org.

Item name	Item number
Editorial Corrections to the Form Code Table	C4.1.2a/P
Adjustment to FOP codes	C4.1.2b/P
Pandemic related revisions to Ticket Validity	C4.1.2c/P
Update of Baggage Liability Limitations for US Travel	C4.1.2d/P
RBD & Fare Basis Analysis	C4.1.2e/P
Ticket Mode Indicator Removal	C4.1.2f/P

Action

Conference to adopt all items in package.

Item C4.1.2a/P: Editorial Corrections to the Form Code Table (presented in package)

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Background

There have been many form code related agenda items over the last several years. A recent review of the form code table and comparison to agenda items adopted at the Joint Passenger Standards Conferences from 2015 onward revealed that some of the items adopted per the Executive Summary did not appear in the corresponding Book of Finally Adopted Resolutions and RPs (BoF), and/or that there were subsequent typographical errors between what appeared in the BoF and in the manuals when published, or that the proposal itself contained a typographical error that was not corrected in the Minutes or BoF.

In addition, there were many form codes listed with 'effective' and 'effective through' dates that are either past date or were 01JUN2020. Those rows in the table were separately identified to IATA/A4A for standard clean up to be included with the items adopted under JPSC agenda item 4.1.2h/P this year. The affected form codes: 196, 197, 198, 44, 457, 458, 509, 80, 810-819, 82, 84, 850-859, 870-879, 890-895, and 899.

Below is a summary of the Agenda Items by year that are being addressed:

- JPSC35/PSC37 2015 T2.6/P Paper out reclassification of 200/470/509/64 effective 01JUN17 missing from BoF and manuals
- JPSC35/PSC37 2015 P3.1 trades in Attachments A through S missing from BoF and manuals, range of effective/discontinue dates 2016-2020.
- JPSC38/PSC40 2018 T2.8/P number of coupons inaccurate in proposal, BoF, and manuals

This agenda item is to provide traceability to make the editorial corrections to the table so that it reflects the proper content based on changes already adopted through the governance structure. It includes the amendments adopted JPSC this year (2019) shown as finalized along with the removal of past date references.

Action

Conference to adopt changes to IATA Recommended Practice 1720a Attachment A as outlined in ***Attachment A_ C4.1.2a/P***.

Attachment A_C4.1.2a/P

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IATA RECOMMENDED PRACTICE 1720a/A4A RESOLUTION 20.04
Standard Thirteen-Digit Numbering System for Traffic Documents
Attachment A
(amending)

PSC(4442)1720a

Expiry: Indefinite

Type: B

PASSENGER TRAFFIC DOCUMENT NUMBER ASSIGNMENTS						
FORM CODE	TYPE OF FORM	STOCK ISSUING PARTY (DISTRIBUTED BY)	RESOLUTION/RECOMMENDED PRACTICE		No. OF COUPONS	CHECK DIGIT METHOD
			IATA	A4A		
0	Reserved For Individual Airline Use-- Various	Airline	-	-	-	-
1 0	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 4	Electronic Ticket (ET) & Automated Ticket/Boarding Pass (ATB)	Airline	-	20.60 20.51	C C	3 3
1 5	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
1 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 8 0	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 8 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 8 2	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 8 3	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
1 8 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 8 5	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 8 6	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 8 7	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
1 8 8	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 8 9	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 9 0	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3

1 9 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 9 2	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
1 9 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 9 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
1 9 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
Δ 1 9 6	Unassigned	Unassigned	-	-	-	-
Δ 1 9 7	Unassigned	Unassigned	-	-	-	-
Δ 1 9 8	Unassigned	Unassigned	-	-	-	-
1 9 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 0	Multiple Purpose Document (MPD) Electronic Miscellaneous Document (EMD)	Airline	- 725f	- 20.63	2 C	2 3
2 0 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
2 0 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 1	Electronic Ticket (ET) & Automated Ticket/Boarding Pass (ATB)	Airline	722f	20.60 20.51	C C	3 3
2 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 3	Electronic Ticket (ET) & Automated Ticket/Boarding Pass (ATB)	Airline	722f	20.60 20.51	C C	3 3
2 4	Electronic Ticket (ET) & Transitional Automated Ticket (TAT)	Airline	722f	20.60 20.10	C 4	2 2
2 5 0	Excess Baggage Ticket	Airline	-	30.41	4	2
2 5 1	Excess Baggage Ticket	Airline	-	30.41	4	2
2 5 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 5 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 5 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 5 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 5 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 5 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 5 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 5 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 6 0	Automated Excess Baggage Ticket	Airline	-	20.100	C	3
2 6 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
2 6 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3

2 6 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 6 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 6 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 6 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 6 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 6 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 6 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 0	Automated Miscellaneous Charges Order	Airline	-	20.101	C	3
2 7 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
2 7 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 7 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 0	Automated Prepaid Ticket Advice	Airline	-	20.104	C	3
2 8 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
2 8 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 8 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 9 0	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
2 9 1	Flight Interruption Manifest	Airline	-	20.109 20.51	C	3
2 9 2	Electronic Special Service Ticket & Automated Ticket/Boarding Pass (ATB)	Airline	-	20.60 20.110	C	3
2 9 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 9 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 9 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 9 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 9 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 9 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 9 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 0 0	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 0 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
3 0 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3

3 0 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 0 4	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
3 0 5	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
3 0 6	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
3 0 7	Electronic Miscellaneous Document (EMD)	Agency (Airline)	725f	20.64	C	3
3 0 8	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
3 0 9	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
3 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 0	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 2	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
3 5 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 5 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
3 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 0 0	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
4 0 1	Miscellaneous Charges Order	Airline	-	20.71	1	1
4 0 2	Miscellaneous Charges Order	Airline	-	-	2	1
4 0 3	Miscellaneous Charges Order	Airline	-	-	3	1
4 0 4	Miscellaneous Charges Order	Airline	-	-	4	1
4 0 5	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
4 0 6	Special Service Ticket	Airline	-	20.76	1	1
4 0 7	Special Service Ticket	Airline	-	20.76	2	1
4 0 8	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
4 0 9	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
4 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 2	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3

4 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 4	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
4 5 0	Flight Interruption Manifest	Airline	-	20.85	2	1
4 5 1	Excess Baggage Ticket	Airline	-	30.41	1	1
4 5 2	Excess Baggage Ticket	Airline	-	30.41	2	1
4 5 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 5 4	Excess Baggage Ticket	Airline	-	30.41	4	1
4 5 5	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
4 5 6	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
△4 5 7 Eff through May 31 2022	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
△4 5 7 Eff June 1 2022	Unassigned	Unassigned	-	-	-	-
△4 5 8 Eff through May 31 2022	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
△4 5 8 Eff June 1 2022	Unassigned	Unassigned	-	-	-	-
4 5 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 0	Multiple Purpose Document (MPD) Electronic Miscellaneous Document (EMD)	Airline	- 725f	- 20.63	2 C	4 3
4 7 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 7 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
4 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 0 0	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
5 0 1	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
5 0 2	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
5 0 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 0 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
△5 0 5	Automated Miscellaneous Charges Order	Agency (ASP)	-	20.102	C	3

Eff through May 31 2022						
Δ5 0 5 Eff June 01 2022	Unassigned	Unassigned	-	-	-	-
5 0 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 0 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 0 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 0 9	Multiple Purpose Document (MPD) Electronic Miscellaneous Document (EMD)	Airline	726f 725f	- 20.63	4 C	4 3
5 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 5 0	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 5 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 5 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 5 3	Electronic Miscellaneous Document (EMD)	Airline	725g	20.63	C	3
5 5 4	Excess Baggage Ticket	Government (Airline)	-	30.43	1, 2, 3, 4	1
5 5 5	Electronic Miscellaneous Document (EMD)	Airline	725g	20.63	C	3
5 5 6	Electronic Miscellaneous Document (EMD)	Airline	725g	20.63	C	3
5 5 7	Electronic Miscellaneous Document (EMD)	Airline	725g	20.63	C	3
5 5 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 5 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
5 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 0	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 1 0	Off-Premise Electronic Ticket (OPET)	Agency (ATSS)	722g	-	C	3
6 1 1	Off-Premise Electronic Ticket (OPET)	Agency (ATSS)	722g	-	C	3
6 1 2	Off-Premise Electronic Ticket (OPET)	Agency (ATSS)	722g	-	C	3
6 1 3	Off-Premise Electronic Ticket (OPET)	Agency (ATSS)	722g	-	C	3
6 1 4	Off-Premise Electronic Ticket (OPET)	Agency (ATSS)	722g	-	C	3
6 1 5	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (ATSS)	725g	-	C	3
6 1 6	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (ATSS)	725g	-	C	3
6 1 7	Off-Premise Electronic Ticket (OPET)	Agency (ATSS)	722g	-	C	3
6 1 8	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (ATSS)	725g	-	C	3
6 1 9	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (ATSS)	725g	-	C	3
6 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3

6 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 4	Transitional Automated Ticket (TAT) Electronic Miscellaneous Document (EMD)	Agency (Airline) Airline	- 725f	- 20.63	4 C	3
6 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 0	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 6 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
6 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
7	Electronic Ticket (ET)	Agency (ASP)	-	20.61	C	3
Δ8 0	Electronic Ticket (ET)	Agency (ASP)	-	20.61	C	3
Δ8 1	Electronic Ticket (ET)	Agency (ASP)	-	20.61	C	3
Δ8 2	Electronic Ticket (ET)	Agency (ASP)	-	20.61	C	3
8 3	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 4	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
Δ8 5	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
Δ8 6 Eff through May 31 2022	Electronic Ticket (ET)	Agency (ASP)	-	20.61	C	3
Δ8 6 Eff June 1 2022	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
Δ8 7	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 8	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 9 0	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 9 1	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 9 2	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 9 3	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 9 4	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3
8 9 5	Electronic Miscellaneous Document (EMD)	Agency (ASP)	-	20.64	C	3

8 9 6	Unassigned	Agency (ASP)	-	-	-	-
8 9 7	Unassigned	Agency (ASP)	-	-	-	-
8 9 8	Unassigned	Agency (ASP)	-	-	-	-
Δ8 9 9	Automated Miscellaneous Charges Order - Neutral	Agency (ASP)	-	20.102	C	3
9 0 0	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 0 1	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
9 0 2	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
9 0 3	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
9 0 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 0 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 0 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 0 7	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
9 0 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 0 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 0	Passenger Ticket	Agency (Airline)	-	20.11	2	1
9 2 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 5	Passenger Ticket	Agency (Airline)	-	20.11	2	1
9 2 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 2 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 0	Passenger Ticket	Agency (Airline)	-	20.11	4	1
9 4 1	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 5	Passenger Ticket	Agency (Airline)	-	20.11	4	1
9 4 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 4 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 5 0	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3
9 5 1	Electronic Ticket (A4A ONLY)	Airline		20.60	1 to 4 C	3
9 5 2	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 5 3	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 5 4	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3

9 5 5	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 5 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 5 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 5 8	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 5 9	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 6	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 7	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
9 8	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
9 9	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3

Item C4.1.2b/P: Adjustments to FOP codes (presented in package)

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Background

In reference to IATA resolution 728, paragraph 7.2.1 Customer Payment Cards:

1. MIR card (MR) is being included in Payment instruments, domestic usage only, however, according National Payment Card System, operator of MIR Payment Scheme, MIR card (MR) is already accepted in the territory of Russia, Armenia, Belarus, Kazakhstan, Uzbekistan, Tajikistan and Turkey. Aeroflot requests to define MIR (MR) as international payment card.

2. Post IBSPs migration, card brand NATIVA (sub product of Mastercard) caused several issues that resulted in doing a major recovery for a lot of airlines in the market whereas NT was being rejected to the agent entering the FOP as CA; additionally most Airlines did not have a merchant agreement for NT. Aerolineas Argentinas, supported by other Airlines from the market, requests removal of NATIVA (NT) from list of payment instruments.

Action

Conference to adopt changes to IATA Resolution 728 Attachment B as outlined in ***Attachment A_ C4.1.2b/***

Attachment A_C4.1.2b/P

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IATA RESOLUTION 728
Code Designators for Passenger Ticket
(amending)

PSC(~~4042~~)728

Expiry: Indefinite

Type: B

RESOLVED that:

In order to identify the fare and conditions of travel on passenger tickets and other traffic documents, the codes shown below shall be used:

7.2 Payment Cards

...

7.2.1 Customer Payment Cards

For neutral documents, these codes shall be used only where the payment card used as the Form of Payment on the document is a Customer Card as defined in Resolution 866.

International Payment Cards

American Express	AX
Discover Card	DS
Diners Club	DC
China UnionPay	UP
Japan Credit Bureau	JC
Mastercard	CA
<u>MIR</u>	<u>MR</u>
Universal Air Travel Plan (UATP)	TP
VISA International	VI

Payment instruments, domestic usage only

Credito Directo payment	AM	BSP Mexico domestic voucher
Cards issued by Bank Card	BC	BSP Korea specific ⁽¹²⁾
Cards issued by KB	CN	BSP Korea specific ⁽¹²⁾
Cards issued by KEB	EB	BSP Korea specific ⁽¹²⁾
Elo	EL	BSP Brazil domestic card
Cards issued by Hyundai Card	HD	BSP Korea specific ⁽¹²⁾
Hipercard	HP	BSP Brazil Domestic Card
Cards issued by Woori bank	KA	BSP Korea specific ⁽¹²⁾
Reserved for future use	KB	BSP Korea specific ⁽¹²⁾
Cards issued by Lotte	LC	BSP Korea specific ⁽¹²⁾
MIR	MR	BSP Russia Domestic Card
Cards issued by Nonghyup	NH	BSP Korea specific ⁽¹²⁾
Visa Naranja	NV	BSP Argentina, domestic card
OCA	OC	BSP Uruguay, domestic card
Domestic payment voucher	OV	BSP Spain domestic voucher
Domestic payment voucher	OY	BSP Spain domestic voucher
Domestic payment voucher	PC	BSP Spain domestic voucher
Reserved for future use	PR	BSP Chile specific
Paga Todo payment	PT	BSP Mexico domestic voucher
Domestic payment voucher	RC	BSP Spain domestic voucher

Cards issued by Shinhan	SH	BSP Korea specific ⁽¹²⁾
Cards issued by Hana	SK	BSP Korea specific ⁽¹²⁾
Cards issued by Samsung	SW	BSP Korea specific ⁽¹²⁾
Tierra del Fuego	TF	BSP Argentina, domestic card
Tarjeta Naranja	TN	BSP Argentina, domestic card
Nativa	NT	BSP Argentina domestic card
Reserved for future use	HC	BSP Brazil specific
Payment instruments, regional usage		
Cabal	CL	BSP Argentina, Uruguay, Paraguay and Brazil only

Item C4.1.2c/P: Pandemic related revisions to Ticket Validity (presented in package)

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Background

In light of the unprecedented impact to airlines resulting from the pandemic, some airlines are making changes to policies to encourage the traveling public to not request refunds but keep the money they spent on tickets with the airlines. IATA produced a Best Practices Guide on Standards that outlined the two main solutions. For some airlines, this means exchanging tickets for EMDs or their own airline unique documents. For others, this means extending the ability to display and to action a ticket beyond the standard validity of the ticket as defined in Resolution 735 PERIOD OF VALIDITY and 735a EXTENSION OF VALIDITY.

ATPCO has delivered a new record to support airlines filing alternate conditions for voluntary changes (exchanges and reissues) and refunds which will support automating the airlines policy.

Based on information available on [IATA Airlines Voucher and Ticket Exchange Policies Repository](#), several airlines have extended the ability to exchange tickets and/or voucher credits through 31DEC2021 with a few exceptions as late as 30SEP2022.

The extension is intended to apply only to those tickets the airlines deem impacted and will not persist beyond their stated policy as a permanent change to ticket validity is not sustainable without the Document Number Date of Issue development being deployed.

As this has a cascading impact to IATA BSP, ARC ASP and ATSS, we believe it prudent to include documentation in the applicable Resolutions.

Action

Conference to adopt changes to IATA Resolution 735 Attachment C as outlined in ***Attachment A_ C4.1.2c/P***

Attachment A_C4.1.2c/P

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IATA RESOLUTION 735
Period of Validity
(amending)

PSC(~~4142~~)735

Expiry: Indefinite

Type: B

RESOLVED that, unless otherwise specifically provided in the applicable fare rules:

1. The period of validity for tickets issued at one way, round or circle trip fares shall be one year from the date of commencement of travel, or, if the first flight coupon is open-dated, and/or unused from the date of issue thereof.
2. Where one or more portions of ticket involves an excursion or other special fare, having a shorter period of validity than indicated above, such shorter period of ticket validity shall apply on in respect to such excursion or special fare transportation.

Note for paragraphs 1 and 2 above:

Due to the extraordinary impact of the COVID-19 pandemic, airlines may be extending the ability to display and to action (exchange, reissue, refund) tickets beyond the standard ticket validity based on their own business rules. Such extension will not persist beyond their stated policy.

IATA RESOLUTION 735a
Extension of Ticket Validity
(amending)

PSC(~~41~~~~42~~)735a

Expiry: Indefinite

Type: B

RESOLVED that:

1. A Member may without additional collection of fare extend the validity of the ticket of a passenger who is prevented from travelling within the period of validity of his ticket because such Member:
 - cancels a flight;
 - omits a scheduled stop (provided this is in the passenger's destination or stopover point);
 - fails to operate a flight reasonably according to schedule;
 - causes a passenger to miss a connection;
 - substitutes a different class of service; or
 - is unable to provide a previously confirmed space.

Note: Due to the extraordinary impact of the COVID-19 pandemic, airlines may be extending the ability to display and to action (exchange, reissue, refund) tickets beyond the standard ticket validity based on their own business rules. Such extension will not persist beyond their stated policy.

IATA RECOMMENDED PRACTICE 1720a
A4A RESOLUTION 20.04
STANDARD TICKET FORM AND SERIALNUMBERS
(amending)

PSC(nn)1720a

Expiry: Indefinite

Type: B

DOCUMENT NUMBER RECYCLING

The provisions of this paragraph apply only in respect of document number allocation within the IATA BSP.
In order to efficiently recycle standard traffic document numbers distributed by IATA for use within the BSPs the following procedure will apply: -

1. From the date of allocation from IATA, system providers and their agents will have twelve months to sub-allocate ranges and report sales, respectively;
2. Upon expiry of the twelve months period IATA will systematically retrieve all the unreported ranges.
3. Once all the numbers for a specific form code have been retrieved IATA will invoke a latency period of 24 months.
4. Upon expiry of the latency period the number ranges will be released for recycling, effectively introducing a standard 3-year form code recycling process.

Note: Due to the extraordinary impact of the COVID-19 pandemic, airlines may be extending the ability to display and to action (exchange, reissue, refund) tickets beyond the standard ticket validity based on their own business rules, impacting when those document numbers would be available for recycling. Such extension will not persist beyond their stated policy.

IATA RESOLUTION 722
TICKET – GENERAL PROCEDURES AND DEFINITIONS
(amending)

PSC(nn)722

Expiry: Indefinite

Type: B

1 GENERAL REQUIREMENTS

...

1.9 The ticket shall bear a Document Number, which shall be in accordance with Recommended Practice 1720a.

Note: Due to the extraordinary impact of the COVID-19 pandemic, airlines may be extending the ability to display and to action (exchange, reissue, refund) tickets beyond the standard ticket validity based on their own business rules. Such extension will not persist beyond their stated policy.

A4A RESOLUTION 20.10
TICKET PROCEDURES
(amending)

...

2 GENERAL REQUIREMENTS

...

2.2 Acceptance

In accordance with their Interline Traffic and/or Baggage Agreements, Members shall accept, and honor Tickets as described herein.

Note: Due to the extraordinary impact of the COVID-19 pandemic, airlines may be extending the ability to display and to action (exchange, reissue, refund) tickets beyond the standard ticket validity based on their own business rules. Such extension will not persist beyond their stated policy.

Item C4.1.2d/P: Update of Baggage Liability Limitations for US Travel (presented in package)

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Background

Current version of IATA Resolution 724 – Ticket Notices – and its part related to baggage liability limitations for US travel requires the alignment with federal rule published in US DOT 14 CFR paragraph 254.4 effective August 25, 2015 ([link](#)). Now, the Resolution 724 references this amount to US\$3400.00, which needs to be changed for US\$3500.00 following the US DOT final rule.

Action

Conference to adopt changes to IATA Resolution 724 as outlined in ***Attachment A_ C4.1.2d/P***.

Attachment A_C4.1.2d/P

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IATA RESOLUTION 724
Ticket Notices

PSC(~~4142~~)724

Expiry: Indefinite

Type: A

RESOLVED that:

The "Conditions of Contract and Other Important Notices" shall be provided with the Passenger Itinerary/Receipt used for interline international carriage as shown below.

...

BAGGAGE LIABILITY LIMITATIONS FOR US TRAVEL: *For domestic travel wholly between US points, federal rules require any limit on a carrier's baggage liability to be at least US\$~~3400.00~~ 3500.00 per passenger, or the amount currently mandated by 14 CFR 254.5.*

...

Item C4.1.2e/P: RBD and Fare Basis Analysis (presented in package)

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Background

Resolution 728 - Code Designators for Passenger Ticket - contains entries for the identification of fare and conditions of travel on passenger tickets and other traffic documents, which seem to be redundant. Nowadays, all the fares are carriers' own fares, so the assignment of fare basis code elements may be defined differently by each carrier. The assignment rules provided in the Resolution are not in use by industry as the common standard anymore. In addition, the verbiage of Resolution 728 is reflected in the in Reservations Interline Message Procedures (AIRIMP) Chapter 6, which also needs to be updated.

Action

Conference to adopt changes to IATA Resolution 728 Attachment E as outlined in ***Attachment A_ C4.1.2e/P***.

Attachment A_C4.1.2e/P

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IATA RESOLUTION 728
Code Designators for Passenger Ticket

PSC(~~4041~~)728

Expiry: Indefinite

Type: B

RESOLVED that:

In order to identify the fare and conditions of travel on passenger tickets and other traffic documents, the codes shown below shall be used:

1. FARE BASIS CODE (*mandatory*)

This code gives information regarding type of fare, class entitlement, minimum and maximum validity, reservations entitlement, seasonality, days of travel and advertising or sales restrictions.

The fare basis code elements ~~shall may~~ be combined in the same descending order as listed in 1.1 to 1.6 and the assignment of these codes may be defined differently by each Member.

...

2. FARE BASIS CODE FORMATS

~~The sequence of entries is identical to that of the flexible format on automated tickets. On automated tickets, 15 positions are allocated to the fare basis code entry. To enable automated processing of the fare basis code, these 15 positions shall be formatted in one of the two following ways:~~

Number of characters for the fare basis code is defined in the IATA Resolution 722f Glossary, Attachment 'A'.

2.1 Flexible Format

~~2.1.1 The flexible format consists of a maximum of three fields of variable length. An oblique separates two adjacent fields. Two obliques will separate Field 1 from Field 3 if Field 2 is not used.~~

~~2.1.2 Field 1 contains the prime, seasonal, part of the week, part of day codes, the fare level identifier, and also the fare and passenger type codes of published (precalculated) fares.~~

~~2.1.3 When a fare is obtained by applying a percentage to a published fare, the appropriate fare and passenger type code as well as the percentage of discount, when it has to be shown, are entered in Field 2. The classification designator and reservation entitlement described in Recommended Practice 1788 shall be entered in Field 2.~~

~~2.1.4 Field 3 is used to show the priority designator published in Recommended Practice 1788 as well as other optional carrier classification codes.~~

~~2.1.5 When more than one fare and passenger type code is used in the same field, they shall be shown in alphabetical order, except that a single letter code shall not precede any other type code.~~

2.2 Fixed Format

~~2.2.1 The fixed format consists of three fields of fixed length. Field 1 always has 3 positions, and Fields 2 and 3 cover 6 positions each. All entries are made left justified in each field and any unused position is left blank.~~

~~2.2.2 Field 1 contains the prime, seasonal, part of week and part of day codes.~~

~~2.2.3 Field 2 contains the fare and passenger type codes of published (precalculated) fares and the fare level identifier.~~

~~2.2.4 Field 3 contains the fare and passenger type codes of fares obtained by applying a percentage to a published fare. Field 3 also contains the classification designator, the reservation entitlement and the priority designator published in Recommended Practice 1788 as well as other optional carrier classification codes.~~

~~2.2.5 When more than one fare and passenger type code is used in the same field, they shall be shown in alphabetical order.~~

~~2.2.6 When Field 3 is used, an oblique (/) shall be entered immediately preceding the first character of Field 3, position 9. When all positions in Field 2 are used, the oblique (/) shall be omitted.~~

2.31 Fare Basis Codes for Zonal Employee Discount Travel Scheme (ZED)

...

2.31.1 Prime Code (Mandatory)

...

2.31.2 Fare and Passenger Type Code in accordance with section 1.5 (Mandatory)

...

2.31.3 Discount Identifier (Mandatory)

...

2.31.4 Mileage Zone Number (Mandatory)

...

2.31.5 Classification Designator (Mandatory)

...

2.31.6 Reservation Entitlement (Mandatory)

...

2.31.7 Fare Basis Separator (*Conditional*)

~~Enter a~~ An oblique (/) shall be used to separate the fare basis code and ticket designator.

2.31.8 Relationship to Employee (*Conditional*)

...

2.31.9 Examples of completed fare basis codes

...

2.31.10 Other industry discounts

...

3. TOUR CODE

When used, the Tour code format ~~should~~ shall be as follows:

Characters 1 and 2—BT or IT whichever is applicable. Exception: if the IT or BT code forms part of the "Fare Basis" codes these letters need not precede the tour code.

Character 3—last digit of year of approval of tour.

Characters 4 and 5—two-character airline code of sponsoring Member which has approved the tour, or in the case of a Member having a three-letter airline code, characters 4–6.

Characters 6 or 7–14—to identify the specific tour; a Member may use less than the eight characters allocated (dependent on whether a carrier uses a 2 character or 3 letter airline code).

The maximum number of characters to be used is 14. A 15th character is reserved for future industry use.

Tour Code shall be used for the entry of data for free and reduced rate industry discount/rebate travel. The format shall be as ~~laid down~~ described in the specifications of RP 1788.

...

4. SPECIAL CODES (conditional)

4.1 Special Purpose Codes

...

INAD (Inadmissible Passenger)—passenger is not permitted to enter the country ~~(optional in USA)~~. To be entered after Passenger Name. Leave a blank between the passenger's name and INAD.

Item C4.1.2f/P: Ticketing Mode Indicator Removal (presented in package)

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Background

In the DISH Glossary part for Ticketing Mode Indicator (TKMI) the reference is incorrect as it points to a non-existent Resolution 722a, Attachment B. However, changing the reference is not sufficient, as this data element still exists across other Resolutions: 722f/g/h and 725 f/g/h. Based on discussion of this topic on several Ticketing Group calls, it was confirmed that this data element has no relevance in the ET world. The conclusion is to remove this data element from current Resolutions in order to proceed with the update in DISH.

Action

Conference to adopt changes to IATA Resolution 722F/Attachment F as outlined in ***Attachment A_ C4.1.2f/P***.

Attachment A_C4.1.2f/P

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IATA RESOLUTION 722F/Attachment A
TICKET AND ELECTRONIC MISCELLANEOUS DOCUMENT DATA ELEMENTS

TICKETING LOCATION AIRPORT/CITY CODE

5 ALPHANUMERIC

Airport or city code identifying the ticketing location.

~~TICKETING MODE INDICATOR (/ OR X)~~

~~1 ALPHANUMERIC~~

~~An indication of the method of ticket generation; e.g. / or X.~~

TICKETING TIME OF ISSUE (HHMM)

4 NUMERIC

The local time the document was issued in the format HHMM using the 24-hour clock.

...

RESOLUTION 20.60 / 722f – 2020 MANUAL - TICKET MESSAGE CONSTRUCTION MATRIX – AIRLINE

...

458	TICKETING MODE INDICATOR (/ OR X)	08	1-AN																
459	TICKETING TIME OF ISSUE (HHMM)		4 N		C				C									C	

...

RESOLUTION A4A 20.61 / IATA 722g – 2020 – TICKET MESSAGE CONSTRUCTION MATRIX – NEUTRAL

...

474	TICKETING MODE INDICATOR (/ OR X)		1-AN	M				G			M	E		E					
475	TICKETING TIME OF ISSUE (HHMM)		4 N	C				C			C	C		C					

...

RESOLUTION A4A 20.62 / IATA 722h – 2020 – TICKET MESSAGE CONSTRUCTION MATRIX – GROUND HANDLING

...

458	TICKETING MODE INDICATOR (/ OR X)	08	1-AN																
459	TICKETING TIME OF ISSUE (HHMM)	08	4 N																

...

RESOLUTION A4A 20.63 / IATA 725f – 2020 – ELECTRONIC MISCELLANEOUS DOCUMENT MESSAGE CONSTRUCTION MATRIX – AIRLINE

...

458	TICKETING MODE INDICATOR (/ OR X)	08	1-AN																
459	TICKETING TIME OF ISSUE (HHMM)	08	4 N																

RESOLUTION A4A 20.64 / IATA 725g – 2020 – ELECTRONIC MISCELLANEOUS DOCUMENT MESSAGE CONSTRUCTION MATRIX – NEUTRAL

...

474	TICKETING MODE INDICATOR (/ OR X)		1-AN	M				C			M	C		C					
475	TICKETING TIME OF ISSUE (HHMM)	08	4 N																

...

RESOLUTION 20.66 / 725h – 2020 MANUAL – ELECTRONIC MISCELLANEOUS DOCUMENT MESSAGE CONSTRUCTION MATRIX – GROUND HANDLING

...

458	TICKETING MODE INDICATOR (/ OR X)	08	1-AN																
459	TICKETING TIME OF ISSUE (HHMM)	08	4 N																

...

Glossary Applicability Reference Table (GART)

...

474	06-1	TICKETING MODE INDICATOR (/ OR X)		1-AN		Y			Y										
475	08-1	TICKETING TIME OF ISSUE (HHMM)		4 N		Y		Y											

Item C4.2: Report and Workplan of the A4A / IATA Reservations Group (AIRG), under the Shop – Order Standards Board

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board
Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board
Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group
(oliveiral@iata.org)

Background

The Reservations Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 2020, to 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.

This year the Reservations Group has been working through the items prioritized by the Shop-Order Standards Board, and as requested by the Members and Participants of the Group.

The Group will continue their work plan as prioritised by the Shop-Order Board.

Members of the Reservations Group (AIRG)

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1.	Accelya	Bosco Fernandes
2.	Aegean Airlines (A3)	Mirsini Vlachou
3.	Amadeus	Marion Alliod
4.	All Nippon Airways (NH)	Jungmin Shin
5.	British Airways (BA)	Vini Claus
6.	Delta Air Lines (DL)	Barbara Pyłka
7.	EgyptAir (MS)	Tamer Gebriel
8.	EL AL Israel Airlines (LY)	Donna Bahar
9.	Hahn Air Lines (HR)	Frederick Nowotny
10.	JSC Sirena-Travel	Aleksei Barinov
11.	KLM Royal Dutch Airlines (KL)	Rick Jacobs
12.	Lufthansa (LH)	Michelle Bryant
13.	Sabre	Vanessa Gonzalez
14.	SITA	John Meeks
15.	Travelport	Deryl Purvis

16.

United Airlines (UA)

Nicholas Pawlisz

Chair and Vice-Chair

During an Online Ballot for the Reservations Group (AIRG), Rick Jacobs from KLM Royal Dutch Airlines (KL) was elected as Chair, and Michelle Bryant from Lufthansa (LH) was elected as Vice Chair. Under the Terms of Reference of the Group, these officers hold their positions for 1 year, subject to continued involvement in the group.

Reservations Group activity in 2020

The Reservations Group (AIRG) holds a Monthly Update Call on Working Group Activity, Prioritisation and Working Group Management. All voting activity has been performed online via SSW Ballots except for the face to face meeting held in June in Geneva. Due to the extraordinary health crisis related to Covid-19, the group was unable to meet face-to-face, as scheduled, in June in GVA. The work was continued, as per schedule, via conference calls.

Highlights of the activity in 2020 of the AIRG:

- Inclusion of unspecified/undisclosed gender codes for infants
- Inclusion of new SSR code to identify Young Persons Traveling Alone (YPTA)
- Addition of examples under Segment-Associated Additional Services and SSR Seat elements in conjunction with SSR ASVC elements
- Involuntary Changes booking method update in Resolution 766
- AIRIMP Chapter 6 removal of Special Needs Passenger code (SP)
- AIRIMP Chapter 6 amendment of Persons with Disabilities SSR (DPNA)
- Inclusion of new SSR regarding airline regulations, firearms and ammunition (SSR AMMO)
- Inclusion of new SSR associated to the transportation of weapons of war and ammunition (SSR WPOW/AMOW)

Reservations Group (AIRG) adoption of standards

The proposed changes to standards from the Reservations Group are submitted to the Shop-Order Board and can be found in the voting package.

Reservations Group (AIRG) Work Plan

The work plan of this group has been reviewed and endorsed by the Board. It is included for the Conference's visibility as ***Attachment A_C4.2***.

Action

Conference to note report.

Attachment A_C4.2: Reservations Group (AIRG) Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS	COMMENTS
1.1	AIRG	Inclusion of unspecified/undisclosed gender codes for infants	UI and XI as a gender code for SSR DOCS as airlines require to use these gender codes in an agreed AIRIMP format	N/A	Completed	N/A
1.2	AIRG	Inclusion of new SSR code to identify Young Persons Traveling Alone (YPTA)	In the event of irregular operations occur, it is crucial for airline customer service and ground operations teams to be aware of and identify young persons between the ages of 15-18 who are traveling without an adult. There is currently no SSR code to identify the age group between the airline definitions of "minor" and "adult". A new SSR code was agreed to match the business requirements outlined	N/A	Completed	N/A
1.3	AIRG	Addition of examples under Segment-Associated Additional Services and SSR Seat elements in conjunction with SSR ASVC elements	Chargeability of an ancillary service may be re-evaluated after the service has been booked and confirmed. This may happen when additional information such as SSR FQTV or ticket is added in the PNR. Currently, there is no example in AIRIMP outlining these use cases. Such examples were agreed to be added	N/A	Completed	N/A
1.4	AIRG	Involuntary Changes booking method update in Resolution 766	Based on actions defined after Involuntary Changes Working Group working sessions, airlines proposed an amendment to Resolution 766	N/A	Completed	N/A
1.5	AIRG	AIRIMP Chapter 6 removal of Special Needs Passenger code (SP)	The Passenger Accessibility Task Force (PAPTF) pointed out that the use of the code SP (Special Needs Passenger) to identify a PWD is obsolete. After review of existing SSR available for use for Persons with Disabilities (PWD), the Passenger Accessibility Task Force (PAPTF) identified the need update the text description for the SSR DPNA.	N/A	Completed	N/A
1.6	AIRG	AIRIMP Chapter 6 amendment of Persons with Disabilities SSR (DPNA)	The SSR DPNA was introduced in order to allow airlines to capture a variety of disabilities requests that could not be identified with just a SSR WCH. After review of existing SSR available for use for Persons with Disabilities (PWD), the Passenger Accessibility Task Force (PAPTF) identified the need update the text description for the SSR DPNA.	N/A	Completed	N/A

1.7	AIRG	Modification of SSR DOCO (Canada redress number)	Members discussed the Advance Passenger Information and specifically the SSR DOCO for the new Transport Canada KTN/Redress numbers for the passenger Protect Program (PPP). The program is similar to the US TSA Secure Flight Program and these KTN or Redress numbers are transmitted as part of the EDIFACT/PAXLIST message and stored in the reservation as SSR DOCO. The probability that a passenger would have both a US and Canadian number is high, so there is a need to be able to store multiple numbers in the bookings.	N/A	Completed	N/A
1.8	AIRG	SSR AMMO	Discussions around airline regulations, firearms and ammunition that must be carried separately resulted in a proposal to recognize that the identification of each is important via SSR.	N/A	Completed	N/A
1.9	AIRG	SSR WPOW/AMOW	The transport of firearms is captured with the SSR "WEAP" when a reservation is made, but because of the difference in the process associated to the transportation of weapons of war and their ammunition, there was a need to be able to distinguish this difference at the industry level.	N/A	Completed	N/A
1.10	AIRG	PWD-PAPTF	An editorial was proposed after Passenger Accessibility Task Force (PAPTF) members pointed out that the term Persons with Disabilities (PWD) is the preferred term to use when a passenger has a disability. The term will be added to AIRIMP alongside person with reduced mobility.	N/A	Completed	N/A
1.11	AIRG	Reservations Services Manual (RSM) Reservations Handbook (RHB)	Developed new section on Chargeable Baggage Related Services and new section on GST, revised other sections referring to baggage. Re-branded as Reservations Handbook.	N/A	On-going	RSMTF to continue review process for RHB, items to be advised. Next meeting to be scheduled.
1.12	AIRG	Exchange and Reissue – EMD	Based on discussion that took place at EMD Day for Reservations on 15 January 2013, RESWG/20 was requested to review the amendments made to PSC Resolution 725g at the last JPSC if this would impact the EMD messaging mechanism.	(RESWG/20 #9)	Paused	Pending until after the TKTWG makes further progress on 725g/20.64. Review PSC Resolution 736 and identify

						business needs for messaging. Activity is paused pending industry demand.
1.13	AIRG	RESXML / Airline Industry Data Model	The RESXML group has been working on migration of RES messages into the data model.	(ResCom/28 #5) (RESWG/27 #8)	On-going	RESXML developed BRDs for PAOREQ/PAORES and presented to May 2018 PADIS meeting. RESXML to develop BRDs for other messages. The activity of the group is paused pending industry demand.
1.14	AIRG	Task Force for Passengers with Reduced Mobility and Distribution (PRMD)	IATA new project on the Passengers with Reduced Mobility and Distribution (PRMD) aims to create a task force that will support with the design of the procedures and standards for handling PRMD. IATA is seeking operations experts who would be willing to support the PRMD project.	N/A	On-going	Group to discuss on the next conference call to ask for more volunteers. Current volunteers: KL, LH, QR.

Item C4.2.1: Voting Items of the Reservations Group (AIRG), under the Shop – Order Standards Board (presented as a package)

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board
Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board
Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group
(oliveiral@iata.org)

Background

Resolution 009 allows items requiring Board endorsement to be presented as a package, as described in paragraph 2.6.4.4.

2.6.4.4 Where proposals to amend standards have been endorsed by the Board, they may be presented to the Conference as a package to be voted on in a single action. Any Member voting on a package at Conference may request any item is removed from a package to be voted on separately.

Under this provision, the Shop – Order Standards Board present the following Items of the Reservations Group (AIRG) to the Conference as a single package. A single vote will be held at the Conference.

All other voting items submitted by the Shop – Order Standards Board developed by the Reservations Group (AIRG) are presented separately and will be voted upon separately by the Conference.

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 25 September 2020, by email to standards@iata.org.

Item name (links to Item)	Item number (links to Attachment)	
Resolution 766, paragraph 12 Involuntary Reroute	C4.2.1a/P	
AIRIMP Chapter 6 – Codes and Abbreviations - SP	C4.2.1b/P	
AIRIMP Chapter 6 – Codes and Abbreviations - DPNA	C4.2.1c/P	
Unspecified/Undisclosed gender codes for infants	C4.2.1d/P	
YPTA (Young Persons Travelling Alone) SSR	C4.2.1e/P	
Segment Associated Additional Services and SSR Seat Elements with SSR ASVC	C4.2.1f/P	
Construction Rules for SSR DOCO	C4.2.1g	(Separate from Packaged items)
SSR AMMO	C4.2.1h	(Separate from Packaged items)
SSR WPOW/AMOW	C4.2.1i	(Separate from Packaged items)
PWD (Persons with Disabilities) - PAPTE	C4.2.1j	(Separate from Packaged items)

Action

Conference to adopt all items in package, C4.2.1a/P-C4.2.1f/P, and items C4.2.1g-C4.2.1j, and ratify AIRIMP changes.

Item C4.2.1a/P: Resolution 766, Paragraph 12 Involuntary Reroute (presented in package)

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Background

Based on actions defined after Involuntary Changes Working Group working sessions, airlines proposed an amendment to Resolution 766, Paragraph 12.

Action

Conference to adopt changes to Resolution 766, Paragraph 12 as outlined in ***Attachment A_C4.2.1a/P***.

Attachment A_C4.2.1a/P

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Proposed amendment to Resolution 766 Paragraph 12
Based on text as shown in PSC 39 eff 01JUN2019

....

12. INVOLUNTARY REROUTE

Where an Original Operating Carrier obtains inventory from a New Operating Carrier as described in Resolution 735d, the New Operating Carrier should accept and transport the customer, provided that:

12.1 the Original Operating Carrier needs to obtain the amount of seats available for rebooking purposes from the new Carrier (always use Operating Carrier in a codeshare situation).

12.1.1 if both the Original and the New Operating Carriers have implemented AIRIMP message standards in accordance with AIRIMP irregular operations message procedures, then refer to AIRIMP section Irregular Operations Messages.

12.1.2 if not implemented, the regular space request procedure outlined in section 5 of this Resolution will apply, even in the case of an Irregular Operation.

~~**12.1** The bilaterally agreed booking method has been used for obtaining inventory;~~

12.2 The bilaterally agreed number of seats has not been exceeded;

~~**12.3** Passengers have been rebooked on the New Operating Carrier's Flight as bilaterally agreed;~~

12.4 ~~3~~ Upgrading to a higher compartment class (cabin class) shall not occur unless specifically permitted by the New Operating Carrier as bilaterally agreed with the Original Operating Carrier;

~~**12.5**~~ **4** Ticketing by the Original Operating Carrier follows the General Provision outlined in Resolutions 735d and 722f;

13. GROUPS

....

Item C4.2.1b/P: AIRIMP Chapter 6 – Codes and Abbreviations – SP (presented in package)

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Background

The Passenger Accessibility Task Force (PAPTF) pointed out that the use of the code SP (Special Needs Passenger) to identify a PWD is obsolete, and use may be conceived as discriminatory. The code is optional and according to the PAPTF, it is not used to identify passengers with disabilities. There are various SSR codes available to the industry to help Members when passengers identify special needs or requests for assistance. The group endorsed the deletion of the code SP from AIRIMP chapter 6.

It was proposed to remove the code SP and all its references from AIRIMP since code is obsolete.

Action

Conference to adopt changes to AIRIMP, Chapter 6 – Codes and Abbreviations in AIRIMP as outlined in ***Attachment A_C4.2.1b/P***.

Attachment A_C4.2.1b/P

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REMOVAL OF CODE SP

The group is asked to endorse the deletion of the code SP from AIRIMP chapter 6

6.1.13 Miscellaneous Abbreviations

~~Special needs passenger – to be optionally entered after the passenger`s add name
on the ticket..... SP~~

6.2 Passenger Reservations Codes and Abbreviations (Decoding)

~~SP.....Special needs passenger – to be optionally entered after the passenger`s add name
on the ticket~~

Item C4.2.1c/P: Codes and Abbreviations - DPNA (presented in package)

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Background

The SSR DPNA was introduced in order to allow airlines to capture a variety of disabilities requests that could not be identified with just a SSR WCH. After review of existing SSR available for use for Persons with Disabilities (PWD), the Passenger Accessibility Task Force (PAPTF) identified the need update the text description for the SSR DPNA.

The text associated to the SSR appears in AIRIMP, but this same text also appears in various place on the internet. Update is request for the following AIRIMP chapter.

Action

Conference to adopt changes to AIRIMP, Chapter 6 – Codes and Abbreviations in AIRIMP as outlined in ***Attachment A_C4.2.1c/P***.

Attachment A_ C4.2.1c/P

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6.1.18 Supplementary Element Codes

Disabled passenger with ~~intellectual or developmental~~ cognitive or invisible disability
needing assistance (specify details) DPNA

6.2 Passenger Reservations Codes and Abbreviations (Decoding)

DPNA..... disabled passenger with ~~intellectual or developmental~~ cognitive or invisible disability
needing assistance (specify details)

Item C4.2.1d/P: Unspecified/Undisclosed gender codes for infants (presented in package)

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Background

Some airlines are using UI for undisclosed infant and XI unspecified infant in SSR DOCS's.

This is not according to AIRIMP and the SSR may be rejected by members since it is not according to the agreed format.

Since more airlines have a business need to use these two gender codes, it was decided during the AIRG call on December 10th to update AIRIMP.

Action

Conference to adopt addition of UI and XI as gender codes for SSR DOCS as outlined in ***Attachment A_C4.2.1d/P***.

Attachment A_C4.2.1d/P

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3.13.1.2 Construction Rules and Sequence of Components—Non-Automated Format

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCS
(c)	Airline Designator	2an or 3a	AA or /ABC
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1n	1
(f)	Travel Document Type	1–2a	/I
(g)	Travel Document Issuing Country/State	1–3a	/USA
(h)	Travel Document Number	Max. 15an	/D23145890
(i)	Passenger Nationality	1–3a	/USA
(j)	Date of Birth DDMMYY	7an	/12JUL64
(k)	Gender of Passenger F = female M = male U = undisclosed gender X = unspecified gender FI = female infant MI = male infant UI = undisclosed infant XI = unspecified infant	1–2a	/M
(l)	Travel Document Expiry Date DDMMYY	7an	/12JUL04
(m)	Travel Document Surname ⁽¹⁾	Max. 30a	/STEVENSON
(n)	Travel Document First Given Name ⁰	Max. 30a	/JOHN
(o)	Travel Document Second Given Name ⁰	Max. 30a	/RICHARD
(p)	If multi-passenger passport and this SSR is for the primary passport holder, include the letter (H)	1a	/H
(q)	Name Information (If the primary travel document information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	<i>Hyphen</i>	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

.13.1.3 Construction Rules and Sequence of Components—Automated Format

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCS
(c)	Airline Designator	2an or 3a	AA or /ABC
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1n	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element		
	(i) Boarding Point	3a	LHR
	(ii) De-planing Point	3a	JFK
	(iii) Flight Number	4n	0234
	(iv) Class of Service	1a	F
	(v) Date (DDMMM)	5an	03OCT
(g)	Travel Document Type	1–2a	/I
(h)	Travel Document Issuing Country/State	1–3a	/USA
(i)	Travel Document Number	Max. 15an	/D23145890
(j)	Passenger Nationality	1–3a	/USA
(k)	Date of Birth DDMMYY	7an	/12JUL64
(l)	Gender of Passenger F = female M = male U = undisclosed gender X = unspecified gender FI = female infant MI = male infant UI = undisclosed infant XI = unspecified infant	1–2a	/M
(m)	Travel Document Expiry Date ⁽¹⁾ DDMMYY	7an	/12JUL04
(n)	Travel Document Surname ⁰	Max. 30a	/STEVENSON
(o)	Travel Document First Given Name ⁰	Max. 30a	/JOHN
(p)	Travel Document Second Given Name ⁰	Max. 30a	/RICHARD
(q)	If multi-passenger passport and this SSR is for the primary passport holder, include the letter (H)	1a	/H
(r)	Name Information (If the primary travel document information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	<i>Hyphen</i>	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

Item C4.2.1e/P: SSR Code YPTA – Young Persons Travelling Alone (presented in package)

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Background

When irregular operations occur, it is crucial for our airline customer service and ground operations teams to be aware of and identify young persons between the ages of 15-18 who are traveling without an adult. These events require that airlines make special arrangements in the event these passengers are delayed overnight.

A Special Service code, "UMNR" exists to identify unaccompanied minors but there is no SSR code to identify the age group between the airline definitions of "minor" and "adult".

Create and update AIRIMP with a new SSR code to be utilized in bookings to identify any/all passengers between the ages of 15 and up to the age of 18 traveling without the accompaniment of an adult. These individuals must be chaperoned by designated airline personnel when irregular operations result in significant delays enroute to their destination. The code would be in automated format and segment associated to alert airline personnel of these special travellers when flights are significantly delayed or cancelled.

Suggested code:

YPTA – Young Passenger Traveling Alone

Action

Conference to adopt addition of new SSR code YPTA for Young Persons Travelling Alone, as outlined in ***Attachment A_C4.2.1e/P***.

Attachment A_C4.2.1e/P

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3.9.7 MATRIX Instructions for Transmission of SSR Codes. [AIRIMP 2.11.6.9](#)

SSR Code	Action Code	Reply	Automated Format	Free Text in Request	Free Text in Reply/Cancel	Reference
...						
YPTA	Mandatory	Mandatory	Mandatory	Mandatory	Optional	3.29

3.29 Young Passenger Traveling Alone (effective October 1, 2020)

When a young passenger is traveling alone but does not fall in the category of an UMR, the SSR YPTA including the age may be sent. The member will be able to recognize this type of passenger and give special attention when required.

Example 1 –

HDQRMUA
.HDQRM1S
HDQ1S S9J7SG/UD7G/91827636/CHI/1S/T/US
1RAINS/WESTON
UA0474Y20SEP DENORD HK1
SSRYPTAUH1 DENORD0474Y20SEP-1RAINS/WESTON. 15

1.2 Passenger Reservations Codes and Abbreviations (Decoding) [AIRIMP 6.2](#)

....
YPTA..... Young Passenger Traveling Alone

1.1.8 Supplementary Element Codes [AIRIMP 6.1.8](#)

1.1.8.2 Special Service Requirement (SSR) Codes [AIRIMP 6.1.8.2](#)

Young Passenger Traveling Alone.....YPTA

Item C4.2.1f/P: Segment-Associated Additional Services and SSR Seat elements in conjunction with SSR ASVC elements (presented in package)

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Background

Chargeability of an ancillary service may be re-evaluated after the service has been booked and confirmed. This may happen when additional information such as SSR FQTV or ticket is added in the PNR. This means that a service defined as chargeable by the airline at booking time may become exempted or a service defined as exempted at booking time may become chargeable.

There is no example in AIRIMP for this scenario.

Action

Conference to adopt example added to AIRIMP for SSR and Seat elements as outlined in ***Attachment A_C4.2.1f/P***.

Attachment A_C4.2.1f/P

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3.21.1.3 Examples

Example 14 —Message from the booking source to the Member requesting a vegetarian meal; SSR ASVC is also sent denoting agent is aware an EMD is required.

```
HDQRMB  
. HDQRMS 061519  
HDQISQWERTY/ 89DI/ 12345678/ CBB/ 1S/ T/ BO  
1LI XI A/ MARCO MR  
BA 0202Y14MAY LHRC DG HKI  
SSR VGML BA NNI LHRC DG 0202Y14MAY  
SSR ASVC BA NNI LHRC DG 0202Y14MAY. G' 0AN VGML/  
SSR ASVC BA /// VEGETARI AN MEAL
```

Example 14(a)—Message from the Member to the booking source confirming the vegetarian meal; SSR ASVC is sent with KD indicating an EMD is required.

```
HDQRMS  
. HDQRMB 061519  
HDQISQWERTY  
1LI XI A/ MARCO MR  
BA 0202Y14MAY LHRC DG HKI  
SSR VGML BA KKI LHRC DG 0202Y14MAY  
SSR ASVC BA KDI LHRC DG 0202Y14MAY. G' 0AN VGML/  
SSR ASVC BA /// VEGETARI AN MEAL
```

When the booking is updated (E.g., an SSR FQTV is added), an EMD may no longer be required or may become required. At any time, the member may send a reply message to the booking source including an SSR ASVC KK advising an EMD is no longer required or a reply message including an SSR ASVC KD advising an EMD is now required.

Example 14(b)—Message from the Member to the booking source. The SSR VGML is not included as the meal is already confirmed. SSR ASVC is sent with KK indicating an EMD is no longer required.

```
HDQRMS  
. HDQRMB 061519  
HDQISQWERTY  
1LI XI A/ MARCO MR  
BA 0202Y14MAY LHRC DG HKI  
SSR ASVC BA KKI LHRC DG 0202Y14MAY. G' 0AN VGML/  
SSR ASVC BA /// VEGETARI AN MEAL
```

3.21.1.4

Example 9 —Message from the booking source to the member advising a seat has been confirmed through an interactive conversation

HDQRMB
. HDQRMS 061519
HDQISQWERTY/ 89DI/ 12345678/ CBB/ 1S/ T/ BO/ BOB
1LI XI A/ MARCO MR
BA 0202Y14MAY LHRC DG HKI
SSR RQST BA LKI LHRC DG 0202Y14MAY. 10A
SSR ASVC BA NNI LHRC DG 0202Y14MAY. A/ 0B5/ RQST/
SSR ASVC BA /// CHARGEABLE SEAT

Example 9(a)— Message from the member to the booking source. The SSR SEAT is not included as the seat is already confirmed. SSR ASVC is sent with KD as EMD-A is required.

HDQRMS
. HDQRMB 061519
HDQISQWERTY
1LI XI A/ MARCO MR
BA 0202Y14MAY LHRC DG HKI
SSR ASVC BA KDI LHRC DG 0202Y14MAY. A/ 0B5/ RQST/
SSR ASVC BA /// CHARGEABLE SEAT

When the booking is updated (E.g., an SSR FQTV is added), an EMD may no longer be required or may become required. At any time, the member may send a reply message to the booking source including an SSR ASVC KK advising an EMD is no longer required or a reply message including an SSR ASVC KD advising an EMD is now required.

Example 9(b)—Message from the Member to the booking source; The SSR SEAT is not included as the seat is already confirmed. ASVC is sent with KK indicating an EMD is no longer required.

HDQRMS
. HDQRMB 061519
HDQISQWERTY
1LI XI A/ MARCO MR
BA 0202Y14MAY LHRC DG HKI
SSR ASVC BA KKI LHRC DG 0202Y14MAY. A/ 0B5/ RQST/
SSR ASVC BA /// CHARGEABLE SEAT

Item C4.2.1g: Construction Rules for SSR DOCO

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board

Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board

Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group
(oliveiral@iata.org)

Background

The SSR DOCO for the new Transport Canada KTN/Redress numbers for the Passenger Protect Program (PPP). The program is similar to the US TSA Secure Flight Program and these KTN or Redress numbers are transmitted as part of the EDIFACT/PAXLIST message and stored in the reservation as SSR DOCO. The probability that a passenger would have both a US and Canadian number is high, so we would need to be able to store multiple numbers in the bookings.

Action

Conference to adopt changes to matrixes as outlined in ***Attachment A_ C4.2.1g***.

Attachment A_C4.2.1g

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3.13.2.2 Construction Rules and Sequence of Components—Non-Automated Format

3.13.2.2.1 Construction Rules for Visa

Component (f) through ~~(h)~~ (m) must be preceded by an oblique (/). Where the components of the other travel related information are not provided, an oblique (/) is inserted to indicate an element is missing. PNR associated name may follow the final element entered.

	Components	Number and Type of Characters	M/O/C	Examples
(a)	Supplementary Identifier	3a	<u>M</u>	SSR
(b)	Special Service Requirement Code	4a	<u>M</u>	DOCO
(c)	Airline Designator	2an or 3a	<u>M</u>	AA or /ABC
(d)	Status Code	2a	<u>M</u>	HK
(e)	Number in Party for this SSR	1–3n	<u>M</u>	1
(f)	Place of Birth	Max. 35a	<u>M</u>	/AMBER HILL GBR
(g)	Supplementary Travel Information Type	1a	<u>M</u>	/V
(h)	Supplementary Travel Information Number	Max. 25an	<u>M</u>	/9891404
(i)	Place of Issue	Max. 35a	<u>M</u>	/LONDON
(j)	Issue Date DDMMYY	7an	<u>M</u>	/14MAR03
(k)	Country/State for which the Supplementary Travel Information is applicable	1–3a	<u>M</u>	/USA
(l)	Infant Indicator I = Infant (if an infant not occupying seat)	1a	<u>C</u>	/I
<input type="checkbox"/> (m)	Expiry Date DDMMYY	7an	<u>M</u>	/01JUN05
(n)	Name Information (If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)	<i>Hyphen</i>	<u>C</u>	-1STEVENSON/ JOHNMR

	(i) Hyphen (-) (ii) PNR Associated Name Including number in party			
--	--	--	--	--

3.13.2.2.2 Construction Rules for Redress and Known Traveller Number

Component (f) through (l) must be preceded by an oblique (/). Where the components of the other travel related information are not provided, an oblique (/) is inserted to indicate an element is missing. PNR associated name may follow the final element entered

	Components	Number and Type of Characters	M/O/C	Examples
(a)	Supplementary Identifier	3a	<u>M</u>	SSR
(b)	Special Service Requirement Code	4a	<u>M</u>	DOCO
(c)	Airline Designator	2an or 3a	<u>M</u>	AA or /ABC
(d)	Status Code	2a	<u>M</u>	HK
(e)	Number in Party for this SSR	1-3n	<u>M</u>	1
(f)	Place of Birth	Max. 35a	<u>O</u>	/AMBER HILL GBR
(g)	Supplementary Travel Information Type	1a	<u>M</u>	/R <u>or</u> /K
(h)	Supplementary Travel Information Number	Max. 25an	<u>M</u>	/9891404
(i)	Place of Issue	Max. 35a	<u>O</u>	/LONDON
(j)	Issue Date DDMMYY	7an	<u>O</u>	/14MAR03
(k)	Country/State for which the Supplementary Travel Information is applicable	1-3a	<u>M</u>	/USA
(l)	Infant Indicator I = Infant (if an infant not occupying seat)	1a	<u>C</u>	/I
(m)	Name Information (If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.) (i) Hyphen (-) (ii) PNR Associated Name Including number in party	<i>Hyphen</i>	<u>C</u>	-1STEVENSON/ JOHNMR

3.13.2.3 Construction Rules and Sequence of Components—Automated Format

3.13.2.3.1 Construction Rules for Visa

Component (g) through ~~(m)~~ (n) must be preceded by an oblique (/). Where the components of the supplementary information are not provided, an oblique (/) is inserted to indicate an element is missing. PNR associated name may follow the final element entered.

	Components	Number and Type of Characters	<u>M/O/C</u>	Examples
(a)	Supplementary Identifier	3a	<u>M</u>	SSR
(b)	Special Service Requirement Code	4a	<u>M</u>	DOCO
(c)	Airline Designator	2an or 3a	<u>M</u>	AA or /ABC
(d)	Status Code	2a	<u>M</u>	HK
(e)	Number in Party for this SSR	1–3n	<u>M</u>	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element (i) Boarding Point (ii) De-planing Point (iii) Flight Number (iv) Class of Service (v) Date (DDMMM)		<u>M</u>	LHR JFK 0234 F 03OCT
(g)	Place of Birth	Max. 35a	<u>M</u>	/AMBER HILL GBR
(h)	Supplementary Travel Information Type	1a	<u>M</u>	/V
(i)	Supplementary Travel Information Number	Max. 25an	<u>M</u>	/9891404
(j)	Place of Issue	Max. 35a	<u>M</u>	/LONDON
(k)	Issue Date DDMMYY	7an	<u>M</u>	/14MAR03
(l)	Country/State for which the Supplementary Travel Information is applicable	1–3a	<u>M</u>	/USA
(m)	Infant Indicator I = Infant (if an infant not occupying seat)	1a	<u>C</u>	/I
(n)	Expiry Date DDMMYY	7an	<u>M</u>	/01JUN05
(o)	Name Information (If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.) (i) Hyphen (-) (ii) PNR Associated Name Including number in party	<i>Hyphen</i>	<u>C</u>	-1STEVENSON/ JOHNMR

3.13.2.3.2 Construction Rules for Redress and Known Traveller Number

Component (g) through (m) must be preceded by an oblique (/). Where the components of the supplementary information are not provided, an oblique (/) is inserted to indicate an element is missing. PNR associated name may follow the final element entered

	Components	Number and Type of Characters	M/O/C	Examples
(a)	Supplementary Identifier	3a	<u>M</u>	SSR
(b)	Special Service Requirement Code	4a	<u>M</u>	DOCO
(c)	Airline Designator	2an or 3a	<u>M</u>	AA or /ABC
(d)	Status Code	2a	<u>M</u>	HK
(e)	Number in Party for this SSR	1–3n	<u>M</u>	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element (i) Boarding Point (ii) De-planing Point (iii) Flight Number (iv) Class of Service (v) Date (DDMMM)		<u>M</u>	LHR JFK 0234 F 03OCT
(g)	Place of Birth	Max. 35a	<u>O</u>	/AMBER HILL GBR
(h)	Supplementary Travel Information Type	1a	<u>M</u>	/R <u>or</u> /K
(i)	Supplementary Travel Information Number	Max. 25an	<u>M</u>	/9891404
(j)	Place of Issue	Max. 35a	<u>O</u>	/LONDON
(k)	Issue Date DDMMYY	7an	<u>O</u>	/14MAR03
(l)	Country/State for which the Supplementary Travel Information is applicable	1–3a	<u>M</u>	/USA
(m)	Infant Indicator I = Infant (if an infant not occupying seat)	1a	<u>C</u>	/I
(o)	Name Information (If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.) (i) Hyphen (-) (ii) PNR Associated Name Including number in party	<i>Hyphen</i>	<u>C</u>	-1STEVENSON/ JOHNMR

Item C4.2.1h: SSR AMMO

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board
Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board
Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group (oliveiral@iata.org)

Background

In accordance with both government and airline regulations, firearms and ammunition must be carried separately. Firearm magazines and ammunition clips whether loaded or empty must be securely boxed or included in a hard-sided case. Passenger may carry the unloaded firearm and ammunition in the same case, or the ammunition may be place in a separate case (without a weapon). Some carriers already use an SSR AMMO to identify both the weapon and the ammunition when they are carried in separate cases. The identification is important for proper identification when baggage tagging takes place.

Action

Conference to adopt proposed SSR as outlined in ***Attachment A_ C4.2.1h.***

Attachment A_C4.2.1h

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Attachment “A”

SSR Code	Action Code	Reply	Automated Format	Free Text in Request	Free Text in Reply/Cancellation	Reference
ADTK	Not permitted	Not permitted	Not permitted	Mandatory Fixed Request	Not permitted	See 3.1.14
<u>AMMO</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Optional</u>	<u>See 3.1.21</u>

3.1.21 Weapons Transport Request

Example: Passenger Sebastian Kleinmann is travelling with both a biathlon rifle and its ammunition in a separate case.

SSR WEAP LH NN1 FRAEWR 0402Y15AUG-1Kleinmann/Sebastian.TTL18KG 1PC Biathlon Rifle

SSR AMMO LH NN1 FRAEWR 402Y15AUG-1Kleinmann/Sebastian. 6 KG Lapua .22LR Polar Biathlon Ammunition

Reply Message from LH confirming 1 weapon and its ammunition

SSR WEAP LH KK1 FRAEWR 0402Y15AUG-1Kleinmann/Sebastian. TTL18KG 1PC Biathlon Rifle

SSR AMMO LH KK1 FRAEWR 0402Y15AUG-1Kleinmann/Sebastian.6 KG Lapua .22LR Polar Biathlon Ammunition

....

6.1.8.2 Special Service Requirement (SSR) Codes

Advise if ticketed.....ADTK

Ammunition booked and carried as Checked BaggageAMMO

....

6.2 Passenger Reservations Codes and Abbreviations (Decoding)

ADTK.....Advise if ticketed

AMMOAmmunition booked and carried as Checked Baggage

Item C4.2.1i: SSR WPOW/AMOW

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board

Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board

Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group
(oliveiral@iata.org)

Background

The transport of firearms is captured with the SSR “WEAP” when a reservation is made, but because of the difference in the process associated to the transportation of weapons of war and their ammunition, there is a need to be able to distinguish this difference at the industry level. These weapons require special exception from authorities as well as approval from the airline security department. An airline that has approved the transportation of such weapons would need to be able to clearly identify the weapons when transported during the baggage tagging process, and the airline would also need to be able to identify these weapons if PNR Push requirements are in place. Such weapons can only be approved by an operating carrier.

Action

Conference to agree on proposed SSRs as outlined in ***Attachment A_ C4.2.1i.***

Attachment A_C4.2.1i

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Attachment "A"

SSR Code	Action Code	Reply	Automated Format	Free Text in Request	Free Text in Reply/Cancel	Reference
ADTK	Not permitted	Not permitted	Not permitted	Mandatory Fixed Request	Not permitted	See 3.1.14
<u>AMOW</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Optional</u>	<u>See 3.1.xx</u>
WEAP	Mandatory	Mandatory	Mandatory	Mandatory	Optional	See 3.1.21
<u>WPOW</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Optional</u>	<u>See 3.1.xx</u>

3.1.21.2 Weapons of War Transport Request

Special authorizations and approvals are needed for the transport of weapons of war and their ammunition. To facilitate the distinction of these weapons from other types of firearms and ammunition, checked baggage should be requested using the SSR WPOW detailing as requested by airline type of weapon carried.

Example: Passenger Captain Robert Greene is deployed by NATO for military exercises and is travelling with 1 US Army issued M16 weapon with its ammunition

SSR WPOW LH NN1 FRAHAM 006C08MAY-1Greene/Robert Captain. US Army issued M162A

SSR AMOW LH NN1 FRAHAM 006C08MAY-1Greene/Robert Captain. 10 KG NATO 5.56x45mm ammunition

Reply Message from LH confirming 1 weapon and its ammunition

SSR WPOW LH KK1 FRAHAM 066C08MAY-1Greene/Robert Captain. US Army issued M162A

SSR AMOW LH KK1 FRAHAM 006C08MAY-1Greene/Robert Captain. 10 KG NATO 5.56x45mm ammunition

.....

6.1.8.2 Special Service Requirement (SSR) Codes

Advise if ticketed.....ADTK
Ammunition of War booked and carried as Checked BaggageAMOW

.....

Weapon, Firearms or ammunition booked and carried as Checked Baggage.....WEAP
Weapon of War booked as Checked Baggage WPOW

6.2 Passenger Reservations Codes and Abbreviations (Decoding)

ADTK.....Advise if ticketed
AMOWAmmunition of War booked and carried as Checked Baggage

.....

WPL.....Whirlpool/Jacuzzi
WPOW.....Weapon of War booked as Checked Baggage

Item C4.2.1j: Persons with Disabilities - PAPTF

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board

Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board

Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group
(oliveiral@iata.org)

Background

This editorial is proposed after Passenger Accessibility Task Force (PAPTF) members pointed out that the term Persons with Disabilities (PWD) is the preferred term to use when a passenger has a disability. The term would be added to AIRIMP alongside person with reduced mobility.

Action

Conference to endorse editorials to include the term Passengers with Disabilities (PWD) as indicated in chapters 1, 3, and 6 of AIRIMP -- Attachment A as outlined in ***Attachment A_ C4.2.1j/P***.

Attachment A_C4.2.1j

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Attachment “A”

CHAPTER 1 - GENERAL RULES

1.5.2.1 WHEN SPACE IS BEING REQUESTED FOR A GROUP INCLUDING **PASSENGERS WITH DISABILITIES (PWD)** **OR** PASSENGERS WITH REDUCED MOBILITY (PRM) AND THE NUMBER OF ACCOMPANYING ABLE- BODIED ESCORTS MUST BE SPECIFIED IN AN SSR ITEM

EXAMPLE:

SSR GRPS PA TCP20 15 PRM AND 5 ESCORTS **OR**

SSR GRPS UA TCP25 15 PWD 5 PRM AND 5 ESCORTS

Chapter 3 – Standard Messages: Procedures and Examples

3.7.6 Passengers **with Disabilities (PWD) or** Passengers with Reduced Mobility (PRM)

3.7.6.1 Whenever making reservation for **passengers with disabilities or** passengers with reduced mobility

3.7.6.2 When requesting space for groups of **passengers with disabilities** or passengers with reduced mobility

Chapter 6- Codes and Abbreviations AIRIMP

6.1.8.2 Special Service Requirement (SSR) Codes

Medical case (company medical clearance may be required). Refer to IATA Resolution 700 and AIRIMP 3.7.6 “**Passenger with Disabilities (PWD) or** Passengers with Reduced Mobility (PRM)” for guidelines. Not to be used for **passengers with disabilities or** passengers with reduced mobility who only require special assistance or handling, and who do not require medical clearance.....MEDA

Item C4.3: Report and Workplan of the Offer Group, under the Shop – Order Standards Board

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Submitted by: Jost Daft, Chair of the Offer Group, under the Shop – Order Standards Board

Sebastien Nicolas, Vice-Chair of the Offer Group, under the Shop – Order Standards Board

Andrew Blake, Senior Manager Enhanced Distribution Standards, Secretary of the Offer Group
(blakea@iata.org)

Background

The Offer Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 2020, to develop proposals on standards related to:

- Deal with matters concerning the construction, delivery and structure of an Offer and its processes including the associated business requirements.
- 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.
- Review and endorse proposals to amend:
 - Resolutions, Recommended Practices and Implementation Guides related to Offer Management
 - Changes (technical and business) to the Offer Schemas noted in Attachment.
- Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees (including Offer, Order and Integration and Intermodal groups) as required.
- Maintain a work plan and report regularly to the Shop-Order Board.

Members of the Offer Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1.	Air France (AF)	Samantha Garjah
2.	All Nippon Airways (NH)	Mitsue Sato
3.	Amadeus	Leye Yang
4.	British Airways (BA)	Matt Kelso
5.	Delta Air Lines (DL)	Dave Weghorst
6.	Farelogix	Jason Balluck
7.	Google	Cynthia Towne
8.	Hahn Air Lines (HR)	Christopher Allison

9.	Iberia (IB)	Andrew Hope
10.	Lufthansa (LH)	Jost Daft
11.	Qatar Airways (QR)	Arnold Fernandes
12.	Sabre	Juan Olmos
13.	Singapore Airlines (SQ)	Jing Wen Wong
14.	SITA	David Carroll
15.	Skyscanner Limited	Alexey Astafiev
16.	SWISS International Airlines (LX)	Sebastien Nicolas
17.	Travelport	Nenad Mihajlovic
18.	United Airlines (UA)	Nicholas Pawlisz

Chair and Vice-Chair

During an Online Ballot for the Offer Group, Jost Daft from Lufthansa (LH) was elected as Chair, and Sebastien Nicolas from SWISS International Airlines (LX) was elected as Vice Chair. Under the Terms of Reference of the Group, these officers hold their positions for 1 year, subject to continued involvement in the group.

Offer Group activity in 2020

The Offer Group meets for a Monthly Update Call on Working Group Activity, Prioritisation and Working Group Management. All Ballots have been performed online. In addition to the Offer Group and Working Group calls the Offer Group (and Working Groups) meets in person regularly. The Offer Group last met in January 2020 in Miami but unfortunately have not managed to meet since due to the covid-19 pandemic. Face to face meetings will resume when safe to do so, but in the meantime the group is working remotely through calls and online collaboration tools.

Offer Group adoption of standards

The Offer Group's work largely involves changes to enhanced distribution messaging schema and the associated Implementation Guides.

Offer Group Work Plan

The work plan of this group has been reviewed and endorsed by the Board. It is included for the Conference's visibility as **Attachment A_C4.3**.

Action

Conference to note report.

Attachment A_C4.3: Offer Group Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	STATUS	TARGET VERSION
1.1	Offer Group	082 Show discounted fare alongside regular fare	An Airline currently cannot see where to add two price points to show a "was price" and a "now price".	To Prepare	21.x
1.2	Offer Group	026 Enhancement of loyalty payment options	<p>This item is to improve the functionality offered for loyalty payment options.</p> <p>Current Issue: As a Seller, I want to be able to have multiple price points (cash versus "points") for each Offer, so that the customer can choose the right price for themselves. Currently, each Offer can have a single price (this could be Combination Pricing, which allows for a single split between cash & points).</p> <p>Proposed Solution: Price could have multiplicity to allow for different priced options for the same Offer / OfferItem but to be explored.</p>	To Prepare	21.x
1.3	Offer Group	Identification in NDC (Known traveler number, redress code, passport etc)	Today NDC has the Redress Number, but no 'known traveler number' which needs to be added in.	To Prepare	21.x
1.4	Offer Group	185 Support for Fare Families	The current schemas do not provide a method for describing the attributes of fare families/fare bundles. Current implementations are either using free text in DataLists/PriceClassList/PriceClass/Desc or are conveying the attributes outside of NDC. This leads to differences between implementations in what may be the same attribute and makes it difficult to compare the value of offers. A codeset to describe the attributes of the fare family/fare bundle would ensure uniformity between implementation.	To Prepare	21.x
1.5	Offer Group	IATA_AirShop pingRS – No references to ./DataList/FareGroup elements. How and where we can use them?	in 18.2 There are no references to ./DataList/FareGroup elements, although the element does exist in the schema. It is unclear how it is possible to use these elements to describe a fare.	To Prepare	21.x
1.6	Offer Group	104a Error Codes - Documentation and Clean up of Error Structure	Group reviewed and documented the use and changes to the Error Class for the E&SD Messages and proposed to deprecate unknown fields and change the existing ones to add more meaning. This change also allows for the Error to specify a Business Object and an ID of that Object to reference where the Error is. For example, if a Passengers Date of Birth is wrong, this structure can advise that Seller the selected passenger which has the incorrect date of birth.	To Prepare	21.x
1.7	Offer Group	147c Generics - Party Information	During the Document the Elements review of the Party Information, the group noted the confusion between 'transaction management' and the identification of the parties involved within the end to end transaction. This	To Prepare	21.x

			change is to clarify the use of this structure and how the different parties identify themselves. Additionally, it was noted that no data elements should be referred to from here the party note (such as corporate discounts of CASH Payments).		
1.8	Offer Group	153 Waitlisting	An Airline raised the need to add wait list support in the Offer and Order messages as today there was an inconsistent approach to wait-listing and the Flights in the Offer response do not have a status to signify that this can be added to a wait list. The Offer Group will review and implement this capability.	To Prepare	21.x
1.9	Offer Group	147u Defining Language and Locale in E&SD	Group defined the use of Locale and Language in the Enhanced and Simplified Distribution Messages which will allow the Seller to request the language/Locale of the message (within a transaction) and to specify the language(s)/locale(s) of the Passengers within the context of an Order.	To Prepare	21.x
2	Offer Group	147t Defining Currency in E&SD	The Document the Elements Working Group defined the business capability for a Seller to request the response in a specific currency. This change request and documentation is to ensure there is only one way to request a currency as this is the only defined requirement.	To Prepare	21.x
2.1	Offer Group	154 Loyalty Earned	The Offer Group raised a change request to add the capability for the Airline to advise the Loyalty Accrual that be earned by the Passenger/Customer if they commit the Offer to an Order. This can advise the points/miles that can be earned for a specific program for a specific or all status tiers.	To Prepare	21.x
2.2	Offer Group	147s Rich Media	The Document the Elements Working Group reviewed the Rich Media Capabilities for the Offer and Order Messages and streamlined the capability for the Airline to return a reference to an external resource which can be optional retrieved. Group decommissioned the requirement to send the file within the message itself as a binary object.	To Prepare	21.x
2.3	Offer Group	171 Carbon Emissions	The Offer Group added the ability for the Airline to add carbon emission advice for the Seller/Customer as its currently it is not possible to return this information to the seller.	To Prepare	21.x
2.4	Offer Group	174 Passenger Impairments	Today through standard communications, Sellers can advise the Airline that the Passengers are blind (BLND) or deaf (DEAF) using Special Service Requests (SSRs). SSR's are structured codes which are simply added to the Booking and used downstream. Within the E&SD messages, while support for SSR's are there, this is unstructured and unmodeled and the Offer Group in 2018 determined that SSR's should be modeled within the AIDM. This Change Request is to enable the support for Blind and Deaf within the E&SD messages so that the Seller can advise the Airline that a Passenger (individual) is visually or hearing impaired.	To Prepare	21.x
2.5	Offer Group	Residual Value CR	CR document in Residual Value folder under Change Requests	To Prepare	20.x
2.6	Offer Group	TIDS Imp Guide	A board priority was to document where the TIDS number should go.	To Prepare	20.x
2.7	Offer Group	Offer Messages DtE	Group agreed these changes can be modelled in the AIDM for the affected messages (AirShoppingRQ, OfferPriceRQ, SeatAvailabilityRQ, ServiceListRQ, OrderReshopRQ). And we can add to the next ballot when available.	To Design and Build	20.2
2.8	Offer Group	Offer Group reviewed Defect Fixes from 20.1 QA	Clarified and agreed by Group, good to update AIDM.	To Design and Build	20.2

Item C4.4: Report and Workplan of the Order Group, under the Shop – Order Standards Board

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Submitted by: Chris Allison, Chair of the Order Group, under the Shop – Order Standards Board

Martin Embuscado, Vice-Chair of the Order Group, under the Shop – Order Standards Board

Andrew Blake, Senior Manager, Airline Distribution Standards (blakea@iata.org)

Background

The Order Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 2020, to develop proposals on standards related to:

- Take decisions on all business requirements involving Order Management processes (described in Resolution 787 and 797) and associated standards, including:
 - Distribution processes.
 - Accounting processes.
 - Delivery processes.
- 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.
- Review and endorse proposals to amend Schemas as detailed in *Attachment*, and all associated implementation guidance.
- Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees (including Offer, Order and Integration and Intermodal groups) as required.
- Maintain a work plan according to the Shop-Order Board and report regularly to the Shop-Order Board.

Members of the Order Group

The Terms of Reference of the Group allowed for a core membership of 19 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1.	Accelya	Bosco Fernandes
2.	Airlines Reporting Corporation	Paige Blunt
3.	All Nippon Airways (NH)	Mitsue Sato
4.	Amadeus	Julien Hugol
5.	American Airlines (AA)	I.C Lin
6.	British Airways (BA)	Axel Rossi
7.	Cathay Pacific Airways (CX)	Andy Lo
8.	Delta Air Lines (DL)	Dave Weghorst

9.	Farelogix	Jason Balluck
10.	Hahn Air Lines (HR)	Christopher Allison
11.	Iberia (IB)	Andrew Hope
12.	KLM Royal Dutch Airlines (KL)	Marco Gronsveld
13.	Lufthansa (LH)	Gunther Meyer
14.	Lufthansa Systems	Sebastian Holfert
15.	Qatar Airways (QR)	Arnold Fernandes
16.	Sabre	Vanessa Gonzalez
17.	Singapore Airlines (SQ)	Jing Wen Wong
18.	Skyscanner	David Scannell
19.	Travelport	Nenad Mihajlovic
20.	United Airlines (UA)	Martin Embuscado

Chair and Vice-Chair

During an Online Ballot for the Order Group, Chris Allison from Hahn Air Lines (HR) was elected as Chair, and Martin Embuscado from United Airlines (UA) was elected as Vice Chair. Under the Terms of Reference of the Group, these officers hold their positions for 1 year, subject to continued involvement in the group.

Order Group activity in 2020

The Order Group meets for a Monthly Update Call on Working Group Activity, Prioritisation and Working Group Management. The Order Group (and Working Groups) have only met in January in Miami and have been carrying out activity online since then due to the COVID-19 pandemic. The group will continue to collaborate online until such as time as it's safe to meet in person again.

The Order Group deals with matters concerning decisions on all business requirements involving Order Management processes (Resolution 787 and 797) and associated standards, including:

- a. Distribution processes.
- b. Accounting processes.
- c. Delivery processes.

This year the Order Group has been working through the items prioritized by the Shop-Order Standards Board, and as requested by the Members and Participants of the Group.

This year the Order Group also seen a challenging period with the ongoing covid-19 pandemic which has, understandably, reduced the attendance and throughput of the group. However, the group has still worked on the below items:

Voucher Implementation Guide

As a priority during quarantine, the Group focused on documenting the use of Vouchers in the 17.2 and 18.1 versions of the Offer and Order messages to aid airline recovery by allowing airlines to automate the creation of new orders or the changing of existing orders with customer vouchers. This implementation guidance has been approved by the Order Group and (as of publication) is set for Board ballot July 2020.

Document the Elements

As part of an ongoing piece of work by the Offer, Order and Customer Payment Groups, the Order Group has been working on improving the quality of the Order messages by deprecating elements which are not required/needed and building a shared understanding of how the messages should be implemented.

Defect fixing

One item which the groups have concentrated on is the fixing some minor defects in the standard which have been present for some time. The Group took this opportunity to spend time in resolving the defects and improving the process to which defects are raised and resolved.

Order Quote Message

An ongoing piece of work is the creation of a new message, dubbed 'OrderQuote' which will give similar capabilities to that of the OfferPrice message meaning a Seller has a call to get a complete summary and price of a changed Order. This message was earmarked for 20.2, however has missed the 20.2 release and is planned to be delivered in the next upcoming release.

Testing of Servicing

The Order Group launched a working group to specifically test the 19.2 Servicing implementation to ensure that the test cases implemented work as required, this is part of the on-going effort for high quality schemas. The working group will raise any found defects as bugs for resolution.

Further items up and coming, worth noting.

Party Information

A priority item from the backlist is to better define the party structure so that parties can be identified along with which role they play in the transaction. This is currently being investigated.

Common Types

A discussion item in the technical and offer and order groups, is the move back to common types in the schema. While this is a technical change as opposed to a business change, this has generally received support to ease integration and reduce implementation effort. This topic is currently ongoing.

The Group will continue their work plan as prioritised by the Shop-Order Board.

Order Group adoption of standards

The Order Groups work involves changes to enhanced distribution messaging schema and the associated Implementation Guides.

Order Group Work Plan

The work plan of this group is included for the Conference's visibility as **Attachment A_C4.4**.

Action

Conference to note report.

Attachment A_C4.4: Order Group Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	STATUS	TARGET VERSION
1.1	Order Group	OSIN Clean-up	Clean-up of the OSIN message	To Prepare	21.x
1.2	Order Group	Resolution 777 Order ID Implementation Guide	As a follow on from the passed Resolution 777 detailing the format for the Order ID, this item is to ensure that there is implementation guidance for the use of Order ID, and that the E&SD messages support the transmission of the Order ID and supports the transition phase where a Booking Reference is still required for downstream processes.	To Prepare	21.x
1.3	Order Group	OrderList cannot search using flight number	Bug from 17.2 whereby the OrderList is using the wrong flight structure and the Seller cannot request for all Orders on a specific flight.	To Prepare	21.x
1.4	Order Group	Incoherent Shared Types	Report of incoherent shared types to be reviewed and analysed as part of defect fixing and moving to Common Types.	To Design and Build	21.x
1.5	Order Group	Action Code not defined in OrderChangeNotif	Action Code needs to be defined along with associated work-flows	To Prepare	21.x
1.6	Order Group	Fix for Seat Profile Association in OrderViewRS	Defect raised in 20.1 and clarified on the Order Group April Call. Draft document attached to detail the changes needed and requirements for associating the Seat to the Service. Additionally, an action for the DtE Group to potentially remove the Seat Characteristics from OrderViewRS in the Service Associations as its duplicated.	To Prepare	21.x
1.7	Order Group	OSIN 20.1 Referencing ServiceDef to Leg/Segment (SelectedSeat)	Currently there is a bug whereby in the OSIN you cannot associate a Service to a PaxSegment or a DatedOperatingLeg. Also, in OrderViewRS, the Flight Association is mandatory, which should be optional. ServiceAssociation in OSIN and OSIADN should be identical.	To Design and Build	21.x
1.8	Order Group	Baggage Associations and Associations General Defect	Review of the Baggage Associations as they have changed through the releases. Document the requirements and fix the issues for 20.1	Completed	20.2
1.9	Order Group	Addition of Gender Code U	In 2018 an additional Gender Code was added to the PADIS Codeset. U (for unspecified) was added, and has been added to the AIDM, but has not cascaded down to the NDC Messages. This item is to request this to be added to align with other standards.	Completed	20.2
2	Order Group	Add Missing Annotations	As per the discussions in Miami in January, the Group is to fill out the missing annotations for inclusion in 20.2. Attached is a spreadsheet detailing all the annotations and an attempt at filling them in correctly.	In Progress	21.x

2.1	Order Group	Order Group DtE	Document the Elements CR	In Progress	21.x
2.2	Order Group	Creation of a new 'Order Quote' Message	Creation of a new message to enable Orders with changes to be quoted.	In Progress	21.x
2.3	Order Group	Group to review and Test the Servicing Messages	As an action from the March Order Group call, the Group wanted to test the 19.2 implementation of the Servicing capabilities to ensure they capture any bugs to fix for 20.2. Martin is currently leading this task.	In Progress	20.2
2.4	Order Group	Add Device Location to OrderRetrieve, align Order OrderTypeCode	On review of the implemented deprecation items, we noticed that the Device Type was added in 19.2 within a deprecated field. So we reverted the deprecation decision to include Device. Also, we noticed that the DeviceLocation was not added in, so we added that s the CR required both Device and DeviceLocation. Additionally, we aligned the OrderCancelRQ request to deprecate OrderOwnerType with the OrderRetreive OrderOwnerType field. This document is to detail the changes. Additionally, Sabre and FLX requested to keep the Retransmission ID field. We kept this in as per policy pending documentation on how this is managed.	Completed	20.2
2.5	Order Group	Implement 20.2 Deprecation	During the 19.2 Ballots, several messages had items marked for deprecation for 20.2. This item is to physically remove these items from the model as noted in the CR's and on the Implementation Guide Website.	Completed	20.2
2.6	Order Group	Remove Orphaned Types	Administrative clean-up item to remove any types in the message that are orphaned and not used in the message itself. These are in the AIDM selection diagrams and no longer needed. Additionally, 20.1.01 had some duplicated elements from the TDM transformation which need to be removed.	Completed	20.2

Item C4.4.1: Voting Items of the Order Group, under the Shop – Order Standards Board

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Submitted by: Chris Allison, Chair of the Order Group, under the Shop – Order Standards Board

Martin Embuscado, Vice-Chair of the Order Group, under the Shop – Order Standards Board

Andrew Blake, Senior Manager, Airline Distribution Standards (blakea@iata.org)

Background

Resolution 009 allows items requiring Board endorsement to be presented as a package, as described in paragraph 2.6.4.4.

2.6.4.4 Where proposals to amend standards have been endorsed by the Board, they may be presented to the Conference as a package to be voted on in a single action. Any Member voting on a package at Conference may request any item is removed from a package to be voted on separately.

Under this provision, the Shop – Order Standards Board present the following Items of the Order Group to the Conference as a single package. A single vote will be held at the Conference.

All other voting items submitted by the Shop – Order Standards Board developed by the Order Group are presented separately and will be voted upon separately by the Conference.

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 25 September 2020, by email to standards@iata.org.

Item name	Item number
Recommended Practice - Use of Travel Industry Designator (TIDs) Service to Identify Non-Accredited Agents and Other Sales Intermediaries	C4.4.1a

Action

Conference to adopt Order Group items.

Item C4.4.1a: Party Information including the use of TIDS

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Background

During the implementation of the New Distribution Capability (NDC) offer and order management project a business need was identified to have a common approach to identify non-Accredited Agents in a standard way that is capable of being used by all airlines, in all channels across all system providers and aggregators.

The issue arises since without a common approach to the identity management of non-accredited travel agents who typically source tickets from Accredited Agents and consolidators, each carrier and each system provider was adopting a proprietary approach for identifying non-accredited agents. This resulted in complexity for the systems that had to manage it and for the agents themselves who were faced with a multitude of code identifiers depending on which airline they were selling and which system they were using.

Business Problem

Due to lacking industry standard, each Airline is forced to apply their individual tracking method for reporting (e.g. OSI, Tourcode, Client Identifier),

Corporate clients cannot be recognized by airlines if booking is done via new-entrants (Non-IATA, MSE, OTAs),

Implementation of dedicated PCCs per corporate/Non-IATA agent and/or OBT is cost and resource consuming and not state of the art, managed by the GDSs.

System A

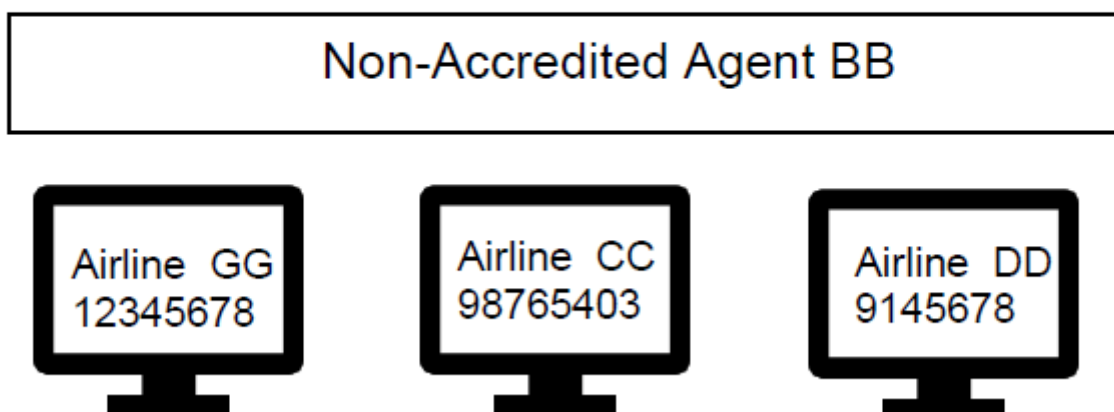


Fig 1: A non-Accredited Agent could have a different code allocated by each individual airline

Proposed Solution

Whilst it is acknowledged that this business problem needs to be addressed more broadly within the implementation of a future digital identity solution for all participants in the distribution workflow, to address the immediate issue for a single code to identify a non-Accredited Agent ad interim to a full digital identity solution being introduced, the Shop Order Standards Board (SOSB) has consistently endorsed the use of the existing Travel Industry Identifier (TIDs) as a way to universally identify a non-Accredited Agent for all airlines and all systems.

The advantages are:

- A single code for a non-Accredited Agent to be used by all airlines and system facilitates easier onboarding,
- Leverages an already existing coding regime in use today,
- Has the same format as an Accredited Agent's numeric code,
- Can be easily integrated into an airline's system.

IATA has been working to develop an enhanced TIDs program to consider the needs of the NDC Leaderboard airlines and the direction given by the SOSB.

Consequently, IATA is poised to relaunch the TIDs program which will see:

- An enhanced and automated application and onboarding system reducing the time needed to validate the agent's credentials from a few weeks to several days,
- Moving from a paid subscription service model to a free industry service offered to all TIDS agents at no cost to the agent nor airline.

Action

In order to provide industry guidance to use the TIDs as a possible way to identify non-Accredited Agents and other sales intermediaries in a standard way it is proposed to adopt a new recommended practice as shown in Attachment A as outlined in ***Attachment A_ C4.4.1a***

Attachment A_C4.4.1a

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Recommended Practice 1760a **(new)**

Use of Travel Industry Designator (TIDs) Service to Identify Non-Accredited Agents and Other Sales Intermediaries

PSC (02)

RECOMMENDED that:

Airlines that wish to identify non-Accredited Agents and other sales intermediaries should adopt the Travel Industry Designator Service (TIDs) for this purpose.

IATA allocates seven-digit designators to non-Accredited Agents and other sales intermediaries under the Travel Industry Designator Service (TIDs), in accordance with Passenger Agency Conference Resolution 898.

For use in Enhanced Distribution processes as described in Resolution 787 (New Distribution Capability) and Resolution 797 (One Order), Airlines should use TIDS as described in the Implementation Guide available at <https://developer.iata.org/>

Item C4.5: Report and Workplan of the Pricing Automation Group (PAG), under the Shop – Order Standards Board

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Submitted by: Cynthia Towne, Chair of the Pricing Automation Group, under the Shop – Order Standards Board

Leonor Oliveira, Manager Standards Development, Secretary of the Pricing Automation Group
(oliveiral@iata.org)

Background

The Pricing Automation Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 2020, to:

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 Attachment and 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 the Conferences, and advisory groups under Industry Committees as required.

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

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

This year the Pricing Automation Group has been working through the items prioritized by the Shop-Order Standards Board, and as requested by the Members and Participants of the Group.

The Group will continue their work plan as prioritised by the Shop-Order Board.

Members of the Pricing Automation Group (PAG)

The Terms of Reference of the Group allowed for a core membership of 16 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1	American Airlines (AA)	Joe Maloney
2	All Nippon Airways (NH)	Reiko Narushima
3	British Airways (BA)	Deirdre O'Callaghan
4	Cathay Pacific Airways (CX)	Shirley Yan
5	EL AL Israel Airlines (LY)	Linda Grinfeld
6	Google	Cynthia Towne
7	JSC Sirena-Travel	Dmitry Bogoslovskiy
8	Korean Air (KE)	Mingyung Yoo
9	KLM Royal Dutch Airlines (KL)	Andre Beyeler
10	Lufthansa (LH)	Detlef Nadenau
11	Qatar Airways (QR)	Haresh Nanda

12	Scandinavian Airlines (SK)	Kurt Saetre
13	SITA	Susan Dean
14	Thai Airways International (TG)	Kanthiphop Chantarapattamanon
15	Travelport	Rosangela Vidotto
16	United Airlines (UA)	Rafael Casanova-Diaz

Chair and Vice-Chair

At the first meeting of the Pricing Automation Group (PAG), Cynthia Towne from Google was elected as Chair, and Anita Leuenberger from United Airlines (UA) was elected as Vice Chair. Under the Terms of Reference of the Group, these officers hold their positions for 12 months, subject to continued involvement in the group.

The IATA Secretariat is Leonor Oliveira, Manager Standards Development.

On June 2020, the Vice-Chair stepped down from her role at the PAG and the position remains vacant.

Pricing Automation Group (PAG) activity in 2020

Due to the extraordinary health crisis related to Covid-19, the group was unable to meet face-to-face, as scheduled, in Madrid March 2020. Conference calls were set in replacement of the physical meeting to discuss the proposed agenda. These were held on the 25th, 27th of March, 1st, 9th, 23rd, 30th of April, 7th of May, 25th June, 9th of July, 25th of August, 3rd and 17th September.

The most important highlights of the group's activity in the first half of 2020 were:

- Members agreement on more frequent updates of the normal weekly, monthly and periodically currency files due to the unstable and volatile market situation
- Agreement to issue a second ICER daily file with >2% variation also due to extraordinary circumstances
- Continued work on Resolution 011c that defines the process coming from the Airline Coding Directory into the City Code Directory with amendments to Resolution 763 pertaining to Coding Group and 011c with inclusion of template for polling process adopted in 2019
- Continued work on determination of source for GCM with the creation of two focus groups, one in order to determine city vs airport to complement to the already adopted standard in Resolution 011 on sectors not covered by TPM and a second working group to initiate CCD quality validation exercise

Pricing Automation Group (PAG) adoption of standards

The proposed changes to standards from the Pricing Automation Group (PAG) are submitted to the Shop-Order Board and can be found in the voting package.

Pricing Automation Group (PAG) Work Plan

The work plan of this group has been reviewed and endorsed by the Board. It is included for the Conference's visibility as ***Attachment A_C4.5***.

Action

Conference to note report.

Attachment A_C4.5: Pricing Automation Group (PAG) Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS
1.1	PAG	Multi-Airport City	Continue work on new Resolution 011c with inclusion of poll attachment and some editorial amendments	Resolution 011c	Completed
1.2	PAG	GCM for missing TPMs and surface sectors	Continue work on assessing location and sources for longitudes and latitudes	Resolution 011	On-Going
1.3	PAG	Construction Rules for Journeys	Further assessment of what information is data driven versus pricing processing to be determined	Resolution 017a	On-Going
1.4	PAG	Global Indicators – STAN Nations	Restriction to be added to section TC1 and TC3 (except South West Pacific) via PA	Resolution 011b	On-Going
1.5	PAG	Clarification – HIP check (day-of-week application)	Categories application mentioned in Resolution 017c day of week, seasonality, stopovers, transfers, are described to be applied solely to the sector(s) for which the check is being made, proposal to review the decision taken during spring RADWG 2018.	Resolution 017c	On-Going
1.6	PAG	Definition of TC Sub-Area	Removal of Guyana (GY), Surinam (SR) and French Guyana (GF) to the South America sub-area (conference inquiry before putting proposal forward to the Board)	Areawide	On-Going
1.7	PAG	Clarification on Currency Names, Codes, Rounding Units and Acceptability of Currencies	Review Resolution 24d, paragraph 2, and review examples in order to clarify Resolution as needed	Resolution 024d	Completed
1.8	PAG	ICER rates and required number of places beyond the decimal	Differences have been found in the equivalent fare paid being priced between systems. This occurs when systems differ on the number of places beyond the decimal which must be processed when applying an ICER value	Resolution 024d	Completed
1.9	PAG	Rounding of "Other Charges" (Tax)	Consistency across all systems is required when rounding the US 7.5% ticket tax to the nearest .01, per note 3	Resolution 024d, Attachment A	Completed

1.10	PAG	Directionality of OW vs OOJ for itinerary not wholly within EU	Combination EOE of 2 OW Normal fares could result in a cheaper pricing solution since OW fare in direction of travel may be cheaper than ½RT Normal fare in reverse direction oOe2	Resolution 017a, 017b	Completed
1.11	PAG	Clarification between One Way and Open Jaw	Clarification is needed regarding change of itinerary where surface at destination is: o between 2 countries within Europe, o or between Aruba, Bonaire, Sint Eustatius, Saba, Curacao, St. Maarten	Resolution 017b	Completed
1.12	PAG	TC Membership	With the removal of YY fares, the mileage restriction of applicability to IATA TC members needs to be removed for the sake of simplification and proficiency in mileage construction	Resolution 011	On-Going
1.13	PAG	Shortest Operated Mileages	Group to validate the need for Attachment A list of specified points used to construct SOMs under Resolution 011. If removal is agreed, additional amendments are made to Section C	Resolution 011, Attachment A	On-Going
1.14	PAG	Code designators for Passenger Ticket	The PAG has been identified as an impacted business domain and is requested to review the proposal put forward by the Ticketing Group	Resolution 728	Completed
1.15	PAG	HIP check	Group to discuss the purpose of the HIP check in the process of categories fare component vs pricing unit as described in Paragraph 5	Resolution 017c, Paragraph 5	On-Going

Item C4.5.1: Voting Items of the Pricing Automation Group (PAG) under the Shop – Order Standards Board (presented as a package)

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Submitted by: Cynthia Towne, Chair of the Pricing Automation Group, under the Shop – Order Standards Board

Leonor Oliveira, Manager Standards Development, Secretary of the Pricing Automation Group
(oliveiral@iata.org)

Background

Resolution 009 allows items requiring Board endorsement to be presented as a package, as described in paragraph 2.6.4.4.

2.6.4.4 Where proposals to amend standards have been endorsed by the Board, they may be presented to the Conference as a package to be voted on in a single action. Any Member voting on a package at Conference may request any item is removed from a package to be voted on separately.

Under this provision, the Shop – Order Standards Board present the following Items of the Pricing Automation Group (PAG) to the Conference as a single package. A single vote will be held at the Conference.

All other voting items submitted by the Shop – Order Standards Board developed by the Pricing Automation Group (PAG) are presented separately and will be voted upon separately by the Conference.

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 25 September 2020, by email to standards@iata.org.

Item name	Item number
Resolution 011c – Attachment	C4.5.1a/P
Recommended Practice 1201	C4.5.1b/P

Action

Conference to adopt all items in package.

Item C4.5.1a/P: Resolution 011c – Multi Airport City (presented in package)

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Submitted by: Cynthia Towne, Chair of the Pricing Automation Group, under the Shop – Order Standards Board

Leonor Oliveira, Manager Standards Development, Secretary of the Pricing Automation Group
(oliveiral@iata.org)

Background

Editorial amendments to Resolution 011c in line with amendment in Resolution 763 and inclusion of PTC poll template attachment.

Action

Conference to adopt changes to Resolution 011c outlined in ***Attachment A_C4.5.1a/P***.

Attachment A_ C4.5.1a/P

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RESOLUTION 011c Multi Airport City

PTC1(184)011c	
PTC2(184)011c	
PTC3(184)011c	
PTC12(184)011c	
PTC123(184)011c	
PTC31(184)011c	
PTC23(184)011c	

Expiry: Indefinite

Type: B

RESOLVED that:

SECTION A – AIRLINE CODING DIRECTORY

- 1) Airlines and Automated pricing systems shall use the location identifiers published in the IATA Airline Coding Directory (ACD)
- 2) Assignment of three-letter location identifiers and creation of Metropolitan Areas for purpose of schedule and availability shall be established and maintained via Passenger Conference Resolution 763
- 3) Locations contained in the ACD as part of a Metropolitan Area shall not be used for defining multi-airport cities
- 4) The process outlined in Passenger Services Conference Resolution 763 will be used in the creation/dismantling of a metropolitan area or listed/de-listed under a metropolitan area location identifier. Once a modification to a metropolitan area occurs through this process, the Passenger Tariff Conference secretariat shall receive notification and take appropriate action as described in ~~this~~ Resolution [763, Paragraph 1.8.](#)
- 5) Amendments to multi-airport cities shall only be done with the express approval of accredited airline members of the Passenger Tariff Conference as described in Passenger Service Conference Resolution 763

SECTION B- CITY CODE DIRECTORY

- 1) City codes listed in the CCD shall be used for establishment of mileage and for pricing of air fares. Where a city listed in the CCD is served by more than one airport/non-airport, such location is considered a multi-airport city for the application of mileage and pricing of air fares
- 2) MULTI-AIRPORT CITIES
 - a) for the purpose of pricing and mileage, any IATA member airline may request a location to be listed/de-listed from a multi-airport city by submitting such request to the IATA Secretary
 - b) such request will be validated by airlines involved in ongoing pricing activity
 - c) once a request for listing/de-listing a location from a multi-airport city is validated a poll will be conducted in accordance with Passenger Service Conference Resolution 763, Paragraphs 8.1.5 through 8.1.9 [using template in Attachment "A".](#)
 - d) a member may request an escalation of the listing/de-listing process in case of error or oversight in the initial listing/de-listing process
 - i) the escalation request will be submitted to mileage@iata.org with copy to the IATA Secretary

- ii) notification that the request has been received and the action to be taken sent to members within 48 hours of receipt
- e) if the poll is agreed upon, the CCD and Mileage Data Base will be updated accordingly
 - i) If a location is de-listed from a Multi-Airport City application, MPM and TPM must be created and distributed by IATA within 10 business days
 - ii) if a location is listed within a Multi-Airport City application, MPM and TPM for such location will be removed from the Mileage Data Base and will instead assume the MPM/TPM of the City affiliated with the Multi-Airport City location
- f) listing or de-listing locations under the following criteria will not be subject to validation nor poll
 - i) closure of a location
 - ii) addition of an airport to an existing city

RESOLUTION 011c – MULTI AIRPORT CITY

Attachment A

(AIRPORT/METROPOLITAN AREA CHANGE):

Ballot Title: Addition of _____ International* airport () to the Multi-Airport city of _____

Question

Should _____ international airport () be added to the city of _____ () as a Multi-Airport city application?

Closing Date: *Day of week, month date year time CEST*

Description

A request from an airline to add _____ International Airport () located in the city of _____ () to the Metropolitan Area of _____ () has been agreed by a majority according to the procedure set forth in IATA Resolution 763 for purposes of schedules and availability.

This change to the Metropolitan Area of _____ () does not alter pricing or mileage processes.

Per IATA Resolution 011c a poll must be sent to all Passenger Tariff Conference Members to determine whether the addition of _____ () to the Metropolitan Area of _____ () should also apply as a Multi-Airport application by adding _____ () to the Multi-Airport city of _____ () which would alter both pricing and mileage processes for _____ ().

IATA is now polling the Passenger Tariffs Conference Members to express their position on the addition of _____ international airport () to the multi-airport city of _____ () as per IATA Resolution 763 paragraph 1.8.2. Each PTC member is requested to advise whether they support or reject adding _____ () to the Multi-Airport city of _____ () for the purpose of pricing and mileage application.

A change to a Multi-Airport city will only be actioned in the City Code Directory if a unanimous vote by IATA Passenger Tariffs Conference Accredited members is reached. Each airline may exercise only one vote, and abstentions are not counted. A minimum of 6 votes is required for a decision to be valid.

The CCD poll will be open for the period of 30 days for voting. Non-responses, abstentions, and responses received after the deadline will not be counted towards the poll.

* *International*/shall only apply if the airport provides service to locations outside of the country in which it is located.

Item C4.5.1b/P: Recommended Practice 1201 (presented in package)

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Submitted by: Cynthia Towne, Chair of the Pricing Automation Group, under the Shop – Order Standards Board
Leonor Oliveira, Manager Standards Development, Secretary of the Pricing Automation Group
(oliveiral@iata.org)

Background

Resolution 201 Children and Infants, paragraph 1), still refers to YY fares by stating:

“The following rules shall apply:
Fares shall be assessed as provided in the fare Resolution ...”

Proposal

Delete paragraph 1) and keep remaining text for airline reference as recommended practice.

Action

Conference to adopt Recommended Practice 1201 outlined in ***Attachment A_C4.5.1b/P***.

Attachment A_C4.5.1b/P: Recommended Practice 1201

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RECOMMENDED PRACTICE 1201 (new)

CHILDREN AND INFANTS

PTC(XX)1201 (new)	
EExpiry: Indefinite	
TType: B	

RESOLVED that,
the following rules shall apply:

~~1) fares shall be assessed as provided in the fare Resolution~~

~~2) 1)~~

a)

- i) only one infant not occupying a seat is allowed per accompanying adult passenger
- ii) only infants not occupying a seat are entitled to the infants' fare

b) infants occupying a seat shall be charged the applicable child's fare

~~3) 2)~~ stopover charges, weekend surcharges, cancellation charges, etc. are assessed at the same percentage as the fare

Exception:

for infants not occupying a seat, only stopover charges apply and are assessed at the same percentage as the fare

~~4) 3)~~ when travel includes both domestic and international services and different children/infants fares apply, the fare need not be more than the sum of the applicable fares for the domestic and international portions

~~5) 4)~~ when a separate seat is required on a portion of the itinerary, combination of an infant no-seat fare(s) and an infant booked seat fare(s) is permitted within an itinerary but not within a fare component; no minimum checks are applied when fares are assessed under this paragraph

~~6) 5)~~ when an infant occupies a seat the fare should be reassessed as a child's fare for remaining portions of the journey but not within the fare component

GOVERNMENT RESERVATIONS

BRAZIL

~~The Government of Brazil has conditioned their approval of Resolution 201 'Children's and Infant fares' as follows:~~

~~For normal and special fares:~~

~~Accompanied children aged 2-11 years: charge 75% of applicable adult fare~~

~~Unaccompanied children~~

~~(i) aged 2-7 years: charge 100% of applicable adult fare~~

~~(ii) aged 8-11 years: charge 100% of applicable adult fare~~

~~(1.6.01/15.3.02)~~

ITALY

~~In compliance with Art. 591 of Italian Penal Code, to/from/via Italy an unaccompanied minor is defined as a passenger who has reached his/her 5th but not his/her 14th year of age. (11.2.03)~~

UNITED KINGDOM

~~The continued approval of the United Kingdom Aeronautical Authorities of Resolution 201 is given on the basis that carriers may, if they wish, file a children's discount for unaccompanied children of up to 12 years carried to or from the United Kingdom. (25.8.88)~~

Item C4.6: Report and Workplan of the Integration Group, under the Shop – Order Standards Board

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Submitted by: Sebastien Nicolas, Chair of the Integration Group, under the Shop – Order Standards Board

Margaret Brown, Vice Chair of the Integration Group, under the Shop – Order Standards Board

Ionut Badea, Senior Manager Shop-Order Standards Board, Secretary of the Integration Group
(badeai@iata.org)

Background

The Integration Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 2020, to:

- Deal with matters concerning the integration of current and emerging distribution systems and capabilities, including the associated business requirements to manage integration and transition.
- Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements and are documented with a corresponding change to Implementation Guidance where applicable.
- Review and endorse proposals to amend Standards to support the integration and future compatibility of interlining between carriers in the transition between old and new processes.
- Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
- Maintain a work plan and report regularly to the Shop-Order Board.

Members of the Integration Group

The Terms of Reference of the Group allowed for a core membership of 17 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1.	Accelya	Bosco Fernandes
2.	Airlines Reporting Corporation	Paige Blunt
3.	Amadeus	Alexandra Sorrentino
4.	American Airlines (AA)	Margaret Brown
5.	British Airways (BA)	Deirdre O'Callaghan
6.	Cathay Pacific Airways (CX)	Andy Lo
7.	Delta Air Lines (DL)	Dave Weghorst
8.	Hahn Air Lines (HR)	Vicente Zepeda Cabral
9.	JSC "Sirena-Travel"	Olga Mironova
10.	KLM Royal Dutch Airlines (KL)	Rick Jacobs
11.	Lufthansa Systems	Petra Kühne
12.	Navitaire	Robin Aborn

13.	Qatar Airways (QR)	Arnold Fernandes
14.	SITA	John Meeks
15.	Swiss International Air Lines (LX)	Sebastien Nicolas
16.	Travelport	Caroline Wilkinson
17.	United Airlines (UA)	Nick Pawlisz

Chair and Vice-Chair

The Group is chaired by Sebastien Nicolas from LX as chair and Margaret Brown from AA as vice chair. Under the Terms of Reference of the Group, these officers hold the position for 1 year, subject to continued involvement in the group.

Integration Group activity in 2020

The activity plan of the group included monthly calls and at least two face to face meetings across 2020. Due to a reduced workplan, unavailability of resources and the impact of COVID starting with Q2 2020, the face to face meetings have been cancelled. The activity of the group has been paused as part of the reprioritization exercise ran with the SOSB in March 2020. In the June 2020 meeting the group decided to reduce the frequency of monthly calls to quarterly calls with the next call planned in September 2020. Any new items will be tackled on an ad-hoc basis depending on the urgency.

Integration Group adoption of standards

There are no proposed changes to standards put forward by the Integration Group at the time of this transmittal.

Integration Group Work Plan

The work plan of this group has been reviewed and endorsed by the Board. It is included for the Conference's visibility as ***Attachment A_C4.6.***

Action

Conference to note report.

Attachment A_C4.6: Integration Group Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	STATUS	COMMENTS
1.1	Integration Group	Supporting documents	Group to review current NDC messages and validate that the data present is sufficient to produce an ITR based on the data requirements listed in the resolution.	On-hold	<p>Supporting documents (Agent Coupon, Audit Coupon, Tax-Fee-Change Coupon and Credit Card Charge Form) may still be in use in some markets (both by Airlines and Travel Agencies).</p> <p>Survey results: no concerns from Airlines have been raised about the presence of these documents in the Resolutions</p> <p>Next actions: Activity on hold; pending further updates from the airlines.</p>
1.2	Integration Group	Regulatory requirements backporting in previous standard releases (NDC flow for Credit Card fees)	It is mandatory in some countries to display the credit card fees. CR 136A is raised to address this in 19.2 release of the standard.	On-hold	<p>Group discussed what happens with the other/previous versions of the release, how to consider in NDC the government regulation mandates applicable in a few months with the current delivery of the schemas PSDII – 3DS 2.0.</p> <p>Next actions: Topic passed over to Customer Payment Group for their action. Kept on hold for Integration until feedback from CPG is received.</p>
1.3	Integration Group	Netting in the NDC flow	<p>The review on how netting should be handled from an end-to-end NDC flow in order for all the stakeholders to be aligned. The review covers the following:</p> <p>1) What does 'netting' mean? 2) How it is materialized? 3) How it is reported?</p>	On-going	<p>Item will be raised to the Order Group for feedback in July.</p> <p>Next steps: Call in August with volunteers from the Integration group to discuss feedback from Order Group and next steps.</p>
1.4	Integration Group	FCMI 3,4,5	Evaluate if FCMI 3,4,5 would require an enhancement.	On-going	Group discussed the implementation of FCMI, some of the airlines and system providers having already implemented this standard while some others not yet. The

					<p>discussions in the group led to the question if FCMI 3,4,5 would need any sort of enhancements considering the current level of maturity and implementation at industry level.</p> <p>Requirements to be further clarified with the group during 2021, if any.</p>
1.5	Integration Group	RP 1735	Evaluate the possibility of adding a section to RP 1735 specific to NDC processes	New	Requirements to be further clarified with the group during September conference call.
1.6	Integration Group	NDC commissions in BSPLink	<p>There has been discussion on the separation of reporting processes of NDC and legacy transactions. This relates to the ability for commission on NDC sale to pass through without validation. The issue was recognized as crucial as there is a high possibility of a future need to differentiate the NDC sales in Reporting, Sales Audit and Revenue Accounting.</p> <p>There is a need to clarify with DPC team the use of the FCMI indicator (e.g. FCMI can be used not only on airline stock). Also, more specific wording to say on the reporting side the NDC transactions are expected to be flagged with FCMI 3,4,5. Having "and/or" in this standard is questionable.</p>	New	Requirements to be further clarified with the group during September conference call.

Item C4.7: Report and Workplan of the Intermodal Group, under the Shop – Order Standards Board

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Submitted by: Denis Grenier, Chair of the Intermodal Group, under the Shop – Order Standards Board

Ionut Badea, Senior Manager Shop-Order Standards Board, Secretary of the Intermodal Group
(badeai@iata.org)

Background

The Intermodal Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 2020 to:

- Deal with matters concerning all activities relating to facilitating intermodal passenger processes including the associated business requirements.
- 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.
- Govern and develop the changes to the Intermodal Best Practices Guide.
- Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees (including Offer, Order and Integration and ticketing groups) as required.
- Maintain a work plan and report regularly to the Shop-Order Board.

Members of the Intermodal Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1.	Accelya	Bosco Fernandes
2.	AccesRail and Partner Railways	Denis Grenier
4.	Aeroflot	Elena Kshivanskaya
5.	Air Algerie	Rabah Midou
6.	Airline Reporting Corporation (ARC)	Paige Blunt
7.	ATPCO	David Smith
8.	Cathay Dragon	Shirley Yan
9.	Deutsche Bahn / DB Vertrieb	Sebastian Rieckesmann
10.	Etihad Airways	Karuppuchamy Marimuthu
11.	INFINI Travel Information, Inc.	INFINI Business Planning Team
12.	International Rail Transport Committee (CIT)	Sandra Dobler
13.	JSC Sirena-Travel ^{lrm}	Alexey Barinov
14.	Lufthansa	Ralf Baerwalde
15.	Nihon Unisys, Ltd.	Atsuro Hiramatsu

18.	Qatar Airways	Haresh Nanda
19.	SITA	John Meeks
20.	TCH (TRANSPORT CLEARING HOUSE)	Anna Golenkina

Chair and Vice-Chair

During an Online Ballot for the Intermodal Group, Denis Grenier from AccesRail Inc. was elected as Chair. Under the Terms of Reference of the Group, these officers hold their positions for 1 year, subject to continued involvement in the group. Vice Chair of this group is not appointed.

Intermodal Group activity in 2020

The group is chaired by Denis Grenier from AccesRail and Partner Railways. The vice-chair position remains vacant at this point in time. The Group met face to face in IATA Geneva's offices on the 3rd and 4th of March jointly with the members of the International Railway Union (UIC) as a direct action from the Memorandum of Understanding (MoU) signed between IATA and UIC. The topics in the agenda included a review of Intermodal standards, overview of IATA Intermodal activities and UIC standards and setting up a workplan across 2020 for the Intermodal group. As part of the reprioritization exercise ran in March with SOSB the activity of the group has been paused.

Intermodal Group adoption of standards

There are no proposed changes to standards put forward by the Intermodal Group at the time of this transmittal.

Intermodal Group Work Plan

This group has no Work Plan established.

Action

Conference to note report

Section D:

Travel Standards Board Items

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D4.2.1e/P	Update of RP 1740c	Attachment A D4.2.1e/P
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D4.3.1	Voting item from the Departure Control Systems Message WG	Attachment A D4.3.1
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D4.5.1	Voting Items of the Facilitation Group, under the Travel Standards Board, presented individually: New Recommended Practise 1701o - One ID	Attachment A D4.5.1
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Item D1: Report of the Travel Standards Board

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Submitted by: Rob Broere, Chair of the Travel Standards Board

Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board,
(charbonneau@iata.org)

Background

The Travel Standards Board is established under paragraph 2.3.3 of Resolution 009

2.3.3 Travel Standards Board

The Travel Standards Board manages the development of standards concerning any interaction between airlines and any other partners involved in the delivery of a product or service to a customer.

This includes but is not limited to passenger experience, passenger airport processes, departure management activities, and the relationship between airlines and government agencies controlling facilitation or receiving passenger information.

This also includes operational processes supporting the delivery of passenger services: ground handling and airport handling standards, airside safety, and baggage handling.

Members of the Travel Standards Board

Position	Airline	Delegate name	Title	Term commenced
1	Air China	Zhen Liu	Senior Manager - Service Control, Product and Services.	1 November 2018
2	Alaska Airlines	Rick Nagy	Principal Product Manager	1 November 2018
3	American Airlines	Mark Matthews	Director - Customer Planning Operations	1 November 2018
4	British Airways	Tony Readdie	Operations Systems Manager	1 November 2018
5	Delta Air Lines	David Hosford	General Manager ACS Strategy and Technology	1 November 2018
6	Deutsche Lufthansa AG	Vicky Scherber	Process Owner Passenger & Baggage Processes	1 November 2018
7	Emirates Airline	Rob Broere		1 November 2018
8	Etihad Airways	Paul Richard Smith	General Manager Ground Operations	1 November 2018
9	KLM Royal Dutch Airlines	Binyamin Mizrahi	Passenger Baggage Handling Manager	1 November 2018
10	LATAM Airlines	Edwin Garcia (Chair from 2020)	Head of Airport Operations	1 November 2018
11	LOT Polish Airlines	Marcin Slawewski	Head of Ground Operations	1 November 2018
12	Hahn Air	Frederick Nowotny	Head of Sales Engineering	7 November 2018
13	Qatar Airways	Tony Paul (Resigned July 2020)	Manager Safety and Service Delivery	1 November 2018
14	Singapore Airlines	Timothy Chua	Vice President, Airport Operations	1 November 2018
15	Turkish Airlines	Emre Cevik	Manager, Product and Service Management	1 November 2018
16	United Airlines	Aaron McMillan	Managing Director - Customer Solutions & Recovery	27 January 2020
17	Virgin Australia	Caitlin Malone (Resigned)	Manager, Airport Experience and Insights	1 November 2018
18	Vacant			

Note that the delegate from Philippine Airlines withdrew his candidature, leaving one vacant position.

Chair and Vice-Chair

At the first meeting of the Travel Standards Board, held in Geneva on 9 April 2019, Rob Broere from Emirates was elected as Chair, and Edwin Garcia from LATAM was elected as Vice Chair. With the departure of Rob Broere, Edwin Garcia accepted the role of Chair with a pending election to take place in 2021 for the role of Vice-Chair. Under the terms of Resolution 009, these officers will hold these positions for a period of 3 years.

Travel Standards Board activity in 2020

The Travel Standards Board has met face to face two times since it was established, the second of these meetings was aligned with the IATA Global Airport and Passenger Symposium (GAPS) held in Warsaw. In addition to the face to face meetings there have been scheduled every 6 weeks, which have been attended by most of the Board members. During the COVID-19 crisis the board held some extra-ordinary calls in order to support the IATA Restart program. During the COVID-19 Pandemic face to face meetings were cancelled and the Travel Board met virtually.

The board has discussed numerous topics during the year which fall into several broad categories:

- Passenger Focus and Engagement
 - Global Passenger Symposium and COVID-19 travel surveys
 - Passenger contact details and communication channels
 - Passenger items carried onboard such as Lithium Ion batteries
- Travel Delivery
 - Credit card use in the Common Use Environment
 - Disruption Management
 - Flight Status API Standards
 - Biometric use through One ID
 - CUSS Roadmap
 - Off-Airport acceleration
 - Interline processes and strategy
 - Sharing of data with governments (PNR Clearing House)
 - PCI Compliance
- Ground Handling
 - CEDAR (the Connected Ecological Digital Autonomous Ramp)
 - IGOM Chapters 1 and 2
- COVID-19 Related Items
 - TravelBoard held a number of Covid-19 related sessions where they supported and provided guidance to the direction that IATA was taking.
 - A number of dedicated virtual sessions were held to get airline input to support IATA driving forward the relevant areas supporting the airlines the best they can.
 - This include the IATA participation at the ICAO CART (Council of Aviation Recovery Task Force)
 - Reviewing the guidance prepared and distributed as the iATA Restart Guidance
 - Specific focus was also given around the process of passenger facilitation in terms of getting airlines visibility of continuous changes of visa rules and IATA responded in making the Timatic changes available as alert, which was really appreciated by the members.
 - A re-shape and acceleration of OneID was also discussed adding it touchless passenger processes at every touchpoints.
 - The IATA baggage handling guidance was reviewed and refined based on the principles of a touch-free operation.
 - Industry cost savings and revenue generation measures
- Voting Items
 - Resolution 780 Form of Interline agreement,
 - Update of Resolution 743D – Content categories and examples,
 - Update of RP 1754,
 - Update of RP 1745A
 - Update of RP 1740c,
 - Update of Resolution 740 – RFID tag layout,
 - Overarching One ID RP – Seeking TB endorsement
 - New RPs 1780a and 1780b
 - RP 1800 editorial changes

The Travel Board established a Strategic Partner Advisory Forum which met virtually in April, with attendance from many strategic partners to discuss key aviation challenges. This forum was well attended and is proposed to align with future face to face meetings.

Future Direction

The Board will continue to meet face to face twice per year when possible and continue the schedule of calls between face to face meetings. The board continues to be interested in the board areas that are presented above, and intends to add to these areas, specific activity in:

- Development of standards and guidance in the area of On-Board Experience
- Working closely with IATCI (Inter Airline Through Check In) Board to ensure that the OneID impact on interline through check-in is managed correctly.
- Passenger Accessibility Process (PAP) review of all relevant processes and standards

Action

Conference to note report.

Item D2: Endorsement of elections for open positions on Travel Standards Board

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Submitted by: Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board

(charbonneaup@iata.org)

Background

Under the terms of Resolution 009, each year nine positions are open on each of the five Management Boards for re-election for a two-year term.

Due to the Covid-19 pandemic, and in the interests of managing continuity, the Conference Steering group endorsed a simplified approach whereby the existing members of each Management Board were asked if their airline wished to continue their involvement in each Board across 2021. Existing Management Board members were asked to contact IATA (via the Secretary of the Management Board, or by email at standards@iata.org) only if they did not wish to continue their involvement, or if they wish to change the named delegate representing their airline on any Board.

Additional nominations for any Management Board were also sought with the first transmittal of the Conference Agenda. Nominations were open until 25 September 2020.

It should also be noted that the Conference Steering Group has endorsed a proposed change to Resolution 009 which would simplify the nomination and election procedures for Management Boards from 2021 onwards. This new process would require Board participation to be limited to 12 months, with nominations and an election held each year. This change to Resolution 009 is included in this agenda for Conference adoption. If adopted, a full election would be held each as an online ballot, as part of the Conference proceedings.

New nominations

No new nominations were received.

Composition of the Board from 18 November 2020

The composition of the Board from 18 November 2020 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Title	Term commenced
1	Air China	Zhen Liu	Senior Manager - Service Control, Product and Services.	1 November 2018
2	Alaska Airlines	Rick Nagy	Principal Product Manager	1 November 2018
3	American Airlines	Mark Matthews	Director - Customer Planning Operations	1 November 2018
4	British Airways	Tony Readdie	Operations Systems Manager	1 November 2018
5	Delta Air Lines	David Hosford	General Manager ACS Strategy and Technology	1 November 2018
6	Deutsche Lufthansa AG	Vicky Scherber	Process Owner Passenger & Baggage Processes	1 November 2018
7	Emirates Airline	Rami El Samra	Senior Manager Svs Dev & Business Solution	1 November 2018
8	Etihad Airways	Paul Richard Smith	General Manager Ground Operations	1 November 2018
9	KLM Royal Dutch Airlines	Binyamin Mizrahi	Passenger Baggage Handling Manager	1 November 2018
10	LATAM Airlines	Edwin Garcia (Chair from 2020)	Head of Airport Operations	1 November 2018
11	LOT Polish Airlines	Marcin Slawewski	Head of Ground Operations	1 November 2018
12	Hahn Air	Frederick Nowotny	Head of Sales Engineering	7 November 2018
13	Qatar Airways	TBA		1 November 2018

14	Singapore Airlines	Timothy Chua	Vice President, Airport Operations	1 November 2018
15	Turkish Airlines	Emre Cevik	Manager, Product and Service Management	1 November 2018
16	United Airlines	Aaron McMillan	Managing Director - Customer Solutions & Recovery	27 January 2020
17	Virgin Australia	TBA		1 November 2018
18	Vacant			

Involvement in the Board for other member airlines

All member airlines are reminded that formal involvement on the Board represents a commitment to participate fully in Board activities across the full term of membership. Other member airlines (including those members not formally members of the Board) are welcome to view Board materials, to vote in Board ballots and to participate in Board meetings where topics are of interest. Involvement can be managed through the IATA Standard Setting Workspace, or by contact standards@iata.org.

Action

Conference to endorse the composition of the Board as outlined above from 18 November 2020.

Item D3: Delegation of authority from the Conference to the Travel Standards Board

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Submitted by: Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board

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Background

The Conference may delegate the authority to adopt non-binding standards to the relevant Management Board, under the terms of paragraphs 2.6.4.2 and section 2.7.

2.6.4.2 Proposals to amend standards endorsed by the Board will be submitted for formal adoption by the Conference except where the Conference delegated the authority to establish standards to the Board. Where delegated authority has been granted to the Board (as described in Paragraph 2.7), the Board may issue the standard on their own authority.

...

2.7 Delegated Authority to Establish Standards

2.7.1 The Conference may delegate authority to any Board (or any combination of Boards) to adopt non-binding standards without an action by the Conference itself providing:

2.7.1.1 Such standards are not in conflict with other standards adopted by the Conference; and

2.7.1.2 The Conference retains full visibility over all standards adopted by any Board.

2.7.2 Unless referenced explicitly within a Resolution, such authority will only be granted for a maximum of one year, after which point it must be renewed by the Conference. Such authority may be renewed as many times as required.

2.7.3 Guidance of such delegated authority will be published by IATA within the next Passenger Services Conference Resolution Manual issued after the delegated authority is adopted.

Proposed Delegation for 12 Month Period from 18 November 2020

The Board requests the following delegations of authority.

Standard (name of Recommended Practise, Manual, data exchange standards implementation guide or other Publication)	Description of standard
PNRGOV and PAXLST Implementation Guides	Implementation Guide for data exchange standards around passenger data exchange with governments
CUSS and CUPPS Technical Specifications	Technical specifications of Common Use Self Service and Common Use Passenger Processing Systems, and associated implementation guides.
Item D4.2.3.1: New Recommended Practices on self-asserted identity	

Action

Conference to endorse the delegation of authority.

Item D3.1: Delegation of authority from the Conference to the Safety, Flight and Ground Operations Advisory Council (SFGOAC)

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Submitted by: Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board

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Background

The Passenger Standards Conference has authority over a broad range of industry standards that cover end-to-end passenger processes and interaction between airlines and a variety of industry stakeholders. This includes a number of areas of standards that extend beyond passenger operations and are required more generally.

Some of the standards under the remit of the Conference involve processes that are entirely operational, and more closely align with activity that IATA historically undertook under the authority of the Operations Committee. Accordingly, the Passenger Services Conference had delegated authority for the development and adoption of these standards to the Ground Operations Group under the Operations Committee, under the oversight of the Airport Services Committee.

This included development and adoption of changes to the IATA Ground Operations Manual (under the authority of Recommended Practice 1690b), and to the Airport Handling Manual (under the authority of Recommended Practice 1690a).

In 2018, under the new Governance structure of Resolution 009, this oversight was transferred to the Travel Standards Board, though delegated authority continued to be granted to the Ground Operations Group under the Operations Committee.

In June 2020, the IATA Annual General Meeting endorsed ten new Advisory Councils to replace the six Industry Committees. The Operations Committee has been superseded by the new Safety, Flight, Ground Operations Advisory Council (SFGOAC).

Accordingly, the Conference are asked to endorse that the following groups will continue to operate under the Ground Operations Group of the new SFGOAC, but with authority delegated from the Travel Standards Board.

AIDX (Aviation Information Data Exchange): AIDX is responsible for maintaining a standard to allow an airline, airport or associated service provider to exchange flight or flight related information in the current operational window of a flight as published in RP 1797a.

GAD (Ground Operation Automation and Digitalization) The GAD focuses on development of digital standards in the scope of Airside Operations (e.g. Aircraft- Turnaround, Load Control, De-Icing, Loading; Ground Support Equipment and Aircraft Interface).

Maintain a work plan and report regularly to Travel Standard Board on identification strategies for aircraft turn-around processes, aircraft messaging (including xml messaging) and undertakes the continual review, development and improvement of the relevant content of the IATA Airport Handling Manual (AHM) chapter 5, 7 and 9).

The Travel Standards Board will also delegate authority to the Ground Operations Group for the review and development of recommendations (in the form of amended or new services standards and procedures) that shall be published in the IATA Airport Handling Manual (Recommended Practice 1690), IATA Ground Operations Manual, and any other such publications that include Standards and Recommended Practices.

The Travel Standards Board will retain responsibility for ensuring that the IATA Airport Handling Manual and IATA Ground Operations Manual are aligned with IATA Resolutions and Recommended Practices in the IATA Passenger Services Resolutions Manual.

Action

Conference to note.

Item D3.2: Report of Standards activities delegated of authority to the Ground Operations Group

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Submitted by: Joseph Suidan, Head of Ground Operations IATA

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Background

Within the remit of IATA Ground Operations standards setting activities reside the Ground Operations Working Group (GOG) and Ground Operations Standards (GOS) Task Force.

As the governance has not been finalized due to the pandemic crisis, GOG and GOS have been established with the interim participation,

GOS

During the course of 2020, the GOS has developed and finalized the following standards, which have been approved by the GOG and will be published in AHM Ed. 41 and IGOM Ed. 10:

IATA Ground Operations Manual (IGOM)

- Risk assessment updated
- Ch 3 – updates from IDQP, Aircraft Cleaning, hand signals
- Ch.4 – resequencing of aircraft ground movement, ULD handling, carriage of cargo in passenger seats
- Ch. 6 – turnaround supervision – updated

IATA Airport Handling Manual (AHM)

- AHM 011 - eliminated
- AHM 110 – updated with a new RESOLUTION 735d
- AHM 430 - eliminated
- AHM 431 - eliminated
- AHM 440 - Potable water updated
- AHM 463 – eliminated
- AHM 616 - Human Factor updated
- AHM 617 - OHS program updated with new injury cost model
- AHM 618 - New JUST culture
- AHM 621 Security management updated
- AHM 640 - New chapter on Pandemic management
- AHM 660 - New aircraft damage cost model revised
- AHM 730 – Codes updated
- AHM 731 – Enhance reporting on ATFM delays updated
- AHM 732 - New chapter for delay codes system
- AHM 904 Bombardier C series / A220 series
- AHM 904 Correction to A350
- AHM 907 incorporated electric GSE content from AHM 910 into AHM 907
- AHM 910 extracted electric GSE content for use in AHM 907
- AHM 918 GSE Storage and Return to Service
- AHM 921 corrections to address custom built units with different orientations
- AHM 926 corrections to address custom built units with different orientations
- AHM 927 corrections to address custom built units with different orientations
- AHM 1110 - update training for cleaning staff, training modules chart, job functions
- AHM 1111 New chapter on training program during pandemic

Action

Conference to note the report.

Item D4: Groups active under the Travel Standards Board

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Submitted by: Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board

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Background

The Board may establish Groups to manage specific areas of standards, as described in Paragraph 3.1 of Resolution 009.

3.1 Establishment of Groups Reporting to Boards

3.1.1 Such groups shall exist only where these have been established by a Board.

3.1.2 The Board shall grant the Group a mandate which may not exceed a period of one year, at which point the Group may be renewed by the Board for a maximum of 12 months. A group may be renewed as many times as required.

3.1.3 Each Group shall have a Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.

3.1.4 The Board may disband a Group at any time.

3.1.5 A Group should be established where there is a requirement to perform actual development activity across a specific area of standards. This may be established on the basis of a discrete function, or an existing body of standards that require an identifiable area of expertise. The structure of Groups should maximize efficiency and reduce duplication.

3.1.6 Each Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.

Continuation of Groups

The Board has voted to dissolve both the Passenger Experience Management Group and the Airport Services Group as of April 2020. The board will take over the responsibilities of the Passenger Experience Management Group and the Airport Services Group. The Facilitation, Common use, Fast Travel and DCS Messages Working Groups will report directly to the Travel Standards Board.

The Board has accordingly endorsed the continuation of all groups, with the exceptions of the Passenger Experience Management Group and the Airport Services Group, for a further 12 months, from 1 November 2020.

The creation of a baggage Steering Group has been endorsed by the Travel Board on April 9, 2020; a Baggage working group will be reporting directly to the Baggage Steering Group.

The Terms of Reference of the Groups are provided as Attachments to this item as follows.

Group name	Scope (from Terms of Reference)	Terms of Reference Attachment
Common Use Group	Deals with matters concerning Common Use Self Service (CUSS-RP 1706c), Common Use Passenger Processing Systems (CUPPS-RP 1797), Bar Coded Boarding Pass (BCBP-RESO 792), Common Use Web Services (CUWS-RP 1741), and IATA Technical Peripheral Specifications (formerly AEA) (ITPS-TSG).	A_D4
Facilitation Group	Deals with matters concerning passenger facilitation, and the exchange of information between airlines and other stakeholders including airports and governments.	B_D4
Baggage Working Group	Deals with matters concerning passenger baggage processes.	C_D4

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.

Departure Control System Working Group	Deal with matters concerning passenger Departure Control System (DCS) processes. 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.	D_D4
Fuel Data Standards Groups	Deal with matters concerning the development and maintenance of data standards to facilitate aviation fuel processes in an efficient and effective manner, including the associated business requirements. Review and endorse proposals to create or amend standards governing these processes, according to the methodology described in Appendix II of these document. Ensure that proposals align with existing standards and the requirements are documented with a corresponding change to the Implementation Guide where applicable.	E_D4
Baggage Steering Group	Deal with matters concerning the development of baggage standards. Review and develop proposals from the Travel Board in the area of baggage collaboration, infrastructure and data. Review the workplan of the baggage working group (BWG) to ensure alignment to overall standards strategy. Review and endorse non-standard related guidance materials such as implementation guides, fact sheets, etc.	F_D4
Ground Operations Automation and Digitalization	Digital standards in the scope of Airside Operations (e.g. Aircraft-Turnaround, Load Control, De-Icing, Loading; Ground Support Equipment and Aircraft Interface) Develop best practices for ramp automation (e.g. autonomous vehicles, ramp infrastructure) Develop and update of relevant sections of the IATA Airport Handling Manual (RP 1690A) Develop and update IATA Ground Operations Manual Section 5 (RP 1690B) Develop and updated digital standards to be endorsed by IATA Architecture and Technology Strategy Board under the provisions of Resolution 009.	

Action

The active groups are established under the authority of the Board, and are presented for the Conference to note

Attachment A_D4: Common Use Group (under Travel Standards Board) Terms of Reference

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Common Use Group (CUG)
Reports to	Travel Standards Board (TSB)
Role / Mandate	<p>Common Use will provide flexibility of choice to deploy services based on interfaces adhering to industry standards.</p> <ol style="list-style-type: none"> Deal with matters concerning: <ul style="list-style-type: none"> Common Use Self Service (CUSS), the specifications and standards for multiple airlines sharing one physical self-service kiosk. (RP 1706c) Common Use Passenger Processing Systems (CUPPS), the range of services, specifications and standards enacted to enable multiple airlines, service providers or other users to share physical check-in or gate podium positions whether simultaneously or consecutively. (RP 1797) Bar Coded Boarding Pass (BCBP), the required characteristics of the data elements and format of the Bar Code on the Boarding Pass. (RESO 792) Common Use Web Services (CUWS), the standardization of data exchange supporting common use self-service bag drop and different touchpoints through the use of web services technology. (RP 1741) IATA Technical Peripheral Specifications (formerly AEA) (ITPS-TSG), 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). Review and endorse proposals to create or amend standards governing these processes, including data exchange standards for passenger data. Review and approve proposed additions, changes and deletions to standards including RP 1706c, RP 1797, RP 1741 and Resolution 792 on BCBP as well as any future standards relating to common use environment. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. Liaise closely with other bodies, including Airlines for America (A4A), Airports Council International (ACI) and IATA Committees impacting on Common Use Standards Maintain a work plan and report regularly to Travel Standards Board.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2020

Participation	<p>The Common Use Group is opened to all IATA airline members or organizations that are members of the Strategic Partnership program with the Passenger Experience or Common Use area of involvement.</p> <p>Members</p> <ul style="list-style-type: none"> • The CUG works closely with IATA member airlines, IATA Strategic Partners as well as Industry Associations with the Passenger Experience or Common Use area of involvement. • The CUG shall elect a Chairperson and a Vice-Chair (or Co-Chairs) that will propose to the Management Group any task forces or technical solution groups to work on tasks to meet its deliverables. • The CUG is currently composed of the following sub-groups: <ul style="list-style-type: none"> • Technical Solution Group CUSS • Technical Solution Group CUPPS • Technical Solution Group Common Use Web Services • IATA Technical Peripheral Specification • Bar Coded Boarding Pass (BCBP) group of experts
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Airports • Governments • Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience or Common Use. <p>Or any other organizations subject to the approval of the Chairs and IATA.</p>
Meetings	<p><i>*Due to the Covid-19 pandemic, no face to face meeting occurred in 2020 and have been replaced by virtual sessions/calls.</i></p> <ul style="list-style-type: none"> • The CUG will meet at least twice annually on a face-to-face basis, coinciding with the PEMG meeting. • The CUG may arrange additional meetings outside of this schedule as required. • Each sub-group could also schedule some additional meetings if required. • Additionally, conference calls may be arranged at the CUG level and subgroup level to progress work streams as required. • The agenda for the meetings will be proposed by the IATA CUG facilitator and validated with the CUG at least 14 days prior each meeting. • All topics discussions and decisions reached shall be formalized in meeting minutes and circulated within a maximum of one month from the meeting date.
Working Groups	<p>The CUG may establish and disband temporary sub-groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>The CUG is currently composed of the following subgroups:</p> <ul style="list-style-type: none"> • Technical Solution Group Common Use Self Service (CUSS-TSG) • Technical Solution Group Common Use Passenger Processing Systems (CUPPS-TSG) • Technical Solution Group Common Use Web Services (CUWS-TSG) • IATA Technical Peripheral Specifications (ITPS-TSG) • Bar Coded Boarding Pass (BCBP) group of experts

Officers	<ul style="list-style-type: none"> • The CUG shall elect a Chairperson and a Vice-chairperson (or Co-Chairs) for a term up to two years by a simple majority vote. Membership is renewable. • IATA Airline members are eligible for the Chairperson and vice-chair positions. • IATA members, ACI member airports and IATA Strategic Partners may vote. • There needs to be one vote per organization and per category in order to be valid. • If a CUG Chairperson/Vice-chairperson cannot complete their term, a new election for a Chair or Vice-Chairperson would be held. • The CUG Chairperson and Vice-chairperson commit to attend: <ul style="list-style-type: none"> • At least half of the face to face meetings per annum to ensure continuity. • The majority of conference calls in a given calendar year. • Any member of the subgroups could be nominated for a lead and co-lead position. • Each subgroup will elect a lead and co-lead for a term up to two years that can be renewable. • The leads and co-leads of subgroups commit to attend the majority of meetings and conference calls. In case of low participation, new elections would be held. • The role of the lead/co-lead of a Common Use subgroup requires the following: <ul style="list-style-type: none"> • Propose an agenda for meetings and conference calls • Drive subgroup discussions during meetings and conference calls • Produce minutes of meetings and conference calls in a timely manner and • Report back on the subgroup activities during the CUG monthly (quarterly) conference call. • Leads and co-leads cannot cumulate roles and be a CUG chair/vice-chair.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in common use processes.
Quorum	n/a
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority.</p> <p>Each organization may exercise only one vote, and abstentions are not counted.</p> <p>IATA members and IATA Strategic Partners may vote. Where activity is joint with A4A, a separate A4A vote will be held for applicable items. The members of the CUG commit to attend the majority of meetings and conference calls. In case of low participation, the leads/co-chairs of the CUG can terminate a participant and find a new participant.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may also attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p>

	A minimum of 6 votes is required for a decision to be valid, with at least one vote per organization type represented amongst the named group members (airline, airport, Strategic Partner).
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Travel Standards Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment B_D4: Facilitation Group (under Travel Standards Board) Terms of Reference

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Group name	Facilitation Group (FG)
Reports to	Travel Standards Board (TSB).
Role / Mandate	<p>The Facilitation Group (FG) provides solutions to improve the current passenger process including in the area of efficiency, passenger data transmission, identity management, immigration, accessibility. Border management and other requirements related to police, custom, agriculture and health controls have an impact on airlines operations and passenger process time.</p> <ol style="list-style-type: none"> 1. Deal with matters concerning passenger facilitation, and the exchange of information between airlines and other stakeholders including airports and governments. 2. Review and endorse proposals to create or amend standards governing these processes, including data exchange standards for passenger data. 3. Streamline the passenger process from booking to destination. 4. Ensure passenger process is facilitated also for persons with reduced mobility and disabilities 5. Address situation of disruptions and provide guidance for carriers in such circumstances 6. Advocate for an effective regulatory framework which supports a sustainable aviation industry and promote safe, secure and seamless passenger travel. 7. Develop strategy and tools for effective communications and information sharing. 8. Develop a streamlined management of the passenger's identity through the process 9. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. <p>The group provides guidance to the travel board.</p>
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2020
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Airports • Governments

	<ul style="list-style-type: none"> Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience, Disruption management or Passenger Accessibility. <p>Or any other organizations subject to the approval of the Chairs and IATA.</p>
Meetings	Scheduled as required, minimum of one per year.
Working Groups	<p>The group may establish and disband temporary sub-groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>The following Working Groups are hereby established:</p> <ul style="list-style-type: none"> Control Authority sub-group One ID Advisory Group One ID Group Future of Passenger Data Task Force - FoPD (disbanded on March 2020 due to the de-prioritization of the project) PNRGOV sub-group PAXLST Sub-group Passenger Accessibility Process (Task Force) Disruption Management (Task Force) IGOM Chapter (Task Force)
Officers	<p>A Chair will be elected from a group member representing a Government.</p> <p>The Chair is elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of the Chair.</p> <p>IATA provides the secretariat.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in passenger facilitation.

Attachment C_D4: Baggage Working Group (BWG) (under Travel Standards Board) Terms of Reference

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Group name	Baggage Group
Reports to	<p>Travel Standards Board</p> <p>The BG used to report to the Airport Services Group which was dissolved by the Travel Standards Board on April 9, 2020.</p> <p>The Travel Standards Board endorsed the creation of a Baggage Steering Committee, which has not been created yet.</p>
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning passenger baggage processes. 2. 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. 3. Review and improve industry standards with respect to reducing interline baggage mishandling as regards to baggage messages, and bag tag construction. 4. Identify any cross-functional issues related to baggage messaging that need to be resolved outside the BWG and Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. 5. Review and endorse proposals to amend: Resolution 709, 739-746, 751-754; and Recommended Practice 1739-1740e, 1743a-1751, 1752a, and 1754. 6. Maintain a work plan and report regularly to Airport Services Group.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2020
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 members.</p> <p>Where nominations exceed available vacant positions, the Airport Services Group will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p>

	<p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Airports • Governments • Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience or Common Use. <p>Or any other organizations subject to the approval of the Chairs and IATA.</p>
Meetings	Scheduled as required, minimum of one per year.
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>Groups are established as follows:</p> <ul style="list-style-type: none"> • Baggage Information eXchange Group • Electronic Baggage Tags Group • Lost and Found Group • Automation Group • RFID Group • Baggage Prorates Group
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The Chair and Vice-Chair will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>An IATA secretary will be provided by IATA Management and an A4A Secretary by A4A.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in airport services activities.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority of airline votes. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p>

	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may also attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Travel Standards Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment D_D4: Departure Control System Group (DCSG) (under Travel Standards Board) Terms of Reference

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Group name	Departure Control System Group (DCSG)
Reports to	Travel Standards Board The Airport Services Group (ASG) has been dissolved by the Travel Standards Board on April 9, 2020.
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning passenger Departure Control System (DCS) processes. 2. 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. 3. Review and endorse proposals to amend: Resolution 708; and Recommended Practice 1706a, 1706b, 1707a-1719e (overseen by the DCS Messaging Working Group) 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. 5. Maintain a work plan and report regularly to Airport Services Group.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2020
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 members, with a minimum of 2 IATA or A4A airline members.</p> <p>Where nominations exceed available vacant positions, the Airport Services Group will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>

	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	<p>IATA Member Airlines</p> <p>A4A Member Airlines</p> <p>Strategic Partners in the Travel Standards Strategic Partnerships program.</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	Scheduled as required, minimum of one per year.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The Chair and Vice-Chair will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>An IATA secretary will be provided by IATA Management and an A4A Secretary by A4A.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in airport services activities.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority of airline votes. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may also attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Travel Standards Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment E_D4: Fuel Data Standards Group (FDSG) (under Travel Standards Board) Terms of Reference

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Fuel Data Standards Group (FDSG)
Reports to	Travel Standards Board. Receives business input, guidance and support from the Commercial Fuel Working Group (CFG), under the Industry Financial Advisory Council.
Role / Mandate	Deal with matters concerning the development and maintenance of data standards to facilitate aviation fuel processes in an efficient and effective manner, including the associated business requirements. Review and endorse proposals to create or amend standards governing these processes, according to the methodology described in Sub-item D4.7.1. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to the Implementation Guide where applicable. Review and endorse proposals to maintain and/or amend: Fuel Invoice Standard; Fuel Transaction Standard; Fuel Operational Standard (formerly known as Pre-Transaction Standard); Fuel Tender/Bid Standard; Fuel Code Directory Identify digital transformation opportunities and drive industry movement towards leveraging these. Steer fuel digital projects to ensure project completion and success. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. Maintain a work plan, report regularly to the Travel Standards Board, and inform the CFG.
Period of effectiveness	The Group is effective from 1 November 2020, for a period of 12 months, and may be disbanded by the Travel Standards Board at any time.
Participation	To participate in the Group, organizations must either be Members of the group, or participate as Observers.

	<p>Members</p> <p>Minimum 10, maximum 20 organizations will be elected as Members, of which a minimum of 6 must be IATA Member Airlines</p> <p>Membership of the Group is, subject to the discretion of the Group Chair and the IATA Secretary, to ensure a fair representation of airlines and other relevant industry partners. Application for membership to this Group can be made in written form or by e-mail to the IATA Secretary of the Group.</p> <p>Member organizations must commit to active participation of one designated and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during the term only when absolutely necessary.</p> <p>Any organization which fails to attend 2 consecutive meetings (including scheduled telephone calls without providing an alternate) may forfeit its membership in the Group, subject to the decision of the Group Chair and IATA Secretary.</p> <p>Observers</p> <p>Any organization eligible for participation but which is not a member may attend any meeting as an observer, and access any materials from meetings, subject to the approval of the Group Chair and IATA Secretary.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the areas of Fuel Services, Technical Fuel, or Aviation Support Services.</p> <p>Any other relevant organization subject to the approval of the Group Chair and IATA Secretary.</p>
Meetings	<p>Quarterly meetings will be scheduled (as required by the work plan and in concurrence with the IATA Secretary), of which at least two meetings are expected to be face to face.</p> <p>IATA shall have the responsibility to coordinate meetings of the Group including the preparation of the agenda for and reports of the meetings, and arrange for appropriate support services (for example, legal and technical support).</p>
Focus Groups	<p>The Group may establish and disband temporary focus groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the IATA Secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from Group Member delegates representing airlines. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a term of 3 years, with an expected rotation after 2 terms.</p> <p>All airlines which are members of the Group will be eligible to vote in the election of Chair and Vice-Chair.</p> <p>A Secretary will be provided by IATA Management.</p>

Profile of delegates	<p>Named delegates should have relevant experience and day-to-day involvement in the following areas:</p> <p>Fuel procurement/sales</p> <p>Fuel ticketing & invoicing</p> <p>Fuel operations</p> <p>IT services</p>
Quorum	<p>A quorum of 50% of airline members of the Group or five (5) airlines, whichever is higher, is required for voting to be valid.</p>
<p>Voting</p> <p>(Excluding the election of Chair and Vice-Chair).</p>	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any airline member of the Group may attend any meeting of the Group and may participate in any vote at meetings where they attend. Any airline member of the Group may participate in an online ballot by notifying the IATA Secretariat in advance.</p> <p>Decision making is by majority vote of member airlines of the Group participating in the vote. Each airline may exercise only one vote, and abstentions will not be counted.</p> <p>Each member of the Group shall be obliged to make a declaration of interest or conflict of interest if in its view a matter being deliberated or voted by the Group is a matter in which the member, in his personal capacity, or the organization he or she represents, has a personal or direct financial interest in the outcome. This obligation shall be without prejudice to the right of IATA to make an appropriate intervention and subsequent determination, if in its view, there was sufficient evidence of a potential conflict of interest. A member who makes such a declaration, or in whose respect an equivalent determination is made by IATA, shall not participate in the deliberation or voting of the relevant matter.</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 15 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all members of the Group.</p>
Endorsement of standards	<p>Standards endorsed by a valid vote will be presented to the Travel Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the Travel Standards Board and adoption at the Passenger Services Conference as required.</p>
Conditions for Use and Intellectual Property	<p>Conditions for use of the IATA fuel standards and associated materials, as well as intellectual property rights are described in Sub-item D4.7.2.</p>

Attachment F_D4: Baggage Steering Group Terms of Reference

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Baggage Steering Group (BSG)
Reports to	Travel Standards Board (TSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning passenger baggage processes. 2. 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. 3. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Resolution 709, 739-746, 751-754; and Recommended Practice 1739-1740e, 1743a-1751, 1752a, 1754 (overseen by the Baggage Working Group) 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. 5. Maintain a work plan and report regularly to Travel Standards Board.
Period of effectiveness	Effectiveness for a period of 12 months from 1 November 2020
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 9, maximum 18 IATA airlines.</p> <p>Where nominations exceed available vacant positions, the Travel Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may not appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p>

	<p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	Scheduled as required, minimum of one per year.
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One working group is established with their own terms of reference:</p> <ul style="list-style-type: none"> • Baggage Working Group (BWG)
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The Chair and Vice-Chair will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>An IATA secretary will be provided by IATA Management.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in airport services activities.
Quorum	A quorum of 51% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot. For an online ballot, a two-thirds majority is required, and the ballot will remain open for 21 days.</p> <p>Any Member airline may also attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Endorsement of standards	<p>The role of the steering group is to guide the activities of the Baggage Working Group. It is not anticipated that the Baggage Steering Group will create standards, however they may sometimes amend standards from the Baggage Working Group. Standards endorsed by a majority vote will be presented to the Travel Standards Board for approval, before presentation to the Conference for adoption as required.</p>

	<p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>
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Item D4.1: Report and Workplan of the Baggage Steering Group, under the Travel Standards Board

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Submitted by: Andrew Price, Head Global Baggage Operations, Secretary of the Airport Services Group,
[pricea@iata.org]

Background

The Baggage Steering Group was Re-established to provide a small group that can discuss the strategy for baggage standards. The group does not act as a governance body for the approval of standards, but as a sounding board for positions taken by IATA with regard to baggage operations.

1. Deal with matters concerning passenger experience, including the associated business requirements.
2. 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.
3. Review and endorse proposals to amend:
4. Resolution 792
5. Recommended Practices 1701, 1701a – m, 1706c, 1797 and 1741.
6. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
7. Liaise with the Airports Council International ACI.
8. Maintain a work plan and report regularly to Travel Standards Board.
9. Review and endorses industry business cases for a new generation of passenger experience projects submitted by its working groups.
10. Propose new projects or the closure of existing projects subject to approval by the IATA Governance.

Members of the Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

In addition to the airline members, there are airport members (Heathrow, Fraport) and A4A representatives and a representative from ACI (Airlines Council International) who bring their viewpoints to the committee.

Position	Airline	Delegate name
1	Alaska Airlines	Rick Nagy
2	Delta Air Lines	David Hosford
3	American Airlines	Mark Matthews
4	Lufthansa	Hansjuergen Lehmann
5	Air France	Thierry Michelon
6	KLM	Tarik Ennad
7	SAS	Susanne Birge
8	Turkish Airlines	Ergen Altıyaprak

9	Thai Airways International	Surin
10	Singapore Airlines	Mohammad Nazri
11	All Nippon Airways	M Azuma
12	South African Airlines	Bali Mabena
13	Egyptair	Samir Soliman
14	Etihad	Eva Nemcova

Chair and Vice-Chair

The baggage steering group has not met physically since 2019, and all discussions have taken place by e-mail. Given that there are no votes taking place in the Baggage Steering Group the chair and vice-chair positions remain vacant.

Group activity in 2020

The Baggage Steering Group has been consulted on a number of occasions to contribute to and review the IATA position on Industry Restart and the use of passenger baggage allowance by third parties.

Group adoption of standards

N/A

Group Work Plan

It is intended that this group will continue to act as an advisory board for baggage operations. The group is particularly interested in the following activities:

1. Review of IATA Restart, baggage plan and any other major deliverables
2. Strategic input on:
3. Off Airport Framework
4. 753 delivery – we do not have 100% coverage yet
5. Modern Baggage Messaging implementation
6. RFID
7. UNAR processes, touch-free, Resolution 755 (Reflight messaging)
8. Multi-model (rail-air connections)

Action

Conference to note the report

Item D4.2: Report and Workplan of the Baggage Working Group

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Submitted by: Rick Nagy, Alaska Airlines, Chair of the baggage Working Group, under the Travel Standards Board

Blanka Svobodova, Manager Global Baggage Operations, Secretary of the Baggage Working Group,
svobodovab@iata.org

Background

The Baggage Group was established under the Travel Standards Board with a mandate to develop proposals on standards and to:

1. Deal with matters concerning passenger baggage processes.
2. 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.
3. Review and improve industry standards with respect to reducing interline baggage mishandling as regards to baggage messages, and bag tag construction.
4. Identify any cross-functional issues related to baggage messaging that need to be resolved outside the BWG, and Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
5. Review and endorse proposals to amend: Resolution 709, 739-746, 751-754; and Recommended Practice 1739-1740e, 1743a-1751, 1752a, and 1754.

Members of the Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. However, elections were not held, and the meetings were open to all members.

BWG meetings are open to all Member airlines

Chair and Vice-Chair

Chair: Rick Nagy, AS

Vice-Chair: Eleonore Wenzl-Bery, LH

Group activity in 2020

BWG44 meeting took place on the 24th of September 2019 in FRA

BWG45 virtual meeting took place on the 10th of June 2020

Group adoption of standards

Baggage Working Group voted unanimously for the update of standards as presented in this agenda.

Group Work Plan

Next Virtual meeting planned for October 2020
2021 – 2 BWG meetings (face to face or virtual)

Topics:

Contact less baggage

Further work on EBT and HPBT – update of the Implementation guide, Case studies of Implementation

Update of RP 1800

Off airport baggage process

Clarification of UNAR process = Bags ahead of passengers (we received several inputs to work on during last BWG meeting)

Provision for European Commission enabling bags staying on board without re-screening in case bags screened by EDS3 standard machines

Claims/Prorates standards (Reso 754, 780, 743)

Provision for mishandling created by passenger (non-proratable cases)

Guidance for dealing with low-cost/charter to IATA member airline cases

Fraud prevention

Issue of increasing number of damage bags

Baggage Information Exchange

Working on schema update 20.3, alignment approved changes in RP 1745 with xml schema

In 2021 – regular update of XSD

Resolution 755 Re-fighting messaging

Update needed, received inputs from vendors

+ One Pager on rules/changing tag during Re-flight

Action

Conference to note report.

Item D4.2.1: Voting Items of the Baggage Working Group, under the Travel Standards Board presented as a package.

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Submitted by: Rick Nagy, Alaska Airlines, Chair of the baggage Working Group, under the Travel Standards Board

Blanka Svobodova, Manager Global Baggage Operations, Secretary of the Baggage Working Group,
svobodovab@iata.org

Background

The Baggage Working Group persevered through the many challenges related to Covid-19 to accomplish important work to update RFID, Electronic Baggage Tag standards to reflect today's technology. This good work, along with other updates, will ensure that our guests and their belongings travel together safely and efficiently.

Following are some of the highlights of this year's efforts.

- Updated R 743D to include generic and inclusive baggage content descriptions
- Updated R780, elevating the importance of the passenger's baggage in the language of the resolution and strengthening certain passenger remuneration provisions
- Enhanced electronic baggage tag recommendations, including the use of NFC and battery less option to update the EBT (R 1754)
- Modernized certain technical requirements and definitions for the use of RFID inlays in checked baggage (RP 1745 and RP 1740c)
- Provided a common layout for the RFID tag for use with on-demand baggage tags (R 740)
- Added exceptions codes to accommodate company mail and postal service mail being shipped as checked baggage (RP 1745)

As Chairman of the BWG, my sincere appreciation goes out to all of the team members that volunteer their time, passion and wisdom to the working group. This work could not be completed without their efforts.

Finally, I want to thank the Travel Board for their direction as well as Blanka Svobodova, Andrew Price and the IATA Baggage team for their role in keeping focus on improving the guest experience. It is a privilege to serve with you.

Rick Nagy
Alaska Airlines
Chairman – IATA Baggage Working Group

Item name	Item number
Update of Resolution 780 Form of Interline Agreement	D.4.2.1/aP
Update of Resolution 743D – Content categories and examples	D.4.2.1/bP
Update of RP 1754	D.4.2.1/cP
Update of RP 1745	D.4.2.1/dP
Update of RP 1740c	D.4.2.1/eP
Update of Resolution 740	D.4.2.1/fP
Update of RP 1745 New Exception Codes MAIL/CMAL	D.4.2.1/gP
Update of RP 1800	D.4.2.1/hP

Action

Conference to adopt all items in package.

Item D4.2.1a/P: Update of Resolution 780 Form of Interline Agreement

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Submitted by: Baggage Working Group

Secretary Note: The Baggage Working Group voted on changes to the MITA Agreements, which have been incorporated and described in the item presented by the Interline Group under the Planning Standards Board. No further action from the Conference is required on this item.

Item D4.2.1b/P: Resolution 743D – Content categories and examples

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Submitted by: Baggage Working Group

Background

Changes to Resolution 734D were adopted by the baggage working group.

Action

Conference to adopt changes to IATA Resolution 734D as outlined in ***Attachment A_ D4.2.1b/P.***

Attachment A_D4.2.1b/P: Resolution 743D – Content categories and examples

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RESOLUTION 743 Attachment “D”

CONTENT CATEGORY AND CONTENT DICTIONARY

When listing the contents of missing and on hand baggage messages, the following categories shall be utilised:

1. CONTENT CATEGORIES

~~Alcohol~~ Food/Beverage/Tobacco

Art/Photo

~~Audio~~ (will be under Electronics)

Book/Papers

Coat/Jacket

~~Computer~~ (will be under Electronics)

Cosmetics/Hair

Currency/Wallet

Dress/Skirt

~~Electric~~ Electronics*) **Note: anything that can be recharged or plug in**

~~Food~~ (will be under Food/Beverage/Tobacco)

Footwear

Gift

~~Hair~~ (will be under Cosmetics/Hair)

~~Handbag~~ Bag

Headwear/Weather

Household

Infant/Children

Jewellery/Timepiece

~~Linen~~ (will be under Household)

Mechanic/Tools

Medical/ Optics

Music

Nature

~~Optics~~ (will be under Medical/Optics)

~~Papers~~ (will be under Book/Papers)

~~Photo~~ (will be under Art/Photo)

Religious

~~Skirt~~ (will be under Dress/Skirt)

Shirt/Sweater

~~Sleepwear~~ (the item could go under Shirt and Trousers)

Sport/Sportswear

~~Sportswear~~ (will be under Sport/Sportswear)

Suit

~~Sweater~~ (will be under Shirt/Sweater)

~~Tobacco~~ (will be under Food/Beverage/Tobacco)

~~Tools~~ (will be under Mechanic/Tools)

Toys

Trousers

Uniform

~~Video~~ (will be under Electronics)

~~Weather~~ (will be under Headwear/Weather)

Weapon

*) Note: anything that can be recharged or plug in

Item D4.2.1c/P: Update of RP 1754

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Submitted by: Baggage Working Group

Background

Changes to Recommended Practice 1754 were adopted by the baggage working group.

Action

Conference to adopt changes to IATA Recommended Practice 1754 as outlined in ***Attachment A_ D4.2.1c/P.***

Attachment A_D4.2.1c/P: Update of RP 1754

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RECOMMENDED PRACTICE 1754/ A4A 30.71 FORM and FUNCTION of the ELECTRONIC BAGGAGE TAG (EBT)

The following are the minimum specifications for an electronic baggage tag applicable for use in an interline environment by IATA members.

~~This guidance for electronic baggage tags pertains to tags approved for general use. The countries where electronic baggage tags may be used are shown in the Fast Travel map. Where use in a country or region is dependent upon additional specification that are not in this guide, then those specifications will be shown in attachments to this Recommended Practice.~~

GENERAL EBT PRINCIPLES

1. Any party may manufacture electronic baggage tags. Airlines will not be the sole point of distribution for electronic baggage tags.
2. Electronic baggage tags are considered to be Personal Electronic Devices (PEDs) and should adhere to FAA Guidance 91-21-C or its subsequent versions.
3. All electronic baggage tag providers should submit their design details and samples to IATA.
Details are available by contacting baggage@iata.org.
4. Airlines retain the right to accept an electronic baggage tag for carriage or not.
5. All Electronic Baggage Tags shall have a GUID (Globally Unique Id).
6. A QR Code containing the GUID of the baggage tag shall be printed permanently on the EBT as a fall back option for broken screen.
- ~~7. EBTs shall include a physical switch that activates the tag into listening mode for an update. The listen mode shall be maintained for a limited period of time, and the tag shall cease to listen once the update is complete or in the absence of transmission for 60 seconds. Other techniques may be used to activate the listening mode of an EBT in addition to the physical switch. When such techniques are used, the EBT shall make use of additional security mechanisms to ensure an authorized party is updating the tag.~~
As a security measure, the EBT must incorporate the means to ensure it is activated in close (< 5 cm) proximity of the device, e.g. require a button press, or hold NFC reader close. If an EBT can be activated and updated over a longer distance, additional security mechanisms must be used to ensure an authorized party is updating the tag.
8. Simple validation of displayed data by checking the messages using LPN and .M (GUID). If different, could be a miss-labelled bag. Use .M as master.
9. The update of the EBT information via any available channel must refresh the display.
10. It must be possible to update an EBT using a passenger owned device (such as a mobile phone) and/or and airline owned device (such as a handheld scanner or fixed airport infrastructure).
~~Ability to update EBT with PAX device plus Airline owned device.~~
11. EBTs are designed to not transmit accidentally (see point 2). To facilitate this the journey data update mechanism can only activate a tag for a limited time, which is no more than 60 seconds with the tag ceasing to be active once the update is complete.
- ~~44~~12. Airlines or their authorized agents (operating through a trusted channel) must be able to update the tags throughout the journey to cope with itinerary changes and disruptions.
- ~~42~~13. Manufacturers must provide mechanism to update tags individually or en masse through the RFID interface or manual button press, but it shall not be possible to make mass updates through other interfaces.

Item D4.2.1d/P: Update of RP 1745

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Submitted by: Baggage Working Group

Background

Changes to Recommended Practice 1745 were adopted by the baggage working group.

Action

Conference to adopt changes to IATA Recommended Practice 1745 as outlined in ***Attachment A_ D4.2.1d/P.***

Attachment A_D4.2.1d/P: Update of RP 1745

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Recommended Practice 1745

2.3.16 .M Unique Identifier

Construction	Example	Format
2.3.16.1 Element Identifier: Full stop (.), 'M'	.M	.a
2.3.16.2 Separator: oblique (/)	/	/
2.3.16.3 Baggage Tag Number — 10-digit License Plate Number	4220123456	fffffffff
2.3.16.4 Separator: oblique (/) Unique Identifier Type—G = RFC 4122 UUID	/	/
--- G = 32-character RFC 4122 UUID --- T = 24-character TID --- A = 28-character TID --- B = 32-character TID --- C = 36-character TID --- D = 40-character TID --- E = 44-character TID --- F = 48-character TID		
2.3.16.5 X = GUID generated from TID (see below)* — T = TID	G	a
2.3.16.6 Separator: oblique (/) Unique Identifier (GUID or TID)	/	/
2.3.16.7 (24 or 32 to 48 hexadecimal characters in length)	C96B68CEAC214937AFDFDDC2BA4289EC	t(t..t)
2.3.16.8 Separator: oblique (/)	/	/
2.3.16.9 Link: for internal airline usage only	002	fff
2.3.16.10 End of element delimiter	-	-
Example:	.M/0006635467/G/9981117C0CCC452CA3B618B238E00759 .M/0006635467/T/68CEAC214937AFDFDDC2BA42<=	<=

* A TID is converted into a GUID as follows:

- Take the TID as 24 hexadecimal characters XXXXXXXXXXXXXXXXXXXXXXXX
- From the left, split it into 12-, 3- and 9-character sections XXXXXXXXXXX XXX-XXXXXXXXX
- Insert a "4" and an "A" at the split points and append the sequence "454254" to the end of the result:
XXXXXXXXXXXX4XXXXXXX454254

Note: TID stands for Transponder Identity and is originated from the RFID tag. TID is essential for Reusable Tags to identify the tag, is encoded in the tag in TID memory and should be associated with the LPN generated by the DCS.
Reference: RP 1740c

Note Reference to RP 1740c

Item D4.2.1e/P: Update of RP 1740c

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Submitted by: Baggage Working Group

Background

Changes to Recommended Practice 1740c were adopted by the baggage working group.

Action

Conference to adopt changes to IATA Recommended Practice 1740c as outlined in ***Attachment A_ D4.2.1e/P.***

Attachment A_D4.2.1e/P: Update of RP 1740c

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Recommended Practice 1740c

...

2.7 Object Identifier

Object Identifier	Object	Mandatory	Status	Memory Bank	Decoded Data Characters
1 0 15961 12 1	License Plate Code (10 digit)	Y	OTP	01	f[10]
1 0 15961 12 2	Flight date	C	OTP	01	m[3] See encoding rules below.
1 0 15961 12 3	Security Information	N	R/W	11	Select or not; Level of screening—0—5 Screening cleared or failed See encoding rules below.
1 0 15961 12 4	Issuing Station	N	R/W	11	m[3]
1 0 15961 12 5	Baggage Routing	N	R/W	11	m[6–18]
1 0 15961 12 6	Flight Data	N	R/W	11	m[13–65]
1 0 15961 12 7	unused	n/a	n/a	n/a	n/a (note: Previously passenger name, no longer to be used)
1 0 15961 12 8	Airline Frequent Flyer Level	N	R/W	11	f in the range 0 to 3
1 0 15961 12 9	Screening airport code	N	R/W	11	m[3]
1 0 15961 12 10	Destination Code	N	R/W	11	m[3]
1 0 15961 12 11	Internal Airport Status	N	R/W	11	ATL or not See encoding rules below
1 0 15961 12 12	UUID	N	R/W	11	m[32]
1 0 15961 12 13	Flight Suffix	N	R/W	11	m[1–5]
1 0 15961 12 90	Door-to-door Delivery Service: Issue Date	N	R/W	11	f[4]
1 0 15961 12 91	Door-to-door Delivery Service: Sequence Number	N	R/W	11	f[3]
1 0 15961 12 92	EDS Processing for Door-to-see door Delivery Service encoding rules below.	N	R/W	11	m[12]
1 0 15961 12 93	Door-to-door Delivery Service: Collecting Company	N	R/W	11	m[4]
1 0 15961 12 94	Door-to-door Delivery Service: Invoice	N	R/W	11	f[15]
1 0 15961 12 95	Door-to-door Delivery Service: Delivering Company	N	R/W	11	m[4]
1 0 15961 12 127	Optional Data	N	R/W	11	Variable—m[n-m]

...

2.8 Encoding Rules

Reference: ISO 15962

Encoding Rules for the Flight Date
Object ID 1 0 15961 12 2

This element is conditional.

If the tag is pre-encoded then the element shall not be encoded.

If the tag is issued with encoding of the Julian Date then the element shall be encoded as follows:
Date in Julian format (1-366 being the day of the year, e.g. 1 is 01.01, 366 is 31.12 in a leap year).

When used with Pectabs send by the DCS explicitly setting the OID 2 value (instead of doing Auto RFID) the date encoded will be the date as seen by the DCS of the first flight leg from the encoding station contained in the data stream sent to the printer. When using Auto RFID features of the Baggage Tag printer, the Julian Date is derived from the local printer real time clock which can be (and often is) completely different from the DCS clock.

Previously the licence plate extension would be used to allow a greater range in baggage tag numbers to be issued. The inclusion of the date allows this extension, and thus this element has been removed.

Encoding Rules for Security Information

Object ID 1 0 15961 12 3

Security Information consists of:

Passenger Status 1-bit 0 = non-selectee; 1 = selectee

		<u>000 = no screening done</u>
		<u>001 = level 1</u>
<u>Screening Level</u>	<u>3-bits</u>	<u>010 = level 2</u>
		<u>011 = level 3</u>
		<u>100 = level 4</u>
		<u>101 = level 5</u>

Screening Status 1-bit 0 = failed 1 = cleared

This information may be optimally encoded in 5 bits. ISO encoding is byte aligned, so this means that there will be 3 bits that can be used for new applications at a later date. The position definition of each bit is as follows:

Bit 8 Passenger Status

Bit 7 Screening Status

Bit 6 Reserved for future use

Bit 5 Reserved for future use

Bit 4 Reserved for future use

Bits 1-3 for Screening Level

MSB

Encoding Rules for Baggage Routing

Object ID 1 0 15691 12 5

Up to 6 city codes that are being routed—e.g. LHR SINKULPER

This comprises the originating station ID—in this case LHR (London Heathrow), then the subsequent flight segments (Singapore, Kula Lumpur, Perth).

Encoding Rules for the Flight Data

Object ID 1 0 15961 12 6

The flight data is comprised from:

<u>Carrier Code</u>	<u>e.g., KL</u>	<u>2 characters</u>
<u>Flight Number</u>	<u>e.g., 1930</u>	<u>4 numbers</u>
<u>Annual Julian Date</u>	<u>e.g., 220 (representing 8th August)</u>	<u>3 numbers</u>
<u>Arrival Airport Passengers</u>	<u>e.g., AMS</u>	<u>3 alpha-characters</u>
<u>Class of travel</u>	<u>e.g., C (representing "Club")</u>	<u>1 alpha-character</u>

Flight date would be encoded in Julian format
e.g., KL1930220AMSC

The flight data refers to the baggage, not to passenger. This can be different to the passenger routing in some cases. The class of travel refers to the passenger's booked class of travel.

The flight data field allows for 65 characters, which is 5 flight legs.
e.g. QF0999197MELYQF0888197DRWYQF0777197SYDJ

Encoding Rules for Internal Airport Status

Object ID 1 0 15961 12 11
Internal Information consists of:
Bit 8: ATL 1-bit 0 = not-ATL; 1 = ATL
Bits 7-1: Reserve for future use

Encoding Rules for Flight Suffix

Object ID 1 0 15961 12 13
The Flight Suffix object defines the optional flight number suffixes that belong to the flight numbers in the Flight Data object.

The suffix shall be a single uppercase character. The position in the Flight Suffix string corresponds to the ordered sequence of segments in the Flight Data object. Spaces shall be used for segments that don't have a suffix. Trailing spaces are optional and may be omitted to save memory.

For example:

<space>A<space>B

This indicates the 'A' suffix for the second segment defined in the Flight Data object, and the 'B' suffix for the fourth segment defined in the Flight Data object.

Note that the Flight Suffix is stored in a separate object for backwards compatibility reasons.

Encoding Rules for EDS Processing for Door to Door Delivery Services

Object ID 1 0 15961 12 90

The EDS Processing for Door-to-door Delivery Services comprises of a 12 Character alphanumeric string that is to be decoded as follows:

<u>Description of Element</u>	<u>Example</u>	<u>Format</u>
<u>EDS Information</u>		<u>m [12]</u>
<u>Date (5 characters)</u>	<u>JUL 15</u>	<u>MMMDD</u>
<u>Time (4 characters)</u>	<u>0915</u>	<u>4 Digits</u>
<u>Identifier (1 character)</u>	<u>X</u>	<u>1 alphanumeric</u>
<u>Result (2 characters)</u>	<u>11</u>	<u>2 alphanumeric</u>

7. PRIVACY

Privacy is the protection of information that is available on or through the use of the baggage tag. Privacy falls into 2 areas for an RFID tag. These are:

- Protecting the identity of a passenger: it should not be possible to read an RFID tag and determine or obtain the passenger name or other directly identifying information regarding the passenger. This means that the passenger name, frequent flyer number, etc, should not be recorded onto the tag
- Restricting a derived identification of an individual: the RFID tag acts as a unique token that can be used to track an individual, even without knowing their specific identity. For instance, a tag "123" can be issued to a person in Airport A, and then read again in Airport B. You can therefore determine that the passenger was in airports A and B, which can be a privacy issue.

The result of this is that it must be possible to prevent a tag from identifying itself when the purpose for which the tag has been issued is completed. All RFID tags have a KILL and UNTRACABLE command set. It is recommended to ~~always~~ use the UNTRACABLE command rather than the KILL command, as KILL prevents operational recovery actions such as tracing from being enabled with RFID.

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Attachment B

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1. READ SENSITIVITY

The Tag should meet the following read sensitivity (dBm) requirements in the following test configurations through the frequency range. All the tag samples tested should meet the minimum requirements.

1.1 Single Tag on Cardstock

Frequency 902 MHz to 928 MHz in steps of 1 MHz

	ANTENA 1	ANTENA 2	ANTENA 3	ANTENA 4
Position 0	-14	-13	-13	-14
Position 30	-12	-12	-11	-12
Position 60	-9	-9	-8	-7
Position 90	-6	-5	-5	-4NA
Position 120	-9	-9	-8	-7
Position 150	-12	-12	-11	-12
Position 180	-14	-13	-13	-14
Position 210	-12	-12	-11	-12
Position 240	-9	-9	-8	-7
Position 270	-6	-5	-5	-4NA
Position 300	-9	-9	-8	-7
Position 330	-12	-12	-11	-12

Item D4.2.1f/P: Update of Resolution 740

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Submitted by: Baggage Working Group

Background

Changes to IATA Resolution 740 were adopted by the baggage working group.

Action

Conference to adopt changes to IATA Resolution 740 as outlined in ***Attachment A_ D4.2.1f/P.***

Attachment A_D4.2.1f/P: Update of Resolution 740

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Resolution 740

...

5.8.8 Form Feed Area

The following specifications may be used by any Member but are required for baggage tags issued in multiuser or common user systems.

5.8.8.1 If top of form identification is obtained by using a change in opacity, then a form-feed area is required between the end of one tag and the beginning of the next. The form-feed area may range from a minimum of 3.175 mm (0.125 in) to a maximum of 6.0 mm (0.262 **0.236** in). No printable face material may be present in this area. The recommended distance is 6.0 mm (0.262 **0.236** in). See Attachment 'T'.

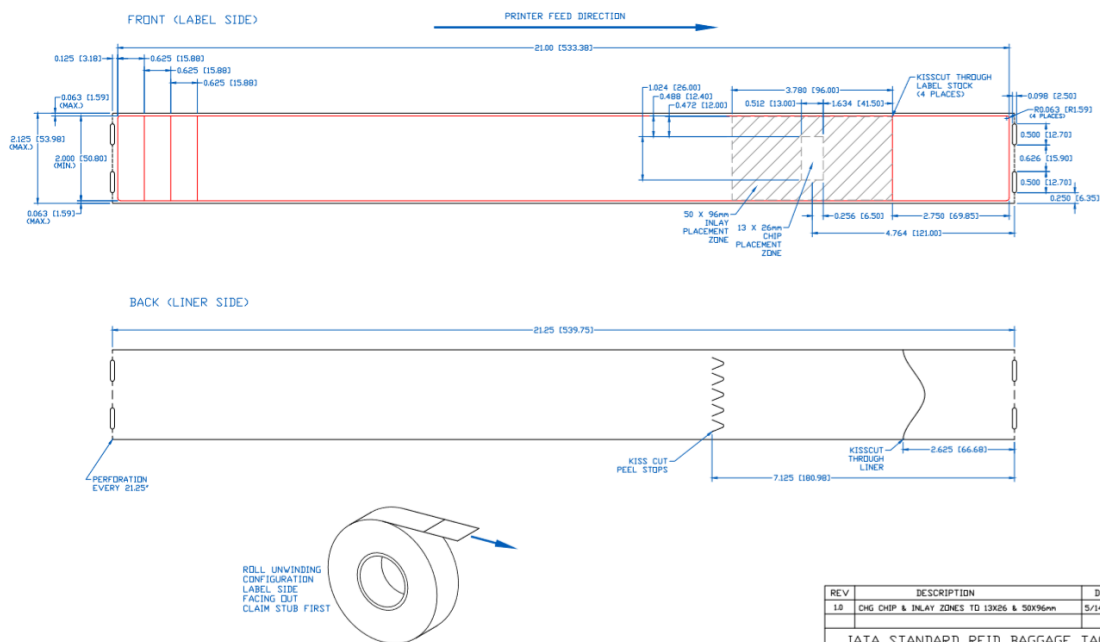
5.8.9 Method of Separation

Separation shall be a perforation located equal distance from the end of one tag to the beginning of the next tag in the form feed area (5.8.8). When there is no form feed area the perforation will be in the face material and backing paper. The recommended maximum value for the perforation is 40N/54 mm (4kg/54 mm) **70N/54 mm (7,2kg/54 mm).**

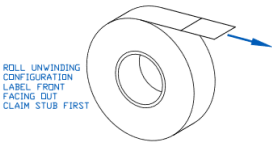
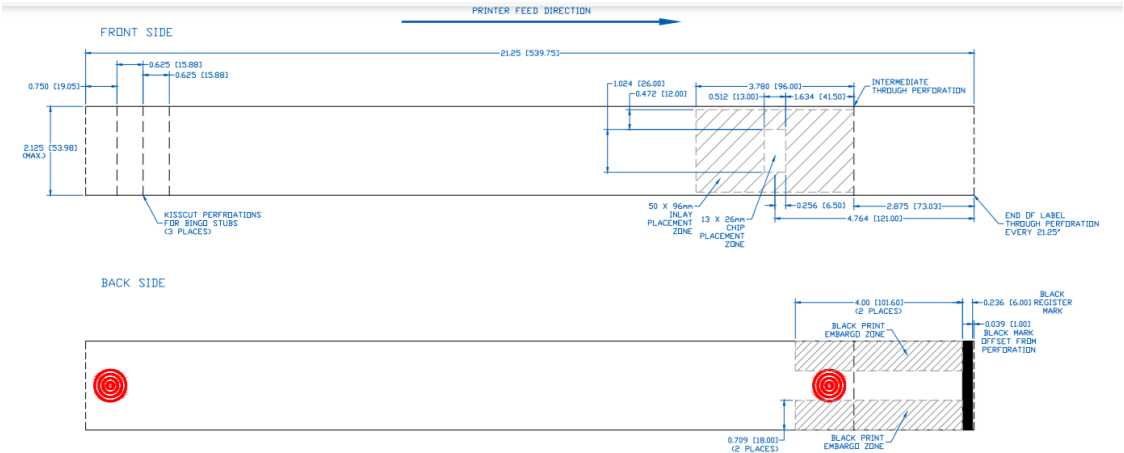
Attachment “G”

IATA standard RFID baggage tag has one basic label design in two possible orientations in order to support applied Industry standard.

"Claim-check" first is often preferred to ensure good receipt by passenger in self-service. "Bingo stub" first facilitates print accuracy on these.



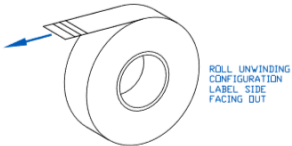
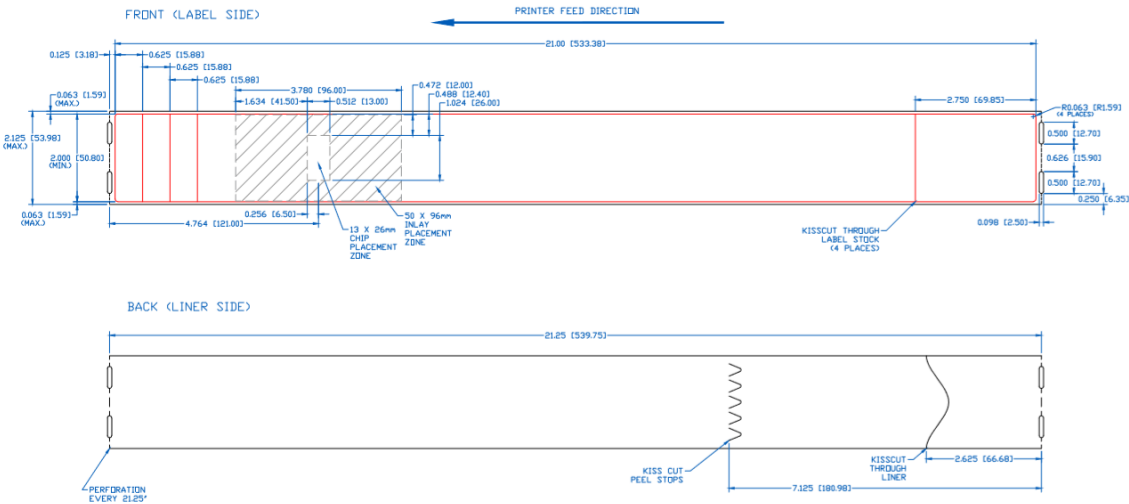
REV	DESCRIPTION	DATE
1.0	CHG CHIP & INLAY ZONES TO 13X26 & 50X96mm	5/14/2020
IATA STANDARD RFID BAGGAGE TAG		
IATA REFERENCES: RESOLUTION 740 RECOMMENDED PRACTICE 1740C		UNWIND CS FIRST DATE: 14 MAY 2020 REVISION: 1.0



REV	DESCRIPTION	DATE
1.0	CHG CHIP & INLAY ZONES TO 13X26 & 50X96mm	5/14/2020
1.1	ADD BACK SIDE VIEW, EDIT PERFORATION NOTES	6/19/2020

IATA LINERLESS RFID BAGGAGE TAG

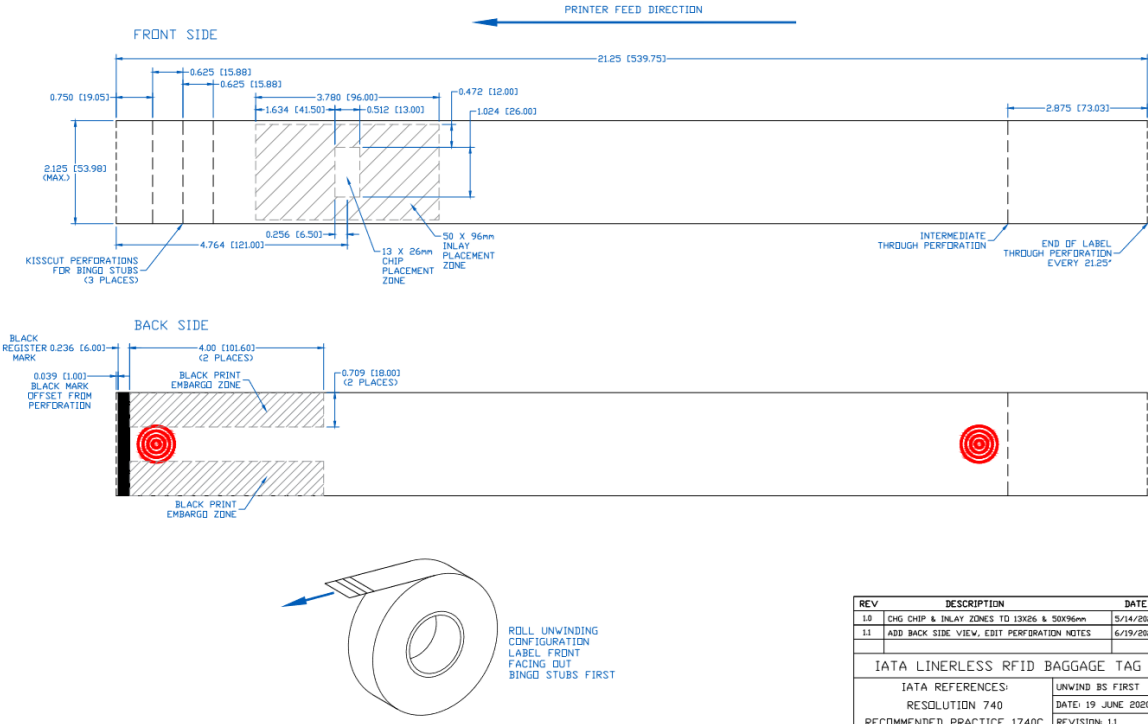
IATA REFERENCES:	UNWIND CS FIRST
RESOLUTION 740	DATE: 19 JUNE 2020
RECOMMENDED PRACTICE 1740C	REVISION: 1.1



REV	DESCRIPTION	DATE
1.0	CHG CHIP & INLAY ZONES TO 13X26 & 50X96mm	5/14/2020

IATA STANDARD RFID BAGGAGE TAG

IATA REFERENCES:	UNWIND BS FIRST
RESOLUTION 740	DATE: 14 MAY 2020
RECOMMENDED PRACTICE 1740C	REVISION: 1.0



Item D4.2.1g/P: Update of RP 1745 New Exception Codes MAIL/CMAL

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Submitted by: Baggage Working Group

Background

Changes to Recommended Practice 1745 were adopted by the baggage working group.

New baggage exception codes "**CMAL**" for Internal Company mail and "**MAIL**" for Postal service mail are added to RP 1745 Attachment A 1.3 – Additional Recommended Codes for Baggage Identification or Handling list.

This will

1. assist Airlines and/or their contracted vendors the choice to identify and track Internal Company mail bag and/or Post service mail bag, if required.
2. enable Airline operator's compliance with local regulations relating to carriage of "Company mail".


Action

Conference to adopt changes to IATA Recommended Practice 1745 as outlined in ***Attachment A_ D4.2.1g/P.***

Attachment A_D4.2.1g/P: Update of RP 1745 New Exception Codes MAIL/CMAL

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RP 1745 Attachment A 1.3 – Additional Recommended Codes for Baggage Identification or Handling list.

 Recommended Practice 1745—Attachment ‘A’	
CMAL	Internal company mail as checked baggage
MAIL	Postal service mail as checked baggage
LRRD	Limited Release, Received Damaged
LRSZ	Limited Release, Size
MIS	Mishandled baggage
PACK	Indicates that a baggage was rejected from transport due to inadequate packaging.
PBHA	Problem Baggage Handling Area
PRI0	Priority Baggage
RELD	Re-load Indicator
RRTE	Passenger itinerary changed—baggage tag not reissued.
RUSH	Unaccompanied (expedited) baggage as specified in Resolution 740, Attachments ‘K’ and ‘L’
SCON	Short Connection
SECU	Airport Handling Location Classified as “secured”
SHOP	Item bought at the airport that cannot be accepted as carry-on baggage
STCK	Instruction to update the routing information on the baggage tag
TGRQ	Tag printing request
TOUR	Baggage for a specified tour
UNAC	Unaccompanied baggage in case of involuntary re-routing
USEC	Airport Handling Location Classified as “unsecured”
VIP	Very Important Person (PRIORITY)
VFDB	Indicates “Voluntary For Denied Boarding” passenger/baggage
VOL	Indicates that a baggage was rejected from transport due to insufficient volume in the aircraft
WEAP	Weapons, Firearms or Ammunition booked and carried as Checked Baggage
WGHT	Baggage rejected from transport due to insufficient available weight on the aircraft

Item D4.2.1h/P: Update of RP 1800

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Submitted by: Baggage Working Group

Background

Changes to Recommended Practice 1800 were adopted by the baggage working group.

Action

Conference to adopt changes to IATA Recommended Practice 1800 as outlined in ***Attachment A_ D4.2.1h/P.***

Attachment A_D4.2.1h/P: Update of RP 1800

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RECOMMENDED PRACTICE 1800

Automated Baggage Handling Based **based** on the **messaging of RP 1745**

1. INTRODUCTION/SCOPE

The License Plate Concept is the industry standard for automated baggage handling. It is based on various IATA/A4A Resolutions and Recommended Practices, especially on IATA/A4A Resolution 740/115.10, "Form of Interline Baggage Tag" and on IATA RP 1745, "Baggage Information Messages".

Structure of This Document

Section 1—Introduction/Scope

Section 2—Purpose

Section 3—Glossary of "Terms in Automated Baggage Handling Environment"

Section 4—Business Overview of Baggage Processes

Section 5—Process Descriptions

Section 5.1—Sortation

Section 5.2—Screening

Section 5.3—Reconciliation

Section 5.4—Tracking

Section 5.5— Re-Flighting

Section 5.6—Re-Tagging

Section 5.7—Offloading/Reloading

Section 5.8—Tracing

Section 5.9—Intermodal Receipt/Intermodal Delivery

Section 6—References

2. PURPOSE

This document intends to provide a blueprint for automated baggage handling within airline operations from airline perspective. It gives recommendations to airlines, airports and system providers of how Baggage Information Messages should be applied in the context of baggage processes.

It should serve as a guideline for following "standard processes": Intermodal Receipt/Intermodal Delivery, Sortation, Screening, Reconciliation, Tracking, Re-Routing, Re-Flighting, Offloading/Re-Loading, Tracing and Re-Tagging. Guidelines for "specific processes" like "Self Service Check-in" and Self Service Baggage Processing as defined in RP 1701f, [RP 1701j](#) and [Resolution 740 \(HPBT and EBT\)](#).

It has been developed by an industry working group consisting of airline, airports and system provider representatives. ([IATA Strategic Partners](#))

It is recommended that airlines should agree with their Automated Baggage System Business Partner on the processes supported and message content needed.

3. GLOSSARY OF "TERMS IN AUTOMATED BAGGAGE HANDLING ENVIRONMENT"

ABS	Automated Baggage System The generic term used to describe an automated system that uses the LPC in conjunction with the messages defined in the RP 1745. Example BRS, BSS, etc BHS
BCM-BAM	Baggage Control Message—Baggage Acknowledgement Message The purpose of the BAM is to confirm the receipt of a baggage message when the sender of the message requests an acknowledgement. A BAM is sent to the originator of the message that has requested an acknowledgement.
BCM-DBM	Baggage Control Message—Delete Baggage Message The purpose of the DBM is to warn any automated baggage system that sortation or reconciliation data for a specific flight is about to be revalidated.
BCM-FCM	Baggage Control Message—Flight Close Message The Flight Close Message is sent by the Departing Carrier to advise a local Automated Baggage System that a specific flight has been closed (no changes for baggage) and no security discrepancies have been detected . The message can also be sent by an ABS to advise a DCS that it has completed processing baggage for a specific flight. The message can be sent multiple times.

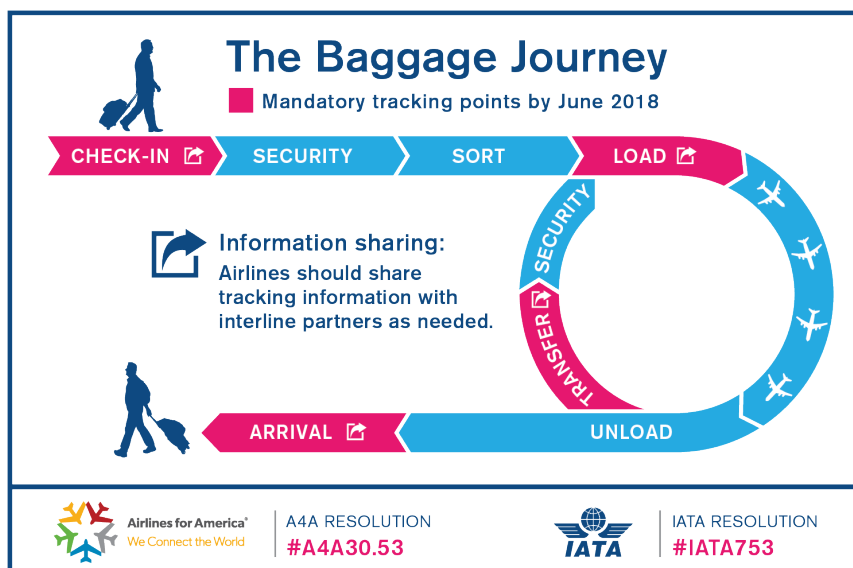
BCM-FMM	Baggage Control Message—Final Match Message The Final Match Message provides information of which bags were <u>locally</u> loaded but must be off-loaded due to no authorization for transport. The message also indicates bags that were authorized but have not been loaded. <u>The message can be sent multiple times.</u>
BCM-FOM	Baggage Control Message—Flight Open Message The Flight Open Message is sent by the Departing Carrier to advise a <u>local</u> ABS that the DCS is ready to begin processing baggage for a specific flight or to advise the DCS that the ABS is ready to begin processing baggage for a specific flight. The FOM may also be sent when a closed flight is reopened. <u>The message can be sent multiple times – every time the baggage is reopened after closing.</u>
BCR	Baggage Check-in Record The unique identification in a DCS and one or more ABS(s) of an item of a baggage to be transported on a specific flight.
<u>BHS</u>	<u>Baggage Handling System</u> <u>The generic term used to describe any kind of handling system for tracking, tracing or manual sortation. It could include conveyor system.</u>
BMM	Baggage Manifest Message The purpose of the BMM is to inform the down line stations about the actual detailed baggage loading of the flight. A BCM -BMM is sent according to the rules of the BTM. A BMM may be sent as locally agreed by the operator of the automated ABS to the departing carriers and/or the handling entities at the down line station.
BMS	Baggage Management System Airline and/or airport information system that captures data from one or more ABS or other airline or airport operational systems (e.g. DCS, AODB, Weight and Balance, WorldTracer <u>Tracing system</u>) and processes it for administrative, management and operations control purposes, such as Performance Management, Resource Management, Tracking, Flow Control, Baggage Irregularities, Customer Relationships.
BNS	Baggage Not Seen Message The Baggage Not Seen Message provides information collected during baggage loading related to those boarded passengers whose baggage was not carried on the flight. <u>Note: If BNS is used handling errors in check-in, gate or baggage loading, and/or system errors could cause misleading information. Note: Consideration should be given to using BPM with .B LBA or LBN. LBA = Left Behind, authorized to load (bag verified not loaded, e.g. scanned post flight), LBN = Left Behind, not authorized for loading</u>
BPM	Baggage Processed Message The Baggage Processed Message is <u>a n information on baggage or container process.</u> collection of data showing the loading status of baggage, its last known location and destination.
	Generally a BPM should reflect the physical handling of a bag. To maintain semantic clarity of message content a BPM should repeat unaltered the specific elements received from a DCS if they were observed.
BRS	Baggage Reconciliation System An ABS that reconciles passenger and baggage data for security purposes.
BSI	Baggage System Interface Baggage System Interface (BSI) is a system that enables one or more users to exchange baggage messages with one or more automated baggage systems. Reference: IATA RP 1746
BSM	Baggage Source Message The Baggage Source Message is sent by departing carrier from its Departure Control or Check-In System, or that of its handling agent, to the operator of an Automated Baggage System at the point of departure <u>generating baggage record.</u>

BSS	Baggage Sortation System An ABS that routes a bag to a handling location based on defined sorting criteria. <u>It is usually a conveyor system.</u>
BSM/L	Baggage Source Message for local departing bags A baggage source message containing the letter L (Local) in the Baggage Source indicator of the .V element (e.g. .V/1LJFK...)
BSM/R	Baggage Source Message for remotely checked-in bags A baggage source message containing the letter R (Remote) in the Baggage Source indicator of the .V element (e.g. .V/1RJFK...)
BSM/T	Baggage Source Message for transfer bags A baggage source message containing the letter T (Transfer) in the Baggage Source indicator of the .V element (e.g. .V/1TJFK...)
BSM/X	Baggage Source Message for terminating bags A baggage source message containing the letter X (Terminating) in the Baggage Source indicator of the .V element (e.g. .V/1XJFK...)
<u>BSM/E</u>	<u>Baggage Source Message for exception bags (Reflighting = Rerouting and RUSH) as per Resolution 755</u>
BTM	Baggage Transfer Message Provides a receiving carrier at a transfer station with the details of all baggage on an incoming flight that is to be transferred to the receiving carrier's services by the delivering carrier. <u>It is recommended to send a copy of the BTM to the airport if requested.</u> A BTM only needs to be sent when baggage data has not been previously passed as part of a through check-in transaction.
BTS	Baggage Tracking System An ABS that enables tracking of a bag being processed during flight and/or ground transportation.
BUM	Baggage Unload Message The Baggage Unload Message is a request to unload, or not to load specific baggage.
CT (or CTX)	Computerd Tomography (CT) Technology A term used to describe one of the techniques that may be used as a component of the HBSS BHS .
DCS	Departure Control System A system that supports an "Automated method of performing check-in, capacity and load control and dispatch of flights (RP-1008)".
	It typically generates or <u>and</u> controls the association of a LPN to an item of baggage to be transported on a flight.
	It also handles communication with Automated Baggage Systems by exchanging Baggage Information Messages and/or other Ground Operations related IATA messages (e.g. PTM, CPM).
	It generates and processes this information according to passenger and baggage check-in status and flight handling status.

EDS	Explosive Detection Systems A term used to describe one of the techniques that may be used as a component of the HBSS.
EDtS	Explosive Detection Tomography System A term used to describe one of the techniques that may be used as a component the HBSS
ETD	Explosive Trace Detection A term used to describe one of the techniques that may be used as a component <u>alongside</u> of the HBSS
HBS	Hold Baggage Screening The application of technical or other means which are intended to identify and/or detect weapons, explosives or other dangerous devices which may be used to commit an act of unlawful interference. Reference: IATA Security Manual, Ch. 4.9, Security Standard No. 8.
	As defined in ICAO Annex 17 <u>(and other relevant National Regulations)</u> , screening can be accomplished through technical or other means and can include physical hand searching or examination of baggage by X-ray or explosive detection systems.
HBSS	Hold Baggage Screening System A system that enables the automated inspection of checked baggage for explosives on a multilevel method.
<u>INVOLUNTARY CHANGE</u>	A decision to change flight made by the airline without influence of any passenger. <u>Reference: IATA Resolution 735d</u>
LPC	License Plate Concept The industry standard for Automated Baggage Handling enables the identification of a single bag by its License Plate Number (unique ten digit number, as defined in <u>IATA Resolutions 740, 751 and 769</u> A44/IATA RESO 30.35/740 and A44/IATA RESO 30.69/769 , commonly called "tag number") and the access to data relevant to the processing of that bag.
LPN	License Plate Number The LPN serves to identify the respective piece of baggage in Automated Baggage System (ABS) and Departure Control Systems (DCS) and acts as a key <u>enables</u> to access <u>to</u> the data exchanged in Baggage Information Messages as defined in RP 1745.
NOC	New Operating Carrier The carrier(s) selected for onward carriage from the point where an involuntary reroute became necessary and any subsequent connecting carrier in the disrupted itinerary. The NOC can be online or interline.
OCB	Operating Crew Baggage
	Baggage item(s) belonging to Airline operating crew member
OCM	Operating Crew Member
OFD	Office Function Designators for Passenger and Baggage Handling Recommends two-letter designator codes to address airport, passenger and baggage handling functions in teletype communications between Members and/or handling agents. Reference: IATA RP 1704
OOC	Original Operating Carrier Means the carrier on whose flight a passenger is originally scheduled to be carried and who is responsible for the condition which creates the need for an involuntary change in the passenger's journey.

OSSC	One Stop Security Screening Concept Opportunity supported by <u>relevant</u> authorities to avoid the re-screening of transfer bags when originating from a source classified as safe.
	The classification generally requires a combination of agreements between station, carrier and regulatory authorities.
PBHA	Problem Baggage Handling Area This is a specific location(s) at an airport where problem bags (e.g. bags without labels) are being handled (re-flighted, re-tagged), either by airline or non-airline staff.
PCR	Passenger Check-in Record The unique identification in a DCS of a passenger checked-in for travel on a specific flight.
	Typically, it will be linked to a PCR <u>BCR</u> to ensure that ICAO Annex 17, passenger/baggage reconciliation requirements can be met.
RE-FLIGHTING	<u>means the process for dealing with change to a bag itinerary</u>
RUSH BAG	<u>unaccompanied bag that has been added to a flight.</u>
TRANSFER BAGGAGE	Baggage connecting between two separate point-to-point flights. May be online or interline.
TRANSIT/ THROUGH BAGGAGE	Baggage passing through an intermediate airport in a multi-sector flight, with or without change of aircraft.
UNAC	Unaccompanied Bag, <u>is a bag that does not travel on the same flight as its passenger.</u>
UNAR	<u>Unaccompanied bag, all requirements for travel met (Baggage ahead of Passenger)</u>
VOLUNTARY CHANGE	A decision made by the passenger to change the flight

4. BUSINESS OVERVIEW OF BAGGAGE PROCESSES



5. PROCESS DESCRIPTIONS

The following process descriptions show examples of processes that could be adopted ~~relate to so-called standard processes.~~
Self Service Baggage Processing is defined in RP 1701f, RP 1701j and Resolution 740 (HPBT and EBT).

5.1 "Sortation"—Automated Baggage Security Sortation

5.1.1 Definition "Sortation"

Automated Baggage Sortation means the automated or manual sorting of outbound local, transfer and transit baggage and of terminating baggage by means of any kind of ABS, e.g. Baggage Sortation System (BSS) and/or Baggage Handling System (BHS).

Automated Baggage Sortation may be implemented in different ways and will require the electronic exchange of data between Departure Control Systems (DCS) and Automated Baggage Systems (ABS).

5.1.2 Goal "Sortation"

Enable ~~the automated~~ sorting of baggage to its correct destination.

Additionally, transport baggage according to assigned "Sortation Criteria" and according to assigned "Loading Priority". Baggage Segregation

5.1.3 Relevant References "Sortation"

IATA Resolutions Manual: Resolution 740, RP 1740c, RP 1745, ~~Attachment A, 4~~

5.1.4 Process Description "Sortation"

1. Assign Sortation and Segregation Criteria and Loading Priority

Sortation and Segregation Criteria ~~and Loading Priorities~~ will be defined between airlines and ABS operators and processed according to the data content of the BSM elements and the Baggage Identification and Handling Codes as defined in RP 1745, Att. A.

Examples of **Sortation Criteria** would be:

—Final Destination in case of Multiple Leg Flights (. F element, Destination/Airport Code)

—Transfer Bags at destination (presence of the .O element)

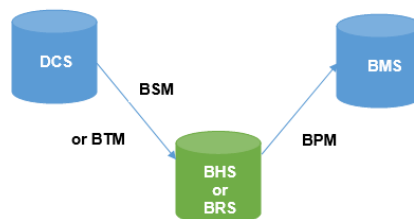
- Bags with an exception code in .E element e.g.

—Bags of "HAJJ" pilgrims for separate sorting on arrival

—Priority Bags .E/PRIO

—Short Connection Bags .E/SCON to facilitate a dedicated transfer process, e.g. tail to tail)

5.1.5 Relevant Messages "Sortation" From DCS



5.2 "Screening"—Automated Baggage Security Screening

5.2.1 Definition "Screening"

The automated screening of local outbound and transfer baggage by means of a Hold Baggage Screening System (HBSS).

Hold Baggage Screening is performed by applying technical or other means which are intended to identify and/or detect weapons, explosives or other dangerous devices which may be used to commit an act of unlawful interference. Reference: IATA Security Manual

Automated screening may be implemented in different ways (following related local, national and other regulations) and will require the electronic exchange of data between Hold Baggage Screening Systems (HBSS), Automated Baggage Systems (ABS) and Departure Control Systems (DCS).

5.2.2 Relevant messages "Screening"

A screening system may transmit BPMs with their screening result to systems which require it.

5.3 "Reconciliation" (Passenger Status to Baggage Status)

5.3.1 Definition "Reconciliation"

The automated reconciliation for security purposes of all outbound passenger and baggage data in a Baggage Reconciliation System (BRS) and transport authorization for a specific flight. Automated Reconciliation may be implemented in different ways and will require the electronic exchange of data between Departure Control Systems (DCS) and BRS Automated Baggage Systems (ABS).

5.3.2 Goal "Reconciliation"

Transport only authorized baggage.

This means baggage of passengers who are travelling on that very flight or baggage that has been subjected to other security control measures (UNAR, RUSH) in compliance with ICAO Annex 17, Ch. 4, Section 4.4, 4.4.3, July 2002.

Support security, quality and on-time departure by enabling effective and reliable co-operation between the airline and the "Party responsible for loading".

5.3.3 Relevant References "Reconciliation"

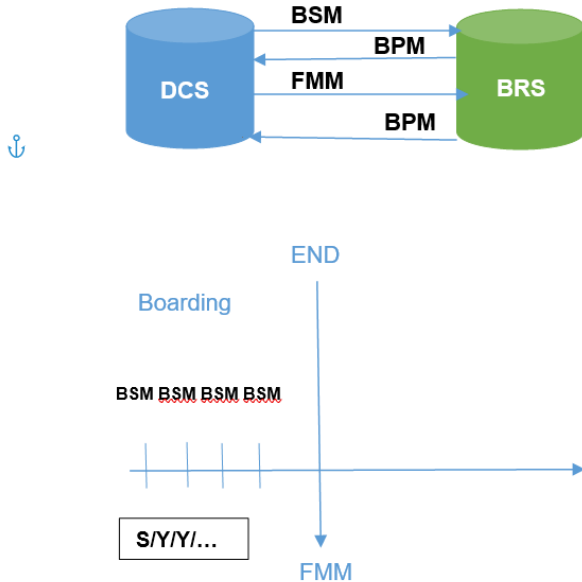
—ICAO Annex 17, Chapter 4, Section 4.3, Standard 4.3.1

—IATA "Security Manual", Chapter 3, Section 3.9, Chapter 4, Section 4.10, ~~IATA Recommended Security Standard No. 9~~

---other relevant IATA Resolutions and Recommended Practices

— IATA Resolutions Manual: Resolution 709/A4A 30.09, Resolution 743/A4A 115.21, Resolution 746, Resolution 769/A4A 5.69, Resolution 780, Attachment A, Resolution 780e, RP 1740b, RP 1740c, IATA RP 1745, Attachment A, 1.3.; E; F; G; H, IATA RP 1739, Attachment (A; B; C; D; E), RP 1750, RP 1780e, RP 1789, RP 1746

5.3.4 Process Diagram "Reconciliation"



5.3.5 Process Description "Reconciliation"

1.	Assign security-loading authorization to baggage.
	This occurs when baggage is checked-in for a flight and when baggage information is modified or deleted according to passenger/baggage status. This information is conveyed to other systems by means of BSM .S element.
2.	Validate confirmation of loading status (and location).
	The DCS processes and/or validates acknowledges the load information received from the BRS in a BPM.
3.	Correct discrepancies in baggage data. (For example the additional removal of .E)
	This refers to manual activities that may be necessary.
4.	Validate boarding result.
	At every boarding of a passenger, the DCS sets the 'Authority to Transport' (ATT) to 'Y' (yes).
5.	Determine final transport authorization.
	The DCS provides information of which bags were loaded but must be off-loaded due to no authorization for transport. It also indicates bags that were authorized but have not been loaded by means of the BCM-FMM. Can happen multiple times.
6.	Validate confirmation of final transport authorization.
	The DCS looks at BPM and/or BNS messages to confirm that the final loading matches the expected loading of baggage. Can happen multiple times.

7.	Close Flight for Baggage <u>(no safety relevant discrepancies)</u>		
	The DCS indicates to the BRS that <u>there will be no additional change in number of baggage. It is an indicator for the ground handler of the status of baggage operations and what the ground handler needs to do next.</u> no further changes to baggage data are expected and the BRS confirms to the DCS that it has completed baggage loading. This happens by means of the FCM.		
Authority to Load (ATL) <u>coming DCS system</u>	Authority to Transport (ATT) <u>coming from DCS system</u>	Loading-Advice Action	Example, depending on airline processes
N	N	Do not load <u>or Offload</u>	<u>Standby, Waitlist, Not checked-in (Through transfers), Offloaded, VFDB=Volunteer For Denied Boarding</u>
Y	N	Load <u>in aircraft (but potentially the bag might be offloaded) with caution</u>	<u>Passenger is checked-in [standby, waitlist, VDB etc..] with or without the seat but not boarded yet</u>
N ^{*)}	Y -	Load in aircraft <u>Do not load</u>	<u>N/A</u>
Y	Y <u>*)</u>	Load in aircraft	<u>Normal operation (Passenger check-ed in and boarded), Operating crew, RUSH, UNAR</u>
N	Not present or not supported	Do not load	<u>DCS or BRS not supporting ATT (they have to use the boarding status from the last BSM)</u> <u>*)</u>
Y	Not present or not supported	Load	<u>DCS or BRS not supporting ATT (they have to use the boarding status from the last BSM)</u> <u>*)</u>

*) for Operating Crew and RUSH ATT is O=Optional

Handling process FMMs

1. Generate the "first"/"maybe final" FMM by automated process which is triggered by a transaction. Status: it seems that all passengers are on board (boarding almost to be completed)
2. After the FMM is generated the passenger turns up at the gate and is accepted for boarding (always depends on airline's decision). Process to re-open the flight, generate a new BSM with ATT ATL YES and "further"/"maybe final" FMM will be generated.
3. The process can be repeated several times until the signal is triggered that no more changes on baggage are possible – last FMM is sent followed by FCM.

5.4 "Tracking"

5.4.1 Business Process Definition

In baggage tracking terms, recording tracking points refers to the action of setting down in writing or other permanent form the acceptance, acquisition or change in custody of a bag for later reference.

The minimum of set of recorded tracking points shall be – based on IATA Resolution 753:

- 3.1 Acquisition of the bag from the passenger by the member or its agent
- 3.2 Delivery of the bag on to the aircraft
- 3.3 Delivery and acquisition of the bag between members or their agents when custody changes between carriers
- 3.4 Delivery of the bag to the passenger.

Automated Baggage Tracking means the ability to track passenger baggage from check-in through delivery at its destination airport (including transfer baggage, in the airport and intermodal environment). This can be achieved through automated tracking of all baggage movements during ground transportation by collecting data from "tracking points" within a Baggage Tracking System (BTS).

5.4.2 Business Process Goal

Enable the automated tracking of baggage during all phases of transportation within an ABS with the goal to enable a DCS or ABS to determine the physical location of a bag. Conditionally, and depending on the availability of a station specific topology, a DCS or ABS could calculate the remaining processing time for physical bag movement from the last tracking point to the next baggage handling location (e.g. loading site, claim area).

Automated tracking may be performed for departing, transfer, terminating; remotely checked-in baggage and/or baggage received from or delivered to a non-airline business partner in the intermodal environment.

The tracking point can only be used as change of custody, if all the recommended elements are available. Airlines should aim to record as many tracking points as are available.

Recording Acquisition of Bag (From the passenger to the carrier)

Possible tracking points	Recommended data elements	Example of recording method
<u>Counter</u>	<u>LPN, Outbound Flight, Station, Time</u>	<u>Manual or handheld scanner (barcode, RFID)</u>
<u>Baggage Drop</u>	<u>LPN, Outbound Flight, Station, Time</u>	<u>Self-service bag drop reader (Barcode, OCR, RFID)</u>
<u>Offsite (off airport)</u>	<u>LPN, Outbound Flight, Station, Time</u>	<u>Manual or handheld scanner (barcode, RFID)</u>
<u>Security Screening</u>	<u>LPN, Outbound Flight, Station, Time</u>	<u>Handheld scanner or fixed pier and claim read point (barcode, OCR, RFID)</u>
<u>BHS</u>	<u>LPN, Outbound Flight, Station, Time</u>	<u>Fixed pier and claim read point or sortation reader (barcode, OCR, RFID)</u>
<u>Gate</u>	<u>LPN, Outbound Flight, Station, Time</u>	<u>Manual and handheld scanner (barcode, RFID)</u>
<u>BRS</u>	<u>LPN, Outbound Flight, Station, Time</u>	<u>All of the above</u>

Recording Delivery of Bag on to the Aircraft

Possible tracking points	Recommended elements	Example of recording method
<u>Bag Load into hold</u>	<u>LPN, Outbound Flight, Station, Tracking Action</u>	<u>Handheld scanner or fixed belt loader reader (Barcode, RFID)</u>
<u>ULD position in hold</u>	<u>LPN, Outbound Flight, Station, Tracking Action, Container ID</u>	<u>Handheld scanner or fixed reader (barcode, RFID)</u>
<u>Trolley/cart load into hold</u>	<u>LPN, Outbound Flight, Station, Tracking Action, Container ID</u>	<u>Handheld scanner (Barcode or RFID)</u>

Delivery and Acquisition of Bag between Carriers at Defined Connecting Point

Possible tracking points	Recommended elements	Example of recording method
<u>Bag exchange (carrier to carrier)</u>	<u>LPN, Inbound Flight, Outbound Flight, Station, Time, Recording Location</u>	<u>Depended on the chosen bag exchange tracking point</u>
<u>Bag exchange (carrier to/from third party)</u>	<u>LPN, Inbound Flight, Outbound Flight, Station, Time, Recording Location</u>	<u>Depended on the chosen bag exchange tracking point</u>
<u>Tail to tail transfer container</u>	<u>LPN, Inbound Flight, Outbound Flight, Station, Time, Recording Location, Container ID</u>	<u>Handheld scanner or fixed belt loader reader (barcode, RFID)</u>
<u>Aircraft Unload</u>	<u>Bag tag number and location loaded (ULD or Bulk)</u>	<u>Handheld scanner or fixed belt loader reader (barcode, RFID)</u>
<u>Connecting Drop Location</u>	<u>Bag tag number and location transferred</u>	<u>Handheld scanner or fixed pier and claim reader (Barcode, RFID, OCR)</u>
<u>BHS</u>	<u>Bag tag number and location transferred</u>	<u>Fixed sortation scanner (Barcode, OCR, RFID)</u>

Delivery of the Bag to the Passenger

Possible tracking points	Recommended elements	Example of recording method
<u>Carousel Delivery</u>	<u>LPN, Inbound Flight, Station, Time</u>	<u>Fixed pier and claim reader (barcode, OCR, RFID)</u>
<u>Direct delivery to passenger</u>	<u>LPN, Inbound Flight, Station, Time, Recording Location, Tracking Action</u>	<u>Handheld scanner or manual (barcode, RFID)</u>

5.4.3 References

IATA Resolutions Manual: RP 1745, [Resolution 753, Joint IATA & A4A Baggage Tracking Implementation Guide](#)

5.4.4 Business Process Description

1.	Send Baggage Tracking data
	Tracking data is sent as a BPM. This can be either based on a subscription or on a request for a particular baggage item. <u>(via BRQ)</u>
2.	Receive Baggage Tracking Information
	Tracking data is received, stored and used for further processing, <u>as per the Goals defined in Resolution 753: such as determining physical location or remaining processing time, reconciliation, measuring compliance to Service Level Agreements, determining flight readiness for departing flights etc.</u> <u>Preventing baggage mishandling,</u> <u>Mishandling Root Cause Analysis,</u> <u>Ensuring fairer pro-rationing of mishandled bag charges,</u> <u>Improve on-time departure,</u> <u>Faster mishandling baggage repatriation,</u> <u>Fraud prevention/reduction,</u> <u>Measuring baggage performance,</u> <u>Better passenger experience</u>

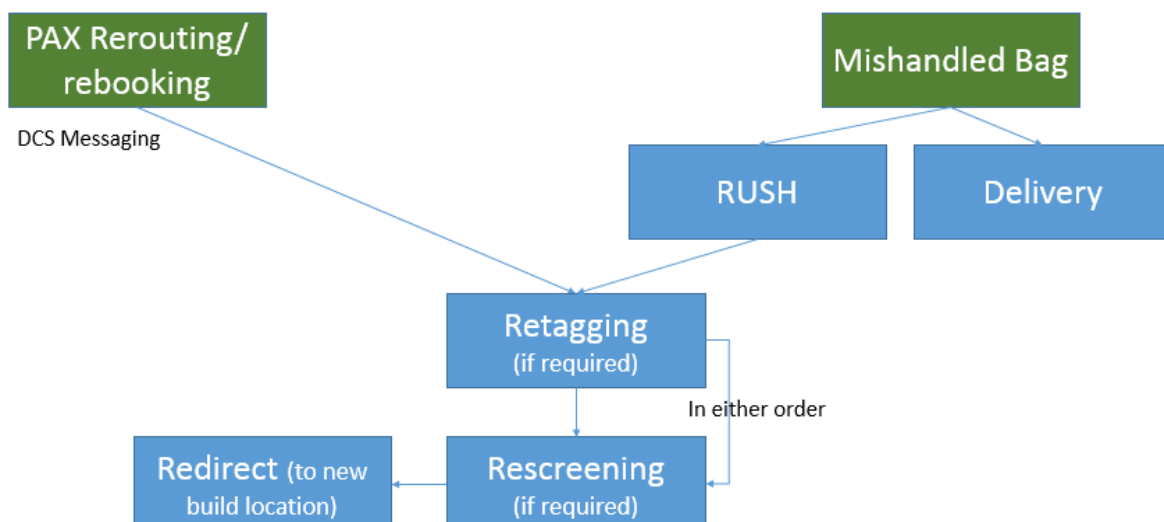
5.4.5 Relevant Messages from DCS

i = incoming, o = outgoing		
BPM (i)	—	by bilateral agreement, a BPM confirms the “Baggage Processing Information” during ground transportation by using .J for physical tracking of baggage (time stamp, reading location, etc.). <u>Location categories in the end of .J and Action codes under .R/ACT. Reference: RP 1745 Attachment A</u>

5.5 Re-flighting

5.5.1 Definition “Re-flighting”

The goal is to deliver baggage to the passenger by the fastest possible means, using the services of any member, to the airport nearest to the passenger’s address and to ensure that security requirements for Mishandled Baggage are observed.



“REFLIGHTING” means the process for dealing with change to a bag itinerary

“REFLIGHT BTM” is a standard message sent by reflighting system to advise other carrier systems about the change in the bag itinerary.

“MISHANDLED BAG” is a bag that was separated from its passenger for part or all of its intended route (whether voluntary or involuntary); or that was not delivered to the passenger when expected.

“UNACCOMPANIED BAG” is a bag that does not travel on the same flight as its passenger.

“RUSH BAG” is an unaccompanied bag that has been added to a flight.

“DELIVERY” means delivery to a passenger’s final destination (for example by courier).

"REROUTING/REBOOKING" means the action of accepting a passenger onto a new flight and having the bag accompany the passenger.

"RETAGGING" means updating the displayed itinerary on the physical bag tag (including electronic bag tags) following an itinerary change.

"RESCREENING" means security screening the bag to the appropriate level.

"REDIRECTING" means directing a bag to a new location within an airport environment based on a new itinerary.

When possible the same LPN should be used for the whole baggage journey (including re-fighting) as also mentioned in Resolution 740. If allowed by local, national and other authorities and subject to local rules and procedures it's preferable the baggage is not re-screened.

For process around UNAR (Bag travelling ahead of Passenger) please see Chapter 5.4.

5.5.2 Relevant References "Re-Flighting"

IATA Resolutions Manual: Resolution 743, Section 2.1, Resolution 743a, Sections 3 and 3.1, Resolution 780, Article 1.20, 4, Resolution 735d, Article 3.2, Resolution 740, 3.2 and Attachment L, RP 1745. [Resolution 755](#)

Activity Diagram "Automated Baggage Re-Routing"

5.5.3 Process Description "Involuntary Re-Routing"

This process is initiated by the Departure Control System (DCS) and is performed within Automated Baggage Systems (ABS) involving the exchange of data between the Departure Control Systems (DCS) and the ABS. This process is applicable if the DCS is the same for both flights or if automated exchange of data is possible between the two DCSs involved.

Accompanied Baggage Re-routing Process

1.	Cancel the BCR from original flight
	This occurs when baggage is cancelled from a flight for which it had been checked-in for. This information is conveyed to other systems by means of BSM DEL, conditionally by means of BTM/DEL in case of interline re-routing, with .E/RRTE and .E/IROP.
2.	Register baggage for new flight
	This occurs when passenger and/or baggage are checked-in for a new flight. The DCS will indicate the rerouting request of a bag by sending a new BSM, conditionally BTM, for the original tag number with the new routing information (.F, if available .I and optionally .O) and a .E element using the bag message codes RRTE and IROP.
3.	Evaluate if tag update is required. <u>(The preference is to keep the original LPN.)</u> <i>Note: If a manual process is required, when baggage of passengers is re-routed to an interline partner or different airline, the updating of the tag is <u>always</u> initiated by the OOC. It can be performed by the OOC or a contracted handling agent, or asked to be done by the NOC or by baggage handling agents at a <u>re-labeling workstation</u> re-sticking facility.</i>
4.	Evaluate Baggage Security Screening requirement <u>(based on regulatory and/or carrier specific requirements)</u>

5.5.4 Process Description "Voluntary Re-Routing"

This process is initiated by the passenger and is performed within Automated Baggage Systems (ABS) involving the exchange of data between the Departure Control Systems (DCS) and the ABS.

This process is applicable if the DCS is the same for both flights or if automated exchange of data is possible between the two DCSs involved.

The process is the same as described above but without .E/IROP.

5.5.5 Relevant Messages "Re-Routing" from DCS

It is recommended to send BSM DEL that indicates that the baggage data for the contained tag number is void for the "original flight" (depends if it is possible – e.g. in case of the two different DCSs involved).

Reference to Example Scenarios in Resolution 755

5.6 "Re-Tagging" – Automated Baggage Re-Tagging

5.6.1 Definition "Re-Tagging"

Automated Baggage Re-Tagging means the ability to re-print the original baggage tag [keep the same LPN] of one piece of baggage and attach the new label on that baggage according to a local bilateral agreement and Airlines permission for baggage that has lost its tag or where the tag has been damaged during its transport.
It is critical the original baggage tag number should be retained for the complete journey as stated in Resolution 740.

5.6.2 Goal "Re-Tagging"

The goal of the "Re-Tagging" process is to avoid mishandled baggage.

When re-tagging a bag it is important to ensure that tag details are correct.

Automated Baggage Re-Tagging can be performed by airlines themselves or any ABS that were authorized by the Airlines according to a local bilateral agreement.

5.6.3 Relevant References "Re-Tagging"

Resolutions Manual: IATA Resolution 780/A4A Resolution 5.65, IATA Resolution 740/A4A Resolution 30.35, 5.1.1.1 and 5.1.1.2, IATA Resolution 743 1.6.1, IATA RP 1745/A4A RP 30.45, IATA RP 1774.

5.6.4 Process Description "Re-Tagging", "Re-Printing"

Typically, the re-tagging process is initiated by the baggage handling agent and involves human interaction with Automated Baggage System (ABS) and conditionally the exchange of data between ABS and Departure Control Systems (DCS).

Optionally the re-tagging process can be initiated by an airline agent and performed without any involvement of an ABS. (It means re-printing of the tag from the airline host system.) This scenario is not part of this document.

1.	Identify baggage attribute(s) <u>The minimum baggage tag data needs to be available</u>
2.	Search baggage data with matching attributes and show result(s) <u>By scanning or typing LPN the baggage data is retrieved</u>
3.	Validate and optionally select baggage data displayed <u>If the baggage data cannot be retrieved bag has to referred to problem bags/re-flightting staff</u>
4.	Evaluate local re-tagging agreement with Airline Delivering <u>It is recommended to regularly update the re-flightting rules (between Carriers and Airports)</u>

5.6.5 Relevant Messages "Re-Tagging"

Please see the Scenarios (process diagrams and messaging) under IATA Resolution 755

5.7 "Offloading/Reloading"

5.7.1 Definition Offloading/Reloading

Automated Baggage Offloading means the automated request from a DCS to the ABS to offload a specific piece of bag(s) from a specific flight. This may happen on request of the passenger for service reasons or be triggered by the airline for security and other reasons.

Automated Baggage Re-Loading means the automated request from a DCS to the ABS to re-load (a) specific piece of bag(s) on a specific flight for which an offload request had been sent previously.

Automated Baggage Offloading and Re-Loading may be implemented in different ways and will require the electronic exchange of data between Departure Control Systems (DCS) and Automated Baggage Systems (ABS).

5.7.2 Goal Offloading/Reloading

Offload baggage from a specific flight

This occurs when a previously checked-in and/or loaded baggage for a specific flight has to be offloaded and be delivered to a specific (handling) location.

Route baggage to a specific handling location

In addition to the offload request, the BUM may include a "Handling Advice" to indicate the location where the offloaded baggage should be sent to for further handling or for pickup by the passenger.

Re-Load baggage on a specific flight

This means that a specific bag, for which an offload request had been generated previously, has to be reloaded on the original flight and with the original tag number. The re-load request is generated by the DCS when re-accepting that specific bag and is communicated to the ABS via the IATA RP 1745 "Baggage Source Message" (BSM).

5.7.3 Relevant References Offloading/Reloading

"Offloading"—Resolutions Manual: IATA RP 1745/A4A RP 30.45, Attachment F; ~~G; RP 1780e~~, RP 1746

"Reloading"—Resolutions Manual: IATA RP 1745/A4A RP 30.45, Attachment A1

5.7.4 Process Description Offloading/Reloading

1.	Initiate Baggage Offload and <u>optionally</u> Assign Handling Location Advice
	This occurs when a previously checked-in and/or loaded baggage for a specific flight has to be offloaded and be delivered to a specific (handling) location which can be classified into a "secured" or "unsecured" area. It will be communicated to the ABS by using the "Baggage Unload Message" (BUM) <u>or BSM DEL or BSM CHG. The physical scan of Offloaded Baggage should be performed immediately.</u>

	This may happen on request of the passenger for service reasons or be triggered by the airline for security <u>or other reasons</u> .
	Within the baggage offload process it shall be differentiated between:
	<p>Temporary Offload</p> <p>—The “Temporary Offload” request for a piece of baggage is generally used for passenger service reasons or customs inspection. (e.g. medicine or passport is inside bag) and is typically initiated by the passenger. It requests the extraction of baggage from an ABS or the physical offload from an aircraft compartment or from an ULD.</p> <p>—The “Temporary Offload” request may include an Identification and Handling Code (e.g. .E/CUST) and a “Handling Location” (e.g. CLAIM)</p> <p><u>The “Temporary Offload” will be communicated to the ABS by means of the IATA RP 1745 “Baggage Unload Message” (BUM)</u></p> <p>—The offload request will typically be followed by a “re-load request” for that specific tag.</p>
	<p>Permanent Offload</p> <p>—The “Permanent Offload” request for a piece of baggage can be initiated by the passenger and/or by the airline and will typically be followed by a record deletion to indicate the ABS that the respective passenger and/or baggage will definitely not travel on the intended flight.</p> <p>—The “Permanent Offload” will be communicated to the ABS by means of the IATA RP 1745 “Baggage Unload Message” (BUM) followed <u>and</u> by the BSM DEL message to indicate the ABS that the record has been deleted.</p>
2.	Re-Load baggage on a specific flight
	This means that a specific bag, for which an offload request had been generated previously, has to be re-loaded on the original flight and with the original tag number. The re-load request is generated by the DCS when re-accepting that specific bag and is communicated to the ABS via the IATA RP 1745 “Baggage Source Message” (BSM) changing the Baggage Loading Authorization to “Yes” and optionally using the Baggage Code “RELD” in the .E Element.

5.7.5 Relevant Messages Offloading/Reloading

i = incoming, o = outgoing		
BUM (o)	—	requires the offloading of a bag and will change the “Baggage Loading Authorization” of the bag into N = “not authorized for loading”
	—	optionally the BUM can include a Baggage Identification and Handling Code (.E) and a Baggage Handling Location (.H) to specify the offloading request for a specific reason and delivery of the bag to a specific Handling Location
	—	in case of a “permanent offload” request, the BUM will be followed by the BSM DEL
BSM DEL (o)	—	<u>requires the offloading of a baggage and will change the “Baggage Loading Authorization” of the bag into N = “not authorized for loading”</u>
BPM (i)	—	by bilateral agreement, a BPM confirms the physical offloading for a specific “Baggage Outbound Flight Segment ”; <u>in such a case Offload BPM must be sent immediately</u>
BSM (o)		for “Reloading” <u>is the same for Loading</u>

5.8 “Tracing”— Automated Baggage Tracing

5.8.1 Business Process Definition

Automated Baggage Tracing means the ability to provide information collected during baggage processing on request or proactively to a passenger, ~~a check-in agent~~ airline or handling agent or other system ~~and/or an Industry Tracing System for missing-mishandled bags.~~

Automated tracing may be implemented in different ways and will require the electronic exchange of data between Departure Control Systems (DCS), Automated Baggage Systems (ABS), Industry Tracing Systems and airline application ~~passenger owned communication tools.~~

5.8.2 Business Process Goal

Enable the airline to provide baggage processing information to a passenger on his request, directly or via a ~~check-in~~ airline or handling agent agent.

Improve passenger service by providing proactive information at, or prior to, the passenger's arrival at the final destination about baggage irregularities. Additionally, enable the creation of appropriate baggage tracing files by providing automated information to an industry tracing system.

5.8.3 References

IATA Resolutions Manual: Resolution 743/A4A 115.21, RP 1745, Resolution 753, Resolution 755

5.8.4 Business Process Description

1.	Receive baggage processing information from Automated Baggage System
	For example a DCS receives BPMs from a BTS, BSS, BRS or HBSS and/or a BNS from a BRS , and/or a forward message from <u>a Re-fighting System</u> and/or Industry Tracing System.
2.	Update baggage information in the PCR/BCR by processing the received information from the Automated Baggage System
	For example a DCS receives a BPM from a BRS for an unseen bag (UNS) meaning that a bag that was authorized to be loaded did not show up for a flight. The BCR is then updated with the "baggage unseen" indicator.
3.	Use baggage tracing information
	For example, retrieve baggage information on request (of the check-in <u>airline or handling</u> agent or of the passenger using self service devices) or provide proactive information as a dedicated passenger service (<u>via airline application</u>) or in case of baggage irregularities (e.g. SMS, Website, Email, BNS message, airport information displays).

5.8.5 Relevant Messages

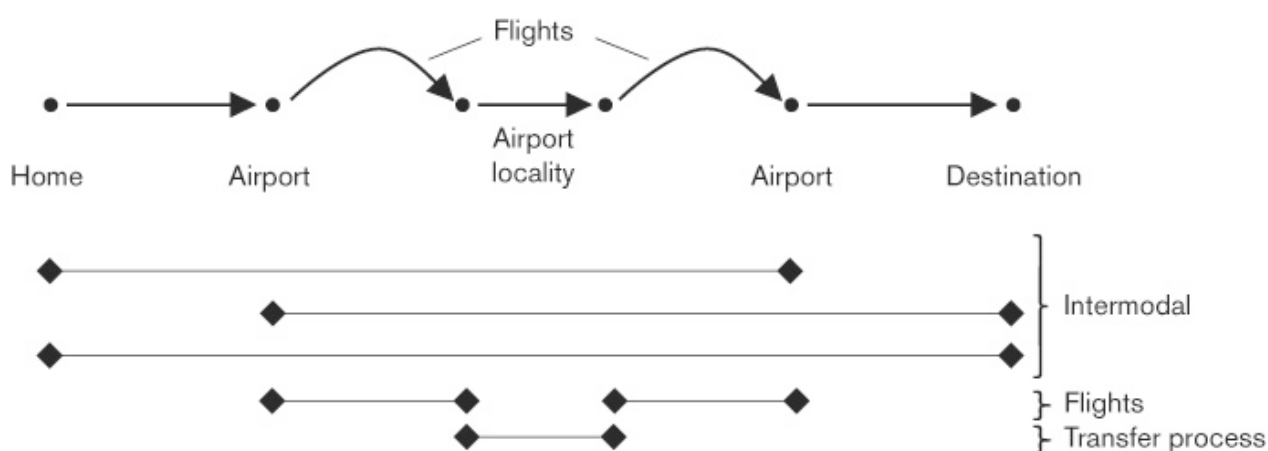
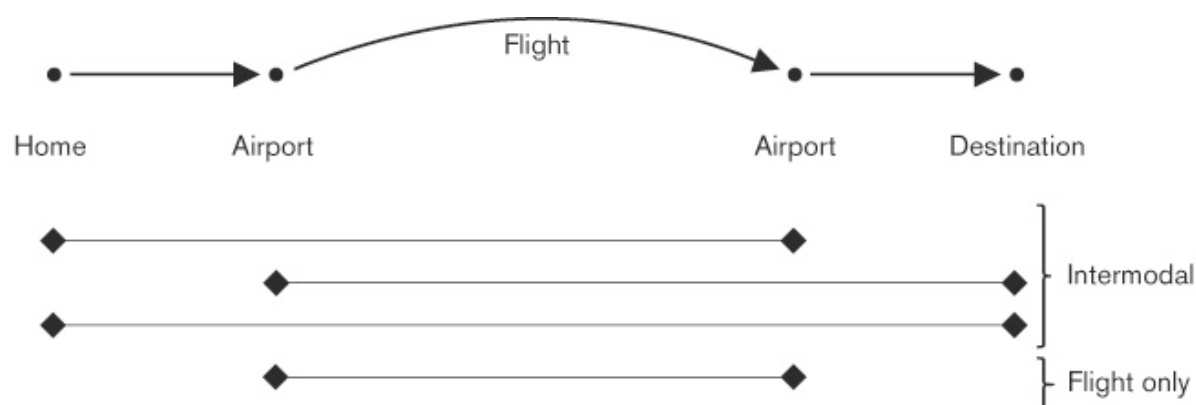
i = incoming, o = outgoing		
<u>BPM</u> <u>(i)</u>	<u>—</u>	<u>by bilateral agreement, a BPM confirms the "Baggage Processing Information" during ground transportation, specifically by using .B to communicate baggage irregularities [NO BPM from DCS ?]</u>

5.9 "Intermodal Receipt"/"Intermodal Delivery"

5.9.1 Business Process Definition

Automated Intermodal Receipt of baggage means the ability to transfer baggage from an Intermodal Surface Transport Provider (STP) to an airline. and vice versa

The parties engaged in handling the bag for the journey may be an STP partner at the beginning, an airline for the flight, and another STP partner at the end.



The process may involve separating the carriage of the bag and the passenger, for example involving the early collection and storage within the overall process.

Automated Intermodal Receipt and Intermodal Delivery of baggage may be implemented in different ways and will require the electronic exchange of data between Departure Control Systems (DCS), Surface Transportation Provider System (STPS) and Automated Baggage Systems (ABS).

Intermodal Baggage Definition

This is baggage that is carried by a Surface Transportation Provider (STP) in conjunction with an airline journey. This will be other than by aircraft, airport baggage system, airport ground handling equipment (such as a baggage tug) or a means of transport internal to an airport for certain purposes (such as transferring between terminals). Examples include ground or sea transportation such as rail, bus, ferry, courier service providers.

Intermodal bags may be accompanied by the passenger or otherwise. The handling of unaccompanied bags should follow existing airline procedures and may be subject to local regulations.

5.9.2 Business Process Goal

The Intermodal Baggage Process is intended to support the automated handling of baggage beyond the limits of the aircraft and airport by enabling automated transfer of baggage between airline and STP.

5.9.3 References

—IATA Resolutions Manual: Resolution 709/A4A 30.09, Resolution 743/A4A 115.21, Resolution 746, Resolution 769/A4A 5.69, Resolution 780, Attachment A, Resolution 780e, RP 1740b, ~~RP 1740e~~, IATA RP 1745, Attachment RP 1750, RP 1780e, RP 1746 [Resolution 753](#)

5.9.4 Business Process Description

Intermodal Receipt:

1)	STPS accepts a bag for surface transportation.
2)	STPS sends a BTM to the receiving carrier and the receiving ABS.
3)	DCS (and optionally ABS) processes the BTM, creates a Baggage Record and sends a BSM to the ABS.
4)	Optionally the STPS confirms the acceptance, delivery and handing over of the baggage to the ABS by sending BPMs to the DCS and ABS.

5)	The ABS confirms receipt of the bag by sending BPMs to the DCS (and optionally to the STP).
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Intermodal Delivery:

1)	The DCS as the delivering carrier sends a BTM to the receiving STPS and ABS.
2)	The ABS processes the BTM, creates or updates the Baggage Record and sends a BPM to the DCS and STPS, optionally to other ABSs.
3)	The STPS confirms the receipt of the bag by sending BPMs to the DCS and ABS.
4)	After delivery of the bag to the customer, the STPS sends a BPM to the DCS (and optionally to the ABS).

5.9.5 Process Overview "Intermodal"

Process	Summary Description	Surface Transport Provider	Message	Airline/ABS
Intermodal Receipt	Bag Acceptance by STP	(o) STP check in bags collected from customer (Proof of Acceptance)	BTM → (DCS & ABS) (o) BPM → (DCS & ABS)	(o) DCS Passenger Checked in DCS create bag record Update bag record
	Bag Delivered by STP to ABS	Bag handled and tracked by STP	(m) BPM → (DCS & ABS)	Process BPM Update bag record
	Bag Received by ABS		(c)BPM→(DCS & STP)	Bag handled and tracked by ABS ABS sends BPM to STP
Airport/ABS Process	Sorting, Tracking, Reconciling etc.	These processes are described elsewhere in RP 1800		
Intermodal Delivery	Airline passes intermodal bags to STP	Bag passed from airline/ABS to STP, for transportation to customer	BTM→(STP & ABS)	DCS sends BTMs to STP and ABS as required
	Bags Received by STP	Bags received from airline by STP	BPM→(DCS & ABS)	STP sends BPMs to DCS and ABS as required, as bags accepted by STP from airline
	Bags Tracked internally by STP	Bags tracked internally with STP logistics process, as bags are transported	(o)BPM→(DCS & ABS)	STP sends BPMs to DCS and ABS as required Bags are moving through delivery process
	Bags Delivered by STP to customer	Bags handed over to customer by STP (Proof of Delivery?)	(m)BPM→(DCS)	Bags delivered to customer

ABS = Automated Baggage System
DCS = Departure Control System
STP = Surface Transport Provider
(o) = Optional
(m) = Mandatory
(c) = Conditional

Note from IATA/A4A BWG/PSG: No agreement was reached on whether some messages should be defined as conditional or optional.

5.9.6 Relevant Messages

i = incoming, o = outgoing		
BTM (o)	—	informs a receiving carrier and/or other handling partner(s) about incoming transfer bags for sorting and/or reconciliation purposes
	—	contains the “Baggage Check-in Location”, “Baggage Outbound Flight Segment” and the “Baggage Class of Travel”
	—	conditionally, the “Baggage Inbound (Non-Flight)Travel Segment”, the “Baggage Onward Flight Segment”
	—	conditionally, baggage data such as “Baggage Loading Priority” and/or “Baggage Type” and/or “Baggage Identification And Handling” code
BPM (i)	—	by bilateral agreement, a BPM confirms the “Baggage Processing Information” during baggage transfer from an STP to an ABS and vice versa, specifically by using .J
	—	optionally, the STPS confirms the acceptance, delivery and handing over of the baggage to the ABS by sending BPMs to the DCS and ABS; the ABS confirms receipt of the bag by sending BPMs to the DCS (and optionally to the STP)
BCM-BAM (o)	—	optionally, requests the acknowledgement of message receipt
BCM-BAM (i)	—	confirms the receipt of a baggage service message when message acknowledgement was requested by DCS

6. REFERENCES

Number	Title
Resolution 709	Baggage Transfer Message (BTM)
Resolution 739	Baggage Security Control
Resolution 740	Form of Interline Baggage Tag
Resolution 741	Passenger Name and Address Label
Resolution 743	Found and Unclaimed Checked Baggage
Resolution 743a	Forwarding Mishandled Baggage
Resolution 743b	Baggage Identification Chart
Resolution 743c	On-hand Baggage Summary Tag

Number	Title
Resolution 744	Local Baggage Committees
Resolution 745	Dangerous Goods in Passengers Baggage
Resolution 745a	Acceptance of Firearms and Other Weapons and Small Caliber Ammunition
Resolution 745b	Acceptance of Power Driven Wheelchairs or Other Battery Powered Mobility Aids as Checked Baggage
Resolution 746	Pooling of Baggage
Resolution 751	Use of the 10 Digit License Plate
Resolution 752	Electronic Baggage Claim Receipt
Resolution 753	Baggage Tracking
Resolution 754	Profiles of interline baggage claims and proof of fault for baggage prorates
Resolution 763	Location Identifiers
Resolution 765	Interline Connecting Time Intervals—Passenger and Checked Baggage
Resolution 769	Baggage Tag Issuer Codes (BTIC)
Resolution 780	Form of Interline Traffic Agreement-Passenger

Resolution 755 Reflighting Messaging

RP 1690b	Baggage Reference Manual Standard and Procedures
RP 1701f	Self Service Baggage Check-in
RP 1706	Functional Specification for Standard Departure Control System
RP 1739	Passenger/Baggage Reconciliation Procedures
RP 1740a	Baggage Tag Media Quality Guidelines
RP 1740b	Licence Plate Fallback Sortation Tag
RP 1740c	Radio Frequency Identification (RFID) Specifications for Interline Baggage
RP 1740d	Read and Sortation Rate in Baggage Handling Systems
RP 1740e	Baggage Taken In Error-Notice to Passengers
RP 1741	Passenger and Baggage Conformance Services
RP 1743a	Tracing Procedures for Missing Checked Baggage
RP 1743b	Tracing Unchecked Baggage and Handling Damage to checked and Unchecked Baggage
RP 1743c	Exchange of Information on Interline Baggage Tagging Errors
RP 1743d	Baggage Theft, Pilferage and Fraudulent Claim and Prevention
RP 1743e	Baggage Irregularity Report
RP 1744	Attachment 'A' Airport Operating Rules—Recommended Practice and Procedures
RP 1745	Baggage Information Messages
RP 1746	Baggage System Interface (BSI)

Number	Title
RP 1748	Baggage Construction Standards
RP 1749	Carriage of Carry-on Baggage
RP 1750	Handling of Security Removed Items
RP 1751	Interline Baggage Claim
RP 1752	Numeric Location Codes
RP 1752a	Reliability and Integrity of Baggage Messaging
RP 1754	Electronic Baggage Tag
RP 1755	Baggage Logistics and Conformance Event Services
RP 1756	Lost and Found Property Items Categories
RP 1780	Profiles of Interline Baggage Claims
RP 1788	Ticketing and Baggage Regulations for Free and Reduced Transportation
RP 1800	Automated Baggage Handling Based on the IATA License Plate Concept

Item D4.3: Report and Workplan of the Departure Control Systems Message (DCSM) Working Group

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Submitted by: Carole Rogotzke, Chair of the Departure Control Systems Message (DCSM) Working Group, under the Travel Standards Board

Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of Departure Control Systems Message (DCSM) Working Group

Background

The Departure Control Systems Message (DCSM) Working Group was established under the Travel Standards Board with a mandate to:

1. Deal with matters concerning passenger Departure Control System (DCS) processes.
2. 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.
3. Review and endorse proposals to amend: Resolution 708; and Recommended Practice 1706a, 1706b, 1707a-1719e (overseen by the DCS Message Working Group)
4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
5. Maintain a work plan and report regularly to Airport Services Group.

Members of the Departure Control Systems Message (DCSM) Working Group

The Terms of Reference of the Group allowed for a core membership of 11 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1	Amadeus	Peter Butler
2	Air Canada (AC)	Gillian Rehbohm
3	Air India (AI)	Preet Kaur Singh
4	Alaska Airlines (AS)	Rosalie Hallenbeck
5	American Airlines (AA)	Margaret Brown
6	Delta Air Lines (DL)	Carole Rogotzke
7	EL AL Israel Airlines (LY)	Donna Bahar
8	JSC Sirena-Travel	Alexey Barinov
9	KLM Royal Dutch Airlines (KL)	Eelco Folkertsma
10	Navitaire	Kevin Vandenberg
11	SITA	John Meeks

Departure Control Systems Message (DCSM) Working Group activity in 2020

This year the Departure Control Systems Message (DCSM) Working Group has not yet met nor held any conference call activity due to lack of agenda items to be addressed. This group may have its mandate extended for a further 12 months by the Travel Standards Board (from 1 November 2020), but the future of this activity will be reviewed by the Board, in the light of other changes occurring within this domain, including One Identity, ONE Order and Inter-airline Through Check-in (IATCI) standards.

Departure Control Systems Message (DCSM) Working Group adoption of standards

There are no proposed changes submitted.

Departure Control Systems Message (DCSM) Working Group Work Plan

The work plan of the Departure Control Systems Message (DCSM) Working Group is empty at the time of this transmittal. Carriers are encouraged to participate in the groups activity and help build an industry workplan.

Action

Conference to note report.

Item D4.3.1: Voting item from the Departure Control Systems Message (DCSM) Working Group- Addition of Special Service Request Code WPOW, AMOW, AMMO and changes to SSR DOCO

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Submitted by: Ionut Badea, Senior Manager Shop-Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board and DCS Messages Working Group

Background

The A4A IATA Reservations Group (AIRG) has created three new SSRs to support the business requirements raised by Lufthansa. These are summarized below:

AMMO - In accordance with both government and airline regulations, firearms and ammunition must be carried separately. Firearm magazines and ammunition clips whether loaded or empty must be securely boxed or included in a hard-sided case. Passenger may carry the unloaded firearm and ammunition in the same case, or the ammunition may be placed in a separate case (without a weapon). Some carriers already use an SSR AMMO to identify both the weapon and the ammunition when they are carried in separate cases. The identification is important for proper identification when baggage tagging takes place.

WPOW, AMOW - The SSRs would be used in the passenger's reservation to distinguish weapons of war and ammunition of war when a request for transportation of such weapons and ammunition is made. The SSRs would streamline the end-to-end process from booking to aircraft and back to the military passenger who is deployed and transported on commercial aircrafts.

Also, at the request of United, a change of the construction rules for SSR DOCO when used for either a Redress or Known Traveller Number is included. Since a passenger may have multiple numbers for different countries, the Country/State for which the Supplementary Travel Information is applicable should become mandatory.

In order to meet the requirements these three new SSRs and the change to the existing DOCO SSR need to be able to be transmitted in DCS messages.

The below proposal outlines the changes to be done on RP 1708 and RP 1707b to support these requirements.

Action

Conference to adopt changes to IATA Recommended Practice 1708 and 1707b as outlined in ***Attachment A_ D4.3.1.***

Attachment A_D4.3.1

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RP 1708

2.12.7 Table of SSR Codes

SSR Code	See Note Number	Description
ACKI		Automated Check-in
<u>AMMO</u>		<u>Ammunition booked and carried as checked baggage</u>
<u>AMOW</u>		<u>Ammunition of War booked and carried as checked baggage</u>
...		
WEAP		Weapons, firearms or ammunitions booked and carried as Checked
Baggage		
<u>WPOW</u>		<u>Weapon of War booked as Checked Baggage</u>

RP 1708

Section 3 – Examples

3.1.1 PNL Message Example (Part 1)

...
 3KOSTA/TONYMR/OLGAMRS/KEVINMR
 .R/ALRG HK1 PEANUT/BUFFER ZONE/FOOD ALERT-1KOSTA/KEVINMR
.R/AMMO HK1 BIATHLON AMMUNITION-1KOSTA/KEVINMR

...

3.1.2 PNL Message Example (Part 2)

...
 1NYSSSEN/VICTORMR .O/IB441Y05PMI
1OBRIEN/OSCARMR .L/A1B2C3
.R/WPOW HK1 ARMY ISSUED M162A
.R/AMOW HK1 10 KG NATO 5.56X45MM AMMUNITION

...

RP 1707b

3.40.2 API DOCO Element

	This element lists Passenger other travel related information. Where the components of a DOCO element provided, an oblique (/) is inserted to indicate an element is missing. This is not required when no further components are provided. The Passenger Identification Element may follow the final element entered.		
	Construction	Example	Data Field Name
3.40.2.1	element ID	.R/	element ID

3.40.2.2	SSR code	DOCO	SSR/OSI code
3.40.2.3	space	→	information separator
3.40.2.4	action/status code and the number 1	HK1	status code
3.40.2.5	oblique	/	information separator
3.40.2.6	place of birth	AMBER HILL GBR	a(..35)
3.40.2.7	oblique	/	information separator
3.40.2.8	travel document type	V	a(a)
3.40.2.9	oblique	/	information separator
3.40.2.10	travel document number	9891404	m[..25]
3.40.2.11	oblique	/	information separator
3.40.2.12	travel document place of issue	LONDON	a(..35)
3.40.2.13	oblique	/	information separator
3.40.2.14	travel document issue date	12JUL64	date/full
3.40.2.15	oblique	/	information separator
3.40.2.16	country/state for which visa Travel document is applicable	US	country code
3.40.2.17	oblique (if Infant indicator follows)	/	information separator
3.40.2.18	infant indicator	I	I
3.40.2.19	passenger identification	-1ADDAMS/MARYMRS	passenger ID
	Examples:		
		.R/DOCO HK1/AMBER HILL GBR-1BROSNAN/JAMES .R/DOCO HK1/BREMEN DEU////12JUL06- 1KAISER/HARALD .R/DOCO HK1//K/111222333///CAN-1POYER/DANIEL	

Item D4.4: Report and Workplan of the Common Use Group (CUG)

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Submitted by: Tim McGraw and Thomas Jeske, Co-chairs of the CUG, under the Travel Standards Board
Sylvain Campeau, Senior Manager Passenger Process & Technology and Secretary of the CUG,
campeaus@iata.org

Background

The Common Use Group was established under the Travel Standards Board with a mandate to deal with matters concerning

1. Common Use Self Service (CUSS), the specifications and standards for multiple airlines sharing one physical self-service kiosk.
2. Common Use Passenger Processing Systems (CUPPS), the range of services, specifications and standards enacted to enable multiple airlines, service providers or other users to share physical check-in or gate podium positions whether simultaneously or consecutively.
3. Bar Coded Boarding Pass, the required characteristics of the data elements and format of the Bar Code on the Boarding Pass.
4. Common Use Web Services (CUWS), the standardization of data exchange supporting common use self-service bag drop and different touchpoints through the use of web services technology. (RP 1741)
5. IATA Technical Peripheral Specifications (formerly AEA) (ITPS-TSG), 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).
6. Review and endorse proposals to create or amend standards governing these processes, including data exchange standards for passenger data.
7. Review and endorse proposals to amend Resolution 792; and Recommended Practices 1706c, 1797 and 1741.
8. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
9. Liaise with the Airports Council International ACI.
10. Maintain a work plan and report regularly to Passenger Experience Group.

Members of the Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development.

Despite this, the group was run as an open group, and Chairs (or Leads) were elected for each working group, as follows.

Position	Airline	Delegate name
1. CUWG Co-Chair	American Airlines	Tim McGraw
2. CUWG Co-Chair	Lufthansa	Thomas Jeske
3. CUSS-TSG Lead	Materna	Andreas Gehling
4. CUSS-TSG Lead	Lufthansa	Joachim Bauer
5. CUPPS-TSG Lead	RESA	Nadine Caramelle
6. CUWS-TSG Lead	GTAA	Ernest Eustache
7. CUWS-TSG Lead	Idemia	Mehdi Mansour
8. CUWS-TSG Lead	Collins Aerospace	Chris Hurley
9. CUPPS-TSG Lead	Lufthansa Systems	Dietrich Hasselhorn
10. ITPS-TSG Lead	Swiss Airlines	Thomas Schmitter
11. BCBP Lead	KLM	Peter Van Der Zon

Note that the delegate Christian Porzio from American Airlines withdrew his candidature from the CUWS TSG lead in January 2020. He has been replaced by Mehdi Mansour from Idemia and Ernest Eustache from GTAA.

Chair and Vice-Chair

At the first meeting of the Common Use Group, Tim McGraw from American Airlines and Thomas Jeske from Lufthansa were elected as Co-chairs. Under the Terms of Reference of the Group, these officers hold their positions for 2 years, subject to continued involvement in the group.

There was a vote taken in December 2019 during the face to face meeting in Madrid and both Tim McGraw and Thomas Jeske were voted to remain Co-Chairs of the Common Use Group.

Group activity in 2020

Meetings:

The following CUG meetings took place in the last year:

October 18-21, 2019, PEMG 20 Bangalore – 2 Common Use Awareness sessions were given to a broader audience

December 3-5, 2019, Madrid - Agenda items: IATA Governance, IATA Passenger Experience Update, Bar Coded Boarding Pass RESO 792, ITPS Update, CUPPS Update, CUPPS Leadership Vote (Nadine Caramelle re-endorsed), SCA/PCI DSS Update, New CUG Extranet Demo, Prioritization 2020 for CUG, 2020 Meeting schedule, One ID update and Use Cases, CUWS and CUSS update. Both the CUSS-TSG & CUWS-TSG held a 1.5-day workshop.

Due to the Covid-19 pandemic, no face to face meeting occurred in 2020 and have been replaced by virtual sessions/calls.

General Common Use Group Calls:

Each TSG is having their separate periodic virtual workshops instead of holding face to face workshops, an update is given to all members of the CUG during the General Common Use Group calls

Agenda items generally discussed during the general CUG calls include but not limited to IATA Corporate Update, CUG general Updates, CUSS TSG Update, CUPPS TSG Update, CUWS TSG Update, BCBP RESO 792 version 8 Update, PCI/SCA Task Force Update, Future Meetings/Calls

To date, General CUG calls were held:

November 7, 2019

February 13, 2020

March 10, 2020

May 7, 2020

June 18, 2020

The next CUG call is scheduled for August 6, 2020 – Future meetings/calls schedule will be confirmed during the August call.

CUSS Technical Specifications

The Technical Solution Group CUSS provided updates to the CUSS Technical Specifications. Version CUSS 1.5.1 was released in May 2020 and included an update on the existing biometric interface (to support biometric requirements on CUSS platforms).

The team is carrying on the work to develop the technical specifications of the next version CUSS Technical Specifications, version CUSS 2.0. Version 2.0 is required in order to:

- Most of the technologies incorporated by CUSS 1.x have already reached their End of Life, will be deprecated within the next years or are already not maintained anymore.
- CUSS 2.0 will make use of the latest Web Technologies like HTML5, JSON, TLS > 1.1, WebSocket enabling Web Developers to implement CUSS applications
- Compliancy with other standards such as PCI DSS, GDPR, etc. The use of current technologies allows to comply with current payment, privacy and security standards and regulations.
- CUSS 2.0 follows the "Security by Design" principles and supports Secure Technologies.
- Integration of Handheld Devices enabling contactless requirements.
- Supports other further devices like tablets and mobile devices.
- Cost savings and shorter Time to Market
- The new CUSS 2.0 Version allows for better compatibility with the latest technologies and shorter release cycles.
- Save costs through easier and faster development, maintenance and deployment.

Important timelines for the new CUSS 2.0 Version

- CUSS 2.0 shall be capable of supporting CUSS 1.5 applications e.g. through an emulator technology
- Switch-over date shall be January 1, 2023. This decision shall go into a vote on JPSC in October 2020

Note: these timelines have been endorsed by the Travel Standards Board on May 5, 2020. These timelines will be considered adopted with the acceptance of this report.

Common use Passenger Processing Systems

Current technical specification version is CUPPS 1.04.

No formal activity has been performed by this group since the last update.

Common use Web Services

The CUWS-TSG team updated the CUWS technical specification 2.0. The team focused on the work in the definition of Web Services beyond the basic function of self-service bag drop.

The work is now focusing on the development of basic functionalities using standard Application Programming Interfaces (API) for airside access and self-boarding. An optional API is currently under development to support standard biometric validation.

Above mentioned API data exchanges, once development is finalized, will be integrated in the Aviation Industry Data Model (AIDM) and ACI ACRIS for a full coordination of the ecosystem.

BCBP Group of Experts

The BCBP group of experts updated the BCBP version 8 of Resolution 792 in 2019 and changes were approved by JPSC in October 2019. Changes to Resolution 792 came into effect on June 1, 2020.

The BCBP Group of Experts has remained available but silent this past year as no new changes have been requested.

IATA Technical Peripheral Specifications (ITPS TSG)

The ITPS-TSG team was created under the CUG in 2018 and they took over the maintenance of the former AEA technical Specifications. The first ITPS publication, version 2018, was released in the IATA online store in December 2018.

ITPS Version 2019 was just recently released in June 2020 and includes the following key changes:

- New item for Bag Tag Printer (BTP)
- Extended Auto RFID for User Memory
- Enhanced Bag Tag Printer (BTP) and Baggage Radio Frequency (BRF) device
- Enhanced Baggage Radio Frequency (BRF) device

Update MSR Task Force

In 2018, a temporary task force under the CUG was created to review the challenges related to the use of Magnetic Stripe Readers (MSR) at common use touch points, which currently present the ability for airlines to take payments through an unsecured mechanism, with the goal to propose a solution to JPSC.

In February 2019 the CUG hosted a workshop in Geneva in which the European Director for the PCI DSS Council gave a presentation highlighting the state of non-compliance of Common Use Self Service (CUSS) kiosks and Common Use Passenger Processing Systems (CUPPS) attended workstations.

Separately, as of September 13, 2019 EU legislation mandates that Strong Customer Authentication (SCA) be used for electronic transactions made by European-issued cards at acceptance points acquired by EU based acquirers. After investigation it was *confirmed that it is not just remote electronic commerce transactions which are in scope of the application of strong customer authentication (SCA) under Payment Services Directive 2 (PSD2).*

A joint task force was created in June 2019, involving key members from the Payment Group and CUG in order to work on a remediation solution. The work was carried on during the latter part of 2019 and beginning of 2020. Recommended Practice 1791d "Payment Card Industry Data Security Standards (PCI DSS) and Strong Customer Authentication (SCA) Compliance" was updated, endorsed by the Travel and Payment Standards Boards and submitted to the PSC for a mail vote. Changes to the RP 1791d was approved by the PSC in June 2020.

Group adoption of standards

Amendments to RP 1791d submitted to PSC was approved in June 2020 and will be effective in the next PSCRM update.

Group Work Plan

The work plan of this group has been reviewed and endorsed by the Travel Standards Board.

Action

Conference to note.

Item D4.5: Facilitation Group work plan

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Facilitation Group

The team has worked on developing the components of the IATA strategy on Open Borders endorsed by the FG until last January. The program of work has then been directed to the IATA emergency priorities: adaptation of passenger process, contactless options and border requirements.

Control Authority Working Group (CAWG)

The group works primarily on border control related topics. Including:

- ICAO Task Force on Health Outbreak Issues in Aviation
- Data Quality – Data Capture and Validation
- Data Quality - Multiple Passport Holders
- Data Quality – Travel Documents
- iAPI Best Practice Guide
- Non-Standard/Additional Data Requirements
- Travel Authorizations (eVisas)
- One ID - Enabling the Legislative Framework

The number of CAWG Sub-Groups (SG) has been reduced to streamlining the work and making the best use out of the available resources, notably for addressing innovation considering the COVID-19. In 2020-2021, the focus will be on the ICAO Task Force on Health Outbreak Issues (reviewing Annex 9), data quality, iAPI, non-standard/additional requirements, travel authorizations and One ID/Digital identities. This will be achieved through the work of eight SGs.

The CAWG has submitted a working paper at the ICAO Facilitation in January 2020 which is leading to new Standard in Annex 9 mandating States to respect the international SARPs and guidance when it comes to passenger data (API/PNR).

The group is composed of 18 national delegations with representatives from airlines, governments and airlines associations, in addition to observers from international and regional organizations. It is currently chaired by Mr. Marc Towaij (Canadian Border Service Agency) and Barbara Kostuk (Airlines for America) and supported by Ms. Karine Boulet Gaudreault bouletk@iata.org.

One ID advisory group

The One ID Advisory Group, composed of representatives from airlines, airports, governments, industry associations and international organizations, has been established for the purpose of providing strategic advice and recommendations to IATA and its governance to help ensure the success of the One ID initiative, and in particular:

- ensure collaboration among the main stakeholders' groups.
- validate guidance on policy, technical and operational requirements.
- promote information sharing on innovative identity management concepts, practices and technologies.
- provide advice and recommendations on the program of work.

The group meets virtually every 6 weeks in order to confirm yearly project work plan and validate guidance documentation as prepared by the One ID Key Contributor Sub groups and Expert groups and confirm the direction of the project (e.g. One ID Ecosystem, One ID process RP, etc.). This is plan that the group continues to review guidance material and upcoming standards or RPs as they are being developed. The group also worked on a recommended practice which is sent for adoption to travel board and PSC. The group is managed by Ms. Amandine Thomas thomasa@iata.org.

PNRGOV Working Group

PNRGOV WG's primary role is to administer the PNRGOV message modification process, in accordance with the WCO's approval process and based upon direction from the IATA/ICAO/WCO API PNR Contact Committee (API PNR CC). The two elected co-chairs are Ms. Olivia Dravet (Air France / KLM) and Mr. John Simmons (Canada Border Services Agency).

The group's main priority remains as the maintenance and improvement of existing Implementation Guides, with a specific focus on the alignment of XML and EDIFACT formats of PNRGOV message.

In 2019-2020 the group focused its efforts on:

- Update of segment MSG at Level 0 – Element 1225 to be Mandatory
- Update on several incorrectly formatted examples in the EDIFACT Implementation Guide
- XSD updates on the PNRGOV XML

In 2021 items for discussion will include the alignment with other industry messages in terms of DNDOL – Document Number joined by Date of Issuance – to allow faster recycling of document numbers such as e-tickets.

PAXLST Working Group

PAXLST WG's primary role is to administer the PAXLST message modification process, in accordance with the WCO's approval process and based upon direction from the IATA/ICAO/WCO API PNR Contact Committee (API PNR CC). The two elected co-chairs are Ms. Jessica Allen (Delta Air Lines) and Mr. John Simmons (Canada Border Services Agency).

The group's priorities are the XML version of PAXLST and the associated implementation guide, including a revision of Implementation Guides with a possible re-scoping exercise for Interactive and Batch API. A 'Best Practices' document that is in place for PNRGOV is also envisaged. The group's main focus is on messaging standards, and adherence to these while improving the data quality.

In 2019-2020 the group focused its efforts on:

- Updates on API Guidelines, mainly with regards to multi-leg flights to be proposed to the WCO/IATA/ICAO API PNR Contact Committee
- Addition of CUSRES scenarios & examples to the Implementation Guide for a better understanding of iAPI
- Understanding IATCI workflow, to address challenges on transmitting the unsolicited CUSRES to partner carrier
- Plan to be proposed for a PAXLST Best Practices / Principles Document

The program of work for 2021 still needs to be finalized but on top of the regular updates it will include items for discussion on AIRIMP update on SSR DOCO (inclusion of Document Expiry Date to be reflected in PAXLST).

Underlying the above is the drive to improve data quality. PAXLST XML Message is based on the proposal from the Data Model team of the WCO developed, leveraging the WCO Data Model.

IATA is represented in Contact Committee by Mr. Ilker DUZGOREN (duzgoreni@iata.org)

Future of Passenger Data (FoPD) – Task Force

The Task Force established for the project on "Future of Passenger Data" has completed the initial gap analysis between the existing PNRGOV XML schema and the One Order content. Development of a message in JSON format is removed from the project scope as it was not being envisaged for One Order. The project is stopped as part of the re-prioritization exercise considering COVID-19. The final revised scope of the project prior to its closure will be a part of the operational work of PNRGOV WG.

Passenger Accessibility Process (PAP) Task Force

In 2019 the Industry Affairs Committee has endorsed the IATA strategy on Persons with disabilities and reduced mobility (PRMD). This strategy identifies that more guidance and standardization in the handling of PRMD was needed. IATA has quickly set up a project with the aim of designing the optimum PRMD process and developing guidance for the industry to standardize the process. The process has been finalized and the manual is well underway. Priority for 2020-2021 is given to the continuation of the development of the PRMD handling manual and to update existing standards and IATA recommended practices, and/or create new ones.

Disruption Management (DM) Task Force

In 2019 disruption management has been identified as a key component of the IATA strategy on customer experience. A task force has been set up to work on the following deliverables:

- Deliver the Disruption Management Manual
- Support/Pursue innovative solutions
- Identify Resolutions and Recommended practices that should be reviewed, created or updated.

This topic has been deprioritized following the emergence of COVID-19. Nonetheless the DM Manual has been finalized in its draft version. The manual is set to be delivered to IATA Publication by mid-September. This work will conclude the 1st version of the IATA DM Manual by Q4, 2020. In 2021 the group will focus on the standards and recommended practices.

IGOM Group Chapter 1 on Passenger

The review of IGOM chapter 1 was finalized in May. A final version has been shared with the Travel Board for comments. Some adjustments will be introduced to cover the measure related to COVID-19 situation under a new "Pandemic" section. The overall manual is managed by IATA Ground Operations Team.

In 2021 beside the improvement of the existing content new sections on NEXTT and One ID will be introduced.

Item D4.5.1: Voting Items of the Facilitation Group, under the Travel Standards Board, presented individually

New RECOMMENDED PRACTICE 1701o - One ID

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Submitted by: Annet Steenbergen Chair of the Facilitation Group, under the Travel Standards Board
Celine Canu, IATA Head of Aviation Facilitation, Secretary of the Facilitation Group, canuc@iata.org

Background

Limited physical infrastructure, enhanced security requirements and legacy processes results in more friction and a complicated, unpleasant experience for passengers.

The One ID biometric enabled process flow seeks to introduce a streamlined, friction-free and passenger centric travel experience that allows an individual to assert their identity, online or in person, to the level required at each process step, while maintaining their privacy and the protection of personal data, and enabling significant improvements to operational efficiency and security.

The concept relies on an early capture of passenger data, where the passenger gives an appropriate and informed consent to distribution of their required personal information among the various stakeholders involved, on a need-to-know and authorized-to-know basis. This avoids the multiple capture and validation of the traveler identity throughout the process for facilitation purposes.

It is RECOMMENDED that, when Members plan to implement a biometrically enabled identity management solution based on stakeholders' collaboration, interacting with a dedicated or common use environment for the purposes of individual airline processes that the procedures described in this Recommended Practice are applied. Provisions on the more traditional process are contained in Recommended Practices 1701 and 1701a to 1701n.

Adoption process

- Draft RP drafted by One ID Advisory group and reviewed by One ID Advisory
- Draft RP endorsed by Travel Board

Action

Conference to adopt new Recommended Practice 1701o

Attachment A_D4.5.1: NEW RECOMMENDED PRACTICE 1701o -One ID

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RECOMMENDED PRACTICE 1701o

One ID

PSC(42)1701o	Expiry: Indefinite Type: B
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1. GENERAL

Limited physical infrastructure, enhanced security requirements and legacy processes results in more friction and a complicated, unpleasant experience for passengers.

The One ID biometric enabled process flow seeks to introduce a streamlined, friction-free and passenger centric travel experience that allows an individual to assert their identity, online or in person, to the level required at each process step, while maintaining their privacy and the protection of personal data, and enabling significant improvements to operational efficiency and security.

The concept relies on an early capture of passenger data, where the passenger gives an appropriate and informed consent to distribution of their required personal information among the various stakeholders involved, on a need-to-know and authorized-to-know basis. This avoids the multiple capture and validation of the traveler identity throughout the process for facilitation purposes.

It is RECOMMENDED that, when Members plan to implement a biometrically enabled identity management solution based on stakeholders' collaboration, interacting with a dedicated or common use environment for the purposes of individual airline processes that the procedures described in this Recommended Practice are applied. Provisions on the more traditional process are contained in Recommended Practices 1701 and 1701a to 1701n.

2. OBJECTIVE

The One ID process will provide the passenger with the facility to travel without the need to physically present documents at various touchpoints where identity validation is requested. The identity will be verified by instant biometric recognition on a need-to-know and authorized-to-know basis

The major benefits of the One ID biometric enabled passenger process are:

- Seamless travel - improved passenger experience
- Contactless – contactless touchpoints enabled in airport terminal
- Efficiency - improved productivity, capacity and cost savings
- Secure – improved border, aviation and airport infrastructure security
- Reduction of document fraud and of cost elements associated to it with passengers refused entry and repatriation to the source

The use of a trusted, digital identity will allow passengers to assert their identity online and off-airport, thereby opening the possibility to move more processes off-airport and have passengers arriving at the airport "ready to fly". This then allows to use biometric recognition at touchpoints where identity validation against a verifiable source such as travel document issued by the appropriate authority is requested.

3. DEFINITIONS

3.1 Biometric Matching

One-to-one (1:1) is a system that compares one new captured biometric to one enrolled/registration biometric in order to make a match.

One-to-few (1:n or 1:few): is a system that compares one new captured biometric against a subset sourced from the 'many' enrolled, based on defined criteria e.g. passengers at a gate for a given flight

One-to-many (1:N) is a system that compares one new captured biometric to all the biometrics enrolled in that system.

3.2 Biometric Recognition

Capturing an individual biometric for instant identity verification or identification.
This is included in the identity verification and identification terminology.

3.3 Consent

Consent shall mean any freely given, specific, informed and unambiguous indication of the passenger's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

For consent to be informed, the passenger should be aware at least of the identity of the controller and the purposes of the processing for which the personal data are intended. Consent should not be regarded as freely given if the data subject has no genuine or free choice or is unable to refuse or withdraw consent without detriment.

3.4 Digital Identity

For the purposes of this RP, digital identity covers biographic and biometric information of the passenger. It can also include their Digital Travel Credential (DTC), authenticated eMRTD data, existing travel authorizations (Visa, eVisa, ETA, ESTA etc.), provision of additional data and/or digital credentials necessary to the facilitation of the passenger (vaccinations, minor handling forms, observations, arrival cards etc.)

Binding the digital identity to the DTC or the eMRTD using biometrics enables a persistent trusted digital identity. This, combined with verifying the DTC or eMRTD as genuine and unaltered, provides confidence that the passenger links to this digital identity.

3.5 Enrollment

Enrollment means that passenger has provided their informed consent, and identity has been successfully authenticated, passenger has confirmed intention to fly and completed all other selections/steps to be Ready to Fly. Passenger biometric is then captured at the time (or extracted from eMRTD), bound to flight data to enable retrieval of their biometric for matching at subsequent touchpoints.

3.6 False Acceptance

False acceptance is when a biometric system incorrectly identifies a person based on the biometric presented or incorrectly authenticates a biometric presented against a claimed identity. This is common with identical twins, for example.

3.7 False Rejection

False rejection is the failure of a biometric system to identify a person by the biometric presented or to verify the legitimate claimed identity of a presented biometric. For example, this can occur when a facial image has dated given a person's change.

3.8 Identification (Identify)

Capturing and matching a live biometric representation of a passenger with an enrolled biometric through 1:N, against all known biometrics or 1:few (or 1:n), against a subset of known biometrics (e.g. a gallery). This confirms that this is the same person as the enrolled individual, during subsequent process steps.

Note: for the purposes of One ID, 1: n (few) is preferred as it is both faster and less prone to errors with false acceptance or false rejections than 1:N (all).

3.9 Identity Authentication

Capturing and matching a live passenger biometric with the biometric stored in a registered identity document, token or credential, (e.g. ICAO Digital Travel Credential or ICAO electronic Machine-Readable Travel Document) through a process of 1:1 biometric matching.

This ascertains that the passenger is who they say they are and through the process can bind the digital identity to the passenger through matching the biometric stored on the authority issued identity document, token or credential.

3.10 Identity Verification (Verify)

Capturing and matching a passenger biometric with an enrolled biometric through a process of 1:1 biometric matching. In One ID, this would happen when a passenger is matched directly to their enrolled biometric that is bound to their flight data as opposed to 1:few (or 1:n) identification against a gallery. This is most likely to occur in an exception handling process.

3.11 One ID Passenger Data

The One ID Passenger data refers to the information required and necessary by the stakeholders (airline, airport, authorities) to facilitate the passenger process for an end to end journey. This data is decentralized and not stored as a complete set. In order to proceed seamlessly at each touchpoint, subsets of this data can be created from the information that is necessary for that particular stakeholder and/or touch point. For example, the captured biometric, and the flight information can be bound as a subset of passenger data in order to meet the requirements necessary for a passenger to pass through airport security.

4. ONE ID PROCESS

The process of the passenger through the various touchpoints is facilitated using biometric recognition.

4.1 Eligibility

All passengers will be eligible to enroll for the One ID process if they are able to:

1. Provide the required digital identity information, have their identity and identity document authenticated, and give their consent for the involved parties that have a valid need or authorization to access necessary data.

4.2 Process Key Principles

Key assumptions on the One ID biometric enabled passenger process:

1. The process should be paperless;
2. Passengers own their data and should provide informed consent to share their digital identity information to all or selected involved parties.
3. Passengers should have the possibility to opt out of sharing their digital identity information.
4. This digital identity information should be provided only once for the whole journey or persistent in time;
5. Biometric recognition systems should allow the passengers to be recognized throughout the process.

4.2.1 The biometric enabled passenger process

- Booking Order (Step 01): The passenger makes a booking order providing:
 - a. The booking is complying with the airline rules
 - b. Digital identity information (can be provided later, but preferably early as possible)
 - c. Consent to the involved parties that have a valid need and/or an authorized requirement to access the necessary data (can be provided later, but preferably as early as possible)
- Ready to Fly (Step 02): The passenger will be 'Ready to Fly' when:
 - a. The passenger has provided required consent
 - b. The passenger's border control formalities have been cleared by the appropriate authorities of the requiring state(s)
 - c. The passenger has confirmed intent to travel on specific flight, date and time, with or without bags, and has obtained acceptance status by the airline
 - d. The passenger identity has been authenticated
 - e. The authenticity of the identity document/credential has been validated
 - f. The passenger has submitted their biometrics such that the passenger can be biometrically recognized at subsequent touchpoints
 - g. The information is secured and can be trusted by control authorities or other government agency

Hereafter the One ID Passenger Data is ready to use.

From this point onward, when biometric recognition takes place to successfully identify the passenger, there will be no requirement for additional documents to be produced at airport checkpoints. The entry/exit of the airport terminal could also be biometrically enabled when required based on local airport security mandates. When applicable:

6. Bag Drop (Step 03): The passenger is recognized at bag drop, where applicable, through biometric recognition against the information contained in the One ID passenger data. The bag tag, and tag license plate at this moment is also validated to match the One ID passenger data.
7. Security Access (Step 04): The passenger is biometrically recognized and matched against the One ID passenger data (access, yes or no).
8. Security Screening (Step 05): The passenger is biometrically recognized as they proceed to security. This enables the possibility to apply specific protocols would this be locally required.
9. Exit Border Controls (Step 06): This step can be performed before or after security access or seamlessly and/or combined with another process.

Exit Border Controls should not require passengers to stop unless they are selected for a secondary inspection by border officers.

1. Boarding (Step 07): The passenger is biometrically recognized and matched against the One ID passenger data (boarding is enabled or not). Visual identification of the ID document will no longer be needed. Positive ID check will be done automatically during the process (identity and flight information).

2. Entry Border Controls (Step 08): The passenger is biometrically recognized and matched against the One ID passenger data (cross border, yes or no). Entry Border Controls should not require passengers to stop unless they are selected for a secondary inspection by border officers.
3. Baggage Collection (Step 09): It is assumed that this touchpoint would not require biometric recognition unless the bags are mishandled.
4. Customs and Quarantine (Step 10): Biometric recognition will support custom authorities to more effectively target persons of interest for secondary screening.
5. Transfer Process (Step TP): The passenger is biometrically recognized and matched against the One ID passenger data (all applicable process steps). Any above steps that are required for transfer at an airport should include biometrics as described in this document

This process describes the core touchpoints in the travel value chain where passenger identity verification can occur. It is foreseen that other touchpoints (e.g. lounge access) can be biometrically enabled to identify passengers, leveraging the process as described above but not part of this Recommended Practice.

In case of disruption of operations, the following process steps could be biometrically enabled:

6. Flight Re-Booking (Step FR): In case of disruption and re-booking, the airlines will have access to the relevant One ID passenger data (identity and all valid travel authorizations) and will be able to optimize the best rebooking and re-routing options. Where passengers are rebooked, their new flight information should be updated in the One ID passenger data to allow passenger to be processed biometrically.
7. Baggage Recovery (Step BR): The passenger is biometrically recognized and matched against the One ID passenger data and a passenger's baggage claim file in the baggage tracing system is pre-filled with the available data.

4.2.2 Additional considerations

Some operations may require an alternative or complementary process including but not limited to:

10. Persons whose biometric data cannot be recognized
11. Passengers that require additional checks and manual processes due to regulatory compliance.
12. Holders of Machine-Readable Travel Documents (MRTDs) commonly referred to as non electronic Passports.

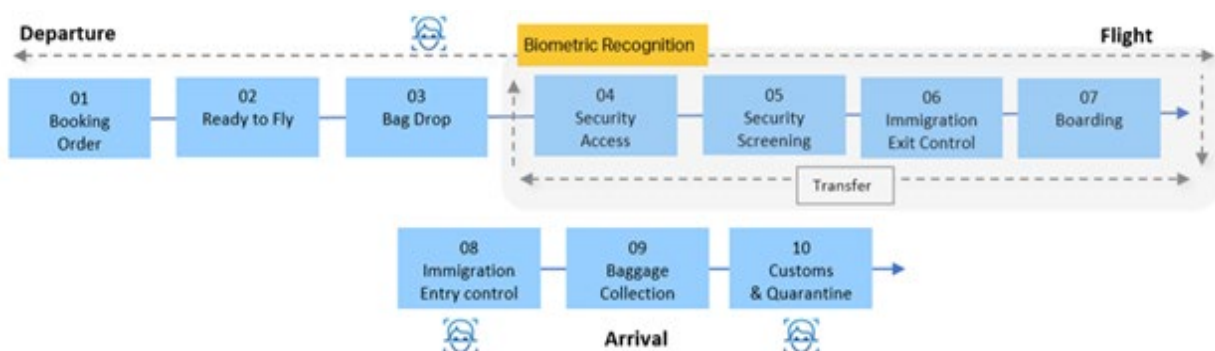
4.2.3 Exceptions from the standard process

It is recommended to have a process in place to address technical and system failures or other requirements. A minimum number of staff and equipment should be made available to address such situation.

4.2.4 Process Steps (Fig. 1)

The 10-steps process flow through the various touchpoints is facilitated using biometric recognition:

Fig. 1



Item D4.6: Report and Workplan of the Fuel Data Standards Group

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Submitted by: Christian Mietz, Chair of the Fuel Data Standards Group, under the Travel Standards Board

Daniel Chereau, Secretary of the Fuel Data Standards Group, chereaud@iata.org.

Background

The Fuel Data Standards Group (FDSG) is established under the Travel Standards Board with a mandate to:

1. Deal with matters concerning the development and maintenance of data standards to facilitate aviation fuel processes in an efficient and effective manner, including the associated business requirements.
2. Review and endorse proposals to create or amend standards governing these processes, according to the methodology described in Appendix II to this document. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to the Implementation Guide where applicable.
3. Review and endorse proposals to maintain and/or amend:
 - a. Fuel Invoice Standard;
 - b. Fuel Transaction Standard;
 - c. Fuel Operational Standard (formerly known as Pre-Transaction Standard);
 - d. Fuel Tender/Bid Standard;
 - e. Fuel Code Directory
4. Identify digital transformation opportunities and drive industry movement towards leveraging these.
5. Steer fuel digital projects to ensure project completion and success.
6. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
7. Maintain a work plan, report regularly to the Travel Standards Board, and inform the Commercial Fuel Working Group.

Members of the Group

The Terms of Reference of the Group allows for a core membership of 20 delegates from airlines and IATA Strategic Partners, who committed to active participation on standards development. The current membership is as follows:

Position	Airline / IATA Strategic Partner	Delegate name
1 Member (Airline)	Air France	Romain Aboucha
2 Member (Airline)	Alitalia	Gian Paolo Cantonetti
3 Vice Chair (Airline)	Atlas Air	Shakti Chopra
4 Member (Airline)	British Airways	Alan Goodman
5 Member (Airline)	Cathay Pacific	Suresh Rodrigo
6 Member (Airline)	China Southern	Jiye Chen
7 Member (Airline)	Delta	Christopher Kuhn
8 Member (Airline)	IAG	Stefan Munday
9 Member (Airline)	KLM	Wimjan Lurks
10 Chairman (Airline)	Lufthansa	Christian Mietz
11 Member (Airline)	Siberia Airlines	Vera Evsioukova
12 Member (SP)	AirBP	Simon Littlejohns
13 Member (SP)	eBits	Richard Moss
14 Member (SP)	FuelPlus	Klaus Peter Warnke
15 Member (SP)	Gazprom-Neft Aero	Dmitry Korpachev
16 Member (SP)	i6	Alex Mattos
17 Member (SP)	Q8 Aviation	Kwan Lam
18 Member (SP)	QT Technologies	David Zanussi
19 Member (SP)	SAP	Kiran Srirama
20 Member (SP)	Shell	Maxine Horsfield

Chair and Vice-Chair

Christian Mietz from Lufthansa and Shakti Chopra from Atlas Air continue their tenures as Chair and Vice Chair respectively while FDSG was still reporting to the Financial Committee. Under the revised Terms of Reference of the Group, these officers hold their positions for 3 years, subject to continued involvement in the group, effective from 1 November 2019.

Group activity in 2020

Meeting 1 – 11 November 2019, New Orleans

- a) Technical Workshop
 - a. Operational Standard: schema changes discussed, to be addressed by technical group; update on work and release of Implementation Guide, for IATA Fueling Data Hub; discussion on order summary aggregation.
 - b. Tender/Bid Standard: discussion on industry adoption, need for a robust implementation guide, and legal status of bids transmitted using the standard. A focus group was created to work on implementation guide.
 - c. Invoice Standard: discussion on additional acknowledgment in the standard: a focus group was created to address this. A decision was made to not pursue further harmonization/integration with the SIS IS-XML standard.
- b) General Matters
 - a. Industry Fueling Data Hub: IATA announced approval of project to provide an industry hub. The group requested copy of the hub's BRD, for information. System vendors expressed interest in assisting with delivery of the hub, as IATA still had to make a build or buy decision.
 - b. Implementation guides (IG): Priority was given to the development of a Tender/Bid IG, followed by a combined manual for Transaction and Invoice standards; all to promote further adoption of the standards.

Meeting 2 – 26 May 2020, Teleconference (due to COVID-19 travel restrictions)

- 1. Updates
 - a. Operational Schema: Version 20.1 released in April 2020; published on FDSG website
 - b. Fueling Data Hub: IATA had approached vendors interested in providing backend for the hub; NDA's signed and RFI process was about to start. COVID-19 crisis forced a re-prioritization process in IATA and the project has been put on hold due to cash restraints and resources focusing on projects that will assist with industry restart.
- 2. Promoting adoption
 - a. An initial list of organizations supporting each of the standards has been published on the FDSG website.
 - b. Workshops and/or webinars proposed to promote digitalization and the use of standards. Members suggested that the meetings concurrent with the Aviation Fuel Forum (AFF) could be shorter and to dedicate part of the time currently allocated to the meeting, to workshops.
- 3. Implementation Guides (IG)
 - a. Agreement on potential common structure for IGs. Focus groups dedicated to IGs will also contribute to enhance the standard as part of the process.
 - b. Focus groups were established to work on IGs for: Operational Standard (enhancing existing IG); Tender/Bid; Transaction & Invoice (combined)
- 4. Other business
 - a. Electronic signatures: given several requirements to stop manual paper handling during COVID-19, electronic signatures appear as an urgent need to overcome lack of necessary paperwork. A focus group has been created to work on this.
 - b. Tank names in Operational Standard: Chair presented the need to resume unfinished prior work to define correct use of tank names.
 - c. Standard visualization of Transaction: an idea was presented to support visualization of transaction information, which may assist with regulatory compliance in some jurisdictions.
 - d. Platform to support FDSG work: given uncertainty about SSW's future, Teams appears as an easier alternative to collaborate. Pending decision.

Group adoption of standards

Standards for the complete lifecycle of fuelling are already established. Change requests to standards are submitted by group members and observers and initially discussed with the Secretary and relevant key members for subject area. Satisfactory candidate change requests are then added to agenda for the next face to face meeting. Change requests are either approved, denied, or referred for revision and representation at a subsequent meeting.

Group Work Plan

There is a further group meeting planned for November 2020 in Europe, location and precise date will depend on what is ultimately decided for the AFF. The meeting will address the group work plan:

1. eTender:
 - a) Identify the elements of the standard that were modified/relaxed to facilitate the initial tender runs.
 - b) Formalize any changes required to assure that the standard is tightly constructed.
 - c) Thorough re-testing of the standard.
 - d) Update the implementation plan to incorporate all findings.
 - e) Work on robust implementation guide to facilitate adoption.
2. Invoice & Transaction:
 - a) Investigate additional requirements for invoice acknowledgement/reconciliations and method to deliver solutions.
 - b) Produce a new and robust implementation guide for Invoice and Transaction standards.
 - c) Evaluate developing a standard visualization for the Transaction standard.
3. Operational Standard:
 - a) Further investigate digital signatures to overcome social distancing restrictions arising from COVID-19, while complying with different regulatory requirements around the world.
 - b) Develop a new and robust implementation guide for the Operational standard.
 - c) Resume work on tank naming convention.
 - d) Review earlier work on standard to identify and flesh out potential redundancies (i.e. duplicate methods to transmit process timestamps).
4. Change Requests
 - a) Review current and new submissions arising from work on implementation guides.

Action

Conference to note report.

Item D4.7: Report and Workplan of the Ground Operations Automation and Digitization Technical Group

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Submitted by: Massimo Cicetti, Senior Manager Ground Operation Digitalization & Automation (cicettim@iata.org)
Joseph Suidan, Head Ground Operations, (suidanj@iata.org)

Background

The Ground Operations Automation and Digitization Technical Group (GAD) was established to investigate and participate in the growing need for standards in digitization and automation on the ramp. These fields encompass a large body of the work done by the previous Load Control and Aircraft Messaging (LCAM); Delay Codes Aircraft Messaging (DCAM) and Ground Support Equipment and Environment (GSEE) technical groups. As such the GAD both develops both new material and strategies as well as maintaining the Airport Handling Manual (AHM) chapters:

5: Load Control

7: Aircraft Movement Control

9: Airport Handling Ground Support Equipment Specification

10: Environmental Specification for Ground Operations.

To undertake this work, the group is divided into Teams:

Ramp Digitalization Team: Delay Codes; Timestamps Turnaround; Digital Load Control

GSE Team

Members of the Group

The Terms of Reference of the Group allowed for a core membership of 18 delegates from Airlines, Ground Handlers and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected as follows.

In addition to the airline members, there are airport / association members (Brussels, Eurocontrol, Frankfurt, GTAA, HAL, Manchester), Ground Service Providers (dnata, Swissport, QAS) and Strategic Partners (IT providers, GSE manufacturers / providers) who bring their viewpoints to the committee.

Position	Airline	Delegate name
1	DHL	Graeme Dewdney
2	Air Bridge Cargo	Valeriy Atamanov
3	Flydubai	Sean Fernandes
4	SAS	Carina Forsell
5	UAE	Adrian Kong
6	Qatar Airways	Nabeel Karakunhi Thattankandy
7	Lufthansa	Deniz Nisanci
8	Westjet	Leigh Hoey
9	Delta	Brian Swalwell
10	BA	Sarah Kelly
11	Air Canada	Martin Gray
12	Latam	Tiago Veira Silva
13	Cathay Pacific	Jonathan Bailey

Chair and Vice-Chair

Each of the teams has a Team Leader:

GSE Team: Leigh Hoey, Westjet

Ramp Digitalization Team: Yves de Wandeler, Eurocontrol; Tom Farncombe, Amadeus

Group activity in 2020

Due to the onset of the COVID pandemic and the involvement of IATA Ground Operations staff in the development of ground handling guidance material to help airlines during the pandemic, the Ground Operations Automation and Digitization Technical Group (GAD) was only formally established in late March 2020.

Some members of the group were informally involved in the initial development of the COVID guidance material and the webinars.

Subsequent to the establishment of the group the teams have been working on the following:

GSE Team:

- GSE Storage – guidance material
- GSE Return to Service – guidance material
- GSE Identification and Classification
- AHM Chapter 9 updates and new content

Ramp Digitalization Team:

Delay Codes: Restructuring the IATA delay codes system

Timestamps Turn-around: Phase 1: The group is working to finalize the business requirement document (BRD) of "Time stamps turn-around". Standard scope: tracking (and sharing) of status of all operational tasks performed by ground handling during aircraft turn-around. Phase 2: A digital standard will be delivered with IATA AIDM once BRD is completed.

Digital Load Control: Amendment of digital schemas X565, X581

Group adoption of standards

Airport Handling Manual – 41st edition, effective 2021

Chapter 7:

AHM 732: Delay codes schema

Chapter 9:

AHM 904 – Aircraft Doors, Servicing Points, and Systems Requirements for the use of Ground support Equipment

AHM 907 – Basic Requirements for Electrically Powered GSE

AHM 910 – Basic Requirements for Ground Support Equipment

AHM 918 – GSE Storage and Return to Service

AHM 921 – Functional specification for Boarding/De-boarding Vehicle for Passengers with Reduced Mobility

AHM 926 – Functional Specification for Upper-deck Catering Vehicle

AHM 927 - Functional Specification for Main-deck Catering Vehicle

XML Toolkit 2nd Edition, effective Jun 2021

X565: Load Control semi-permanent data exchange

X581: Unit weight signal

Group Work Plan

2020	Priority / Objectives	Topic	Document	Team	Deliverables	Status
Apr - May	COVID: Ground Handling Guideline	GSE Storage	Bulletin https://www.iata.org/en/programs/ops-infra/ground-operations/	GSE	Review current guidelines Provide feedback Address inquiries	Completed
Apr - May	Cargo in Passenger Cabin Guideline	Cargo in pax cabin with / without seats fitted		Ramp Digital	Develop the guidelines Updates Address inquiries	Completed
Apr - May	COVID: Return to Service	GSE Return to Service		GSE	Develop the guidelines Updates Address inquiries	Completed
May - Dec	Develop best practices for GSE Classification	GSE classification	Template for GSE classification for identification of GSE type/characteristics	GSE	Define GSE types and categories Develop matrix of GSE / aircraft Develop input template	Ongoing
May - Dec	Develop best practices for GSE Automation	GSE Automation	Roadmap for GSE automation	GSE	Define roadmap for GSE automation	Started
Jun - Dec	Ground Ops Forecast	Green GSE and GSE Damage	Ground Ops. Report	GSE	Peer review of consulting work Review of paper / report <i>Note: Input from GOS will be needed too.</i>	Ongoing
Jun - Sep	Inclusion of content from Guidance material from COVID guidelines into AHM / IGOM content	GSE Storage GSE Return to Service Cargo in Pax Cabin	AHM Ch 9 / AHM - New chapter on Crisis Management AHM / Cargo Handling Manual	GSE Digital Ramp	Review guidance content and define details to be introduced in AHM/ IGOM	Completed
Jun - Sep	AHM Updates.	Review and approve changes to AHM Ch 5, 7 & 9	AHM	GSE Digital ramp Delay codes	Prepare new content Review and approve Update content	Completed
Jun - Nov	Digital Standard	Finalize Guidance material for X565	XML toolkit	Digital ramp	Finalize Guidance material Define structure for on-line training	Ongoing
May - Sep	Delay codes	Delay codes	AHM	Delay codes	Complete testing / content	Completed
May - Dec	Digital Standard	Finalize BRD of Digital Standards Turn-around time stamps	BRD for digital standard	Digital ramp	Finalize BRD	Ongoing
May - Dec	Digital Standard	Develop BRD communication between Loading & Load Control.	BRD for digital standard	Digital ramp	Finalize BRD	Ongoing
May - Dec	Airport Infrastructure	Investigate opportunities and technologies to improve Airport stand and Mobility.	N/A	GSE/Digital Ramp	Work plan	Ongoing

Action

Conference to note the report.

Section E:

Pay-Account Standards Board (PASB) Items

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E4.1	Report and Workplan of the Billing and Settlement Plan Data Interchange Specifications Group (BDISG)	Attachment A E4.1
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Item E1: Report of the Pay-Account Standards Board (PASB)

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Submitted by: Myriam Burget, Chair of the PASB

Altug Meydanli, [Senior Manager, Pay-Account Standards], Secretary of the PASB

Background

The PASB is established under paragraph 2.3.4 of Resolution 009

2.3.4 Pay-Account Standards Board

The Pay-Account Standards Board manages the development of standards concerning any interaction between airlines and any other parties for the purpose of managing financial processes supporting the delivery of passenger services to the extent these are developed under the Passenger Services Conference.

This includes but is not limited to payment, settlement data exchange standards, and other related financial data exchange standards.

Members of the Pay Account Standards Board

Position	Airline	Delegate name	Term commenced
1	Air China	Wei Tian	1 November 2018
2	Air Canada	Christian Isford (resigned Aug 2020)	1 November 2018
3	Air France	Jerome Boyer	1 November 2018
4	American Airlines	Mary Beth McDonald	1 November 2018
5	British Airways	Gyorgyi Szantner	1 November 2018
6	Cathay Pacific Airways	Barry Tse	1 November 2018
7	Delta Airlines	Mark Manhan	1 November 2018
8	Emirates	Rukhsana Pawane	1 November 2018
9	Etihad Airways	Ivan Colaco	1 November 2018
10	KLM	Merle van der Storm (resigned Sep 2020)	1 November 2018
11	Korean Air	Sang Jun Lee	1 November 2018
12	LATAM Airlines	Marcela Figueroa	1 November 2018
13	Lufthansa German Airlines	Nadine Goebbels	1 November 2018
14	Qantas	Konda Reddy	1 November 2018
15	Singapore Airlines	Boon Siong Ong	1 November 2018
16	Swiss International Airlines	Myriam Burget	1 November 2018
17	Turkish Airlines	Bilal Ismail Yalmanbaay	1 November 2018
18	United Airlines	Susan Wade	1 November 2018

Chair and Vice-Chair

Chair: Myriam Burget from Swiss International Airlines

Vice-Chair: Jerome Boyer from Air France.

Under the terms of Resolution 009, these officers will hold these positions for a period of 3 years ending on 1 November 2021.

Pay-Account Standards Board (PASB) activities in 2020

Between November 2019-July 2020 PASB had 4 Conference Call and 1 face to Face Meeting. The key highlights of the PASB Meeting and Conference Calls are summarized below;

- PASB endorsed the creation of IATA-ATPCO Tax Governance Group to coordinate ticket tax, fees and charges issues within different IATA domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing.
- PASB together with IATA organized the first PASB Advisory Forum Meeting on 15th of November 2019.
- PASB agreed that the upgrading BSP DISH (Data Interchange Specifications Handbook) with mandatory full DISH Revision is extremely costly for IATA, Airlines as well as GDSs and it takes a long time and effort however highlighted that the past experiences proved even that though the industry takes the burden of upgrading DISH with a full Revision, some system providers may not implement some important enhancements that were approved by BDISG. Therefore PASB decided that DISH Revision 23 that went live at end of 2019 will be last mandatory DISH Revision and future full DISH Revisions and standards activity will only be required for regulatory purposes and any future changes in DISH that turns necessary will be managed by non-mandatory DISH Bulletins and DISH Releases. IATA informed BDISG about this PASB decision.
- PASB endorsed the creation of an IBS OPS WG (Interline Billing and Settlement Operations Working Group) taskforce to work on the Settlement part of the Future of Interline Project. IBS OPS Future of Interline (Settlement) taskforce had its kick-off meeting in January 2020 however as the Future of Interline Project was deferred in 2020 due to COVID-19 the taskforce activities were also deferred in 2020.
- Each Group reporting to PASB proposed reprioritization of their workplan for 2020 due to COVID-19 and PASB endorsed the reprioritization requests of each group reporting to PASB.
- PASB endorsed various CR (Change Request) proposals of Customer Payment Group and Settlement with Orders Group for the new IATA Messaging Standards Release.
- PASB endorsed the TIP Upfront Validation API which provides the Airline Industry and relevant stakeholders an API (Webservice) to implement real-time validations at pre-ticketing stage.
- PASB endorsed BSP NDC API 1-Agent Validation for NDC Airlines reporting in the BSP. In the NDC/One Order distribution channel, the airline is in control of the offer management, of the order management and of the transaction issuance. The airline no longer relies on external system providers for the validation of agency data and agency risk management data.
- PASB endorsed BSP NDC API 2-Real Time Sales Monitoring which enable Airlines to send real times sales monitoring data for BSP risk management purpose.
- PASB decided to include NDC direct transactions in the payment fraud data collection metrics. PFPG (Payment Fraud Prevention Group) has added the NDC direct sales metrics to the existing KPIs.
- PASB requested PFPG (Payment Fraud Prevention Group) to work on NDC Identity Fraud and keep NDC Identity Fraud and NDC Card Fraud items as two separate items.
- PASB endorsed the IATA Fraud Whitepaper.
- PASB requested PFPG (Payment Fraud Prevention Group) to work on the Voucher Fraud topic as a priority topic with the aim of creating a best practice document for the voucher fraud.
- PASB approved the revised RP 1791d- Payment Card Industry Data Security Standards (PCI DSS) Compliance to reflect the European Union regulatory requirement that card transactions to be performed with Strong Customer Authentication (SCA).
- IATA TTBS team informed PASB that since the beginning of the COVID-19 Crisis, IATA has noticed that the information provided by member airlines on the applicable rates of TFCs (Taxes, Fees and Charges) to the IATA TTBS has decreased in certain instances and stressed the importance of the timely submission of TFCs to IATA for the correct application of TFC rates. PASB fully supported IATA TTBS on this and suggested TTBS to contact one to one with the related airlines.
- PASB endorsed various amendments to DISH Revision 23 Standards reflected in a new DISH Update Bulletin Publication 2020/1, declared effective 1 August 2020.

- PASB approved on 20th August 2020 the following change requests/ enhancements for IATA Message Standards Release 20.2;
 - Document the Elements: The CPG (Customer Payment Group) proposal to clean up messages and fix defects and propose unused elements for deprecation in future versions. This work contributes to future work investigating the use of Common Types.
 - Secure Customer Authentication: The CPG (Customer Payment Group) proposal to ensure Secure Customer Authentication using 3DS 2.x is supported in the latest version of the schema before regulatory change in EEA (European Economic Area) comes into effect in 2021.
 - Secure Customer Authentication Backport: The CPG (Customer Payment Group) proposal to provide back-port guidance for implementors seeking to provide secure customer authentication using 3DS 2.x using previous versions of the schema.
 - SwO (Settlement with Orders) Clearing Notification: Change in the Functional Model of SwO to have one Clearing Class that will have the choice between Remittance Payer or Settlement Payee. The XSD schemas for Remittance Transfer Notification and Settlement Transfer Notification will be deleted and new XSD schema will be created – Clearing Notification.
 - SwO (Settlement with Orders) Implementation Guide Revision
 - NDC EasyPay Direct Authorisation API: Using this API an airline can verify if an agency (identified by its IATA number) is able to support an EasyPay financial transfer via the state of a transaction authorisation resource.

For further information about PASB activities please contact with the IATA PASB Secretary: meydanlia@iata.org

Action

Conference to note report

Item E1.1 Pay-Account Standards Advisory Forum

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First PASB Advisory Forum Meeting was conducted on 15th November 2019 in Madrid.

Settlement with Orders (SwO) topic was discussed as a focus topic with detailed presentations and discussions.

Other topics that were discussed during the PASB Advisory Forum are;

- Customer Payment Group Update- NDC & One Order-Payment Related CRs (Change Requests).
- EU PSD2 and SCA (Strong Customer Authentication) Compliance,
- TIP (Transparency in Payments) API Update,
- NewGen ISS (New Generation of IATA Settlement Systems) Project Update,
- DISH 23 Project Update.
- Future of Interline Project Update

The 2nd PASB Advisory Forum Meeting is planned as a Virtual event in November 2020

Action

Conference to note report

Item E2: Endorsement of elections for open positions on Pay-Account Standards Board

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Submitted by: Altug Meydanli, Senior Manager, Pay-Account Standards, Secretary of the Pay-Account Standards Board

Background

Under the terms of Resolution 009, each year nine positions are open on each of the five Management Boards for re-election for a two-year term.

Due to the Covid-19 pandemic, and in the interests of managing continuity, the Conference Steering group endorsed a simplified approach whereby the existing members of each Management Board were asked if their airline wished to continue their involvement in each Board across 2021. Existing Management Board members were asked to contact IATA (via the Secretary of the Management Board, or by email at standards@iata.org) only if they did not wish to continue their involvement, or if they wish to change the named delegate representing their airline on any Board.

Additional nominations for any Management Board were also sought with the first transmittal of the Conference Agenda. Nominations were open until 25 September 2020.

It should also be noted that the Conference Steering Group has endorsed a proposed change to Resolution 009 which would simplify the nomination and election procedures for Management Boards from 2021 onwards. This new process would require Board participation to be limited to 12 months, with nominations and an election held each year. This change to Resolution 009 is included in this agenda for Conference adoption. If adopted, a full election would be held each as an online ballot, as part of the Conference proceedings.

New nominations

No new nominations were received.

Composition of the Board from 18 November 2020

The composition of the Board from 18 November 2020 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Term commenced
1	Air China	Wei Tian	1 November 2018
2	Air Canada	TBA	1 November 2018
3	Air France	Jerome Boyer	1 November 2018
4	American Airlines	Mary Beth McDonald	1 November 2018
5	British Airways	Gyorgyi Szantner	1 November 2018
6	Cathay Pacific Airways	Barry Tse	1 November 2018
7	Delta Airlines	Mark Manhan	1 November 2018
8	Emirates	Rukhsana Pawane	1 November 2018
9	Etihad Airways	Maryam Bin Musabbah	1 November 2018
10	KLM	TBA	1 November 2018
11	Korean Air	Sang Jun Lee	1 November 2018
12	LATAM Airlines	Marcela Figueroa	1 November 2018
13	Lufthansa German Airlines	Nadine Goebbels	1 November 2018
14	Qantas	Konda Reddy	1 November 2018
15	Singapore Airlines	Boon Siong Ong	1 November 2018
16	Swiss International Airlines	Myriam Burget	1 November 2018
17	Turkish Airlines	Bilal Ismail Yalmanbaay	1 November 2018
18	United Airlines	Susan Wade	1 November 2018

Involvement in the Board for other member airlines

All member airlines are reminded that formal involvement on the Board represents a commitment to participate fully in Board activities across the full term of membership. Other member airlines (including those members not formally members of the Board) are welcome to view Board materials, to vote in Board ballots and to participate in Board meetings where topics are of interest. Involvement can be managed through the IATA Standard Setting Workspace, or by contact standards@iata.org.

Action

Conference to endorse the composition of the Board as outlined above from 18 November 2020.

Item E3: Delegation of authority to the Pay-Account Standards Board

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Background

The Conference may delegate the authority to adopt non-binding standards to the relevant Management Board, under the terms of paragraphs 2.6.4.2 and section 2.7.

2.6.4.2 Proposals to amend standards endorsed by the Board will be submitted for formal adoption by the Conference except where the Conference delegated the authority to establish standards to the Board. Where delegated authority has been granted to the Board (as described in Paragraph 2.7), the Board may issue the standard on their own authority.

...

2.7 Delegated Authority to Establish Standards

2.7.1 The Conference may delegate authority to any Board (or any combination of Boards) to adopt non-binding standards without an action by the Conference itself providing:

2.7.1.1 such standards are not in conflict with other standards adopted by the Conference; and

2.7.1.2 the Conference retains full visibility over all standards adopted by any Board.

2.7.2 Unless referenced explicitly within a Resolution, such authority will only be granted for a maximum of one year, after which point it must be renewed by the Conference. Such authority may be renewed as many times as required.

2.7.3 Guidance of such delegated authority will be published by IATA within the next Passenger Services Conference Resolution Manual issued after the delegated authority is adopted.

Proposed Delegation for 12 Month Period from 18 November 2020

The Board requests delegation from the Conference to adopt changes made to the following data exchange standards (under the concurrent process for development and adoption of data exchange standards with the Architecture and Technology Strategy Board), and the corresponding business standards contained within Implementation Guides.

1. **BSP NDC API 1 for NDC Airlines reporting in the BSP- Agent Validation:** In the GDS BSP traditional model, the GDS/TSP collects from IATA in an automated way the Ticketing Authority File and the Ticketing Authority by FOP file every hour (push method from BSPLink to each system provider). The source data for the generation of these files is IATA's BSPLink. It gathers data from the IATA Agency Management System (AMS) and ticketing authority data given to agents by airlines and maintained by airlines in BSPLink. With this information, the GDS/TSP will activate/restrict an Agent's capability for transaction issuance based on IATA instructions.

In the NDC/One Order distribution channel, the airline is in control of the offer management of the order management and of the transaction issuance. The airline no longer relies on external system providers for the validation of Agency data and Agency risk management data.

2. **BSP NDC API 2 - Real Time Sales Monitoring (RTSM):** IATA API to enable Airlines to send real times sales monitoring data for BSP risk management purpose.

In the GDS BSP traditional model, the GDS/TSP report in a real-time manner, through XML messaging, 11 elements of sales instantly to IATA as quickly as the GDS transactions have been issued. This comes in addition to the submission of a BSP RET batch file daily containing all sales data (DISH standard).

The RTSM messaging enables IATA to detect, through its risk monitoring engine, any sudden / abnormal sales increase as well as any behaviour or pattern of form of payment usage (from Cash to credit card, from credit card to Cash). With the implementation of NDC sales for IATA travel agents and for the BSP processing, most NDC airlines are reporting on a daily basis an equivalent DISH file comprising all NDC sales data of last business day.

3. **Transparency in Payment (TIP) Upfront Validation API:** The TIP Upfront Validation provides the Airline Industry relevant stakeholders an API (Webservice) to implement real-time validations at pre-ticketing stage. Based on a standard way of request/responses these can perform validation of payment cards used by IATA Accredited Agents against TIP consent database (Agents 'Own Cards and Alternative Transfer Methods).
4. **NDC Easypay Direct Authorization API:** Using this API an airline can verify if an agency (identified by its IATA number) is able to support an EasyPay financial transfer via the state of a transaction authorisation resource

The Conference should also note the delegation already provided within existing Recommended Practices 1791e and 1791f, which allow the Pay Account Standards Board to develop and adopt changes to the Card Fraud Prevention Best Practices and the Frequent Flier Program Fraud Prevention Best Practices separately. These best practice guides are non-binding.

Action

Conference to endorse this delegation of authority.

Item E4: Groups active under the Pay-Account Standards Board

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Submitted by: Altug Meydanli, Senior Manager, Pay-Account Standards, Secretary of the Pay-Account Standards Board.
(meydanlia@iata.org)

Background

The Board may establish Groups to manage specific areas of standards, as described in Paragraph 3.1 of Resolution 009.

3.1 Establishment of Groups Reporting to Boards

- 3.1.1** Such groups shall exist only where these have been established by a Board.
- 3.1.2** The Board shall grant the Group a mandate which may not exceed a period of one year, at which point the Group may be renewed by the Board for a maximum of 12 months. A group may be renewed as many times as required.
- 3.1.3** Each Group shall have a Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.
- 3.1.4** The Board may disband a Group at any time.
- 3.1.5** A Group should be established where there is a requirement to perform actual development activity across a specific area of standards. This may be established on the basis of a discrete function, or an existing body of standards that require an identifiable area of expertise. The structure of Groups should maximize efficiency and reduce duplication.
- 3.1.6** Each Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.

The Pay-Account Standards Boards had the following Groups active during 2020.

Group name	Scope
Billing and Settlement Plan (BSP) Data Interchange Specifications Group (BDISG)	Deals with matters concerning the development and maintaining data interchange specifications for the exchange of passenger ticketing and related data between Billing and Settlement Plan (BSP) business partners.
Customer Payment Group (CPG)	Deals with matters concerning passenger payment and financial processes related with customer payment including the associated business requirements, and within the scope of IATA resolutions.
Settlement with Orders Group (SOG)	Deals with all aspects of financial settlement between two parties – payer and payee – where at least one of the parties is an airline, and within the scope of IATA resolutions.
Payment Fraud Prevention Group (CFPG)	Deal with matters concerning the annual validation and the update of Fraud Prevention Best Practices, including the associated business requirements.
Frequent Flyer Program (FFP) Fraud Prevention Group (FFP FPG)	Deal with matters concerning the annual validation and the update of the FFP Fraud Prevention Best Practices, including the associated business requirements.
ATPCO-IATA Joint Tax Governance Group (New Group as January 2020)	Deals with coordinating TFC (Tax, Fees and Charges) issues within different IATA and ATPCO domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing. Has a dual reporting to PASB (Pay-account Standards Board) and ATPCO Council.

Continuation of Groups

The Board has endorsed the continuation of all groups except the Transparency in Payments Group (TIPG) for a further 12 months, from 1 November 2020. The Board decided to close TIPG (Transparency in Payment Group) as TIPG does not have any work plan for the next 1 year.

The Terms of Reference of the Groups are provided as Attachments to this item as follows.

Group name	Scope	Terms of Reference Attachment
Billing and Settlement Plan (BSP) Data Interchange Specifications Group (BDISG)	Deals with matters concerning the development and maintaining data interchange specifications for the exchange of passenger ticketing and related data between Billing and Settlement Plan (BSP) business partners.	A_E4
Customer Payment Group (CPG)	Deals with matters concerning passenger payment and financial processes related with customer payment including the associated business requirements, and within the scope of IATA resolutions.	B_E4
Settlement with Orders (SOG)	Deals with all aspects of financial settlement between two parties – payer and payee – where at least one of the parties is an airline, and within the scope of IATA resolutions.	C_E4
Payment Fraud Prevention Group (PFPG)	Deal with matters concerning the annual validation and the update of Fraud Prevention Best Practices, including the associated business requirements.	D_E4
Frequent Flyer Programs Fraud Prevention Group (FFP FPG)	Deal with matters concerning the annual validation and the update of a set of FFP Fraud Prevention Best Practices, including the associated business requirements.	E_E4
ATPCO-IATA Joint Tax Governance Group	Deals with coordinating TFC (Tax, Fees and Charges) issues within different IATA and ATPCO domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing.	F_E4

Action

The active groups are established under the authority of the Board and are presented for the Conference to note.

Attachment A_E4: Terms of Reference: BSP Data Interchange Specifications Group (BDISG)

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	BSP DATA INTERCHANGE SPECIFICATIONS GROUP (BDISG)
Reports to	Pay Account Standards Board
Role / Mandate	<ol style="list-style-type: none"> 1. Deals with matters concerning the development and maintaining data interchange specifications for the exchange of passenger ticketing and related data 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, 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, BDISG will take into account business requirements of BSP business partners. 6. Review and endorse proposals to amend: <ul style="list-style-type: none"> - 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 Programme). 8. Maintain a work plan and report regularly to PASB 9. Develop and endorse other standards as directed by the PASB
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the PASB.
Participation	<p>Members</p> <p>The meetings of the BDISG are open to all IATA Member airlines and to those BSP business partners within the IATA Strategic Partnerships programme that provide agent reporting data (RET) to a BSP,</p> <p>Revenue Accounting system providers authorized by at least one BDISG Member airlines and being part of the IATA Strategic Partnerships programme,</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings</p>

Eligibility for Participation	<p>IATA Member Airlines</p> <p>BSP business partners within the IATA Strategic Partnerships programme that provide agent reporting data (RET) to a BSP.</p>
Meetings	<p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>Meetings will be scheduled (as required by the work plan and in concurrence with the secretary), of which 1 face to face meeting is expected.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas;</p> <ul style="list-style-type: none"> a. BSP Data interchange specifications b. DISH RET, HOT, CSI & CSP data formats c. Passenger Revenue Accounting rules and regulations d. Passenger Revenue Accounting Systems
Quorum	<p>The IATA Secretary and no less than six IATA Member airlines and two BSP business partners.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>The BDISG will act in the form of consensus in regard to proposals for technical specifications and implementation timetables.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot</p> <p>Any Member airline may attend any meeting of any Group, and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>Terms of Reference - Group Name, effective date range</p> <p>4 of 4</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>

Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the PASB for approval.</p> <p>Changes to data BSP Data interchange specification standards require endorsement by the Passenger service Conference (PSC)</p> <p>Change to any other Resolution or Recommended Practice not owned by BDISG requires endorsement by the owning group and adoption at the Conference as required.</p>
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Attachment B_E4: Terms of Reference: Customer Payment Group (CPG)

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Customer Payment Group (CPG)
Reports to:	Pay-Account Standards Board (PASB)
Role / Mandate	<p>Deals with matters concerning customer payment and financial processes related with customer payment including the associated business requirements, provided that they are related with IATA Resolutions.</p> <p>Review and endorse proposals to create or amend standards governing customer payment processes. Ensure that proposals align with existing standards.</p> <p>Creating standards with the emerging forms of payments where PMWG will set the criteria for creating or revising standards.</p> <p>Development of customer payment standards relating to Orders and Settlement with Orders Standards</p> <p>While reviewing and endorsing proposals, liaise with other process owning groups under FinAC (Fin-Dev, PMWG and IBS OPS WG)</p> <p>Review and endorse proposals to amend: All Resolutions related with payment and accounting such as Reso 787 and 797.</p> <p>Maintain a work plan and report regularly to PASB</p> <p>Develop and endorse other standards as directed by the PASB</p>
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the PASB.
Participation	<p>To participate in the group, IATA airlines must either elect to be Members of the group or participate as Observers.</p> <p>Members</p> <p>A minimum of 9, maximum of 18 airlines will be elected as Members.</p> <p>The Airline members will represent a geographical spread as follows: TC1 – Member Airlines Minimum 2, Maximum 6 TC2 – Member Airlines Minimum 2, Maximum 6 TC3 – Member Airlines Minimum 2, Maximum 6</p> <p>Where nominations exceed available vacant positions, the PASB will elect members into vacant positions.</p> <p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term only when necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend:</p> <ul style="list-style-type: none"> • One meeting out of the two-annual face to face meetings OR

	<ul style="list-style-type: none"> Two calls out of four twice monthly calls will forfeit their position on the group. <p>Observers</p> <p>Any airline eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. They may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<ul style="list-style-type: none"> IATA Member Airlines IATA Strategic Partners Any other organizations in the field of customer payment and/or settlement subject to the approval of the Chair and IATA.
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary. Of these, 2 face to face meetings are expected per year, circumstances allowing.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members.</p> <p>Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience in the following areas;</p> <ol style="list-style-type: none"> Customer payment processes Accounting and finance processes Systems related with payment and accounting (such as ERP Systems, Passenger Revenue Accounting Systems) Payment and accounting parts of NDC and ONE Order programs.
Quorum	<p>The IATA Secretary and no less than six IATA Member airlines.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by 75% vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a 75% positive vote will be presented to the Pay-Account Standards Board for approval, before presentation to the Conference for adoption as required.</p>

	<p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p> <p>Before being presented at the Conference as required, a smooth communication will be established with related FinAC working groups, especially Fin-Dev and PMWG.</p>
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Attachment C_E4: Terms of Reference: Settlement with Orders Group (SOG)

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IATA passenger standards and standards setting activities are established and managed by the Passenger Standards Conference. IATA Resolution 009 sets the governance structure for developing and adopting standards within the Passenger Standards Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Settlement with Orders Group (SOG)
Reports to	Pay-Account Standards Board (PASB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deals with all aspects of financial settlement between two parties – payer and payee – where at least one of the parties is an airline, and within the scope of IATA resolutions. 2. Gather information about and review exiting business processes related to settlement and financial accounting practices. 3. Review and endorse proposals to create new Order based settlement standards. 4. Create Order based settlement standards that will be agnostic in nature, with regards to the parties settling and the payment method. 5. While reviewing and endorsing proposals, liaise with other process owning groups to pursue changes to existing standards they manage that will have effect on the settlement process. 6. Review and endorse proposals to amend all Resolutions related with Order based settlement, payment and accounting. 7. Maintain a work plan and communicate it regularly. 8. Any standard that is proposed by this group shall take into consideration upcoming new technologies in the area of settlement, such as Blockchain and AI.
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the PASB.
Participation	<p>Members</p> <p>Members of the group shall be IATA member airlines.</p> <p>Minimum 12, maximum 21 members. Sellers nominated by the airlines can be invited as observers for a specific topic.</p> <p>Geographical spread for the Airline members:</p> <p>TC1 – Member Airlines Minimum 3, Maximum 6</p> <p>TC2 – Member Airlines Minimum 3, Maximum 6</p> <p>TC3 – Member Airlines Minimum 3, Maximum 6</p>

	<p>Where nominations exceed available vacant positions, the PASB will elect members into vacant positions.</p> <p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>The delegate must be familiar with the settlement process, knowledgeable of their internal financial accounting process and have technical knowledge with regards to their financial systems and how they interact with their distribution and order management systems.</p> <p>Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any airline eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. They may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Or any other organizations subject to the approval of the Chair and IATA.
Meetings	<p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>Meetings will be scheduled (as required by the work plan and in concurrence with the secretary), of which 3 face to face meetings are expected.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience in the following areas;</p> <ul style="list-style-type: none"> a. Sales payment processes.

	<ul style="list-style-type: none"> b. Accounting and finance revenue recognition policies. Recognising of revenue, accounting postings, and earnings. c. Systems related with payment and accounting (such as ERP Systems, Passenger Revenue Accounting Systems). d. Payment and accounting parts of NDC and ONE Order programs. e. Order Management Systems interaction with financial systems. f. Shall have XML software to open and read XML messages.
Quorum	The IATA Secretary and no less than five IATA Member airlines.
Voting (Excluding the election of Chair and Vice-Chair).	<p>The SOSG will accept with majority vote proposals for technical specifications, implementation guidelines, standard changes and changes in project timeline.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance.</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the PASB for approval.</p> <p>Change to any other Resolution or Recommended Practice not owned by SOG requires endorsement by the owning group and adoption at the Conference as required.</p> <p>Before being presented at the Conference as required, a smooth communication will be established with related FinAC working groups, especially FinDev and PMWG.</p>

Attachment D_E4: Terms of Reference: Payment Fraud Prevention Group (PFPG)

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Payment Fraud Prevention Group (PFP Group)
Reports to	Pay Account Standards Board
Role / Mandate	<p>1. Deal with matters concerning the annual validation and the update of a set of CNP Fraud Prevention Best Practices, including the associated business requirements.</p> <p>2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards and requirements and are documented with a corresponding change to Implementation Guidance where applicable.</p> <p>3. Annually review and endorse proposals to amend:</p> <p>a. Payment Fraud Prevention Best Practices Resolution</p> <p>4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees including FinAC and PMWG as required.</p> <p>5. Maintain a work plan and report regularly to Pay-Account Standards Board.</p>
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the PASB.
Participation	<p>To participate in the group, organizations must be IATA Members, and participants must commit in writing their willingness to be Members of this group or participate as Observers.</p> <p>Members</p> <p>Minimum 9, maximum 18 organizations will be elected as Members, of which 9 must be IATA Member Airlines.</p> <p>Ideally each of the 5 geographic regions should be represented in this group: Europe, MEA, Asia Pacific,</p> <p>N.Asia, The Americas (including US and CA). Should participants from any of these regions not be interested to participate, this will not constitute a road blocker in the development and progress of the works of this group.</p> <p>Where nominations exceed available vacant positions, the Pay-Account Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p>

	<p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months.</p> <p>The named delegate may be changed during term only when absolutely necessary.</p> <p>The named delegate can appoint a proxy from within their organization to attend meetings on their behalf under exceptional circumstances that the Group Chair and Vice-Chair should be aware of. In this case the named delegate should indicate and agree with his/her proxy of their organization standpoint regarding all</p> <p>agenda items and should be able to vote on their organization behalf. Any organization who fails to attend 2 consecutive meetings (including scheduled telephone calls) will forfeit their position on the group.</p> <p>Observers</p> <p>Organizations eligible for participation as Observers, may only access materials relevant to the meeting topics they have attended by invitation only, may take an active part in those calls and meetings where they have attended by invitation only, but are not allowed to vote.</p> <p>Airline Observers may:</p> <ul style="list-style-type: none"> • access any materials from meetings • not vote • be part of our calls and meetings
Eligibility for Participation as Members	<p>IATA Member Airlines, A4A Member Airlines, FinAC</p> <p>and PMWG Airlines</p> <p>Or any other organizations, subject to the approval of the</p> <p>Chair and IATA.</p>
Eligibility for Participation as Observes	<p>Eligible as Observers are the following organization categories: Airlines, TA/OTAs, IATA Strategic Partners participating in the Fraud Prevention Program, Law Enforcement Authorities and Card Schemes, subject to approval of the Group Chair and Vice-Chair and to specific conditions:</p> <ul style="list-style-type: none"> • Observers from all categories shall attend only upon request and when invited by the Group Chair/ Vice-Chair to relevant meeting Agenda topics. • Airline Observers only can keep this status for 24 months. After this timeframe they can either become Group Members or leave the Observer seat open to another willing Airline. • Airline Observers cannot renew this status after the initial 24 months. In terms of Eligibility for participation as Observers, no other conditions shall apply than the ones stated above.
Meetings	<p>Monthly meetings will be scheduled (as required by the work plan and in concurrence with the secretary), of which two meetings per year are expected to be face-to-face.</p>

Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are Members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas Payment and Card Fraud Prevention
Quorum	Quorum of 25% of Members is required for a meeting/ call to be held.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA Member Airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot. Any Member Airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member Airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>A minimum of 50+1% votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Pay-Accounts Board for approval. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009. Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required. Before being presented at the Conference as required, changes will be presented FYI to FinAC and PMWG.</p> <p>The outcome of the Conference will also be presented FYI to FinAC and PMWG.</p>

Attachment E_E4: Terms of Reference: Frequent Flyer Programs Fraud Prevention Group (FFP FPG)

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IATA passenger standards are established by the Passenger Services Conference, and the Passenger Tariff Coordinating Conferences – Composite. IATA Resolution 009 establishes the governance structure for developing and adopting standards within these Conferences. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Frequent Flyer Programs Fraud Prevention Group (FFP FP Group)
Reports to	Pay-Account Standards Board
Role / Mandate	<p>1. Deal with matters concerning the annual validation and the update of a set of FFP Fraud Prevention Best Practices, including the associated business requirements.</p> <p>2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing industry standards and that requirements and are documented with a corresponding change to Implementation Guidance where applicable.</p> <p>3. Annually review and endorse proposals to amend:</p> <p>a. FFP Fraud Prevention Best Practices Resolution</p> <p>4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees including Fin-Dev, FinAC and PMWG as required.</p> <p>5. Maintain a work plan and report regularly to PASB (Pay-Account Standards Board).</p>
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the PASB.
Participation	<p>To participate in the group, organizations must be in general IATA Members, and participants must commit in writing their willingness to be Members of this group or participate as Observers.</p> <p>Members</p> <p>Minimum 9, maximum 18 organizations will be elected as Members, of which 9 must be IATA Member Airlines</p> <p>Ideally each of the 5 geographic regions should be represented in this group: Europe, MEA, APac, N.Asia, and the Americas (including US & CA). Should organizations from any of these regions not be interested to participate will not constitute a road blocker in the development and progress of the works of this group.</p> <p>Where nominations exceed available vacant positions, the Pay-Account Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months</p>

	<p>The named delegate may be changed during term only when absolutely necessary (i.e. position change/ abolishment).</p> <p>The named delegate can appoint a proxy from within their organization to attend meetings on their behalf under exceptional circumstances that the Group Chair and Vice-Chair should be aware of. In this case the named delegate should indicate and agree with his/her proxy of their organization standpoint regarding all agenda items and should be able to vote on their organization behalf.</p> <p>Any organization who fails to attend 2 consecutive meetings (including scheduled telephone calls) will forfeit their position on the group.</p> <p>Observers</p> <p>Participation as Observers is subject to specific conditions:</p> <p>IATA SPs shall be invited only based on the Group needs and the Agenda submission. Should Agenda items concern IATA SPs, the Group Members may invite them to join either a physical meeting or a call.</p> <p>Group Members shall decide what documents to be shared with IATA SPs. As a general rule, the complete Agenda minutes shall not be shared with IATA SP Observers, except for those Agenda items which they have attended and/or have been actively involved.</p> <p>Airline Observers may access any materials from meetings.</p> <p>Airline or IATA SP Observers may not vote.</p> <p>Airline or IATA SP Observers may choose not to be part of the Group works/ meetings/ calls.</p>
Eligibility for Participation as members	<p>IATA Member Airlines</p> <p>Or any other organization, subject to the approval of the Chair and IATA.</p>
Eligibility for participation as Observers	<p>Eligible as Observers are the following organization categories: Airlines and IATA Strategic Partners (SPs) participating in the Fraud Prevention Program, subject to specific conditions:</p> <p>Airlines shall be eligible for participation as Observers after a simple Group vote: majority +1 from the FFP Working Group Members.</p> <p>IATA SPs shall be eligible for participation as Observers after an unanimous vote from the FFP Working Group Members.</p> <p>Airline Observer seats shall be limited to max. 5 or 25% of the Group quorum.</p> <p>Airline Observers can keep their status for 24 months. After this timeframe they can either become Group Members (if seats are available) or leave the Observer seat open to another willing Airline.</p> <p>Airline Observers cannot renew this status after the initial 24 months.</p> <p>Airline Observers may:</p> <ul style="list-style-type: none"> • access any materials from meetings • not vote • chose or not to be part of the Group works/ meetings/ calls.

	In terms of Eligibility for Participation as Observers, no other conditions shall apply than the ones stated above
Meetings	Monthly meetings will be scheduled (as required by the work plan and in concurrence with the secretary), of which two meetings per year are expected to be face to face.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are Members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in Frequent Flyer Programs Fraud Prevention (i.e. senior Fraud Investigators, Fraud Prevention Senior Analysts, etc).
Quorum	A quorum of 25% of members is required for a meeting to be held.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA Member Airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Any Member Airline may attend any meeting of any Group, and may participate in any vote at meetings where they attend. Any Member Airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>A minimum of 50+1% votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Pay-Accounts Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p> <p>Before being presented at the Conference as required, changes will be presented FYI to FinAC and PMWG. The outcome of the Conference will also be presented FYI to FinAC and PMWG.</p>

Attachment F_E4: Terms of Reference: ATPCO-IATA Joint Tax Governance Group (AITGG)

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Group name	ATPCO-IATA Joint Tax Governance Group
Reports to	IATA Pay-Account Standards Board (for IATA standards Resolution 785: Collection of Government or Airport imposed Tax, Fees and Charges (TFCs)) ATPCO Advisory Council (AAC) (Get Alignment of functionality /Standards for Airlines)
Role / Mandate	<ol style="list-style-type: none"> 1. Coordinate TFC issues within different IATA domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing. Ensure open communication with all related IATA Industry Groups, such as Industry Taxation Working Group (ITWG), Interline Billing and Settlement Operations Working Group (IBS OPS WG). 2. Responsible for identifying differences between distribution and revenue accounting and proposing solutions to the related IATA WGs. 3. Supporting the IATA rejection reduction initiative on TFCs, identifying the reasons for TFC rejections and recommending concrete solutions to IBS OPS WG and contributing to applicable rejection reduction and efficiency initiatives. 4. Assessing and addressing complex taxes where tax application or tax remittance is not possible within existing processes and standards and developing an industry solution/work around. 5. Advising the PASB on matters related with the IATA TTBS and advising ATPCO on automated, 'parameterized' TFCs. 6. Propose changes to industry standards to facilitate for collection and reporting of TFCs within the enhanced distribution processes. 7. Maintain an annual work plan and report regularly to Pay-Account Standards Board and to ATPCO Advisory Council (AAC)
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the PASB.
Eligibility for Participation & Members	ATPCO, IATA Member Airlines, IATA SMEs, IATA SPs (Revenue Accounting and Pay-Account SPs)
Eligibility for Participation as Observers	Any other organization, subject to the approval of ATPCO, the Chair and IATA.
Meetings	TBD

Officers	<p>A Chair (Airline) and Vice-Chair (SPs) will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are Members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by ATPCO Management.</p>
Profile of delegates	<p>Named delegates should have current experience in the any of the following areas:</p> <ul style="list-style-type: none"> g. Revenue Accounting h. Interline Accounting i. Indirect Taxation j. Distribution k. Pricing Automation l. GDSs
Quorum	<p>A quorum of 5 Members is required for a meeting/ call to be held.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Recommendation of the group is by simple majority vote of Members present in the meeting. Each member may exercise only one vote, and abstentions are not counted.</p> <p>A minimum of 50+1% votes is required for a recommendation to be carried to the related bodies for decision.</p>
Endorsement of standards	<p>If there are any suggestions for changing the IATA standards, the solution will be proposed to the related IATA WGs first. If the related IATA WG approves the suggestion, then this will be presented to the Pay-Accounts Board for approval. The solution will finally be presented to the Passenger Standards Conference (PSC) for approval.</p> <p>If there are any suggestion to change ATPCO data standards, then a business request will be raised, sponsored by a member airline, to be prioritized through the ATPCO Industry Governance Model.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Changes to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Item E4.1: Report and Workplan of the Billing and Settlement Plan Data Interchange Specifications Group (BDISG), under the Pay-Account Standards Board

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Submitted by: Carsten Kemper, Chair of the BDISG, under the Pay-Account Standards Board

Altug Meydanli, Senior Manager, Pay-Account Standards, Secretary of the BDISG

Background

The BDISG was established under the Pay-Account Standards Board with a mandate through to develop and maintain data interchange specifications for the exchange of passenger ticketing and related data between Billing and Settlement Plan (BSP) business partners.

Members of the BDISG

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Airline	Delegate name
1.	Lufthansa	Carsten Kemper (Chair)
2.	United	Donna Jackson (Vice-Chair)
3.	British Airways	Kate Trepczynska
4.	Air France	Sitty Dada
5.	American Airlines	Cindy Clement
6.	Delta	Angie Munoz
7.	Hahn Air	Amisha Jhaveri
8.	Japan Airlines	Mizuki Aramata
9.	KLM	Frank Haring
10.	Polish Lot Airlines	Katarzyna Krakowska
11.	Philippine Airlines	Dina May Flores
12.	SAS	Signe Messeter
13.	Singapore Airways	Seet Siew Lin
14.	Amadeus	Alexandra Sorrentino
15.	Travelport	Phil Rendell
16.	Sabre	Michael Elderkin
17.	SITA	Jane Fuller
18.	UATP	Jamie Nix
Observer	ARC	James Keith & Phil Myers (Observer)
Observer	ATPCO	Michael Clay

Chair and Vice-Chair

Mr. Carsten Kemper from Lufthansa remains as Chair, and Mrs. Donna Jackson from United as Vice Chair of the BDISG. Under the Terms of Reference of the Group, these officers hold their positions for 2 years, subject to continued involvement in the group. elected as BDISG Chair for one more term.

BDISG Activity

The annual face to face BDISG Meeting was conducted on 15-17 September 2019 in Singapore.

BDISG endorsed various amendments to DISH Revision 23 Standards (approved by PASB and PSC) reflected in a new DISH Update Bulletin Publication 2020/1, declared effective 1 August 2020. The summary of amendments in DISH Revision 23 Update Bulletin 20120/1 are highlighted below;

- Various RET Validation revisions suggested by the RET Validation Taskforce,
- Systematic inclusion of the POS Card Data Terminal Input Capability Indicator whose presence is mandated by MasterCard and monitored by a data integrity programme backed by penalty for non-compliance,
- Addition of 3 new data elements for MasterCard, required in clearing for transactions which were performed with 3DS EMV, 2 of them being monitored by a data integrity programme,
- Amending TDSD (3D Secure Card Authentication Information) element description to clarify it includes '3DS and Additional Card Payment Information',
- Revision of "Testing for a New BSP Procedure",
- Clarification of Possible Values for CABI (Sold Passenger Cabin),
- Correction of a 3DS data element for VISA,
- Inclusion of 3DS Reference tables for Diners and for JCB,
- Inclusion of validation checks for EMSC (EMD Reason for Issuance Sub Code),
- Clarification of TOCA (Tax on Commission Amount) sign on ADM/ACM,
- Inclusion of a new optional record, EPP (Extended Payment Plan)

PASB agreed that the upgrading BSP DISH (Data Interchange Specifications Handbook) with mandatory full DISH Revision is extremely costly for IATA, Airlines as well as GDSs and it takes a long time and effort however highlighted that the past experiences proved even that though the industry takes the burden of upgrading DISH with a full Revision, some system providers may not implement some important enhancements that were approved by BDISG. Therefore PASB decided that DISH Revision 23 that went live at end of 2019 will be last mandatory DISH Revision and future full DISH Revisions and standards activity will only be required for regulatory purposes and any future changes in DISH that turns necessary will be managed by non-mandatory DISH Bulletins and DISH Releases. IATA informed BDISG about this PASB decision.

Due to the COVID-19 pandemic, the 2020 annual BDISG Meeting will be a digital meeting on 27 -28 October 2020 from 13:00-16:00 CEST (Central European Time).

BDISG adoption of standards

BDISG approved The DISH Revision 23 Update Bulletin 2020/1 during the annual BDISG Meeting 2019 and after the PASB and PSC approvals the DISH Revision 23 Update Bulletin 2020/1 Bulletin was published with the effective date of 1st August 2020.

Action

Conference to note report.

Attachment A_E4.1 Workplan of the BDISG

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Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	Detailing the Description of Visa Specific Data in DISH	BDISG/16	N	IATA
2	Detailing the Description of American Express Specific Data in DISH	BDISG/16	N	IATA
3	Removing the Reference to a Non-existing Supplementary Card Document	RVAWG (RET Validation Advisory Working Group Conference Call (September 2020)	Y	IATA, RVAWG
4	CPUI (Coupon Use Indicator) Validation Amendment	BDISG/15	Y	IATA, RVAWG
5	Net Reporting Elements/ Validation Amendments	BDISG/15	Y	IATA, RVAWG
6	Removal of Explicit List of Allowable Characters	BDISG/15	N	IATA, Amadeus, RVAWG
7	Creation of BDISG Working Group for Reporting BSP Market Specifics	BDISG/13	N	BDISG
8	Discussion for the Reporting of EMD to e-ticket Exchange	New	N	BDISG
9	Ticket Reissues with Residual Value EMD	BDISG/15	N	BDISG
10	IATA to share the recent Strong Customer Authentication updates and BDISG to discuss the effects of SCA on DISH Standards	BDISG/15	N	IATA & BDISG

Item E4.2: Report and Workplan of the Customer Payment Group (CPG), under the Pay-Account Standards Board

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Submitted by: Marco Gronsveld, Chair of the Customer Payment Group, under the Pay-Account Standards Board

David Scannell, Manager, Enhance Distribution Standards, IATA Secretary of the Customer Payment Group

Background

The Customer Payment Group deals with matters concerning passenger payment and financial processes connected with customer payment including the associated business requirements as they relate to IATA Resolutions. The Group reviews and endorses proposals to define or modify business requirements and to create or amend standards governing these requirements. The group also ensures that any proposals relating to customer payment practice align with existing standards where appropriate. The group remit also encompasses the development of new standards relating to customer payment whilst liaising with other process owning groups under IATA FinAC (Fin-Dev, PM WG and IBS OPS WG etc.). Reviews and endorses proposals to amend all Resolutions related with payment and accounting (such as Resolution 787 and 797), maintains a work plan and reports regularly to PASB. Develops and endorses other standards as directed by the PASB.

This year the Customer Payment Group had been working through the items prioritized by the Pay-Account Standards Board, and as requested by the Members and Participants of the Group. Due to the impact of Covid 19 on the industry, a reprioritization took place in April 2020 due to a significant reduction in availability of group members to contribute to standards development. Despite the reprioritization, the group managed to complete three major pieces of work:

Members of the Customer Payment Group

The Terms of Reference of the Group allowed for a core membership of 16 delegates from airlines who have committed to active participation in standards development relating to customer payment. The current list of voting airline membership is as follows:

Position	Airline Member	Delegate Name
1.	Hawaiian Airlines	Alejandro Garcia
2.	Cathay Pacific	Andy Lo
3.	Qantas	Brendan Sheldon
4.	United Airlines	Erik Stogo
5.	Lufthansa	Thomas Lindner
6.	Finnair	Heli Tapanen
7.	Air Canada	Henry Garcia Diaz
8.	KLM	Marco Gronsveld
9.	British Airways	Maxmilian Tichy
10.	ANA	Mitsue Sato
11.	Turkish Airlines	Nermin Azem Kiran
12.	Air France	Samantha GARJAH
13.	Singapore Airlines	Siew Lin Seet
14.	Hahn Air	Vicente Zepeda Cabral

In addition to airline members, there is active participation from a variety of technology providers as well as representation from technology providers, card schemes and sellers across areas that benefit from multi-stakeholder input (for example, Secure Customer Authentication work).

Chair and Vice-Chair

Marco Gronsveld from KLM Royal Dutch Airlines remains Chair with Erik Stogo from United Airlines, Vice Chair of the Customer Payment Group. Erik Stogo has expressed a desire to stand down in 2020 due to a change in responsibilities. A ballot will open in time for the next CPG work session (November 2020 – November 2021).

Customer Payment Group Activity

Overview

This year the Customer Payment Group had been working through the items prioritized by the Pay-Account Standards Board, and as requested by members and participants of the group. Due to the impact of Covid 19 on the industry, a reprioritization took place in April 2020 due to a significant reduction in the availability of group members to contribute to standards development. Despite the reprioritization, the group managed to complete three major pieces of work.

The Customer Payment Group meets twice a month via web conference to update on working group activity, prioritisation and working group management. The group plans to meet face to face at least twice at group level within a work cycle.

2019/20 Face-To-Face Meetings

The Customer Payment Group met face to face twice in the 2019/2020 work session covering the following topics

- November in Madrid
 - Document the Elements
 - Supporting Split Payment
 - Sending Payment Card Billing Data to Accounting
 - Payment Card Flow for Surcharges pre 19.2 and Backporting
 - Payment Error Message Clean Up
- February in Geneva
 - Payment Error Message Clean Up
 - Secure Customer Authentication
 - Secure Customer Authentication Backport
 - Card Payment Receipts
 - Planning and Prioritizing for 2020

Q2 Reprioritisation

In April, due to increased restrictions on contributions from the group due to the impact of COVID on respective businesses, a decision was made to focus on key deliverables. This led to a prioritisation into three areas:

- Payment Data Clean Up
- Secure Customer Authentication
- Secure Customer Authentication Backport

2019/2020 Outputs

CR184 Payment Data Clean Up: which seeks to clarify inconsistencies, remove orphaned types and resolve bugs existing within existing payment capabilities outlined in the schema

CR199 Secure Customer Authentication: which adds capabilities allowing Airlines who implement the latest version of the schemas to accept payments in a manner compliant with EU regulations regarding Strong Customer Authentication as outlined by UK Finance in guidance produced for stakeholders in the travel and hospitality sectors..

CR200 Secure Customer Authentication Backport: which provides Airlines with guidance as to how they can extend previous versions of NDC schemas – 17.2 and 18.1 specifically – in order to support Strong Customer Authentication.

Action

Conference to note.

Attachment A_E4.2 Workplan of the Customer Payment Group

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Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	Document "Secure Customer Authentication" capabilities for implementation guide	CPG face to face (Feb 2020), CPG Calls (May/Jun/Jul 2020)	N	IATA, BA, Farelogix, Amadeus
2	Support Vouchers as a Form of Payment	Implementor forums (May/Jun 2020) CPG Calls (May/Jun 2020)	N	IATA, KL, HA
3	Clarify "Payer" Concept in data model	CPG Face to Face (Feb 2020) CPG Call Jun 2020)	N	IATA, AC, HA
4	Enable better transmission of Payment Criteria	CPG Face to Face (Nov 2019, Feb 2020) CPG Call (Jun 2020)	N	IATA, Amadeus, KL, UA
5	Define "Amount to be paid"	CPG Calls (Jun/Jul 2020)	N	IATA, Amadeus, Farelogix, UA
6	Create action plan to support of alternative forms of payment	CPG Face to Face (Feb 2020)	N	IATA
7	Payment Model Clean Up	CPG face to face (Feb 2020)	N	IATA

Item E4.3: Report and Workplan of the Payment Fraud Prevention Group (PFPG)

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Submitted by: Mrs. Laura Cajade- Head ISS Product Management & Fraud Services, Secretary of the PFPG & FFP FPG

Members of the PFPG

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows. During 2020 the Group was formed of 12 Member Organizations + 1 Observer Airline. They had monthly phone calls and bi-annual face to face meetings.

Position	Airline	Delegate name
1.	Air France	Eric Facquet (Vice-Chair)
2.	American Airlines	Matthew Vorkapich
3.	ARC	Jennifer Watkins
4.	Finnair	Katja Paila
5.	LH Group (LH, LX, OS)	Christelle Brenin
6.	Qatar	Srinivasan Krishnan
7.	South African Airways	Tonya Robertson
8.	TAP Portugal	Joao Frias (Chair)
9.	Turkish Airlines	Husnu Onur Acemi
10.	Virgin Atlantic	Kerry. A. Pitt
11.	Virgin Australia	Suzanne Bailey
12.	United Airlines	Patrick Wade
13.	Royal Air Marco (Observer)	Farhati Afaf

Chair and Vice-Chair

Mr. Joao Frias from TAP Portugal remains Chair and and Mr. Eric Facquet from Air France as Vice Chair of the PFPG. Under the Terms of Reference of the Group, these officers hold their positions for 1 year, subject to continued involvement in the group. The intention was to have a new vote, but due to inactivity of the group, this has been postponed for the time being.

PFPG Activities in 2020

Part of the group (TAP, Air France, Finnair, Swiss, United Airlines, American Airlines and ARC) is working on a special mandate from the Pay-Account Standards Board for creating best practices document on vouchers fraud. The document is expected to be completed end of September 2020.

The rest of the group activities were put on hold as there were only 8 airlines available to contribute. Best practices document on vouchers fraud will be shared in October 2020.

Action

Conference to note.

Attachment A_E4.3: Work plan of the Payment Fraud Prevention Group

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No work plan available for 2021 as the group activities have been put on hold due to COVID-19 Pandemic.

Item E4.4: Report and Workplan of the Frequent Flyer Programs Fraud Prevention Group (FFP FPG)

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Submitted by: Mrs. Laura Cajade- Head ISS Product Management & Fraud Services, Secretary of the PFPF & FFP FPG

Members of the FFP FPG

The Terms of Reference of the Group allowed for a core membership of 18 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows. During 2020 the Group was formed of 14 Member Airlines + 1 Observer Airline. They had monthly calls and bi-annual face to face meetings.

Position	Airline	Delegate name
1.	Aerolineas Argentinas	Grotteschi, Luciana Paola
2.	Air Canada	Josephine Russo (Vice-Chair) / Michelle Chin
3.	Air France	Veronique Spatafora
4.	American Airlines	Michele Hampton
5.	Asia Miles	Alan Yu
6.	Avios	Alison Crowley
7.	COPA	Irving Yanez Barahona
8.	Etihad Airways	Sarah Rajkumar (Chair)
9.	Jet Priviledge	Devu Parab
10.	Life Miles Avianca	Monica Gabriela Magana Sanchez
11.	Miles and More	Jochen Kazmaier
12.	Qatar Airways	Kamal Verma
13.	Turkish Airlines	Husnu Onur Acemi
14.	United Airlines	Vikki Banny (Chair)
15.	Royal Jordanian (Observer)	Moath Alwaqfi

Chair and Vice-Chair

Early September 2020, a vote for chair and vice-chair has been completed. The new FFP FPG Chair is Sarah Rajkumar from Etihad Airways and the new Vice-Chair is Josephine Russo from Air Canada

FFP FPG Activity in 2020

Due to COVID-19, FFP FPG has paused their activity during the last 7 months and from mid-September 2020 group activity has resumed. The agreed objectives for 2020 covers only part of the initial objectives. The deliverables will cover only:

Revise and add new Best Practices (BP) to the 2019 Guide:

- Data Compliance – add new BP
- S.M.A.R.T. Stories – add new
- Overall BP Guide – revision and updates as needed, list reporting capabilities

Action

Conference to note.

Attachment A_E4.4: Workplan of the Frequent Flyer Programs Fraud Prevention Group (FFP FPG)

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FFP FPG discussion for the work plan has not been fully closed however FFP FPG agreed to cover the following topics:

1. Revise and add new Best Practices (BP) to the 2020 Guide:

- Overall BP Guide – revision and updates as needed, list reporting capabilities
- S.M.A.R.T. Stories – add new
- Email filter fraud, fraudster gains access to email address, automatic forwarding rules for ATO – add new BP
- Add two factor authentication best practices – add new BP

2. Industry FFP Losses Reporting Capabilities

- Create a report and perform a new PoC (proof of concept) at a more granular level on airline FFP losses internal reporting capabilities. The final objective is to better understand current constraints and define the best reporting structure to be proposed as Industry BP in 2021.
- Create industry dashboard on this – lever on Josephine's experience – is also part of BP guide?
- Agreeing on definitions such as brokering – start from there.

Item E4.5: Report and Workplan of the Settlement with Orders Group (SOG) under the Pay-Account Standards Board

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Submitted by: Mrs. Barbara Foote, Chair of the Settlement with Orders Group, under the Pay-Account Standards Board
Mr Momchil Momchilov, Manager Settlement with Orders Development & Secretary of the SOG

Background

In accordance with the framework of NDC and ONE Order transactions, it has been identified that there is need for cash (and IATA EasyPay) collection solution between Carriers and Sellers in the world of orders.

In NDC and ONE Order, the Agency's sale is managed by the Airline. This is achieved either using a ticket or within an order (with no ticket), rather than through traditional distribution methods where the sales is created and managed by a Travel Agent, through an intermediary such as a GDS.

Therefore, the current BSP sales model is not fit for purpose in the future world of Orders. In NDC and ONE Order transactions, when FOP is cash or EasyPay, the settlement between Carriers and Sellers is directly agreed between airlines and sellers (agents):

- GDS no longer need to send Airline sales transactions to IATA via a RET file for data processing
- IATA no longer need to send Airlines their respective Agency sales transactions via a HOT file

Since both the Seller (Agent) and the Airline have the required Order information in detail in their internal Order Management Systems, including back office and financial systems, the only remaining requirement is to settle the funds held in trust from the Seller.

In 2017, Financial Development Services Working Group (FinDev) ¹ agreed to an 'invoicing-based settlement process' and asked IATA to facilitate a Task Force in order to prepare the industry for a new data exchange messaging standard. The goal of this standard is to support a pure settlement process and a new settlement platform (Settlement Manager) to support it.

In November 2017, FinDev agreed with the proposed roadmap and deliverables:

- 2018 set-up phase: focus on transactions involving "Cash" & EasyPay
- 2019-2020 IATA platform development & implementation

Objective – Build a robust, efficient & streamlined solution enabling back-office simplification for Carriers and Sellers (Agents), moving away from traditional revenue accounting processes

2018 Draft standard

In 2018, the Settlement with Orders (SwO) Task Force (including ARC) has prepared:

- Draft messaging standard, using the IATA Airline Industry Data Model, which is also used for the NDC & ONE Order standards
- Analysed requirements for a new settlement platform
- Identified the need to analyse the consequences of the changes brought by this simplified settlement process on the BSP framework and services provided to IATA Members

2019 First level of industry capability

In 2019, the Settlement with Orders Group, including ARC, reporting to the Pay-Account Standard Board developed the Settlement with Orders framework and completed the endorsement of the first release (Release 19.2) of the Settlement with

¹ FinDEV was reporting to the IATA Financial Advisory Committee (FinAC)

Orders standard (SwO). Moreover, proof of concept was developed with British Airways. In 2019, the SwO standard and the Agency framework have been enhanced to support the future deployment and adoption of the SwO Standard.

2020-onwards implementation and adoption

In 2020 the SOG work has been focused on:

- Live production deployment.
- Enhancements as a result of the deployment.
- Developing framework for the settlement of interline.

Members of the SOG

Position	Airline	Delegate name
1.	AA	Melinda Fish
2.	AF	Sitty Dada
3.	BA	Barbara Foote (Chair)
4.	CX	Andy Lo
5.	EK	Suresh Verkot
6.	HR	Amisha Jhaveri
7.	KL	Marco Gronsveld
8.	LH	Carsten Kemper (Vice Chair)
9.	LX	Myriam Burget
10.	SQ	Yue Yu Moh
11.	TK	Suleyman Serdar Yagci
12.	UA	Jackie Baxter
13.	JU	Vladimir Radojevic
14.	QF	Leonie Privett (observer)

Chair and Vice-Chair

Barbara Foote from British Airways remains Chair with Carsten Kemper from Lufthansa, Vice Chair of the Settlement with Orders Group.

Activity Report

Supported by the IATA secretary, the SOG has meet only once in 2020 and the rest of the planned face to face meetings have been cancelled due to COVID-19. In April 2020 SOG met to adjust the planned activities for the rest of 2020. During the April 2020 meeting the members defined the role of SOG during the time of crisis. It was decided that the main objectives for SOG would focus on:

- Enhancement of the SwO Standard based on deployments
- Settlement with Risk Management
- Error handling
- Interline related enhancements
- Review of EasyPay
- UATP Settlement
- Update of the supporting implementation guide for the SwO Standard.

Action

Conference to note.

Attachment A_E4.5 Workplan of the SOG

Settlement with Orders Group Work Plan – 2021

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Number	Topic and brief description	Release / Meeting	Action by
1	<u>Position the clearing of funds (i.e. remittance and settlement) as part of the payment.</u> Once there is a payment it must be agreed how the funds will be cleared. This is critical in the cases where the clearing is performed by a trusted third party such as Settlement Manger for payment methods such as Cash or e-Wallet (IEP). Therefore, the details of the fund's clearing must be agreed upon at the time the payment is committed and be part of the payment in order to be transparent to all relevant parties of the order.	Release 2021.1	SOG, CPG
2	<u>Funds clearance for interline sales.</u> Support the new interline with settlement process. Analyse payment cases for interline and develop the necessary change requests. Enhance the SwO Standard and Process to support the new interline.	Release 2021.1 and Release 2021.2	SOG, IATA
3	<u>Analyse and incorporate new methods of payment.</u> These are method of payments such as IATAPay. Complete the necessary changes for IEP.	Release 2021.2	IATA, SOG
4	<u>Review and confirm the certification program for SwO Standard and Process.</u>	December 2020	IATA, SOG
5	<u>Review interaction with Settlement Manager.</u> Interaction between settlement process options such as BSP, ICH etc and SwO. Settlement Manager information exchange using messages, Settlement File and bank orders. Settlement Manager processes relative to SwO and integration of SwO with legacy settlement processes. Settlement of charges related to settlement not originating from NDC transactions. Settlement governance and SwO clearance options such as more flexible settlement options for dynamic settlement (bilaterally agreed options during the order creation). Payment of SwO funds and reporting of the SwO payment of funds.	Release 2021.1 and Release 2021.2	IATA, SOG
6	<u>Error handling process.</u> Complete the error handling process with Settlement Manager. Deliver necessary enhancements for SwO Standard and Process.	Release 2021.2	SOG, IATA
7	<u>SwO Standard optimisation.</u> Optimise data elements required for all SwO messages. Remove redundant and unnecessary data elements. This is necessary to improve scalability of SwO deployment for future with large data sets.	Release 2021.2	SOG, SOAG
8	<u>SwO Standard and Process and Risk Management.</u> Defining interaction points and data reporting. Effects of Risk Management standard on SwO. Define necessary enhancement for SwO Standard due to Risk Management requirements.	Release 2021.2	IATA, SOG
9	<u>Enhancements resulting from the SwO implementations.</u>	Release 2021.1 and Release 2021.2	IATA, SOG

Item E4.6: Report and Workplan of the ATPCO-IATA Joint Tax Governance Group (AITGG) under the Pay-Account Standards Board

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Submitted by: Mrs. Marie-Noel Fredette, Chair of the ATPCO-IATA Tax Governance Group, under the Pay-Account Standards Board and ATPCO Council

Mrs. Cindi Kelly, Product Manager, Revenue Accounting and Taxes (ATPCO) & Secretary of the AITGG

Background

Following the closure of the Complex Tax Project, there is no standing group where new or ongoing issues around tax calculation, collection and remittance can be discussed at an industry level. There some confusion about the roles of different standard setting groups around taxes (pricing, ticketing, sales reporting, interline billing) and also a lack of oversight and coordination between those domains. It is also necessary for ATPCO and IATA to work closely together.

Within this framework Pay-Account Standards Board endorsed the creation of the ATPCO-IATA Joint Tax Governance Group with the task for coordinating TFC (Tax, Fees and Charges) issues within different IATA domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing.

ATPCO-IATA Joint Tax Governance Group has a dual reporting structure, reporting to Pay-Account Standards Board and ATPCO Council.

Members of the ATPCO-IATA Joint Tax Governance Group (AITGG)

Position	Airlines/Strategic Partners	Delegate name
1.	AA	Jayana Patel
2.	AC	Marie-Noel Fredette (Chair)
3.	ACCA	Liu Yi
4.	Accelya	Darshana Hirlekar& Tarun Attavar
5.	AF	Valerie Menanteau& Maud Fernandez
6.	AM	Carolina Castro& Rocio Anaya
7.	Amadeus	Alexandra Billieras& Alexandra Sorrentino
8.	AS	Jenny Benjamin
9.	EY	Richa Khandelwal
10.	Google	Cynthia Towne
11.	HR	Daniel Erier
12.	JL	Sansan KO
13.	KL	Johan Lodewijckxi
14.	LH	Christine Staeger& Sabine Breckwoldt-Goetz
15.	Lufthansa Systems	Agnieszka Fabianska& Franz Angenendt
16.	Maureva	Mladenka Vukmirovic
17.	Miatech	Luis Velazquez
18.	Navitaire	David Black& Joan See
19.	NH	Yoshishige Kurashina
20.	NZ	Phil Johnson

21.	QF	Calvin James& Adam Willacy
22.	RJ	Soufiane Attif
23.	Sabre	Angela Payne
24.	SK	Signe Messeter (Vice-Chair)
25.	SQ	Melissa Chua
26.	SU	Gelena Mazeina
27.	Sutherland GS	Ujwala Adav
28.	TK	Ilke Soran
29.	Travelport	Mike Walker& Neil Harper
30.	UA	Tanja Aleksic& Roxie Klein
31.	UX	David Rigo& Katina Rayo Oliver

Chair and Vice-Chair

During the AITGG Kick-off Call on 22 January 2020, Marie-Noel Fredette from Air Canada elected as Chair and Signe Messeter from SAS as Vice-Chair of AITGG .

Activity Report

AITGG have the kick-off Call on 22nd January 2020 and then had 2 additional conference calls on 17th March 2020 and 16th June 2020. The key highlights of the AITGG Conference Calls are summarized below;

- AITGG created the following sub-groups to address the major issues with taxes;
 - Complex Tax Sub-Group: 1- Addressing Interpretation issues on taxes 2-Designing issues and parameters needed to apply the taxes correctly 3-Identifying Top 10 interline taxes causing disputes 4- Identifying misalignment issues between distribution and settlement.

Multiple taxes were discussed within the framework of complex taxes and clarifications and action items were agreed by the group.

- RATD-TTBS Sub-Group: 1-Working on RATD frequency 2-Identifying discrepancies between RATD and TTBS 3- Identifying Potential enhancements to the RATD/TTBS tools.

AM and Miatech presented several examples on the differences between RATD and TTBS and the issues these differences create in settlement. The differences are due mainly to changes in the tax rate caused by currency fluctuations at the beginning of the month. The RATD is created on the 25th of each month so any changes made after that date for the same RATD month would not be reflected until the next edition of the RATD.

- ATPCO and IATA requested member airlines to give their authorization to use their SIS data in a confidential way to make a billing analysis in order to identify potential issues.
- AITGG agreed to conduct a survey related to the issues with tax distribution and settlement. The individual survey results will not be shared with the participants but will be analysed by ATPCO and IATA to determine the issues and propose potential solutions for approval by the group.
- AITGG discussed at length the distinction between transfer and transit and the many issues associated with applying taxes with these conditions. Currently 414 taxes exist with these conditions. ATPCO and IATA will jointly sponsor an audit of these taxes to validate that the taxes are correctly coded and applied.

Action

Conference to note.

Attachment A_E4.6 Workplan of the ATPCO-IATA Joint Tax Governance Group (AITGG)

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Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	SIS (Simplified Invoicing and Settlement) Rejection Analysis	AITGG Call (22 January 2020)	N	ATPCO, IATA, AITGG
2	Spanish Vat Tax	AITGG Call (22 January 2020)	N	ATPCO, IATA, AITGG
3	Global Audit of Taxes with Transfer/Transit Conditions	AITGG Call (16 June 2020)	N	ATPCO, IATA
4	Industry Taxation Survey Results	AITGG Call (16 June 2020)	N	ATPCO, IATA, AITGG
5	Top Interline Taxes Analysis - Causing Interline Disputes	AITGG Call (17 March 2020)	N	ATPCO, IATA, AITGG
6	Argentina O5 (Inclusive and Solidarity (PAIS) Tax	AITGG Call (16 June 2020)	Y	Complex Tax Sub-Group
7	Distribution and Settlement misalignment in tax application	AITGG Call (17 March 2020)	Y	Complex Tax Sub-Group
8	Tax related ADM's Analysis	AITGG Call (16 June 2020)	Y	Complex Tax Sub-Group
9	Transfer and Transit Tax Analysis	AITGG Call (16 June 2020)	Y	Complex Tax Sub-Group
10	RATD Frequency Discrepancies between RATD and TTBS Potential Enhancements to RATD/TTBS Tools	AITGG Call (16 June 2020)	Y	RATD/TTBS Sub-Group

Section F:

Architecture and Technology Strategy Board Items

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F4.4	Report and Workplan of the Technology and Architecture Group	Attachment A F4.4

Item F1: Report of the Architecture and Technology Strategy Board

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Submitted by: Soumit Nandi, Chair of the Architecture and Technology Strategy Board

Matt McKinley, Senior Manager Technology Standards, Secretary of the ATSB

Background

The Architecture and Technology Strategy Board is established under paragraph 2.3.5 of Resolution 009

2.3.5 Architecture and Technology Strategy Board

The Architecture and Technology Strategy Board is responsible for interoperability and quality of Data Exchange Standards published under the authority of the Conference; and acts as an architecture and technology strategy advisor to other Standards Boards and to the Steering Group.

The Architecture and Technology Strategy Board manages the methodology for documenting business requirements and developing and generating Data Exchange Standards. The Architecture and Technology Strategy Board also oversees the maintenance of the Airline Industry Data Model (AIDM); and maintains standards and best practices necessary for consistent and interoperable implementation of Data Exchange Standards and related technologies across multiple business areas supported by the Conference. The functions of the Architecture and Technology Strategy Board are detailed in Paragraph 5.2.

Members of the Architecture and Technology Strategy Board

Position	Airline	Delegate name	Title	Term commenced
1	Air China	Yufei Zhang	Manager - Application Control	1 November 2018
2	Air France	Michele Walter	Enterprise Solution Architect	1 November 2020
3	American Airlines	Austin Lorenzo	Principal Architect – Passenger Service System	1 November 2020
4	British Airways	Andrew Webster	Digital Business Transformation Manager – Shop Order Pay	1 November 2018
5	China Eastern Airlines	Yang Xin	Manager of NDC Project, Commercial Development Dept, Commercial Committee	1 November 2020
6	Delta Air Lines	Jeremy Schneider	Managing Director, IT	1 November 2018
7	Emirates Airline	Rob Broere		1 November 2018
8	Hahn Air Lines	Christopher Allison	Manager NDC	1 November 2018
9	KLM	Eelco Folkertsma	Business Enterprise Architect Passenger Operations	1 November 2018
10	LATAM Airlines	Felipe Piccolini	Senior Manager and Chief Architect	1 November 2020
11	LOT Polish Airlines	TBA		1 November 2018
12	Qatar Airways	Michael Juranka	Manager Revenue Integrity	1 November 2018
13	Singapore Airlines	TBA		1 November 2018
14	Swiss International Airlines	Didier Arnold	Head of Solution Design & Vendor Management, Head of IT to Business Alignment	1 November 2018
15	Turkish Airlines	Ismail Ozgur Baykal	Project Manager	1 November 2018
16	United Airlines	Soumit Nandi	Managing Director - Customer Technology Platforms	1 November 2018

Chair and Vice-Chair

At the first meeting of the Architecture and Technology Strategy Board, held in Montreal on November 14, 2018, Soumit Nandi from United Airlines was elected as Chair, and Andrew Webster from British Airways was elected as Vice Chair. Under the terms of Resolution 009, these officers will hold these positions for a period of 3 years.

Architecture and Technology Strategy Board activity in 2020

The Architecture and Technology Strategy Board did not hold any face to face meetings in 2020, but held the following conference calls:

- February 2019 – full Board call
- May 2020 – full Board call
- July 2020 – Joint call between a subset of the Board and Offer/Order Implementers to address technical implementation challenges
- September 2020 – full Board call
- December 2020 – planned full Board call

Key highlights from the first half of 2020:

- Release 20.1 release package in February 2020 and 20.2 release package in August 2020
- Consolidation of Groups under the Board in order to optimize efficiencies
- Creation of new Group focused on Identity Management standards in response to ATSB priorities
- Endorsement of first version of Open Air API Standards
- Worked with Offer Order implementer community to build concrete workplan to address code generation issues and defect management
- Developed an agile standard development and publication process to improve the quality and working practices of developing standards

Architecture and Technology Strategy Board Areas for Exploration

The Architecture and Technology Strategy Board will explore the following areas:

- Moving away from legacy messaging technologies
- Architecture integrity
- Implementing agile principles into the release process
- Increased collaboration with other boards*

* As part of the ongoing evolution of our standard setting process, the ATSB is looking to have closer interaction with various Business Standards Boards to address issues. This item is currently being discussed with the leadership of each standards board at the PSC Steering Group.

Action

Conference to note report.

Item F1.1: Standard Development Process Evolution

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Submitted by: Matt McKinley, Senior Manager Technology Standards, Secretary of the ATSB

Background

During the 2019 PSC, a new standard development process was introduced focusing on making processes more consistent, transparent and easy for airlines and stakeholders to navigate and understand. This new process was implemented and used to successfully deliver releases 20.1 in March and 20.2 in September.

As a natural evolution to this work, the ATSB has been working on ways to introduce more agility to the development and publication processes. Over the course of the last several months, the ATSB has been working on several improvements to the standard development process, including:

A publication framework to support up to four releases per year as defined in Resolution 009

In accordance with Resolution 009, the conference should support up to four releases per year. Under this new framework, business owning Boards of data exchange standards will have the possibility to determine a release schedule which is tailored to their community's needs.

Introduction of a "continuous QA, rapid delivery" approach to standard development

This new approach utilizes the latest AIDM tooling enhancements in order to produce frequent candidate release iterations during the development cycle for Groups to review. By providing full visibility on the end to end impacts of change requests to data exchange standards, the airline community can work together to ensure a high quality of release much earlier in the process.

A transparent and efficient defect management process

A new defect management process will be implemented, focusing on transparency and efficiency in dealing with identified defects in data exchange standards.

The ATSB will be developing and communicating details of the new process to all Boards/Groups across the rest of the year in order to implement the changes in 2021.

Action

Conference to note report.

Item F2: Endorsement of elections for open positions on Architecture and Technology Strategy Board

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Submitted by: Matt McKinley, Senior Manager Technology Standards, Secretary of the Architecture and Technology Strategy Board

Background

Under the terms of Resolution 009, each year nine positions are open on each of the five Management Boards for re-election for a two-year term.

Due to the Covid-19 pandemic, and in the interests of managing continuity, the Conference Steering group endorsed a simplified approach whereby the existing members of each Management Board were asked if their airline wished to continue their involvement in each Board across 2021. Existing Management Board members were asked to contact IATA (via the Secretary of the Management Board, or by email at standards@iata.org) only if they did not wish to continue their involvement, or if they wish to change the named delegate representing their airline on any Board.

Additional nominations for any Management Board were also sought with the first transmittal of the Conference Agenda. Nominations were open until 25 September 2020.

It should also be noted that the Conference Steering Group has endorsed a proposed change to Resolution 009 which would simplify the nomination and election procedures for Management Boards from 2021 onwards. This new process would require Board participation to be limited to 12 months, with nominations and an election held each year. This change to Resolution 009 is included in this agenda for Conference adoption. If adopted, a full election would be held each as an online ballot, as part of the Conference proceedings.

New nominations

No new nominations were received.

Composition of the Board from 18 November 2020

The composition of the Board from 18 November 2020 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Title	Term commenced
1	Air China	Yufei Zhang	Manager - Application Control	1 November 2018
2	Air France	Michele Walter	Enterprise Solution Architect	1 November 2020
3	American Airlines	Austin Lorenzo	Principal Architect – Passenger Service System	1 November 2020
4	British Airways	Andrew Webster	Digital Business Transformation Manager – Shop Order Pay	1 November 2018
5	China Eastern Airlines	Yang Xin	Manager of NDC Project, Commercial Development Dept, Commercial Committee	1 November 2020
6	Delta Air Lines	Jeremy Schneider	Managing Director, IT	1 November 2018
7	Emirates Airline	Najmi Mansour	IT Architect	1 September 2020
8	Hahn Air Lines	Christopher Allison	Manager NDC	1 November 2018
9	KLM	Eelco Folkertsma	Business Enterprise Architect Passenger Operations	1 November 2018
10	LATAM Airlines	Felipe Piccolini	Senior Manager and Chief Architect	1 November 2020
11	LOT Polish Airlines	TBA		1 November 2018
12	Qatar Airways	Michael Juranka	Manager Revenue Integrity	1 November 2018
13	Singapore Airlines	TBA		1 November 2018

14	Swiss International Airlines	Didier Arnold	Head of Solution Design & Vendor Management, Head of IT to Business Alignment	1 November 2018
15	Turkish Airlines	Ismail Ozgur Baykal	Project Manager	1 November 2018
16	United Airlines	Soumit Nandi	Managing Director - Customer Technology Platforms	1 November 2018

Involvement in the Board for other member airlines

All member airlines are reminded that formal involvement on the Board represents a commitment to participate fully in Board activities across the full term of membership. Other member airlines (including those members not formally members of the Board) are welcome to view Board materials, to vote in Board ballots and to participate in Board meetings where topics are of interest. Involvement can be managed through the IATA Standard Setting Workspace, or by contact standards@iata.org.

Action

Conference to endorse the composition of the Board as outlined above from 18 November 2020.

Item F3: Delegation of authority to the Architecture and Technology Strategy Board

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Background

The Conference may delegate the authority to adopt non-binding standards to the relevant Management Board, under the terms of paragraphs 2.6.4.2 and section 2.7.

2.6.4.2 Proposals to amend standards endorsed by the Board will be submitted for formal adoption by the Conference except where the Conference delegated the authority to establish standards to the Board. Where delegated authority has been granted to the Board (as described in Paragraph 2.7), the Board may issue the standard on their own authority.

...

2.7 Delegated Authority to Establish Standards

2.7.1 The Conference may delegate authority to any Board (or any combination of Boards) to adopt non-binding standards without an action by the Conference itself providing:

2.7.1.1 such standards are not in conflict with other standards adopted by the Conference; and

2.7.1.2 the Conference retains full visibility over all standards adopted by any Board.

2.7.2 Unless referenced explicitly within a Resolution, such authority will only be granted for a maximum of one year, after which point it must be renewed by the Conference. Such authority may be renewed as many times as required.

2.7.3 Guidance of such delegated authority will be published by IATA within the next Passenger Services Conference Resolution Manual issued after the delegated authority is adopted.

No delegation requested

Currently, the Board does not wish to request any delegation of authority under this provision.

Action

Conference to note.

Item F4: Groups active under the Architecture and Technology Strategy Board

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Submitted by: Matt McKinley, Senior Manager Technology Standards, Secretary of the Architecture and Technology Strategy Board

Background

The Board may establish Groups to manage specific areas of standards, as described in Paragraph 3.1 of Resolution 009.

3.1 Establishment of Groups Reporting to Boards

3.1.1 Such groups shall exist only where these have been established by a Board.

3.1.2 The Board shall grant the Group a mandate which may not exceed a period of one year, at which point the Group may be renewed by the Board for a maximum of 12 months. A group may be renewed as many times as required.

3.1.3 Each Group shall have a Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.

3.1.4 The Board may disband a Group at any time.

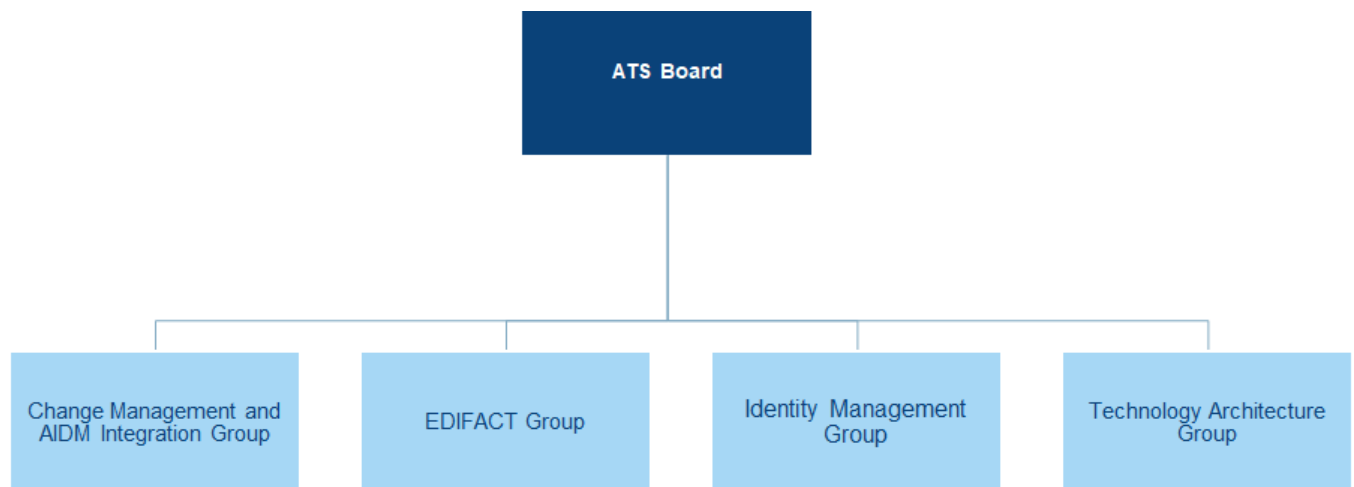
3.1.5 A Group should be established where there is a requirement to perform actual development activity across a specific area of standards. This may be established on the basis of a discrete function, or an existing body of standards that require an identifiable area of expertise. The structure of Groups should maximize efficiency and reduce duplication.

3.1.6 Each Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.

The Architecture and Technology Strategy Board had the following Groups active during 2020.

Key changes can be summarized below:

- Merged the Methodology Group into the Change Management and AIDM Integration Group
- Merged the Open Air Group into the Technology Architecture Group
- Created a new Identity Management Group
- Closed the Accessing the PNRs Group due to inactivity



Continuation of Groups

The Board has endorsed the continuation of all groups for a further 12 months, from 1 November 2020. The Terms of Reference of the Groups are provided as Attachments to this item as follows.

Group name	Scope	Terms of Reference Attachment
Change Management and AIDM Integration (CMIG)	Oversee the maintenance of an integrated Airline Industry Data Model (AIDM) intended as a central repository to store business requirements, data and message models; and generate all data exchange specifications including messaging standards as well as developmental (alpha release) and candidate (beta release) messaging standards. Manages the AIDM methodology used to develop standards under the Conference.	A_F4
EDIFACT Group	Maintain EDIFACT Messages in PADIS Message Directory and coordinates the issuance of PADIS Reservations and Airports EDIFACT Implementation Guides.	B_F4
Identity Management Group	Responsible for developing technical Identity Management implementation standards in order to identify the various parties referenced in various standards.	C_F4
Technology Architecture Group	Maintains Reference Communications Model (RCM) intended as a common point of reference for implementation of communications protocols and related technologies supporting common non-functional requirements including data exchange security, identity management, handling of personally identifiable data or industry-wide use of Application Programming Interfaces (APIs) or similar standards and best practices necessary for consistent and interoperable implementation of Data Exchange Standards.	D_F4

Action

The active groups are established under the authority of the Board, and are presented for the Conference to note.

Attachment A_F4: Terms of Reference: Change Management and AIDM Integration Group

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Group name	Change Management and AIDM Integration Group (CMIG)
Reports to	Architecture and Technology Strategy Board (ATSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Oversee the maintenance of an integrated Airline Industry Data Model (AIDM) intended as a central repository to store business requirements, data and message models; and generate all data exchange specifications including messaging standards as well as developmental (alpha release) and candidate (beta release) messaging standards. 2. Responsible for reviewing all proposals for integration of proposed changes into a new release of the AIDM. 3. Maintain methodology for developing Data Exchange Standards and associated modelling guidance, best practices, templates and tools. The methodology is intended for all projects with data AIDM related Guidelines, XML & API Best Practices, and Templates for developing Data Exchange Standards or information technology components. This includes all. 4. Liaise with other groups under any Conference, and Industry Committees as required. 5. Maintain a work plan and report regularly to ATSB.
Period of effectiveness	The Group is effective from 1 November 2018 for a period of 12 months and may be disbanded by the ATSB any time.
Participation	<p>To participate in the Group, any organization eligible for participation must either elect to be Member of the Group or to participate as Observer.</p> <p>Members Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term.</p> <p>The named delegate may appoint an alternate delegate from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend two consecutive meetings (including scheduled telephone calls without providing an alternate) will forfeit their member status in the group.</p> <p>Observers Any organization eligible for participation who is not a member may attend any meeting as an Observer and access any materials from meetings.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • A4A Member Airlines • Strategic Partners participating in the any IATA program already permitting participation in another group under the governance of the Passenger Services Conference and Passenger Tariffs Conference with an ongoing Data Exchange Standards related activity. <p>Any other organization invited to participate subject to the approval of the Chair and Secretary.</p> <p>Meetings Bi-monthly meetings will be scheduled (as required by the work plan and in concurrence with the Secretary), of which two meetings are expected to be face to face.</p>

Meetings	Bi-monthly meetings will be scheduled (as required by the work plan and in concurrence with the Secretary), of which two meetings are expected to be face to face.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Secretary.
Officers	<p>A Chair and Vice-Chair will be elected from Group Members. Only Member Airlines are eligible to be elected as Chair or Vice-Chair.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 2 years, subject to their Organization remaining a member of the Group.</p> <p>All organizations who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. The election will occur by simple majority vote.</p> <p>Secretary will be provided by IATA Management.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: Information Technology and Architecture, Data Architecture, Data Modelling, Messaging including application of messaging standards in areas covered by the PSC.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties.</p> <p>If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>For a vote an in person meeting, a minimum of 3 Airline Members must be present for the vote to be valid.</p> <p>Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2).</p> <p>Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.</p>
Endorsement of standards	<p>Standards endorsed by the Group will be presented to the ATSB for approval and eventual submission for approval by the Conference as required by the Provisions for the Conduct of Traffic Conferences.</p> <p>To propose a Change to Resolution or Recommended Practice not managed by this Group, the Group will seek an endorsement by the owning group prior to the submission to the ATSB.</p>

Attachment B_F4: Terms of Reference: EDIFACT Group

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Group name	EDIFACT Group
Reports to	Architecture and Technology Strategy Board (ATSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Maintain EDIFACT Messages in PADIS Message Directory and coordinates the issuance of PADIS Reservations and Airports EDIFACT Implementation Guides. 2. Liaise with other groups under any Conference, and Industry Committees as required. 3. Maintain a work plan and report regularly to ATSB.
Period of effectiveness	The Group is effective from 1 November 2018 for a period of 12 months and may be disbanded by the ATSB any time.
Participation	<p>To participate in the Group, any organization eligible for participation must either elect to be Member of the Group or to participate as Observer.</p> <p>Members</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term.</p> <p>The named delegate may appoint an alternate delegate from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend two consecutive meetings (including scheduled telephone calls without providing an alternate) will forfeit their member status in the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an Observer and access any materials from meetings.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • A4A Member Airlines • Strategic Partners participating in the any IATA program already permitting participation in another group under the governance of the Passenger Services Conference and Passenger Tariffs Conference with an ongoing Data Exchange Standards related activity. <p>Any other organization invited to participate subject to the approval of the Chair and Secretary.</p>
Meetings	Minimum two face to face or telephone/web meetings per year will be scheduled (as required by the work plan and in concurrence with the Secretary).

Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Secretary.
Officers	<p>A Chair and Vice-Chair will be elected from Group Members. Only Member Airlines are eligible to be elected as Chair.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 2 years, subject to their Organization remaining a member of the Group.</p> <p>All organizations who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. The election will occur by simple majority vote.</p> <p>Secretary will be provided by IATA Management.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: EDIFACT messaging, Reservations, Ticketing.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties.</p> <p>If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>For a vote an in person meeting, a minimum of 3 Airline Members must be present for the vote to be valid.</p> <p>Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2).</p> <p>Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.</p>
Endorsement of standards	<p>Standards endorsed by the Group will be presented to the ATSB for approval and eventual submission for approval by the Conference as required by the Provisions for the Conduct of Traffic Conferences.</p> <p>To propose a Change to Resolution or Recommended Practice not managed by this Group, the Group will seek an endorsement by the owning group prior to the submission to the ATSB.</p>
Group Name	Change Management and AIM Integration Group (CMIG)

Terms of Reference: Identity Management Group

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Group Name	Identity Management Group
Reports to	Architecture and Technology Strategy Board (ATSB)
Scope	<ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • Identity management of Sellers/Travel Agents in support of 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. Analyze 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. Create a detailed architecture of how the selected technical standard will be applied and 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. <p><i>Note: Once the Group completes the project, ATSB expects to disband the Group and transfer the maintenance of resulting standards and associated documentation such as Best Practice and Guidelines to the Technology Architecture Group.</i></p>
Period	12 months from the date of adoption, renewable by the ATSB.
Membership	<p>Any A4A/IATA Member or IATA Strategic Partner where they wish to actively participate in the development of standards, Best Practices and Guidelines may participate in Group's activities.</p> <p>Failure to participate in two consecutive meetings may result in your status being changed from active member to observer of the Group.</p> <p>Other stakeholders may be invited by approval of the Group Chair and Secretary.</p> <p>Any eligible organization commits to active participation with a named and suitably qualified delegate for a minimum of 12 months.</p>
Meetings	<p>Minimum month telephone / web meeting.</p> <p>Minimum one face to face meeting per year.</p>
Sub-Groups	The group may establish and disband temporary sub-groups to investigate or develop proposals on specific issues
Observers and access to materials	Any organization eligible for membership may attend any meeting as an observer and access any materials from Group.

Officers and Secretary	Chair and Vice-Chair will be elected from all members for a period of 2 years, providing their Organization remains a member of the Group throughout the period and the Group itself is active. Secretary will be provided by IATA Management.
Voting	<p>The group will work on the basis of forming consensus among all its members including IATA Members, IATA Strategic Partners and 3rd parties invited to participate.</p> <p>If a consensus cannot be reached, decisions will be made by majority vote of A4A/IATA Member airlines. A minimum of 3 A4A/IATA Members must take part in the vote for the vote to be valid.</p>
Endorsement of standards	Checklists, Best Practice and Guidelines and resulting standards developed by the group will be submitted to the ATSB for endorsement and further action as required.

Terms of Reference: Technology Architecture Group

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Group name	Technology Architecture Group (TAG)
Reports to	Architecture and Technology Strategy Board (ATSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Maintains Reference Communications Model (RCM) intended as a common point of reference for implementation of communications protocols and related technologies supporting common non-functional requirements including data exchange security, identity management, handling of personally identifiable data or industry-wide use of Application Programming Interfaces (APIs) or similar standards and best practices necessary for consistent and interoperable implementation of Data Exchange Standards. 2. Liaise with other groups under any Conference, and Industry Committees as required. 3. Maintain a work plan and report regularly to ATSB. 4. Develop and agree industry REST/JSON standards and best practices as part of former Open Air group responsibilities. 5. Support business groups developing standards under the PSC with Technology guidance, including all areas defined in point 1 above.
Period of effectiveness	The Group is effective from 1 November 2018 for a period of 12 months and may be disbanded by the ATSB any time.
Participation	<p>To participate in the Group, any organization eligible for participation must either elect to be Member of the Group or to participate as Observer.</p> <p>Members</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term.</p> <p>The named delegate may appoint an alternate delegate from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend two consecutive meetings (including scheduled telephone calls without providing an alternate) will forfeit their member status in the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an Observer and access any materials from meetings.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • A4A Member Airlines • Strategic Partners participating in the any IATA program already permitting participation in another group under the governance of the Passenger Services Conference and Passenger Tariffs Conference with an ongoing Data Exchange Standards related activity. <p>Any other organization invited to participate subject to the approval of the Chair and Secretary.</p>
Meetings	Bi-monthly meetings will be scheduled (as required by the work plan and in concurrence with the Secretary), of which two meetings are expected to be face to face.

Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Secretary.
Officers	<p>A Chair and Vice-Chair will be elected from Group Members. Only Member Airlines are eligible to be elected as Chair.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 2 years, subject to their Organization remaining a member of the Group.</p> <p>All organizations who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. The election will occur by simple majority vote.</p> <p>Secretary will be provided by IATA Management.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: Information Technology and Architecture, Enterprise Architecture, Application Messaging, Identity Management.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties.</p> <p>If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>For a vote an in person meeting, a minimum of 3 Airline Members must be present for the vote to be valid.</p> <p>Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2).</p> <p>Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.</p>
Endorsement of standards	<p>Standards endorsed by the Group will be presented to the ATSB for approval and eventual submission for approval by the Conference as required by the Provisions for the Conduct of Traffic Conferences.</p> <p>To propose a Change to Resolution or Recommended Practice not managed by this Group, the Group will seek an endorsement by the owning group prior to the submission to the ATSB.</p>

Item F4.1: Report and Workplan of the Change Management and AIDM Integration Group, under the Architecture and Technology Strategy Board

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Submitted by: Dave Weghorst, Chair of the Change Management and AIDM Integration Group, under the Architecture and Technology Strategy Board

Jean-Christophe Cornu, Manager Data & Business Modeling, Secretary of the CMIG

Background

The Change Management and AIDM Integration Group (CMIG) was established under the Architecture and Technology Strategy Board in order to:

- Oversee the maintenance of the integrated Airline Industry Data Model (AIDM):
 - Intended as a central repository to store:
 - Business processes/requirements
 - Data and message models
 - Generate and maintain XML data exchange specifications/messaging standards as well as developmental (alpha release) and candidate (beta release) messaging standards
- Review all proposals for integration of proposed changes into new releases of the AIDM
- Manage the methodology for developing Data Exchange Standards utilizing the AIDM including the maintenance of modelling guidance, XML and API Best Practices, templates and tools
- Liaise with other groups under the Conference and Industry Committees as required

Members of the Change Management and AIDM Integration Group

Members of the group can be found on the [Standard Setting Workspace](#).

We would like to thank all working group members and IATA CMIG supporting staff for their contributions and hard work during the year.

Chair and Vice-Chair

At the first meeting of the Change Management and AIDM Integration Group in **November 2018**, Dave Weghorst from Delta Air Lines was elected as Chair, and Patrick Brosse from Amadeus was elected as Vice Chair.

Under the Terms of Reference of the Group, these officers hold their positions for 2 years, subject to continued involvement in the group.

Elections of new Group officers will take place in November 2020.

CMIG Group activity in 2020

During the year, the ATSB Methodology Group activity was merged into the group and various CMIG scheduled conference calls were held.

The following is a summary of items that were reviewed/progressed for the two (2) standard release cycles for the year.

Standards Board	Group	Area	Release 20.1 Standards Cycle	Release 20.2 Standards Cycle
Pay-Account	Settlement with Orders	New Standard	11 Change Requests	1 Change Request (3 new / 6 deleted messages)
	Customer Payment	NDC Standards	N/A	2 Change Requests (Updates for 3DS 2.0 and 31 items)
	BSP 4 NDC & TIP	API Standards	Status Update	1 Change Request (1 new API IATA EP)
Plan	MCTX	MCT Standards	Status Update	N/A
	SXSG	Slot Standards	1 Change Request	N/A
Shop Order	Offers	NDC Standards	5 Change Requests	1 Change Request (updates to 61 items)
	Orders	NDC and ONE Order Standards	6 Change Requests	2 Change Requests (updates for 2 data elements)
Travel	Baggage XML	Baggage Standards	4 Change Requests	6 Change Requests
	Load Control (LCAM)	Load Control Standards	1 Change Request	1 Change Request (Update existing message)
	Passenger and Baggage Conformance Services (CUWS)	Airport Standard	Review preliminary BRD	N/A
	Fuel Data (SGSX)	Aircraft Standard	1 Change Request	1 Change Request (update 1 existing + 2 new AIDX Messages)

Other activities during the year have included:

- Providing guidance to the business standards groups as required
- Analysis of potential refinements to the release (standard additions/changes and Quality Assurance) processes and methodology
- The Implementation of streamlined standards development and release processes to promote early engagement of proposal reviews with business groups

CMIG Group Work Plan

The Change Management and AIDM Integration Group work plan is dependent on the data exchange proposals submitted by the various business standards groups.

CMIG continues to look for opportunities to streamline and improve release cycle capabilities and the standards development methodology.

Action

Conference to note report

Passenger Standards Conference 2020, Agenda Second Transmittal

Item F4.2: Report and Workplan of the EDIFACT Group, under the Architecture and Technology Strategy Board

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Submitted by: Matt McKinley, Senior Manager Technology Standards, Secretary of the EDIFACT group, under the Architecture and Technology Strategy Board

Background

The EDIFACT Group was established under the Architecture and Technology Standards Board in order to:

Maintain EDIFACT Messages in PADIS Message Directory and coordinates the issuance of PADIS Reservations and Airports EDIFACT Implementation Guides.

Members of the EDIFACT Group

Members of the group can be found on the [Standard Setting Workspace](#).

EDIFACT Group activity in 2020

The group had limited activity during the first half of 2020 and will resume conference calls later in the year, assuming resource availability due to the impacts of COVID 19.

EDIFACT Group Work Plan

The group will continue monitoring changes coming out of JPSC and organize meetings when necessary.

Action

Conference to note report

Item F4.3: Report and Workplan of the Identity Management Group, under the Architecture and Technology Strategy Board

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Submitted by: Matt McKinley, Secretary of the Identity Management Group

Background

The Identity Management Group was established under the Architecture and Technology Standards Board in order to:

Develop an industry-wide identity management technical standard (airline industry specific implementation of W3C's verifiable credentials standard 1.0) building on use cases referred to the group by the ATSB and following guidance from DTAC.

Guidance from DTAC:

Consistent with architecture principles, all industry digitalization programs should leverage existing open technology standards such as Decentralized Identifiers (DIDs) and associated Verifiable Claims from W3C in case of identity management.

Members of the Identity Management Group

Members of the group can be found on the Standard Setting Workspace.

Chair and Vice-Chair

To be provided with the second transmittal of the agenda as elections will take place in late August 2020.

Under the Terms of Reference of the Group, these officers hold their positions for 2 years, subject to continued involvement in the group.

Identity Management Group activity in 2020

The group began meeting in August and will have bimonthly calls. Key deliverables of the group include:

First version of Identity Management technical standard

Define an airline industry specific implementation of W3C's verifiable credentials

-

Detailed view of the target airline industry identity management architecture

Satisfying both the strategy set forth by DTAC as well as the ATSB's guiding principles (using Truly Me conceptual architecture as a reference)

-

Creation/maintenance of technical implementation materials as required

Including updates to the reference communication model or the creation of new implementation guides as required

Attachment A_F4.3: Work plan of the Methodology Group

Please refer to deliverables mentioned above.

Action

Conference to note report

Item F4.4: Report and Workplan of the Technology Architecture Group, under the Architecture and Technology Strategy Board

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Submitted by: Cheikh Fall, Vice-Chair of the Technology Architecture Group, under the Architecture and Technology Strategy Board

Matt McKinley, Senior Manager Technology Standards, Secretary of the Technology Architecture Group

Background

The Technology Architecture Group was established under the Architecture and Technology Standards Board in order to:

Maintains Reference Communications Model (RCM) intended as a common point of reference for implementation of communications protocols and related technologies supporting common non-functional requirements including data exchange security, identity management, handling of personally identifiable data or industry-wide use of Application Programming Interfaces (APIs) or similar standards and best practices necessary for consistent and interoperable implementation of Data Exchange Standards.

Members of the Technology Architecture Group

Members of the group can be found on the [Standard Setting Workspace](#).

Chair and Vice-Chair

In May 2020 during the Technology Architecture Group face to face meeting, I.C. Lin from American Airlines was elected as Chair and Cheikh Fall from ATPCo was elected Vice Chair. In August 2020, the chair position has become vacant. IATA and the standard setting community would like to acknowledge all of the hard work and dedication put forth by I.C. over his many years of service.

Under the Terms of Reference of the Group, these officers hold their positions for 2 years, subject to continued involvement in the group.

Chair elections will take place later in 2020.

Technology Architecture Group activity in 2020

The group has met over two conference calls in the first half of 2020.

Some key topics currently being explored by the group include:

- Integration of the Open Air group in order to develop best practices around certain communication protocols and technology patterns
- Provide advice to PNRGOV, NDC, and Baggage XML on the use of asynchronous messaging protocols, eventually leading to best practices

Attachment A_F4.4: Technology Architecture Group Work Plan

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The group work plan can be found on the [Standard Setting Workspace](#). An excerpt of the plan can be found below:

ID*	Project name*	Brief description (with focus on capability)*
14	Communication Protocol for PNRGOV	Selection of a recommended protocol for communications between airlines and governments (AS/4 and AMQP were considered). Business requirement call for the selection of an open standard protocol.
47	Call back mechanism	NFR concept to have message orchestration more efficient in message standard communication
23	Travel GRID	Platform as a service using blockchain technology concept, white paper published. No current activity.
67	Identity Management 2.0	Building IATA Identity Management Service, use cases in current phase cover NDC Identity Management (item 44) and baggage (TBC). Successor of Project DNA from Think Tank
51	Analyzing NFRs and protocol selection for all migrations from EDIFACT to XML	Current EDIFACT message exchange is Host-to-Host. Transforming messages to XML is likely to trigger a review of non-functional requirements and development of new best practices for communications.
45	Servicing/push notifications/addressing end points in NDC	Business need for an industry standard approach to address the recipients of notification messages such as notifying sellers about a schedule change was identified during Implementer Forum discussions.

Action

Conference to note report

Section G: Information Items

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Contents

Agenda item number	Agenda item name
G1	Report of the Passenger Agency Conference
G2	Report of the Cargo Services Conference
G3	Report of the Airline Industry Retail (AIR) Think Tank
G4	Report of the IATA Strategic Partnership Program
G5	Report of the Interline Billing and Settlement Operations Working Group (IBSOPS WG)

Item G1: Report of the Passenger Agency Conference

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Submitted by: Marco Alvarenga, Secretariat, Passenger Agency Conference
(alvarengam@iata.org)

Background

The IATA Passenger Agency Program was established in 1979 and is responsible for policy development regarding all matters (excluding remuneration levels) relating to the relationships between airlines and IATA accredited passenger sales agents and other intermediaries. This body has effectively adopted rules of the Global IATA Passenger Agency Program designed to facilitate the secure distribution and sale of airline tickets through a network of financially vetted and reliable 'accredited' sales agents. There are currently 38,705 Accredited Agents issuing tickets in 56,755 locations. Within the Agency Program is also the Billing and Settlement Plan (BSP), a system designed to facilitate and simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Sales Agents, while also improving financial controls and cash flow for airlines participating in these Plans. In 2019, the BSPs processed the equivalent of USD 244.5 billion gross sales of airline ticket sales, through BSP operations located in 180 countries/territories.

Accredited Representatives: The governance mechanism of the PAConf activity ensures that every Member Airline has the opportunity to influence the development of standards. At the Conference itself, every member may accredit a representative who is appointed by the member's CEO and is empowered to make binding decisions on behalf of that member to benefit the Industry. Accordingly, it is important that members review their accredited representatives regularly and ensure that they have sufficient authority and influence to fulfil this important role.

Activity across 2019

The Passenger Agency Conference meets annually, and in 2019 held its 42nd meeting (PAConf/42) in Geneva, Switzerland during the week of 21 October:

- The key topics of PAConf/42 focused on modernising the Agency Programme and BSP, including addressing matters pursuant to the introduction of NewGen ISS.
 - i. Several proposals were voted on defining how enhanced distribution capabilities and requirements that arise from such capabilities would be catered in the Passenger Agency Programme. There was focus on initiatives such as Settlement with Orders, also discussion on how to maintain the integrity of the current Agency Risk Management framework in the programme, with the introduction of NDC transactions.

There was progress on how payment fraud liabilities would be defined in an NDC environment for the industry to debate and develop on a framework that would be fit for purpose.
 - ii. During 2018 and 2019, a vast number of markets had been migrated to NewGen ISS. Throughout this period feedback was collected and the Conference agreed on several updates on the Agency programme including re-adopting the existing Remittance Holding Capacity (RHC) formula for Resolution 812 and reviewing various provisions related to Agency Risk Management.
 - iii. After 18 years chairing the PAC, the Chairman of the Conference and PSG retired upon concluding PAC/42. New PAC Chairman: Armin Venencie from Delta

The Conference also held two workshops the day before the Conference. One to cover the full spectrum of transactions created under the NDC framework and familiarising PAConf delegates with concepts of ONE Order and Settlement with Orders. The other was to provoke thoughts on the future state of the Billing and Settlement Plan, to engage delegates in discussions about expanding different options in the BSP, providing Airlines flexibility that they would need to cater for their own distribution strategies and risk appetite.

During the past three Annual Conferences, after the formal opening of the Conference, proceedings were suspended to allow for a special Open Session where representatives from Travel Agents Associations and Global Distribution Systems were invited to address the PAConf on the Agency Programme, followed by a Q&A session. This session was considered very beneficial and much appreciated by both agents, GDS and airline delegations. Therefore, PAConf/42 repeated this initiative and extended the invitation to the China Air Transport Association (CATA) and Airline Reporting Corporation (ARC).

PAConf/42 was also updated on the work relating to key industry initiatives under the scope of the Passenger Agency Programme:

Working Groups and Task Forces:

- ISS Risk Management Working Group
- Distribution Risk Community
- PAPGJC Task Force to review the governance of the Passenger Agency Program
- ADM Group

Projects and initiatives:

- NewGen ISS Programme status
- Transparency in Payment Project
- SMART Dashboard
- BSPlink Reform
- Future BSP capabilities

PAConf/42 was also provided with further information about the activity of the Passenger Agency Conference Steering Group (PSG), which was very active during 2019. Its members together with members of the Passenger Agency Global Joint Council (PAPGJC), comprised of Travel Agent Associations, were actively engaged through additional PSG and PAPGJC meetings providing Agents with the opportunity to discuss concerns related to Agency Risk Management, NewGen, TIP and NDC-related initiatives and provide solutions.

PAConf/42 reviewed and approved 18 proposals from the Local Agency Program Joint Councils (APJCs) for changes to strengthen Local Financial Criteria.

In between its annual meetings, the PAConf dealt with urgent items through mail vote and approved three mail votes covering 29 items in 2019.

Future Activity

Major concerns are still related to Agent risk management and the need to have proper procedures and tools to predict and mitigate Airline losses. Several initiatives and tool developments were already foreseen for 2020, however due to COVID 19 these have had to be placed on hold. Instead, a package of measures has been approved to adapt to COVID and as well ensure minimum risk.

Member airlines should ensure that your appointed Accredited Representative and Alternates are up to date, as PAConf delegates receive monthly updates regarding important Conference matters, ongoing initiatives as well as latest news from its Steering Group and other subgroups. To update your Airline's representation and access PAC Resolutions, please visit us at <https://www.iata.org/en/programs/workgroups/paconf/>

Item G2: Cargo Services Conference Report

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Submitted by: Brendan Sullivan, Head, E-Commerce and Cargo Operations, CSC Secretary
sullivanb@iata.org

Background

The 42nd Cargo Services Conference (CSC/42) was not held as planned in Istanbul, Turkey due the COVID-19 situation and WCS Postponement.

Proposals for voting items at Conference were moved to mail votes following discussions with the Cargo Procedures Conferences Management Group (CPCMG).

Voting item 1: a new recommended practice on cargo and mail safety was received comments from Members and after careful consideration it was agreed to move this item to the next meeting of the CSC to facilitate discussions. Voting item 2a clarification to the air waybill resolution footnote passed unanimously.

Impacts on Passenger Standards Conference Activity

None noted.

Activity across 2019

Airmail Board (AMB)

The Airmail Board (AMB) met three times this year, in March 2019 in conjunction with the IATA WCS in Singapore, in June 2019 in Geneva and in October 2019 in conjunction with the IATA-UPU Contact Committee. During this year the AMB has been working on the following:

Framework for a Postal Service Agreement (CSCRM RP 1677)

1. The members of the IATA Airmail Board (AMB) and members of the Universal Postal Union (UPU) have worked on the IATA Recommended Practice 1677, the Framework for a Postal Service Agreement through the IATA-UPU Contact Committee.

The Framework for a Postal Service Agreement is the base document used by Postal Operators and Airlines to create a contract of services.

The AMB members requested for amendments to the Framework in order to:

- a. Clarify liability for all expenses resulting from failure to take over delivery of the mail

The AMB members will continue working on the Framework to include clarification on the limits of liability, the harmonization of tenders and the legal aspect of agents, ETOEs, 3PLs to act on behalf of a postal operator and exchange postal messages.

Volumetric attributes

2. The AMB members continued to request UPU to receive volumetric information of postal consignments.
 - a. Airlines do not have the capacity for planning as no booking and no allocation is done by postal operators and no volumetric information is contained in CARDIT messages (or CN38).
 - b. Carriers have noted that postal operators are more and more facing the same types of issues of planning for their last mile delivery as the volumes (mainly due to the growth in e-Commerce) have an impact on their equipment and vehicles.
 - c. IATA urged the postal operators to consider bookings and allocations and sharing volumetric data.

Mail Safety

3. In October 2017, following a number of serious incidents related to dangerous goods in airmail, the IATA Air Mail Board (AMB) requested UPU to consider developing joint safety guidelines for postal operators to provide awareness on dangerous goods, acceptance processes, screening technologies, partnering with civil aviation authorities and training.

The AMB drafted a position paper which would serve as the basis for developing safety guidelines and presented the latter to the UPU who agreed to collaborate.

An expert team of postal operators and airlines have met once and gathered on a call twice to develop the guidelines. It was noted that the collaboration of Civil Aviation Authorities shall be sought to complete the work.

The guidelines now also take into account ICAO Chapter 15 Annex 6 regarding risk assessment and risk mitigation.

Mail EAD

4. Regarding the ongoing objective for Advanced Cargo & Mail Information - ACI/EAD - (pre-arrival security data transmission to Customs) the IATA AMB and the UPU published a solution for filing to customs, after a successful "laboratory test" proving feasibility.

The AMB members are discussing with the UPU regarding alignment on the referral messages to ensure that airlines can receive appropriate "assessment complete" message, should they wish to, in accordance with the principles agreed upon at the Joint Working Group on Advanced Cargo Information (JWACI).

Usage of CARDIT and RESDIT messages

5. IATA AMB members, together with IPC and UPU, developed a guideline on the use of EDI messages for a better port-airline supply chain integration.
6.
 - a. IATA AMB members strongly recommend all airline members to use CARDIT/RESDIT messages (latest versions) not only to communicate with postal operators, but AMB reminds all airlines that these messages will be the key to ACI/EAD filing to customs, e-CSD security data transmission and future forecasts and necessary booking & allocation as well as tracking & tracing.
 - b. This will provide speed and transparency for our customers, especially when transporting e-Commerce mail.

Hybrid Scenarios

7. The purpose of this point is to assess the different scenarios that are currently being used by postal operators to carry mail by air, to identify roles and responsibilities and if those scenarios are permitted or not as they could lead to safety concerns.
 - a. During the past few years, and for various reasons that range from commercial arrangements to capacity constraints on certain routes, some posts and airlines have been arranging alternative ways of carriage for mail in what regards operations, documentation and messaging. Moving away from the traditional airmail processes and related Universal Postal Union (UPU) standard documentation and Electronic Data interchange (EDI – CARDIT/RESDIT message exchange), such operational alternatives often present challenges in terms of visibility, tracking options, handover, invoicing and safety.
 - b. With the rise of e-Commerce and increasing volumes, Airlines' capacity is often exceeded. Therefore, postal operators are using alternative scenarios to deliver mail to destination in time, while keeping the advantages that UPU Convention offers.
 - c. IATA and UPU are developing a solution to enable proper acceptance of Mail by the postal operators themselves and an acceptance procedure for airlines and cargo handlers to ensure that regulations are complied with to avoid safety issues.

Cargo Border Management Board (CBMB)

CBMB was established in 2016 following endorsement for the board from the CSC in March 2016. The purpose of the CBMB was to comply with new IATA governance requirements introduced to streamline and improve reporting lines and deliverables.

CBMB's primary role is to review and determine recommendations, standards and procedures necessary to ensure the air cargo supply chain exploits available trade facilitation opportunities and operates in full compliance with global customs and security regulatory requirements. Furthermore, the CBMB seeks to guide and influencing policy makers wherever possible to ensure the most efficient and harmonized solutions are implemented.

Two groups currently report into CBMB namely the Cargo Customs Working Group (CCWG) that provides expertise and guidance of customs and trade facilitation related topics and the Cargo Security Working Group (CSWG) providing expertise and guidance on cargo and mail security topics.

CBMB sets strategic priorities for the CCWG and CSWG, monitors progress, provides support and guidance and ensures objectives are met.

Priorities & Achievements in 2019

The CBMB met for the second time in October 2019 in Amsterdam, Netherlands. At this meeting the CBMB considered the most topical and important cargo border management issues for consideration in 2019 and set the priorities for 2020 (listed below).

No	CBMB 2020 Priorities	KPI's
1.	PLACI programs (CCWG & CSWG)	➤ Ensure that industry friendly global standards are implemented and monitored for PLACI Programs.
2.	Emerging Threats, (CSWG)	<ul style="list-style-type: none"> ➤ Guidance material, workshops, awareness raising, human factor. ➤ Continue to advocate benefits to regulators. ➤ Support initiatives and tasks undertaken and led by SAC. ➤ Guidance on application of CSD usage
3.	SeMS	<ul style="list-style-type: none"> ➤ Investigate SeMS actions on air cargo supply chain. ➤ Priorities to be established in coordination with the Security Group. ➤ Advocate mutual recognition of specification, certification and operating standards of security equipment and processes for cargo.
4.	IATA C-XML roll out following the sunset of C-IMP (CCWG)	<ul style="list-style-type: none"> ➤ Assist 4+ countries introduce IATA C-XML standards. ➤ Support e-commerce solutions rather than paper based.
5.	IATA UPU/Postal Collaboration (ACI and e-CSD in mail); (CCWG & CSWG)	<ul style="list-style-type: none"> ➤ Commence 1 pilot on ACI for mail ➤ Continue European on- going pilot. ➤ Assess feasibility for additional pilots in other regions than Europe. ➤ Implement solutions that support the growth in e-commerce.
6.	Cargo Screening Technology of the future that is now a priority for industry and member states; (CSWG)	<ul style="list-style-type: none"> ➤ Recognition that the needs for Air Cargo are different to PAX. ➤ Determination of Air Cargo requirements. ➤ Assess suitability of current screening technology/methods for Air Cargo. ➤ Promote the development of innovation of new Technology/methods for air cargo. ➤ Common testing/certification methodologies that are mutually recognised. ➤ Development of screener methods and best practice guidelines including EDD
7.	Security Awareness and Culture	<ul style="list-style-type: none"> ➤ Development of training materials ➤ Workshops ➤ Sharing best practices ➤ CBMB bulletins ➤ Cooperation with SAC ➤ Awareness campaign
8.	CBM Capacity Building	<ul style="list-style-type: none"> ➤ Develop CBM capacity building portfolio ➤ Deliver Capacity Building
9.	Cooperation with other Associations	➤ Continue to develop common CBM positions and solutions with other Associations.

Cargo Operations and Technology Board

Objectives

The COTB develops and maintains industry standards for the procedures, documentation and flow of information / data relating to the air cargo business by facilitating the discussion and resolution of issues within its purview. The COTB is responsible for specific activities such as technical standard for AWB and procedures for the correct completion of the AWB, standards for cargo labels and bar codes, standards for the application of automatic identification technology in the air cargo business, technical and procedural standards for cargo EDI, standards for other documents, procedures and processes supporting the air cargo business, etc. The COTB also oversees the development of new standards for that support ongoing digitalization of the air cargo industry. The COTB is also responsible to provide guidance for the implementation of IATA/ CSC standards.

Meetings

The COTB held a total of 5 web conferences and 1 face to face over this past year in which industry requests, proposed amendments to existing standards, or development of new standards submitted by both CSC Members and IATA Secretariat were reviewed.

Major Achievements in 2019

The following are the highlights of the industry achievements of the COTB during the year of 2019 prior to the Conference:

Cargo EDI

- Reviewed and approved the changes to the code lists,
- Reviewed the Cargo-XML Manual and Toolkit and message updates;

Governance and Procedures

- The group is chaired by LH. The vice-chair is held by CX
- No sub groups removed or created.
- The Interactive Cargo Task Force was constituted with a full membership. Due to delays in recruitment of an IATA project manager, this group has been inactive. The manager is now being hired and the group will be reactivated in Q1 2020.
- Two groups, the eCargo Working Group and the ONE Record Task Force are being merged into a single group: the Digital Cargo Advisory Group. This group will oversee e-freight and ONE Record developments.

Coordination and Engagement

Reviewed and provided guidance on the constitution and work of the permanent working groups and task forces:

- e-Cargo Working Group (eCWG)
- Cargo Messaging Working Group (CMWG)
- ONE Record Task Force (ORTF)
- Digital Connectivity Working Group (DCWG)
- Interactive Cargo Task Force (ICTF)

2020 Plan

The COTB will have bi-monthly calls and two face to face meetings during the World Cargo Symposium and the Digital Cargo Conference.

High level priorities are as follows:

- Monitor and continue to provide guidance to the ongoing development of ONE Record and the pilot tests.
- Support IATA in communication and active deployment of ONE Record standards and services.
- Support the launch of the Interactive Cargo Task Force and ensure timely delivery of its objectives.
- Monitor and ensure maintenance and development of e-freight standards and procedures as required.

Dangerous Goods Board

Objectives

The initiation, adoption and ratification of harmonized worldwide standards for the safe carriage of dangerous goods by all modes. The implementation of which embrace effective, efficient protocols and procedures that enhance commerce.

Meetings

The Dangerous Goods Board (DGB) met twice in 2019, in Singapore in March and in Montreal in August.

DGB Achievements in 2019

- Updated the content of the Dangerous Goods Regulations (DGR) for the 61st edition to reflect the changes to the 2019-2020 edition of the ICAO Technical Instructions that were issued as addenda to the Technical Instructions and to adopt industry improvements agreed by the DGB;
- Provided input into proposals developed for submission to the ICAO Dangerous Goods Panel (DGP) working group meeting (DGP-WG/19) in April and to the 27th meeting of the Dangerous Goods Panel (DGP/27) in September. DGP/27 was the final meeting of the 2016-2017 biennium that completed changes that have been adopted into the 2019 – 2020 edition of the ICAO Technical Instructions;
- Provided input to the IATA Secretariat on the proposed Recommended Practice on Cargo and Mail Safety;
- Reviewed and updated the guidance material applicable to shipping of lithium batteries;
- Reviewed and updated dangerous goods related standards developed for the IATA Safety Audit Ground Operations (ISAGO) and IATA Operational Safety Audit (IOSA) programs to ensure that the dangerous goods requirements align with the latest DGR provisions;
- Provided input to the IATA Secretariat on updates to the IATA “Lithium batteries – Risk Mitigation Guidelines for Operators” guidance document;
- Provided input to the IATA Secretariat on proposed amendments to the UN Recommendations on the Transport of Dangerous Goods;
- Commenced development of amendments to the 62nd edition of the DGR;

2020 Plan

- Complete amendments to the 62nd edition of the DGR to incorporate the changes to the 2021-2022 edition of the ICAO Technical Instructions as well as any additional changes agreed by the DGB;
- Provide input into proposals to the ICAO Dangerous Goods Panel Working Group in October (DGP-WG/20). DGP-WG/20 is the first meeting of the 2020-2021 biennium that will commence development of changes to the Technical Instructions for adoption into the 2023 – 2024 edition of the Technical Instructions;
- Develop recommendations for input to the UN Subcommittee of Experts as applicable;
- Continue to revise and maintain the dangerous goods related standards contained in the IATA Safety Audit Ground Operations (ISAGO) and IATA Operational Safety Audit (IOSA) programs to ensure that the dangerous goods requirements in those programs are aligned with the latest DGR provisions.

Live Animals and Perishables Board and Time and Temperature Working Group (TTWG)

The LAPB met twice during 2019, on May 7th to 9th, 2019 in IATA offices in Montreal, Canada and on October 8th to 10th, 2019 in IATA offices in Singapore. The TTWG met in conjunction with the LAPB.

2019 Achievements

- Marc Roveri (CV) was re-elected as the LAPB Vice-Chair for a term of office of two years. The LAPB re-elected Reinier Danckaarts (Kuehne & Nagel) as the TTWG Vice-Chair for a term of office of two years.
- Substantial updates and changes to the 2020 Live Animals Regulations (LAR 46th edition effective from January to December 2020):
 - The LAPB mandates new recurrent training as of January 1st, 2020:
 - Training is paramount to effective implementation, therefore the 46th edition of the IATA Live Animals Regulations (LAR) is mandating recurrent training that must be provided within 36 months of previous training. This comes into force on 1st January 2020 after a 12 month transitional period that allowed the industry to comply with the requirements.
 - The LAPB enhanced, updated and developed new requirements for the overall container requirements:
 - The container requirements for the transport of cats, dogs and horses.
 - A complete revision of the container requirement of transport of day-old chicks
 - CRs 1-3, 1, 2, 3, 11, 12, 13, 15 16, 17, 19, 21, 31-34, 31, 33, 34, 41-47, 41, 57, 67, 78.
 - The LAR includes also amendments related to:
 - the latest government and carrier requirements;
 - updates documentation requirements;
 - enhancements of handling procedures.
- Substantial updates and changes to the 2020 Perishable Cargo Regulations (PCR 19th edition effective from January to December 2020):
 - The PCR is being revised in line with comments received by the industry and supply chain stakeholders and enhanced to incorporate current industry requirements and recent operational and technological developments:
 - The documentation, labelling and marking was part of Chapter 6 Operations. However, these are important steps in the overall transportation process and therefore have been extracted and moved into new dedicated Chapter 7.
- Substantial updates and changes to the 2020 Temperature Control Regulations (TCR 8th edition) effective from January to December 2020):
 - The LAPB, following recommendations of the TTWG, endorsed:
 - A new section 17.8.5 Applicability of IATA Special Handling Codes together with a new Appendix C providing an example of a process flow of time and temperature healthcare and pharmaceutical shipments with their possible applicable IATA special handling codes. These inclusions are meant to provide educational information to the supply chain stakeholders, namely to the pharmaceutical shipper's community on the example of process when transporting and handling pharmaceutical products and what could be expected when industry standard special handling codes are being used.
 - A new requirement in section 7.1 Air Waybill, related to the inclusion of the shipper's 24-hour emergency contact number on the Air Waybill.
 - Amendments to the IATA CEIV Pharma Guidelines and CEIV Pharma Audit Checklist. These are accessible by means of a toolbox integrated into the electronic version of the TCR. This Toolbox assist the industry by means of the guidelines and prepare a company for the CEIV Audit based on the pre-defined IATA CEIV Audit Checklist.

On-Going Objectives

- Enhance the LAR, PCR and TCR following the outcome of industry's feedback and requirements.
- Continue to develop a good working relationship with the World Animal Health Organization (OIE) especially on the working group which was established primarily focused on lab animals but which would no more be limited to laboratory animals but potentially other issues such as electronic documentation, facilitation of dialogue with transport issues.
- Continue to develop a good working relationship with the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) especially on the collaboration in combatting illegal trade in wildlife and their products while ensuring the safe and secure transport of legally traded wildlife.
- Continue to develop the CEIV certification programs. The different CEIV Pharma, Live Animals and Fresh (Perishables) checklists were shared with the LAPB Members for feedback and comments to ensure these programs consider industry's expectations when handling and transporting these very special cargo.

Future LAPB Development

- The LAPB together with CPCMG guidance will continue to discuss a proposal to split the LAPB into two distinct boards, one being the "Live Animals" and the other being the Perishables/Pharmaceuticals' one. It has become apparent over the past couple of years that:
 - Most LAPB members have expertise in one area or the other but not both.
 - The way the LAPB is structured today no longer reflects the way the airlines are structured either. Nowadays distinctive verticals are established in the airline's units to be able to focus on those special commodities separately internally. This is also seen by the attendance of different airline experts at the LAPB & TTWG meetings to deal with the different matters.

ULD Board

Objectives

The ULDB is established to develop and maintain the standards and procedures concerning the specifications, handling, restraint and maintenance of ULDs, and to promote the worldwide recognition, adoption of and adherence to those standards and procedures.

The IATA ULD related meetings in 2019 are listed as follows:

Meetings	Dates	Locations
2019 WCS ULD Track	13 March 2019	Singapore
ULDB/51	17 January 2019	Web Conference
ULDB/52 (in conjunction with SAE AGE-2)	10 April 2019	Charlotte NC, USA (hosted by SAE AGE-2)
ULD and Cargo Safety Campaign Guangzhou Workshop	9 August 2019	Guangzhou, P. R. China (hosted by Baiyun Int'l Airport)
ULDB/53 (in conjunction with SAE AGE-2)	23-24 October 2019	Montréal, Québec, Canada (hosted by IATA)

2019 Achievements

The following are the highlights of the industry achievements of ULDB in 2019:

Continued Enhancement of ULDR 8th Edition

Some significant improvements are highlighted as follows:

Section 1

- Amendment to ULD definition to align with the current SAE AS 36100
- Clarification on Operator's responsibility for ULD Tag completion requirements
- Clarification on ULD training requirements regarding recurrent training interval

Section 2

Clarification on compliance with aircraft weight and balance manual

Section 5

SS 90/1

Replacement of the term 'Aircraft Engine Transport ULD' by 'Aircraft Engine Transport Device'

Section 6

OS 6/03

Deletion of descriptions of pallet cover materials to allow flexibility

OS 6/12

Replacement of the term 'Aircraft Engine Transport ULD' by 'Aircraft Engine Transport Device'

Appendix H (new)

Illustration of ULD Components Listed on Operational Damage Limits Notice (ODLN)

Collaboration with other IATA Groups

- Reviewed and provided recommendations to IATA External Affairs Department on "Safe Storage of Mobility Aids in ULD in Aircraft Cargo Compartment" that contributed to the IATA 75th Annual General Meeting (AGM) resolution on passengers with disabilities
- Reviewed and provided recommendations via DGB to ICAO Cargo Safety Sub-Group on "Guidance for Safe Operations Involving Aeroplane Cargo Compartments", which would be the guidance material for the amendment to ICAO Annex 6
- Provided clarification and amendment to ULD Tag completion requirement according to ICHC request
- Reviewed and provided recommendations to IATA Ground Operations Manual Technical Group (IGOM TG) on working instructions on checking of ULD on the ramp
- Requested ICHC and Cargo iQ to enhance the ULD handover procedures between Cargo GSP (cargo warehouse) and Ramp GSP (ramp)
- Endorsed CBTA training methodology and agreed that the improvement of ULD training requirements be aligned with the progress of CTTF
- Provided clarification and amendment to ULD recurrent training interval according to Aviation Ground Services Agreement Technical Group (AGSA TG) request
- In response to the request from (AGSA TG) agreed to further review the ULD definition to ensure consistency across IATA publications as well as to align with SAE definition
- Proposed amendments to ULDR based on the recommendations from Special Loads Task Force (SLTF)

Engagement with External Stakeholders

- Continued to engage with various civil aviation authorities, especially:
 - the Federal Aviation Administration (FAA) Cargo Focus Team (CFT) to ensure the interest of the industry is presented in the revision of the FAA Advisory Circular (AC) 120-85 on Carriage of Cargo by Air Carriers as well as its future implementation once released
 - the FAA Aircraft Certification Branch and Fire Safety Branch to ensure industry requirements for aircraft ULD/ accessories including Temperature Controlled Container (TCC), Fire Containment Cover (FCC) as well as Fire Restraint Container (FRC) are considered in the development of relevant airworthiness certification requirements
 - the Civil Aviation Administration of China (CAAC) Airworthiness Certification Department to ensure the development of relevant airworthiness requirements is harmonized with FAA/ EASA
 - the CAAC Air Transportation Department and Flight Standards Department to facilitate the safety promotion of air cargo operations

- liaised with international standard organizations such as International Organization for Standardization (ISO) and Society of Automobile Engineers (SAE) to ensure the development of standards meets the industry needs and to ensure all the standards and specifications applicable to ULD are consolidated in the ULDR
- engaged with major aircraft manufacturers such as Airbus and Boeing to ensure clear understanding of rules in the Aircraft Weight and Balance Manuals applicable to aircraft loading and restraint of ULD to eliminate the risks of exceeding aircraft operating limitations

2020 Plan

- Continue to enhance the ULDR 9th Edition, including particularly:
 - to conduct safety risk assessment on Section 2 'Limitations'
 - to delete the obsolete ULD Type Codes throughout the ULDR
 - to add the illustration of pallet, net, and strap components listed on ULD ODLN
- Collaborate with COTB and LAPB in the development of standards for returnable asset identifying and tracking for non-aircraft Temperature Controlled Container (TCC)
- Propose ULD global tracking business requirements for inclusion in ONE Record
- Review and endorse the recommendations provided by Cargo Training Task Force (CTTF) on adopting Competency-Based Training & Assessment (CBTA) methodology in ULD training development
- Collaborate with DGB in developing recommendations on safety risk assessment and mitigation strategies for cargo compartment fire prevention
- Review and harmonize ULD contents in major IATA publications such as AHM, IGOM, and ICHM
- Continue engaging with relevant CAAs and ISO/ SAE to ensure regulatory requirements and international standards are harmonized
- Maintain the engagement with IATA Strategic Partners to facilitate their contribution to the ULDB agenda
- Monitor the industry trends in the deployment of automation/ robotics technologies in ULD handling to ensure ULD requirements are taken into consideration
- Provide guidance on the attachment of wireless devices on ULDs

Item G3: Report from Aviation Industry Retail (AIR) Think Tank

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Submitted by: Sr Manager Innovation (gagliardit@iata.org)

AIR Think Tank

- The scope covers aviation industry retail – commercial systems, e-commerce platforms, distribution and payments.
- The AIR Think Tank was initiated in 2018. The structure is based on an annual rotation (January – October), where members may change each year.
- Members include airlines, strategic partners and supporting organizations.
- The AIR Think Tank group focuses on ideation and creating/building ideas which are articulated and presented to the industry.
- The traditional think tank structure includes four face-to-face meetings per year, with output including the creation of an annual industry White Paper and proof of concepts presented at the AIR Symposium. Covid-19 changed the structure and planned output. The first face-to-face meeting took place at the beginning of the year (pre-Covid-19), then meetings were switched to online. Also, the output will still be an industry white paper that will be distributed online mid-November.

2020 ideas

- The 2020 AIR Think Tank is working on three ideas that will be articulated in the 2020 AIR Think Tank White Paper.
- 1. Customer as a reference**
 - In the future, there should be no need for travelers to remember or write down a PNR or an Order number to receive a service. Airlines envision to follow the best practices from the retailing world and focus their efforts on identification of the Customer. The Customer will be invited to use credentials of their choice which may be a passport, frequent traveler card or perhaps logging to an online account. Once the Retailer knows who the Customer is, the right service can be provided. This concept, also called "Customer as Reference", leverages technology advances made by the One ID projects and extends the use of the technology from facilitation use cases to distribution.
 - 2. Emerging products and services**
 - This idea is focused on airline retailing in general, with two driving objectives: to facilitate the onboarding and integration of API providers (start-ups or not) by airlines and to improve the retailing capacity of airlines (not limited to ancillaries, but all kinds of products). The focus is on events (broadcast information) that airlines could emit. The connection to these events should be easy and fast. Third parties could receive them in order to provide services linked to a flight, such as food delivery at the airport before departure, or city transfer at the destination. Using these two examples, the team will look at the kind of events/data that airlines could emit, and we start evaluating typical services that could benefit from these events.
 - 3. Trust**
 - The focus of this idea is on how to restore and build customer trust in the retail experience. Moreover, the vision is defining what levers can be used by airlines to regain trust from their customers to travel. The intent is to provide customers flexibility in choice and transparency through further unbundling and travel flexibility, but still (re)building a solid revenue optimization model.

Item G4: Report of IATA Strategic Partnerships

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Submitted by: Antonio La Verghetta

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Background

The IATA Strategic Partnerships program is a platform for aviation solution providers to build as well as strengthen relationships with key industry stakeholders. Through their participation in various IATA work groups, Strategic Partners gain a unique insight into airlines' priorities and have the opportunity to be recognized for working together with IATA in serving the air transport industry.

The IATA Strategic Partnerships program covers over 40 Areas of Involvement.

Becoming a Strategic Partner for one of the Management Boards gives you the opportunity to participate in the Boards Advisory Forum.

By joining one of the following areas, you can contribute to Passenger Standards Conference activities:

- Shop Order
- Plan Standards
- Pay Account
- Architecture and Technology
- Revenue Accounting
- Passenger Experience
- Passenger Process and Accessibility
- Common Use
- Baggage Services
- RFID
- Electronic Baggage Tag sub-group
- Baggage tracking sub-groups
- Baggage Pro-Rates sub-group
- Baggage XML sub-group

Learn more on www.iata.org/sp

The updated list of Areas open to Strategic Partners are available from:

<http://www.iata.org/about/sp/areas/Pages/index.aspx>

Item G5: Report from the Interline Billing and Settlement and Operations Working Group (IBS OPS WG)

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Submitted by: Altug Meydanli- Senior Manager, Pay Account Standards

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Background

The IBS OPS WG consists of 15 members and 2 Official Observers and act as advisor to the Financial Committee, other relevant IATA bodies, and IATA Management on operational and technical matters related to IATA's Industry financial systems and services related to interline billing and settlement, including maintenance and development of efficient operating procedures, and financial standards supporting related airline financial processes.

Activity across 2020

After the 6th WFS/Miami, September 2019, the IBS OPS WG have one face to face meeting and had monthly conference calls each month.

IBS OPS WG organized an Industry Webinar in January 2020 to inform the revenue accounting community about the new IATA RAM (Revenue Accounting Manual) rule changes.

In light of the COVID-19 Global Pandemic and its effect on our member airlines IATA, in consultation with IBS OPS WG and other related Industry Groups decided to cancel the 6th Interline Billing and Settlement Operations (IBS OPS) and 9th Simplified Invoicing and Settlement (SIS) Annual General Meetings. However, in order to stay engaged during this time IBS OPS WG and SIS SG organized separate industry webinars on 28-29 September 2020 that will provide annual updates from each group and inform IATA airlines and Strategic Partners on important industry topics.

As a result of the IBS OPS WG activity and recommendations, IATA TTBS have added an involuntary exemption tag to their RATD tax database and ATPCO added the same exemption tag to the ATPCO X2 file. This tag indicates that an RATD exemption exists for a tax in case of involuntary rerouting. Upon seeing a tag, the billing airline must read then apply the terms of that exemption for the Tax. The exemption shall be applied irrespective of the reason for involuntary reroute. This is available and coded since February 24th, 2020. Please refer to IATA TTBS Bulletin 12583 for more detailed information.

IBS OPS WG agreed to create a Future of Interline (Settlement) Taskforce to find a global mandatory solution for work on the future of Interline settlement. The Taskforce had several calls and met once in January 2020. As a result of the disruption to airline activity because of Covid-19 Pandemic, the taskforce activities were suspended in 2020.

IBS OPS WG agreed to create a Simplified Involuntary Settlement Solution Taskforce to find a global mandatory simplified solution for interline involuntary settlement. The Taskforce had several calls and met once in January 2020. As a result of the disruption to airline activity because of Covid-19 Pandemic, the taskforce activities were suspended in 2020.

3 new non-IATA member airlines for ICH (IATA Clearing House) participation in 2020 have been approved: JX, MV, XF

Due to the Covid-19 Pandemic, new Non-IATA member applications were put on hold from March to August 2020.

IBS OPS WG reviewed ICH Calendar and Regulations including Procedure 18 (re ICH Special Clearance) and management of correspondences.

With the start of COVID-19 pandemic, some interline rejections and correspondences have been sent back with no valid reason simply because the airline has been unable to process within the time limits due to restrictions linked to the pandemic and this is not allowed under RAM rules. In consultation with IBS OPS WG IATA circulated an IATA Bulletin (2020-02) on 5th May addressing this issue.

IBS OPS WG received multiple clarification requests received from the revenue accounting community and reviewed all of them and shared IBS OPS WG recommendations which contributes to reduce disputes between airlines.

Harry Schwart (DL), chair of IBS OPS WG, retired end of July 2020 after 47 years in Revenue Accounting.

Future Activity

IBS OPS WG will continue to simplify RAM rules and explore ways of further reducing interline rejections.

Future efforts for the ICH will focus on improvements for interline and correspondence settlements in case of bankruptcy.

Action:

PSC representatives are kindly requested to encourage their interline billing and settlement experts for their contribution for the IBS OPS WG activities for further simplifying interline billing rules, increase efficiencies and reducing costs.