3rd IATA Passenger Standards Conference

Held as a digital event 12-13 October 2021

With online ballot for all voting items running 30 September 2021-28 October 2021

Agenda

First Transmittal

Under the provisions of IATA Resolution 009, this Conference will be a single meeting, combining the 43rd IATA Passenger Services Conference, and the 2021 meeting of the Composite Meeting of the IATA Passenger Tariff Coordinating Conferences.

A second and final agenda transmittal will be published on 30 September 2021. The online ballot for voting items will commence at the time this second and final agenda is published. 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 14 July 2021 by Memorandum PSC/2021-07/18.

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 43rd IATA Passenger Services Conference, and the 2021 meeting of the Composite Meeting of Passenger Tariff Coordinating Conferences.

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://attendee.gotowebinar.com/register/6903157728402843405

Online Balloting
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 will open on 30 September 2021 (with the second and final transmittal of the Agenda) and will close on 28 October 2021.

Please ensure your Accredited or Alternate Representative is up-to-date and has access to the SSW platform.

Standards Setting Workspace (SSW) Access
While the digital event is open to all members, online balloting is open only to each member airline's accredited representative or their designated alternates. The current accredited and alternate airline representative list can be viewed here. Changes to and applications for airline representatives may be made using this form.

Accredited representatives or designated alternates should ensure that they have access to the Standard Setting Workspace (SSW) group – **Passenger Services Conference Voting Items**. To test this capability, users should:

1. Log in through your IATA Customer Portal account.
2. Select Standard Setting Workspace (SSW) from "My Services".
3. Once on the SSW platform, check the list of communities under "My Communities" and navigate to the Passenger Services Conference Voting Items Group.
4. If you do not see the group - navigate using the Search feature or Communities drop down menu to the PSC Voting Items Group and select >contact the secretary< to request access to the community.

Detailed instructions of how the platform works may be viewed here. For assistance with this process, please contact standards@iata.org.

Important information about Accreditation to Vote

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.

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.

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 Standards Conference Voting Items" Group, to ensure that they are able to vote on all items.

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.

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 to streamline the adoption of amendments, which have been unanimously agreed by the responsible specialist working groups, Committees and Boards reporting to Conference.

Members are 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".

It is planned that IATA will open each online ballot as a voting package as presented in the agenda second (and final) transmittal on **30 September 2021**. Members may request that any item contained within the grouped agenda items be removed from the package for discussion or other action. To facilitate this procedure, Members are asked to advise the Secretary (via email to standards@iata.org) not later than 24 September 2021 of any item they wish to remove from a package.

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 20 September will be noted in the second transmittal of the agenda. 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 Members will be re-elected/nominated to each of the five Management Boards for a twelve-month 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 2022. Existing Management Board members should contact IATA (via the Secretary of the Management Board, or by email at standards@iata.org) only if they **do not** wish to continue their involvement, or if they wish to change the named delegate representing their airline on any Board.

However, any additional nominations for any Management Board will also be accepted. Airlines wishing to nominate for these positions should use this form or contact standards@iata.org

Nominations will be open until **20 September 2021**. With the publication of the second transmittal of the 3rd Passenger Standards Conference Agenda on 30 September, the composition of each Board will be confirmed, and Conference endorsement will be requested.

Call for nominations and election of Chair and Vice-Chair positions of the Passenger Standards Conference

Following the departure of the Passenger Standards Conference Chair, Tye Radcliffe (UA), the Passenger Standards Conference (PSC) Steering Group is seeking nominations for the role of PSC Chair and Vice-Chair positions. We therefore welcome nominations from Member airlines who are interested in serving in either of these positions.

Please confirm your airline's interest to standards@iata.org no later than **20 September 2021** with the name and title of your nominee.

Please indicate the position for which you wish to be nominated. (ie. Chair, Vice Chair or both), supporting your nomination with a brief bio paragraph (50-100 words) describing your areas of interest and expertise.

Under the terms of Resolution 009, 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. The Steering Group will ensure that each Management Board is acting within its scope as described in this Resolution.

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. The titles and Attachment names below are hyperlinks to the relevant item.

Section A: Administration Items

Agenda Item		Attachments
A1	Opening of Meeting	
A2	Examination of Credentials of Accredited Representatives	
A3	Approval of Minutes – JPSC/40 and PSC/42; and Passenger Tariffs Composite Coordinating Conference 2020	
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
A9.1	Election of Passenger Standards Conference Chair and Vice-Chair	Attachment A_A9.1
A10	Industry Restart	Attachment A_A10
A11	Any Other Business	
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	RP 1780s – Standard Retailer Supplier Interline Agreement (SRSIA)	Attachment A_B4.2.1b/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
	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	Placeholder	Attachment A_C4.1.2a/P
C4.1.2b/P	Placeholder	Attachment A_C4.1.2b/P
C4.1.2c/P	Placeholder	Attachment A_C4.1.2c/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	AIRIMP Chapter 2.6 and 3.13.1.5 – FNU/First Name Unknown	Attachment A_C4.2.1a/P
C4.2.1b/P	AIRIMP Chapter 6 – Codes and Abbreviations – New SSR Code BFFF	Attachment A_C4.2.1b/P
C4.2.1c/P	Update SSR descriptions – BLND, DEAF, WCHS, WCHC, MEDA	Attachment A_C4.2.1c/P
	Offer and Order Group Items	
C4.3	Report and Workplan of the Offer and Order Group	Attachment A_C4.3
	Pricing Automation Group Items	
C4.5	Report and Workplan of the Pricing Automation Group (PAG)	Attachment A_C4.5
	Integration Group Items	
C4.6	Report and Workplan of the Integration Group	Attachment A_C4.6

Section D: Travel Standards Board Items

Agenda Item		Attachments
D1	Report of the Travel Standards Board	
D2	Endorsement of elections for positions on Travel Standards Board	
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 Attachment G_D4
D4.1	Report of the Baggage Steering Group	
D4.2	Report of the Baggage Working Group	
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
D4.4	Report of the Common Use Group	
D4.5	Report of the Facilitation Working Group	
D4.5.1	Voting Items of the Facilitation Group, under the Travel Standards Board	Attachment A_D4.5.1 Attachment B_D4.5.1 Attachment C_D4.5.1 Attachment D_D4.5.1 Attachment E_D4.5.1
D4.6	Report of the Fuel Data Standards Group	
D4.7	Report and Workplan of the Ground Operations Automation and Digitization Technical Group	Attachment A_D4.7
D4.8	Report and Workplan of the Aviation Information Data Exchange Group	Attachment A_D4.8

Section E: Pay-Account Standards Board Items

Agenda item		Attachments
E1	Report of the Pay-Account Standards Board	
E1.1	Pay-Account Advisory Forum	
E2	Endorsement of elections for positions on Pay-Account Standards Board	
E3	Delegation of authority to the Pay-Account Standards Board	
E4	Groups active under Pay-Account Standards Board	Attachment A_E4 Attachment B_E4 Attachment C_E4 Attachment D_E4 Attachment E_E4
E4.1	Report and Workplan of the Billing and Settlement Plan Data Specifications Interchange Group (BDIG)	Attachment A_E4.1
E4.2	Report and Workplan of the Order Payment Group	Attachment A_E4.2
E4.3	Report and Workplan of the Order Accounting Group	Attachment A_E4.3
E4.4	Report and Workplan of the Settlement with Orders Group	Attachment A_E4.4
E4.5	Report and Workplan of the IATA Tax Governance Group	Attachment A_E4.5

Section F: Architecture and Technology Strategy Board Items

Agenda Item		Attachments
F1	Report of the Architecture and Technology Strategy Board (ATSB)	
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 IATA Think Tank Activites
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

Contents

Item A1: Opening of meeting

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

                  Interim 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 the Passenger Tariff Coordinating Conferences, under the terms of the Provisions for the Conduct of IATA Traffic Conference.

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

Trade association activities of the International Air Transport Association ("IATA") include passenger and cargo tariff, agency and service conference meetings ("IATA Conferences"). IATA is publishing these Competition Law Guidelines to ensure that these meetings are conducted in compliance with all applicable competition laws.

Statement of Policy

The purpose of IATA Conferences is to promote the smooth transfer of passengers and cargoes pursuant to interline services, and to operate settlement services that efficiently settle accounts among airlines and their agents/intermediaries and customers. It is IATA's intent that the conferences shall be conducted in full compliance with United States antitrust laws, the competition rules of the European Union, and the competition laws of all other relevant jurisdictions, taking into account any applicable exemptions or immunities from those competition laws.

Procedural Guidelines

IATA Conference meetings shall be conducted pursuant to the following procedures in order to ensure compliance with all relevant competition laws:

1. Conference meetings shall be conducted at regular scheduled sessions, at special meetings initiated pursuant to procedures set forth in IATA's internal governance rules, or through the activities of duly designated committees. Informal sessions of delegates to take final action on agenda items are prohibited. All discussions or conversations among conference participants, including during breaks and scheduled or non-scheduled social activities connected with the conference meetings or committee meetings, must follow these Guidelines.

2. Conference meetings shall be conducted in accordance with written agendas that are reviewed in advance by IATA counsel familiar with the competition laws of the United States, the European Union and other relevant jurisdictions to assure that the agenda items are in compliance with these laws. Agendas will be distributed in advance of the conference meetings.

3. Minutes of conference meetings shall be kept, including indications of a Member airline or a Partnership Program member absenting him/herself from the Meeting for a particular agenda item. Those minutes shall be reviewed by IATA's competition counsel prior to circulation to attendees.

Prohibited agreements and activities

1. Unless attendees of conference meetings are advised to the contrary by IATA's competition counsel, the following types of agreements, whether express or implied, are STRICTLY PROHIBITED:

   a. Any collective agreement concerning prices to be charged for airline services;

   b. Any collective agreement allocating markets, territories, customers, suppliers or agents/intermediaries;

   c. Any collective agreement relating to prices to be paid to suppliers, and any other agreement that is intended to, or that in operation is likely to, harm non-participants, including without limitation any agreement that is intended to, or in operation is likely to, exclude nonparticipants from any market; and

   d. Any agreement that is intended to, or in operation is likely to induce airlines or their suppliers or agents/intermediaries to engage in collective anticompetitive behavior, or to collectively punish any business enterprise for its exercise of independent business judgment.

2. Recognizing that the existence of an unlawful agreement or concerted practice may be inferred from circumstances, including the exchange of information by competitors, discussions or disclosures of the following types of information, are also PROHIBITED, except when such information has otherwise been made public or IATA's competition counsel advises that such discussions are legally permissible:

   a. Individual airline fares, rates, charges or surcharges;

   b. Individual airline costs;

   c. An individual airline's intentions regarding increasing, reducing or reallocating aircraft capacity (including entering or exiting routes);

   d. Information on individual airlines customers; and

   e. Any other sensitive commercial or proprietary information that the company would not disclose in the absence of an express or implied agreement to exchange such information for the purpose of reducing or restricting competition in the airline industry.

3. 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 IATA Conference meetings 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.

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.

Item A2: Examination of Credentials of Accredited Representatives

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

Interim 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.

Action

Conference to note.

Item A3: Approval of Minutes –PSC/42; and Passenger Tariffs Composite Coordinating Conference 2020

Return to Main Contents Page | Return to Section A Contents Page

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

Interim Secretary of the Passenger Standards Conference

The Minutes of the 2020 Passenger Standards Conference under cover of Memorandum PSC/2020-12/8 dated 8 December 2020.

The IATA "Book of Finally Adopted Resolutions and RPs" was issued under of Memorandum PSC/2021-1/1 dated 12 January 2021.

The IATA "Book of Finally Adopted Resolutions and RPs" from 2021 Cycle 1 was issued under of Memorandum PSC/2021-1/1 dated 8 April 2021.

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 42nd IATA Passenger Services Conference; and the Minutes of the 2020 Tariff Composite Coordinating Conference.

Item A4: Effectiveness of Amendments to Industry Standards

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

Interim 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 2022 (unless otherwise specified in the agenda item).

Item A5: Report of the Passenger Standards Conference Steering Group

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

Interim 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.

Following the 2020 Conference, the composition of the Steering Group was as follows.

Role in Steering Group	Delegate	Airline
Conference Chair (and Chair or 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.

The following changes were made to the composition of the Steering Group in 2021, due to changes in Management Board officers, and other movements.

- Tye Radcliffe, Rob Broere and Soumit Nandi left their positions with their airlines, and so their positions on their Management Boards and within the Steering Group became vacant.
- Arber Deva changed positions within Lufthansa Group, and so his position on the Shop-Order Standards Board and within the Steering Group became vacant.
- Nathan Smeulders (Senior Manager Distribution Operations, QF), was elected as Chair of the Shop-Order Standards Board, and joined the Steering Group.
- Najmi Mansoor Ahmed (Enterprise Solution Architect, EK), was elected as Vice-Chair of the Architecture and Technology Strategy Board, and joined the Steering Group.

On behalf of members and industry partners, IATA thanks those delegates that have left the steering group for their service, and welcomes new members.

The role of Chair and Vice-Chair of the Conference will be subject to elections this year, and the incumbent delegates will then assume their roles on the Steering Group. The role of Travel Standards Board Vice-Chair remains vacant.

Activity of the Steering Group

Across 2021, the Steering Group met by Conference call on 3 March and 8 June. A final meeting is scheduled for 21 September.

The Steering Group coordinated and endorsed the conference activity and governance cycles. Much of the focus of 2021 discussions were around the alignment of activity across the management boards for standards development activity supporting Covid pandemic requirements.

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

Return to Main Contents Page | **Return to Section A Contents Page**

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 once, on December 3, 2020. This was the sixth meeting of the forum.

This meeting focused on working together to help drive industry recovery, with the following agenda.

- Development and support for common standards and protocols across the industry.
- Identification and promotion of best practices that aid the recovery.
- Support of pilot programs aimed at making travel safe and gaining adoption
- Tackling jointly any regulations or policies that impede recovery, such as quarantines or border closures

The ongoing activity of this forum will be discussed within the Steering groups of the Passenger Agency and Passenger Standards Conference.

Action

Conference to note.

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

Return to Main Contents Page | **Return to Section A Contents Page**

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

Interim 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

Return to Main Contents Page | Return to Section A Contents Page

Status of Industry Coding

A status of assigned, blocked and available Designator, Accounting, Prefix, Location and BTIC codes (as of 31 July 2021) is outlined below by IATA Operations:

Airline Designators Codes	Aug-15	Aug-16	Aug-17	Aug-18	Jul-19	Sep-20	Mar-21	Jun-21	Jul-21	Difference (vs. Sep-20)
Assigned	799	854	858	882	900	881	886	892	893	+12
Blocked (Industry & Dormant)	53	42	43	38	71	59	69	70	71	+12
Available (Primary Version)	344	300	295	276	225	256	241	234	232	-24
Total	1196	1196	1196	1196	1196	1196	1196	1196	1196	-
Available (Controlled Duplicate)	976	989	999	961	955	945	948	945	931	-14

Airline Accounting & Prefix Codes	Aug-15	Aug-16	Aug-17	Aug-18	Jul-19	Sep-20	Mar-21	Jun-21	Jul-21	Difference (vs. Sep-20)
Assigned	-	-	-	-	804	784	789	794	796	+12
Blocked (Industry & Dormant)	-	-	-	-	66	90	67	75	77	-13
Available	-	-	-	-	129	125	143	130	126	+1
Total	-	-	-	-	999	999	999	999	999	-

Location Identifiers	Aug-15	Aug-16	Aug-17	Aug-18	Jul-19	Sep-20	Mar-21	Jun-21	Jul-21	Difference (vs. Sep-20)
Assigned	11,394	11,354	11,387	11,138	11,242	11,231	11,259	11,270	11,274	+43
Blocked (Industry)	53	53	53	52	9	53	55	55	55	+2
Available	6,129	6,169	6,136	6,386	6,325	6,292	6,262	6,251	6,247	-45
Total	17,576	17,576	17,576	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	Mar-21	Jun-21	Jul-21	Difference (vs. Sep-20)
Assigned	308	302	296	301	293	255	255	254	255	-
Blocked (Industry & Dormant)	21	21	21	21	21	21	21	21	21	-
Available	670	676	703	677	685	723	723	724	723	•
Total	999	999	999	999	999	999	999	999	999	-

Attachment B_A7 NEW TAXES, FEES AND CHARGES CODES

Return to Main Contents Page | Return to Section A Contents Page

Taxes, Fees and Charges Codes

	Aug 2019	**Aug 2020**	**Aug 2021**	Var.
Alpha - Alpha				
Assigned	621	**622**	624	+2
Industry Blocked: (CP/DU/DV/MF/OA/OB/OC/OD/OE/OF/TX/YQ/YR/XP/XT/ZZ)	16	**16**	16	0
ISO country codes unassigned	36	**35**	33	-2
Generic codes available	3	**3**	3	0
Total (26X26)	676	**676**	676	

	Aug 2019	**Aug 2020**	**Aug 2021**	Var.
Alpha - Numeric				
Assigned	121	**138**	151	+13
Industry blocked for VAT on Ancillaries (F5/H3/H7/K9/L9/M8/O8/**Q9** /**TH**)	6	**7**	9	+2
Available	107	**89**	74	-15
Total (9X26)	234	**234**	234	

	Aug 2019	**Aug 2020**	**Aug 2021**	Var.
Numeric - Alpha				**0**
Assigned	0	**0**	0	0
Industry Blocked Series 6A to 6Z Reserved for internal airline own use	26	**26**	26	0
Available	208	**208**	208	0
Total (9X26)	234	**234**	234	0

NEW TAXES, FEES, AND CHARGES
(since August 2020)

CODE	NAME	COUNTRY	REQ	DATE	PURPOSE / DETAILS
Q9	Industry Blocked for the VAT	Uruguay	AR	02 September 2020	To collect VAT/GST on ancillary services
Q1	Fiscal Tax - AFIP RG 481	Argentina	AR	18 September 2020	To raise funds for the Government.
Q2	CAA Passenger Charge	Montenegro	YM	29 September 2020	To ensure the revenue that constitutes part of assets needed for unobstructed work of the Civil Aviation Agency of Montenegro
Q3	Passenger Terminal Use Charge	Kyrgyzstan	FZ	14 October 2020	To fund the infrastructure development
Q4	Infrastructure Development Charge	Guinea	AF	23 October 2020	To fund the infrastructure development at CKY airport to enhance the security and safety
Q5	Sanitary Tax	Cuba	CU	27 November 2020	To finance the cost incurred to apply extra hygienic-sanitary measures at all airports in Cuba
Q6	Security Service Charge	Bonaire Saint Eustatius and Saba	KL	10 December 2020	To cover the security related expenses for passenger processing
Q7	Development Stamp Duty Tax	Egypt	MS	11 January 2021	For development purposes
Q8	Domestic Intra Islands Solidarity Tax	French Polynesia	VT	28 January 2021	To contribute to the territorial continuity in French Polynesia
R1	Exceptional Regulatory Charge	United Kingdom	BA	02 February 2021	To manage the under-recovery of ORC
TH	Industry Blocked for the VAT	Thailand	JL	15 February 2021	To collect VAT/GST on ancillary services
R2	Airport Passenger Security Charge	Albania	ZB	15 July 2021	Collected for the provision of security services at Kukes International Airport (KFZ)
R3	Passenger levy	Bahamas	UP	16 August 2021	To fund the CAAB investment plan

CODES RESCINDED, WITHDRAWN OR EXPIRED

CODE	NAME	COUNTRY	REQ	DATE	PURPOSE / DETAILS

CODES REINSTATED / REASSIGNED
(since August 2020)

CODE	NAME	COUNTRY	REQ	DATE	PURPOSE / DETAILS
KG	Passenger Service Charge	Kyrgyzstan	FZ	12 October 2020	Reinstatement
VV	Dutch State Tax	Netherlands	KL	16 December 2020	Reassigned - To fund the general budget
J2	Passenger Security Service Charge	Mongolia	OM	08 June 2021	Reassigned -To finance security services
J9	Carbon Tax	Portugal	TP	28 June 2021	Reassigned - Implemented as part of the government strategy to reduce the carbon emissions

Item A8: Status of BSP Form Codes

Submitted by: Beatriz Asiain, IATA Operational Performance FSDS-GDC- Platforms and Data Operations

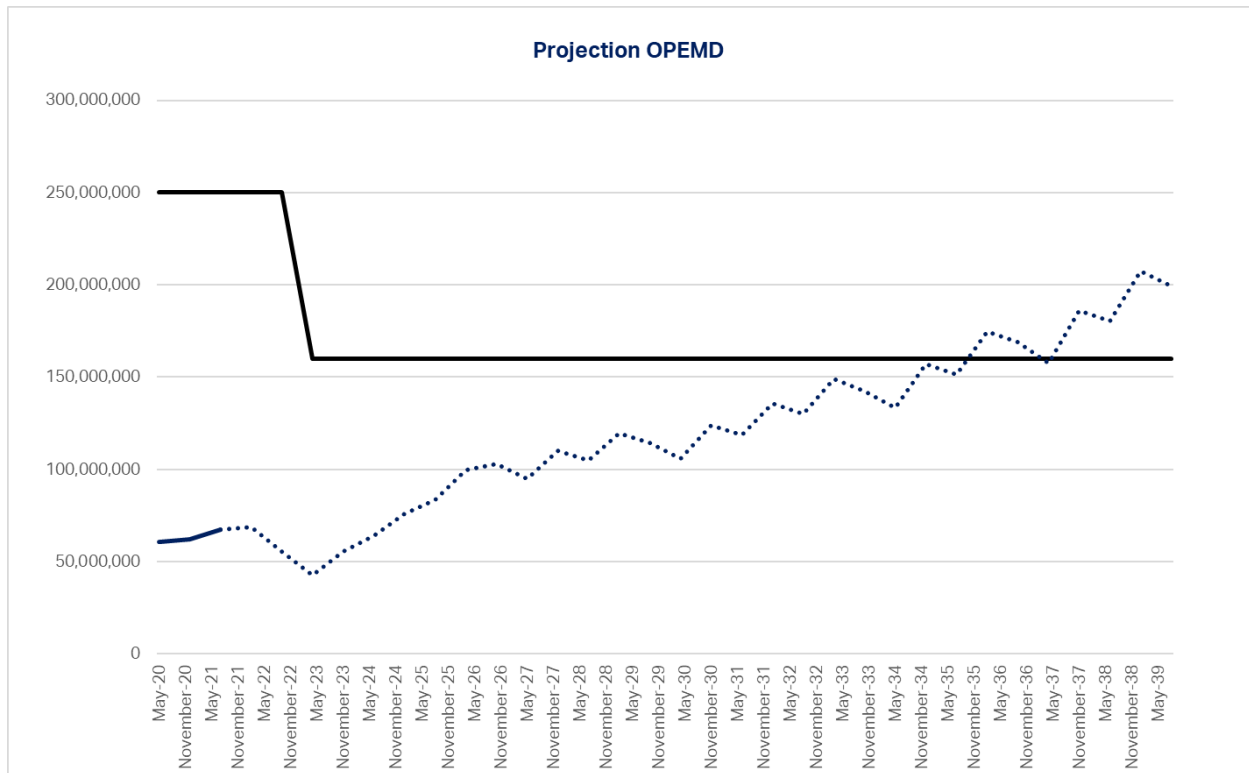**Off Premise Electronic Ticket (OPET) Electronic Ticket Form Codes General Updates**

Operational Performance 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.

2021's allocations do not follow the usual trend, so we have calculated the stock availability forecast, based on the following considerations:

1. That we recycle the 100% of the stock proposed for recycling. This is not always the case; the percentage may be altered by different possible scenarios.
2. That we have surrendered 100,000,000 documents to CATA and China Domestic will keep requesting the same number of documents to the BSP as usual (most pessimistic scenario).
3. That we will recover 2019 levels in 2023 (extracted from the July 2021 update of the IATA/Tourism Economics Air Passenger Forecast).
4. That the number of stock allocations will increase from Q2 2021 equally, until reaching the 2019 levels in 2023.
5. That allocations will have an exponential growth from 2023 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 2021: Q2 + July 2021 information

IATA has following OPET stock;

OPET Form code 2021		
2 digits	39	3,900,000,000
3 digits	123	1,230,000,000
	162	5,130,000,000

The current situation of OPET volumes by status:

	Total RP 1720	Allocated	Available*
OPET	5,130,000,000	2,594,074,653	2,535,925,347
		50.6%	49,4%

*Effective 1st July 2021

Electronic Miscellaneous Document Stock and Form Codes General Updates

Operational Performance 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.

2021's allocations do not follow the usual trend, so we have calculated the stock availability forecast, based on the following considerations:

1. That we recycle the 100% of the stock proposed for recycling. This is not always the case; the percentage may be altered by different possible scenarios.
2. That we have surrendered 100,000,000 documents to CATA and China Domestic will keep requesting the same number of documents to the BSP as usual (most pessimistic scenario).
3. That we will recover 2019 levels in 2023 (extracted from the July 2021 update of the IATA/Tourism Economics Air Passenger Forecast).
4. That the number of stock allocations will increase from Q2 2021 equally, until reaching the 2019 levels in 2023.
5. That allocations will have an exponential growth from 2023 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.

IATA has below OPEMD stock;

OPEMD Form codes 2021		
3 digits	25	250.000.000

The current situation of OPEMD stock volumes by status:

|	Total RP 1720	Allocated	Available
OPEMD	250.000.000	67,229,360	182,770,640
		26.9%	73.1%

*Effective 1st July 2021

Stock Balance Projection Updates

After including the latest allocation data, and considering the form code trading agreed in the Ticketing Committee, we project that current process could assure OPET availability of serial number allocations until March 2035

Projected OPET Balance
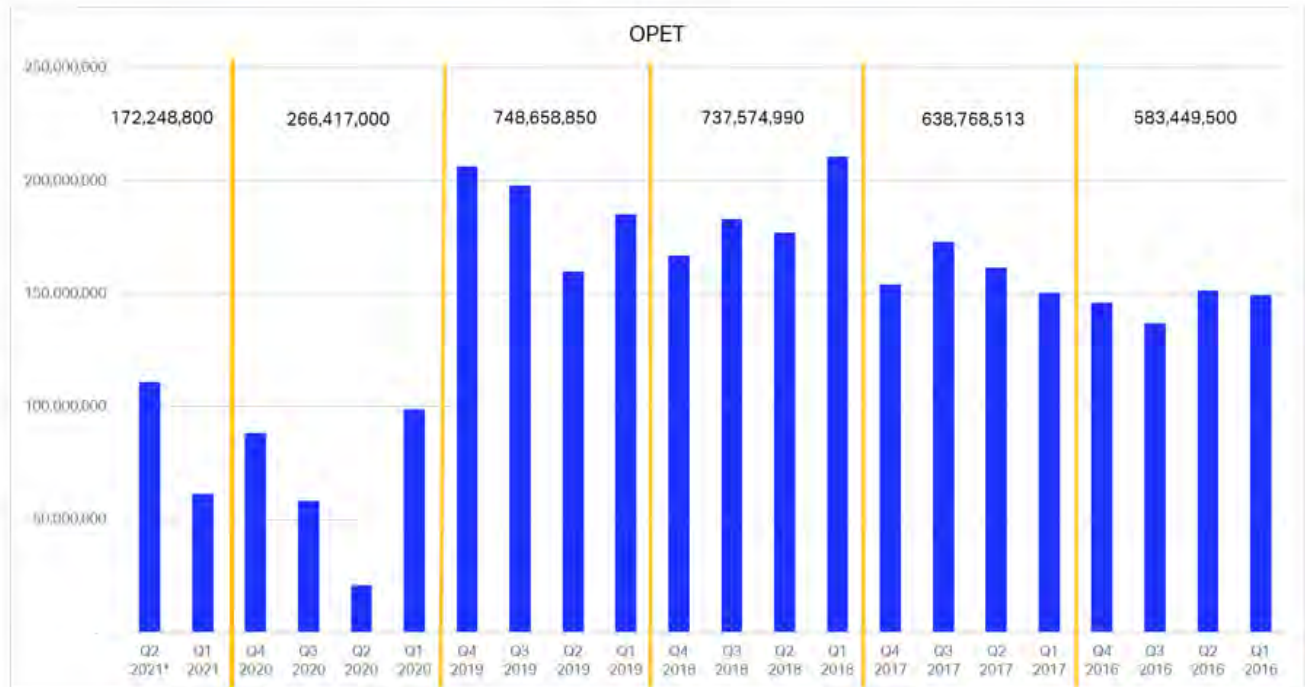
After including the latest allocation data, and considering the form code trading agreed in the Ticketing Committee, we project that current process could assure OPEMD availability of serial number allocations until December 2034.

Projected OPEMD Balance
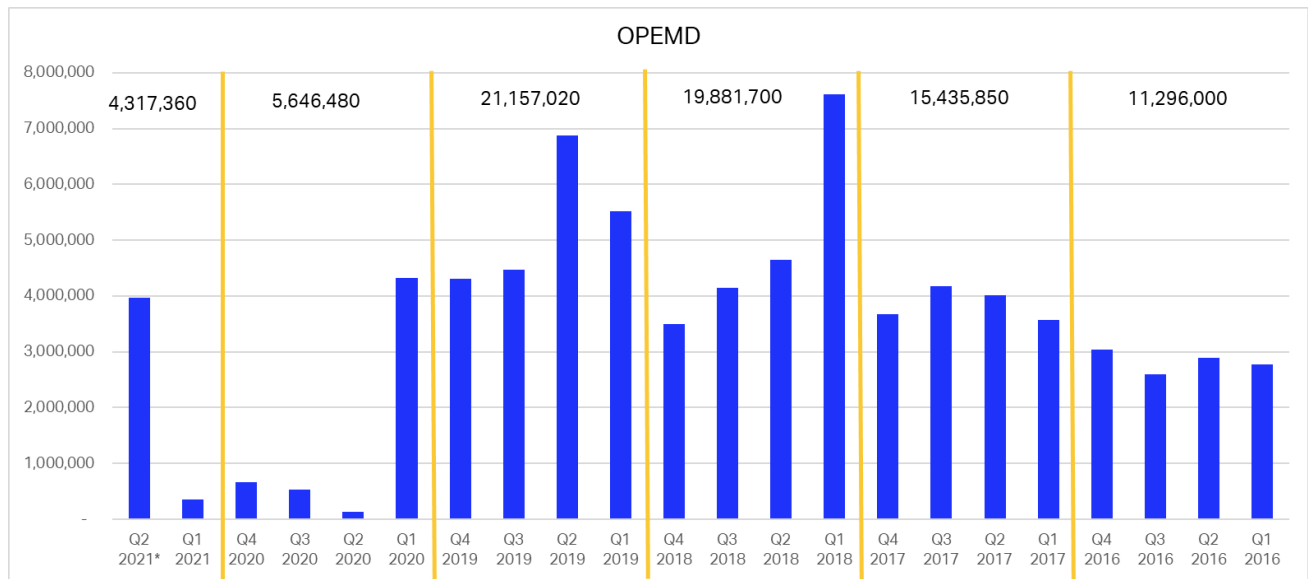
Action

Conference to note the report.

Item A9: Changes to Resolution 009

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

Interim Secretary of the Passenger Standards Conference

The following items will be submitted in the second Transmittal of the Agenda:

- Item A9 - Resolution 009

- Item A9 – *Attachment A_A9.*

- Item A9 – *Attachment B_A9.*

- Item A9 – *Attachment C_A9.*

- Item A9.1 – Election of the PSC Chair and Vice Chair

Item A10: Industry Restart

Submitted by: Dave McEwen, Director Industry Architecture, IATA (mcewend@iata.org)

Interim 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.

These activities will be presented on site by IATA management for the Conference to note.

Action

Conference to note.

Item A11: Any Other Business - Item place holder

[Return to Main Contents Page](#) | [Return to Section A Contents Page](#)

Currently no "Any Other Business" items have been submitted to the Conference.

Section B:
Plan Standards Board Items

Contents

Item B1: Report of the Plan Standards Board

|

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	Denise Scafidi	01 November 2018
5	American Airlines	James Gargas	01 November 2018
6	Biman Bangladesh Airlines	Mohammed Salahuddin	01 November 2018
7	British Airways	Sander Van Noorloos	01 November 2018
		Ron Burke	
8	Delta Air Lines	Glen Bell	01 November 2018
9	Deutsche Lufthansa	Marjana Stern	01 November 2018
		Marco Goetz	
10	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

Chair and Vice-Chair

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 (until 2021). Accordingly, elections for these roles will be held by end 2021.

Plan Standards Board (PSB) activity in 2021

Prioritization of Activities

The Board focused on prioritizing efforts where more immediate value can be provided in this area of business throughout the course of this year. A release plan of deliverables with prioritized activities of all Groups reporting to the Plan Standards Board (PSB) have been endorsed by the PSC Steering Group. This includes pausing the Exhaustion of Flight Number and Industry Codes Group activity for 2021 except for issues impacting emergency requirements. However, as per Agenda Item B4.6, the Board requests the restart of Group activities contingent to industry and IATA resource availability.

The PSB will continue to follow the work plans through the remainder of 2021 while monitoring emergency priorities and the ability of airlines to contribute to the standards development activity.

Passenger Health Information

Governments are requesting additional COVID related information from passengers and airlines. Standard methods to collect and convey information subject to health regulations impacting a given flight/leg are needed to prevent the spread between countries and to support controlled opening of the borders.

The SPG has focused on publishing in the schedule supplemental passenger health related requirements to board flights with a goal of immediately making capability available for airlines based on a carrier's own policies.

A new Passenger Health Information (DEI 508) free format field has been approved by the SPG and endorsed by the Board for inclusion in the scheduling SSIM standards MAR22 issue. This allows the data to be displayed to agents in a standard way within flight data information.   This solution offers a single source of truth across channels for airlines to be responsive for any Government passports, it permits communicating such requirements in a sustainable and flexible process to tailor messaging and accommodate future needs (not limited to specifics of the current pandemic) with a standard for global development.

Conference Endorsements

The PSC is to note that the following documents with related changes will be submitted in the 2nd transmittal and that the Interline Retailer- Supplier standards will now include a new Implementation Guide and a new set of schemas:

- Agenda Item B4.2.1a - MITA Agreements,
- Agenda Item B4.2.1a, Att A - Resolution 780 Form of Interline Agreement – Passenger,
- Agenda Item B4.2.1a, Att B - Resolution 780e Interline Traffic Participation Agreement - Passenger,
- Agenda Item B4.2.1a, Att C - Recommended Practice 1780e Intermodal Interline Traffic Agreement -Passenger,
- Agenda Item B4.2.1a, Att D - Recommended Practice 1780f Interline Traffic Agreement for EnhancedDistribution Capability - Passenger,
- Agenda Item B4.2.1b, Att A - New Recommended Practice 1780s – Standard Retailer Supplier Interline Agreement.

Standards Training Program

An IATA educational training program and courses on managing slot communications from SSIM slot messaging standards are currently offered to the industry. Due to demand, inconsistencies, gaps, lack of knowledge and evolving processes demonstrated within the scheduling community, the Board has endorsed for IATA to create an awareness and educational training program on distributing schedules and associated procedures. It is intended to progress this activity upon industry resource availability and prioritization.

Plan Standards Areas for Exploration

Short and Long Term Solutions

The Plan Board maintains exploratory topics for potential or further standards development requiring both, short-term solutions for dealing with constraints and long-term solutions for removing constraints.

Exploratory items resulting in Short-term Solutions

Item	Subject
1	**2021 Industry Restart Activity** Interline – reinvigorate the multi-lateral interlining in order to support airlines establish new partnerships quicker and simpler: IATA and the Interline Group focusing on a short-term package of work structured under 3 main categories: Standards activities, IATA Services and Education/Awareness. Key deliverables of this work consist of new interline standards and new enhanced services and features to support airlines in identifying new potential interline partners and to better communicate with their existing partners. Activity is now part of the Interline Group Workplan. Slots & Schedule Planning (Balancing Capacity & Demand) – Ensure efficient and flexible scheduling and operational planning, slot coordination methods and regulatory framework compliance throughout the recovery: Current Objective is to assure that airlines and their supply chain partners are ready and meet regulatory requirements to resume and maintain operations throughout the recovery and that there is sufficient capacity to meet recovering demand. Key deliverable is to advocate for adoption of agreed industry position for the W21. Activity is now under the IATA Slot Policy Working Group.
2	**Interlining with Offers and Orders (Future of Interlining)** Development of the interline framework based on Retailer-Supplier types of interactions and leveraging on Offers and Orders capabilities. This framework will include a Standard Retailer Supplier Interline Agreement (SRSIA) and functional interline offer and order standards to support the implementation and adoption of this framework. Activity now part of the Interline Group Workplan.
3	**MCT Station Standards** IATA source for MCTs station (airport) standards data – Collection of Station Standards and evaluation of stations that have many exceptions filed. Validate current values and identify opportunities to align them to airline operations. Resolution 765 Review: A full review of Resolution 765 is to be performed for alignment with the new MCT standards. Activity is now part of the Minimum Connect Time Workplan.
4	**Exhaustion of Flight Numbers and Industry Codes (EFNIC)** An initiative exploring the usage of Flight numbers and Industry Codes such as Airline Designators, Location Identifiers and Airline Codes/Prefixes due to their depletion. The new EFNIC Group was created under the Plan Standards Board with industry expertise in JAN2020 and IATA had internally consulted the various businesses and operations to form the basis of initial efforts for 2020. However, the Board paused this initiative for 2020-2021 unless associated with industry restart and emergency priorities. The Board is now requesting restart of activities for 2022. Updates on status of Industry Codes assigned by IATA Operations is enlisted under PSC Agenda Item A7.

Item	Subject
5	Progress Slots & Sched xml Messaging Data to AIDM Migration of current xml message information to the Airline Industry Data Model (AIDM). This activity has been paused and reprioritized in 2020 but has since been reactivated. Activity is now part of the Schedules Publication Group and Slot Messaging Group Workplans.
6	Traffic Restrictions Assessment of all SSIM traffic restrictions processing (with Shop-Order Board engagement) for alignment with new processes. This activity has been paused and reprioritized. Activity is now part of the Schedules Publication Group Workplan.

Exploratory items resulting in Long-term Solutions

Item	Subject
7	Dynamic Schedules Driving Schedules with the transformation in distribution processes such as NDC, ONE Order, Dynamic offers capabilities and Future of Interline Partnerships. Following the Plan Board's recommendation, the IATA Distribution Advisory Council (DAC) has been exploring a new framework for airline retailing to distribute schedules and itineraries dynamically. In March 2021, the Board received DAC updates from IATA and Thierry (PSB-AF) that resulted from the two workshops held on this exploration topic. Highlights presented: • **Scheduling industry challenges today touching** - Commercial Agility, Airline Control, Operational Flexibility and Technology • **Two concepts explored for dynamic scheduling:** 1. The reversal funnel with: a) Skeleton schedule enhanced with richer data at different cut-off date and b) Specific data sent for operational or commercial purposes over time 2. Airline as Single Source of Truth for schedule publication with: a) Publication/Distribution through industry standard airline schedule own API (i.e new technology) and b) Compatible new workflow driven by airline retailing (i.e Offers & Orders) • **Conceptual ideas:** Enabler of schedule change flexibility and airline control, Solve Published vs. Flown schedule highlighted during COVID crisis The Board agreed that the exploration contains strong links with the airlines retailing agenda and although it is not the 1st Industry priority for 2021, PSB members strongly support this project moving forward and dedicating a new industry Group to commence mapping risks etc in the near future. Activity is currently led by the IATA Distribution Advisory Council (DAC).
8	Flight bookings beyond season constraints Exploring the ability for airlines to make bookings earlier beyond existing constraints of the system range and into a longer scheduling season.
9	Communication of Scheduling Data for Airports Investigation of consistent process: Determining whether further standards are to be defined as more airport entities develop the ability to consume SSIM files. Furthermore, the COVID-19 crisis demonstrates the need for airports to predict levels of operational resource required and to manage substantial demand fluctuations. In order to address immediate new challenges, IATA summarised guidelines which describes guidance on how airlines and airports may wish to leverage existing standards from arising airport demands. This item is associated with certain topics from the industry restart. Activity is prioritised as required between the Schedules Publication Group & Slot Policy Working Group.

10	Flight Numbers and Industry Codes
	Consideration of long-term options/outcomes with flight numbers and codes resulting from the EFNIC Group.
11	Evolution of SSIM and ACD data codes sources
	Streamline both sources for codes and accessibility of data. This activity is paused by the Industry Coding Group for 2021. Meantime, exploration is in progress within IATA to more closely integrate ACD data with scheduling reference data. Additionally, there is dependency on SSIM API initiatives.
	Activity is now part of the Industry Coding Group Workplan.
12	Industry Direction
	General Operational Topics:
	• Identity Management
	• Flight Information and Planning Processes
	• Slot Coordination Working Methods
	• Regulatory framework compliance

Action

Conference to note Board report and convey other exploratory items or urgencies as required.

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

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

Background

Continued slot relief through 2021

One of the priority tasks for IATA since the start of the COVID-19 crisis has been to secure relief from the usual slot use requirements to retain historic precedence at all 197 slot coordinated airports. Under normal circumstances, airlines are required to use their slot series at least 80% of the period allocated to retain the right to use them the next equivalent season. Governments agreed the 80-20 'use-it or lose-it rule' should be suspended in full for the Northern Summer 2020 and Northern Winter 2020 seasons.

The Worldwide Airport Slot Board (WASB) made up of airline, airport and slot coordinator representatives, agreed to align on relief for Northern Summer 2021 (NS21). A package of relief measures that balances the industry's needs was designed as an industry-led solution to move forward from complete waivers. Regulators generally responded positively and welcomed the industry collaborating in this manner. The outcome for NS21 was three approaches: full slot waivers with conditions, the WASB recommended industry package, and the EU relief regulation which was a limited version of the WASB approach. All Level 3 airports have granted relief globally for NS21.

Given the unprecedented impact the crisis continues to have on the ability of airlines to operate and plan with certainty, global slot relief has been deemed an essential regulatory support for the Northern Winter 2021/22 (NW21) season. Through the WASB an industry position was secured to extend the NS21 slot relief package, to the NW21 season, with minimal changes. IATA has been advocating with global regulators to adopt this approach. Despite the more challenging situation for securing continued relief, regulators have agreed it is appropriate to extend relief to NW21 with either full waivers or the industry approach. The EU remains set apart from the rest of the world, agreeing only a reduced slot use threshold of 50% which will be challenging to manage against the lack of certainty, slow reopening of long-haul international connectivity with continued country restrictions and low demand. IATA anticipate the airlines operating in the EU will need to rely on the ability to cancel slots with justification for their non use granted by coordinators, given the exceptional circumstances that prevent normal operations resuming this winter, especially for non-EU routes.

Action

Conference to note.

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

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 all positions are open on each of the five Management Boards for re-election/nomination for a twelve-month 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 2022. 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 are also being sought with this first transmittal of the Conference Agenda. Nominations are open until **20 September 2021**.

If you wish to nominate to this group, please notify us at: standards@iata.org prior to the 20th September.

Item B3: Delegation of authority to the Plan Standards Board

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 1 November 2021

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

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 2020-2021, except for the Exhaustion of Flight Numbers and Industry Codes Group (EFNICG) which remained paused in 2021. However, as per Agenda Item B4.6, the Board requests the restart of the EFNICG activities contingent on industry and IATA resource availability.

Group name	Scope
Industry Coding Group	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	Matters concerning the interline system, and multilateral interline agreements.
Minimum Connect Time Group	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	Matters concerning Airline schedule data standards used by airlines, GDSs and data aggregators including the associated business requirements
Slot Messaging Group	Matters concerning best practices 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)	Deals 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 2021. 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	Works on 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	Works on matters concerning the interline system, and multilateral interline agreements.	B_B4
Minimum Connect Time Group	Works on 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	Works on matters concerning Airline schedule data standards used by airlines, GDSs and data aggregators including the associated business requirements	D_B4
Slot Messaging Group	Works on matters concerning best practices 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	Works on 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

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	1. Deals 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:
	   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	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers. Members Minimum 6, maximum 18 organizations will be elected as Members. Where nominations exceed available vacant positions, the Plan Standards Board will elect members into vacant positions. Members will be elected for a period of 2 years, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months. The named delegate may be changed during term only when absolutely necessary. The named delegate may appoint a proxy from within their organization to attend meetings on their behalf. Observers Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.

	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer. IATA and A4A Involvement 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.
Eligibility for Participation	IATA Member Airlines A4A Member Airlines Strategic Partners participating in the Plan Standards program Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.
Meetings	Meetings 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	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 24 months, subject to the group's mandate continuing. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in any area touching industry coding regimes. This may include: • Scheduling • Distribution • Industry data exchange and messaging • Industry Affairs • Interline
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	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. Where activity is joint with A4A, a separate A4A vote will be held for applicable items. 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). 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. A minimum of 6 votes is required for a decision to be valid
Endorsement of standards	Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval. Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.

Attachment B_B4: Terms of Reference: Interline Group

Return to Main Contents Page | Return to Section B Contents Page

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 (IG)**
Reports to	Plan Standards Board (PSB)
Role / Mandate	1. Deals 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 1780a, 1780b, 1780e, 1780f, 1780s*, 1788 *pending approval 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
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	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers. Members Minimum 6, maximum 18 organizations will be elected as Members. Where nominations exceed available vacant positions, the Plan Standards Board will elect members into vacant positions. Members will be elected for a period of 24 months, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months. The named delegate may be changed during the term only when absolutely necessary. The named delegate may appoint a proxy from within their organization to attend meetings on their behalf. Observers

	Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings. Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines Strategic Partners participating in the Plan Standards Strategic Partnerships program. 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. Or any other organizations subject to the approval of the Chair and IATA, or the Plan Standards Board and IATA.
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	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 24 months, subject to the group's mandate continuing. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	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: • 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).	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. 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). 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.

	A minimum of 6 votes is required for a decision to be valid.
Endorsement of Standards	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. 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 not owned by the Group requires endorsement by the owning group and adoption at the Conference as required.

Attachment C_B4: Terms of Reference: Minimum Connect Time Group

|

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	1. Deals 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 and are documented with a corresponding change to Implementation Guidance where applicable.
	4. Review and endorse proposals to amend:
	    a. Recommended Practices 1761b
	    b. Resolution 765
	    c. Implementation Guides Documentation
	    d. 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. In addition, an annual update will be provided to the Heads of Delegation of the IATA Slot Conferences.

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 Strategic Partners Members will be elected for a period of 2 years, subject to the group's mandate continuing. Member organizations must commit to active participation for a minimum of 24 months. The named delegate may be changed during term only when absolutely necessary. A Member organization may have multiple delegates but may only exercise one vote per organization. Observers Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.

Eligibility for Participation	IATA Member Airlines. Strategic Partners participating in the Plan Standards program. A rapporteur will be established to provide liaison for non-IATA airlines participating in the Slot Conferences. Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.
Meetings	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. 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. 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.
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. One Working Group is automatically created by these ToR: • Minimum Connect Time Data Exchange Working Group (MCTX)
Officers	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 24 months, subject to the group's mandate continuing. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	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.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	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. 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.

	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). A minimum of 4 votes is required for a decision to be valid.
Endorsement of Standards	Standards endorsed by a majority vote will be presented to the Plan Standards 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 not owned by MCTG requires endorsement by the owning group and adoption at the Conference as required.

Attachment D_B4: Terms of Reference: Schedules Publication Group

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	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:
	    a. Recommended Practices 1761b, 1775
	    b. Resolution 764
	    c. Implementation Guides
	    d. 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	**Members** • Minimum 12 organizations • Minimum 9 IATA Member Airlines • Minimum 3 Strategic Partners Airport Coordinators/Facilitators (optional) Members will be elected for a period of 2 years, subject to the group's mandate continuing. Member organizations must commit to active participation for a minimum of 24 months A Member organization may have multiple delegates but may only exercise one vote per organization.

	The named delegate may be changed during term only when absolutely necessary.
	Observers
	Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.
Eligibility for Participation	IATA Member Airlines
	Strategic Partners participating in the Plan Standards program.
	A rapporteur will be established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences.
	Airport Coordinators participating in the IATA Slot Conferences.
	Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.
Meetings	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.
	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.
	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.
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.
	One Working Group is automatically created by these ToR:
	Schedules Information Data Exchange XML Group (SIDX)
Officers	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.
	All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.
	A secretary will be provided by IATA Management.
Profile of delegates	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.
Quorum	A quorum of 25% of members is required.

Voting (Excluding the election of Chair and Vice-Chair).	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. 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 will follow the procedure outlined in Recommended Practice 1761b. 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). A minimum of 6 votes is required for a decision to be valid.
Endorsement of Standards	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. 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 not owned by the SPG requires endorsement by the owning group and adoption at the Conference as required.

Attachment E_B4: Terms of Reference: Slot Messaging Group

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	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:
	  a) Recommended Practices 1761b
	  b) Implementation Guides
	  c) 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)
	Members will be elected for a period of 2 years, subject to the group's mandate continuing.
	Member organizations must commit to active participation for a minimum of 24 months.

	A Member organization may have multiple delegates but may only exercise one vote per organization. The named delegate may be changed during term only when absolutely necessary. Observers Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.
Eligibility for Participation	IATA Member Airlines. Strategic Partners participating in the Plan Standards program. Airport Coordinators participating in the IATA Slot Conferences. A rapporteur will be established to provide liaison for non-IATA airlines participating in the Slot Conferences. Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.
Meetings	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. 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. 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.
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. One Working Group is automatically created by these ToR: • Slots Data Exchange Working Group (SLOTX)
Officers	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 24 months, subject to the group's mandate continuing. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	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.
Quorum	A quorum of 25% of members is required.

Voting	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.
(Excluding the election of Chair and Vice-Chair).	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.
	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).
	A minimum of 4 votes is required for a decision to be valid.
Endorsement of Standards	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.
	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 not owned by the SPG requires endorsement by the owning group and adoption at the Conference as required.

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

Return to Main Contents Page | Return to Section B Contents Page

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	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:
	  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.

Period of effectiveness	The group is effective for a period of 10 months for the first year, from 01 January to1 November 2020, and will be renewed for a period of 12 months subject to the oversight approval of the Plan Standards Board
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers. Members Minimum 9 organizations will be elected as members for a period of 1 year, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during the term only when absolutely necessary. The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.

	Observers Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines Strategic Partners participating in the Strategic Partnerships program. Any other organizations may attend meetings as required, subject to the approval of the Chair and IATA, or the Plan Standards Board and IATA.
Meetings	Meetings will be scheduled as required. 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.
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	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	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: - Interline, Alliances - Scheduling, Distribution - Passenger, Freight - Revenue Management - Operations - Finance - IT Systems - Industry Affairs
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	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. 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). A minimum of 6 votes is required for a decision to be valid.
Endorsement of Standards	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. 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 not owned by the Group requires endorsement by the owning group and adoption at the Conference as required.

Item B4.1: Report and Workplan of the Industry Coding Group, under the Plan Standards Board

|

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 2021, 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)	TBA
3	Cirium	TBA
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	Becky Gillispie
11	SITA	Atnafseged Kassa
12	Travelport	Brian Pavelka

13	United Airlines (UA)	Michelle Boyce
		Ed Domaracki
14	Virgin Atlantic (VS)	Jane Warland
15	Virgin Australia (VA)	David Chudleigh
		Matthew Yarrow

Chair and Vice-Chair

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 2021

The Group restarted certain activities in April this year, since the pandemic began, to discuss solutions for the eligibility of assigning controlled duplicate Designator codes and to begin assessing the value of using Fictitious vs Offline Points. Although many items remained paused for 2021, IATA and the Group officers have been managing and supporting emerging industry needs from members on an adhoc basis. The next ICG meeting will be held on 16 September 2021.

IATA Designator Usage and Assignment Criteria

Resolution 762 requires that airlines either publish schedules (Paragraph 4.1.1) or issue accountable documents and participate in interline agreements (Paragraph 4.1.2). Currently, Paragraph 4.1.1 is unclear as to whether an airline intending to only operate services under a codeshare arrangement should be entitled to a designator.

IATA ensures that Designator code allocation are processed in a controlled and standard process, per applicable industry Resolutions, and the current process followed is that a primary code is assigned to scheduled airlines while the controlled duplicate code (or secondary code) is assigned to non-scheduled airlines.

IATA propose a change to Resolution 762 at PSC40 OCT 2018 to clarify Paragraph 4, regarding the criteria of assigning Primary Designator codes vs the Secondary Designator codes (aka controlled duplicates), indicating that the airline should at a minimum publish schedules with its own designator (refer to below proposal). The PSC C7 item was defeated and was forwarded to the Industry Coding Group (ICG) for further review and recommendation (also refer to below PSC40 Action).

PSC40 Proposal to RESOLUTION 762:
Airline Designators and A4A Resolution 5.38
...
4. ASSIGNMENT CRITERIA
4.1 Airline designators shall be assigned as a two-character (two-alpha, or numeric-alpha, alpha-numeric) designator to:
4.1.1 airlines publishing and operating air service <u>under their own designator</u> in accordance with the definition of a scheduled air service contained in IATA Recommended Practice 1008 in standard air transport guides.
...
4.2 Non-scheduled passenger or non-scheduled cargo airlines qualifying under ~~4.1.1 or~~ 4.1.2 ~~as of 1 June 2012~~ shall be assigned a duplicated airline designator in a controlled environment.

PSC40 Actions:
Three objections were raised, defeating the proposal outlined in Attachment A_C7. Accordingly, there was no motion for A4A to vote. This matter was referred to the Industry Coding Group under the Plan Standards Board for further discussion.

The ICG considered the Resolution assignment criteria and agreed that clarification under Paragraph 4 may be necessary to highlight that designator codes are assigned only for commercial reasons pertaining to scheduling/ticketing. However, in an effort to addressing any uncertainties with amending the Resolutions, and to ensure the risks of codes being depleted are minimized, IATA with the ICG support, launched a Survey in May 2021 to gather Airlines feedback and to gain a better

understanding of usage, framework, impacts and any regulatory requirements for carriers holding controlled duplicate designator codes.

IATA and the ICG reviewed survey results and will be carrying out assessment activities. Meantime, the progression of appropriate enhancements to Resolution 762 is put on hold for further study.

Fictitious / Offline Points Analysis

The ICG will be validating allocated Fictitious and Offline points and current industry practices in an effort to free up additional codes for availability. Today, there are 892 allocated Offline Points, including 23 Fictitious Points maintained by IATA. Since 2018, IATA has processed 5 code assignments or changes related to fictitious/off-line points. The ICG will be progressing the following review:

- 'Fictitious points' have been historically used in scheduling process and in reservations/ticketing for specific payment purposes. These are listed in pre-amble to Resolution 763 and cannot be assigned (they are blocked). Their usage to be verified.

- Clarify purpose of Resolution 763 paragraph 1.1.3 and ascertain whether 'Offline points' are still being used, or whether these could be recalled (1.1.3 a location which must be identified for airline communications routing or airline scheduling purposes or airline schedule exchange data messages).

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

Return to Main Contents Page | **Return to Section B Contents Page**

The Group's work plan is highlighted below with items targeting restart in 2021.

ITEM	SUBJECT	DESCRIPTION/ PROGRESS SUMMARY	STATUS
1	Clarification and Assessment of Assignment Criteria: Designator Codes	What can be done to clean duplication of airline designator codes and airline databases? a) Revise Resolutions to ensure rules pertaining to controlled duplicates for carriers filing non-scheduled vs scheduled are clarified b) Review codes versus published schedules c) Consider US legalities/ transport government ruling and regional operations d) Investigate usage of primary codes e) Consider release of dormant codes Following the ICG4 meeting of April 2021, a questionnaire was circulated to highlighted airlines for a better understanding of duplicate code(s) usage, impacts, policies and inform decisions. Duplicate code data analysis: Working document of IATA duplicate codes reviewed during the ICG4 is now located on the ICG workspace under the *Documents/ ICG4* folder for the Group's assessment. **ICG/5 outcome/next steps:** • the possibility of adding an effective date (or restriction) to the proposed Reso 762 change was not an option • Survey results considered; • IATA to seek further confirmation regarding Designator code requirements from Govt agencies for Regulatory and Reporting purposes; • Progression of amendments to Reso 762 onhold.	ACTIVE
2	Status of Industry Codes	Revise assignment of non-airport locations ACD criteria for consistency. IATA to provide breakdown of the dormant codes for future review.	Parked

3	Fictitious vs Offline Points	Assessment: • who uses them, what are they, where do they reside, when are they required? • consider if Offline points are removable • validate the numerous Fictitious/Offline Points in the ACD. IATA's full listing of Points resides on the ICG workspace under the *Documents/ ICG4* folder for the Group's review. Next steps: • Agenda item will be considered at the ICG/6 Sept meeting due to timing limitations from previous meetings. **ICG Action:** ICG members to review item with internal experts in preparation for the next meeting.	ACTIVE
4	Management of City Code - process enhancements impacting Coding Resolutions	ICG alignment with the Pricing Automation Group (PAG) – ICG to consider PAG results and proposals. • CCD multi-airport list has been revised and approved by PSC in MAR2021; next step is towork on adding intermodal. • An ACD/CCD taskforce was called in APR21 to identify issues and establish new processes and protocols for automation of the city code allocation management process and ensure smooth transitions in place whenever changesare made to existing City Codes (with possible Airport Codes). Any impacts to Reso 763 will be advised to the ICG by the PAG.	ACTIVE – dependency on any PAG results impacting Resolution763 procedures.
5	Flight Number and Airline codes exhaustion review	The Exhaustion Flight Numbers and Industry Codes Group (EFNICG) was created under the PlanBoard to explore the limitations of available Designators, Airline and Location Codes, and flightnumbers. ICG alignment with Board requirements and involvement with EFNICG activities.	Parked – dependency on the EFNICG
6	Evaluate data structures for unification of ACD and SSIM industry codes in conjunctionwith any other reference data	ICG recommended that SSIM Aircraft types, Airport Terminal identification, UTC/DST and Region reference data should be part of the IATAAirline Coding Directory (ACD) for product delivery. • Exploration in progress with IATA to more closely integrate ACD data with scheduling reference data. IATA is currently reviewing the ACD Publications portfolio and evaluating requested reference data.IATA will provide any further updates on new ACD data file applications, API capabilities etc. ICG to revise the Group's Terms and rebrand the 'Industry Coding' group naming convention to reflect a complete and more evolving role.	Parked – Dependency on SSIMAPI initiatives Ongoing Ongoing

7	Aviation Data Connectivity initiative engagement. (formerly 'Identity Management')	ICG may be required to support the industry airline coding business requirements as part of IATA's Aviation Data Connectivity project which looks to digitalize IATA's identity management capabilities using verifiable credentials.	Parked – dependency on IATA progress
IATA			
8	Addition of Carrier Type specifications.	IATA to add Carrier Type to the eACD. April 2021 - IATA has relaunched the review of this enhancement to the eACD following a freeze on our IT development budget in 2020. Further investigation required to confirm if this can be delivered in 2021.	Ongoing
9	Validities of Longitude/Latitude data.	Provisions are being discussed with the IATA Pricing Automation Group (PAG) and will engage the ICG for alignment. The PAG intend to discuss replacement of TPM/MPM* with GCM* and the validation of Long/Lat will follow this outcome. *Ticketed Point Mileage, Maximum Permitted Mileage, GreatCircle Mapper* April 2021 - IATA has relaunched the review of this addition to the eACD following a freeze on our IT development budget in 2020. Further investigation required in alignment with PAG outcomes to confirm delivery.	Ongoing
11	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 tosubscribers. April 2021 - Partially completed in 2019. IATA has relaunched the review of the remaining part of the required enhancements following a freeze on our IT development budget in 2020. Further updates will be confirmed by IATA.	Partially completed - Ongoing

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

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 2021, 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 1780a, 1780b, 1780e, 1780f, 1780s*, 1788   *pending approval

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 February 2021, IATA has approached Emirates which shared interested and commitment to be an active participant of the Interline Group activities in 2021.

The Board have acknowledged the following updated membership:

Position	Airline	Delegate name
1	United Airlines	Sean McGuire
2	Fly Dubai	Biju Abraham
3	Swiss (for Lufthansa Group)	Eric Wirth Sebastien Nicolas
4	Vueling	Charlotte Dumesnil
5	IAG Group (nominally Iberia)	Andrew Webster
6	British Airways	Florian Waldvogel Sander van Noorloos
7	Emirates	T.G. Venugopal
8	Qatar Airways	Haresh 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	Willem Kers Frederic Gonnaud
13	Amadeus	Julien Hugo Corinne Landra
14	Navitaire	Robin Aborn John Coats
15	Hawaiian Airlines	Daniel Collins
16	Alitalia	Cesare Autera Marco Salomone

Chair and Vice-Chair

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 2021

One of the main objectives of the Interline Group in 2021, is to support the carriers in their post pandemic recovery by enabling the increase of the connectivity via new types of partners and business models (such as intermodal).

Consequently, the Group activities have been structured under the following main areas:
- Interline agreements framework
- Interline standards (Offer and Order) involving Implementation Guide and schemas development and targeting the adoption of these starting from 21.3 + releases
- Intermodal, including a common working framework established with UIC (International Union of Railways) and its members and explorations of a list of prioritized use cases and requirements

Each of these activities has been conducted in dedicated Working Groups as follows:

Interline Framework

The main activities and deliverables that were accomplished by the Working Group are:

- Update of the existing multilateral interline agreements (MITA)

This activity is a continuation of the work initiated last year and included some small, proposed amendments which due to timing were not included in the 2020 voting proposal. These proposals are now included for review and adoption by the Conference.

- Revision and update of the Standard Retailer Supplier Interline Agreement

This activity has been founded on the work initiated by the Interline Group in 2019 to shape a more generic Retailer Supplier agreement based on the Offer and Order concepts and capabilities.

The Group worked jointly with the Legal Advisory Council to revise and develop the Standard Retailer Supplier Interline Agreement in the form of a new Recommended Practice 1780s.

This proposal is included for review and adoption by the Conference.

Interline Standards

The aim of this activity is to support the implementation and adoption of the Retailer-Supplier interline framework based on the Offer and Order concepts and capabilities. This activity is conducted with the support of the Change Management Integration Group especially for the inputs related to the modelling of the data to be further included in the technical messages.

The scope and working plan of this Group is based on a list of use cases formerly identified and prioritised by the Interline Group.

Consequently, the baseline scope considered for the initial release of these standards is to support Retailer – Supplier interactions to shop and order for flight service(s). The business requirements and main set of data to be exchanged between the two parties in this scenario were captured and detailed in a dedicated Business Requirements Document.

The Group worked jointly with the technical experts and Group in order to proceed with the development of the respective technical messages.

Additionally, the Interline Group developed an initial Implementation Guide focused on the baseline scope and which describes the flows and provides guidelines on how the new interline messages should be used and implemented. Consequently, the new interline Retailer-Supplier standards including the new set of schemas and the Implementation Guide are planned to be included in the 21.3 release.

Intermodal

As one of the main objectives of the Interline Group in 2021 is to support airlines in establishing new types of partnerships with new types of partners (including intermodal players), the intermodal activities have been included as part of the Interline Group working plan since the beginning of 2021.

A common working framework established with UIC (International Union of Railways) and its members has supported to identify and prioritize a list of use cases to explore in 2021.
Based on these, in February 2021 the Working Group agreed on the following main working approach to support progressing and exploring these use cases:

- Rely on the Retailer-Supplier type of interactions based on the Offer and Order concepts
- For each use case identify and describe the main User Stories from a passenger perspective
- Capture and detail the business requirements, interactions and main set of data to be exchanged between the two parties to support each User Story
- Use these inputs to develop the respective standards

The baseline scope the Group decided to work on for the first release is to support a carrier (acting as a Retailer) to a rail operator (acting as a Supplier) interactions to shop and order for rail service(s).
This scope includes the following scenarios:

- Provide the rail service as an add-on ancillary to the existing flight booking
- Provide the rail and flight services together, as part of the same Offer

The Group is working to capture and detail these requirements in a dedicated Business Requirements Documents that shall be used to support the development of the respective standards starting with the 22.1+ releases.

Due to these various activities included in the working plan, the Interline Group agreed to have regular monthly status calls to share and update all Group members on the ongoing discussions and status of each working stream. Consequently, 7 Interline Group status calls has been held between January and August 2021 and other 5 Group status calls are being planned for the second half of the year.

In the second half of the year, the interline Group will continue to work and develop the interline standards with additional use cases and capabilities and will also progress on the intermodal use cases exploration.

This work will result in including to the Enhanced and Simplified Distribution Implementation Guide and Schemas new Retailer- Supplier interline capabilities starting from the 21.3+ releases.

Interline Group adoption of standards

In 2021, the Interline Group has worked on the development of the following standard areas:

For the Conference to endorse:
- 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 1780s – Standard Retailer Supplier Interline Agreement

For the Conference to note:
- Interline Retailer- Supplier standards including a new Implementation Guide and a new set of schemas.

The supporting documents forming the following voting items will be published in the 2nd Agenda Transmittal:

- **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 EnhancedDistribution Capability - Passenger,

- **Agenda Item B4.2.1b, Attachment A** - New Recommended Practice 1780s – Standard Retailer Supplier Interline Agreement.

Interline Group Work Plan

The work plan of the Interline group is provided as **Attachment A_B4.2**. The work plan of this group has been reviewed and endorsed by the Board.

Action

Conference to note report and Work plan.

Attachment A_B4.2: Work Plan of the Interline Group

Return to Main Contents Page | Return to Section B Contents Page

In March 2020 the Plan Standard Board has endorsed the Interline Group proposal to report and track in 2021 only the list of activities that are aligned with the Interline Group Roadmap and objectives, previously shared and endorsed by the Board in December 2020. Consequently, the previous activities from 2019 and 2020 reported to the Board and the Conference have been put on standby and are not included in the recurrent status during 2021. These activities will be revisited by the Interline Group at a later stage if relevant, and proposed to the Board for the endorsement.

Number	Item	Added	Status	Volunteers
1	Continue to work on simplifying and updating the language of the existing MITA, and explore simple enhancements	IG/ 25 November 2020	Active	IAG, LHG, American Airlines, AF/KL, United Airlines, Delta, Hahn Air, British Airways, Alitalia, Hawaiian Airlines
2	Work on a new industry framework to support interline based on Retailer Supplier interactions and using the concepts Offers and Orders – Standard Retailer and Supplier Interline Agreement (SRSIA)	IG/ 25 November 2020	Active	IAG, LHG, AF/KL, Vueling, United Airlines, Hahn Air, British Airways, Hawaiian Airlines
3	Documenting business requirements and expected business process flows to support shop to order flow between a Retailer and a Supplier for flights and ancillaries (e.g. baggage). To include: Mandatory data elements Exchange of the shopping context Product catalogue for scheduled flights Exchange and use of Order IDs references	IG/ 25 November 2020	Active	IAG, LHG, Hahn Air, Qatar, AF/KL, Amadeus, Navitaire
4	Build and detail the functional and technical Implementation Guide to support the implementation and adoption of the interline functional standards for a shop to order flow between a Retailer and a Supplier for flights and ancillaries (e.g. baggage)	IG/ 25 November 2020	Active	IAG, LHG, Hahn Air, Qatar, AF/KL, Amadeus, Navitaire
5	Document main requirements and business flows to support the following intermodal use cases:	IG/ 25 November 2020	Active	IAG, LHG, Vueling, American Airlines, AF/KL, Hahn Air, United Airlines, British Airways, Alitalia, Hawaiian Airlines, Amadeus

The Airline is acting as the Retailer and selling combined travel solutions made of one air segment and one rail segment (where the Rail Operator is the Supplier)	Active
The Rail Operator is acting as the Retailer and selling combined travel solutions made of one air segment and one rail segment (where the Airline is the Supplier)	Active

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

Return to Main Contents Page | Return to Section B Contents Page

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 20 September 2021, 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 1780s – Standard Retailer Supplier Interline Agreement (SRSIA)	Attachment A B4.2.1b/P

Action

Conference to adopt all items in package.

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

Return to Main Contents Page | Return to Section B Contents Page

This item will be submitted in the second transmittal.

.

Item B4.3: Report and Workplan of the Minimum Connect Time Group, under the Plan Standards Board

Submitted by: Sarah Goodman, Chair of the Minimum Connect Time Group, under the Plan Standards Board

Kent Parsons, 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 2021, 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

Sarah Goodman (OAG) and Kent Parsons 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 2021

At the start of 2021, the Group progressed the inclusion of best practices and examples, for the use of the Connection Building-Filter (CBF), in the MCT User and Technical Guides which are currently available on the Plan Standards site along with the latest MCT Standards published within the SSIM scheduling standards MAR21 issue.

For the upcoming Sept/2021 MCTG meeting, the Group will be reviewing Resolution765 to ensure alignment with MCT Standards, will be evaluating requirements for the development of MCT data exchange with the MCTX workgroup and ensuring further clarifications are made part of the SSIM scheduling standards for the implementation of CBF. These activities are reflected in the workplan below.

Although the MCT Education program is currently parked, the Group has requested to begin discussing this activity at the next meeting.

Station Standard MCTs Single Source

The PSC and the Plan Standards Board endorsed the mandate of IATA to be the single source for MCTs station (airport) standards data involving the validation and collection of global station standards, evaluation of stations that have many exceptions filed and identifying opportunities to aligning them to airline operations.

This activity was placed on hold in 2021 but with IATA's continuity of administering updates to current station standard MCTs as needed by the industry. The IATA worldwide campaign for delivering the data collection process has also been postponed to Q1 2022 depending on industry resource availability.

Minimum Connect Time Group Adoption of Standards

The Plan Standards Board currently has authority to adopt changes to the SSIM MCT standards described in RP 1761 and Resolution 765.

There have been no proposed enhancements endorsed by the Board to date in 2021.

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

Return to Main Contents Page | Return to Section B Contents Page

ITEM	SUBJECT	DESCRIPTION SUMMARY	DELIVERABLE	STATUS
1	Implementation plan for new standards effective 01NOV22. (Connection-Building Filter)	Standards to prevent displaying connections with airlines that do not have ticketing and/or baggage agreements.	New standard published in SSIM MAR2021 issue with an effectiveness of 01 November 2022. MCT Guides to posted on iata.org. Awareness communications: • ADS Brief AUG2021	ACTIVE
2	MCTs by time/day of week	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.	Analysis on Hierarchy	Deferred until Nov2021
3	Station Standard MCTs	IATA mandated to be single source of Station Standard MCT - delivery of data collection process. Includes confirmation of Station Standards of DA misalignments.	IATA campaign Q3/Q4, POC suspended, IATA data collection activity continuity on industry availability	PARKED IATA Campaign in Q1 2022-TBC
4	Data exchange 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 needs now that new MCT standards are in place. 2021 meetings TBD (AA, DL, OAG, LHS, Sabre, Amadeus)	ACTIVE
5	MCT Education Training	Identification of MCT Standards (Chap 8) training requirements, objectives and content for IATA training Development.	Continuity on industry availability.	PARKED
6	New MCT Standards - Benefit Realization	Project benefits to be evaluated in 12 months	Feedback to be provided at NOV2020 meeting. -AA to provide operational KPIs (revenue, load factor) -Group carriers to perform analysis on flight reduction	PARKED

ITEM	SUBJECT	DESCRIPTION SUMMARY	DELIVERABLE	STATUS
7	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 July 2021	ACTIVE
8	IATA Publications/ Resolutions alignment with Chp 8	Align Resolution 765 with MCT Standard	Reso 765 review – amendments to be provided by volunteer WG at MCTG Sept meeting. Volunteers: AA, AY, DL, LO, OAG and Travelport	ACTIVE
9	Non terminal specific MCTs	Discussion if there should be non-terminal default MCT's for all airports providing terminal station standards.	Mapped scenarios to be provided at MCTG SEP meeting for Group discussion on future amendments to SSIM Chap 8.	ACTIVE Volunteers: AA, UA, DL, OAG, Cirium, Amadeus Lufthansa Systems and Travelport
10	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	Items to be revised	Deferred until Nov2021

Item B4.4: Report and Workplan of the Schedules Publication Group, under the Plan Standards Board

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 2021, to develop proposals on standards related to:

1. Deal with matters concerning Airline schedule data standards used by airlines, GDSs and data aggregatorsincluding 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 Standard Schedules Information Manual (SSIM) standards governing these processes (RP 1761b). Ensurethat 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 Standard Schedules Information Manual (SSIM) content throughout the year.
5. Liaise with other process owning groups under the PSC and advisory groups under Industry Committees asrequired.

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.

Rapporteur Appointment

Jody Garcia (Southwest Airlines) was elected as the new SPG Rapporteur in June this year. As per the Terms of Reference, a rapporteur is established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences.

Chair and Vice-Chair

Jeff Meyer (WestJet) 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 2021

The SPG held adhoc call meetings throughout 2021 to progress active work plan items and to support any pressing industry requirements impacting recovery measures, with certain activities being paused or deferred to November. The SPG June F2F meeting that is normally held jointly with the Slot Conference event was also held virtually in line with the Conference activities.

Below, highlights are being presented to Conference for noting.

Passenger Health Information
A workgroup of SPG volunteers evaluated impacts and requirements to publishing supplemental passenger health credentials in the schedule. The SPG established the criteria for a new free format DEI field to be used for communicating

specifics on flights subject to health regulations. The new Passenger Health Information (DEI 508) has been endorsed by the Board for inclusion in the Standard Schedules Information Manual (SSIM) MAR22 issue.

Traffic Restrictions

A workgroup of SPG volunteers have held two conference calls to date to discuss the current presentation of Traffic Restrictions (TRs) used for scheduling and the processing gaps/inconsistencies identified across systems/providers.

The workgroup will be undertaking various assessment items and the SPG have approved a workplan of activities involving the following:

- Inclusion of scenarios not covered by the Traffic Restrictions (TR) in current SSIM standards for consistency
- Evaluate the application of Traffic Restriction Code Qualifiers DEI 710, 711, 712, how they are processed today by all systems for SSIM accuracy and recommend appropriate enhancements
- Provide proposals for each TR code in SSIM if they are to be eliminated, retained, or redefined
- A detailed review of each SSIM TR data elements for alignment, clarification, and improvement of processing across systems/providers
- Establish how schedules should be presented
- Identify opportunities to align with different online/interline/intermodal processes
- Engage other Groups across the Boards where required for industry consistency.

Scheduling Reference Data and Open API

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 used for scheduling and slot SSIM messaging standards, such as aircrafts, airport passenger terminals and UTC data, are of high interest. IATA is progressing the creation of use cases and scenarios for SSIM code set data. To date, the API for Aircraft codes has been initiated and developed for testing.

Standards Training Program

Due to increased inconsistencies and lack of industry knowledge expressed by the scheduling community, the SPG and the Plan Standards Board request IATA to create an awareness and educational training program on how to distribute schedules, IT methods, applying ASM/SSM procedures etc, in order to address gaps existing within the industry and for evolving processes between business partners. It is intended to progress this activity upon industry resource availability.

Schedules Data Exchange (SDEX) Workgroup Activities

The SPG and the SDEX workgroup supports existing schedules business rules from SSIM while increasing flexibility for data exchange in schema and implementation guide. Once the SPG resumes work plan items, this workgroup plans to work closely together with the AIDX (Aviation Industry Data Exchange) and Minimum Connect Time Group with a view to migrate current schedules messages 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.

The SDEX will progressing schema developments for the SSIM new passenger health data standard and update the Implementation Guide accordingly.

SSIM Codes, Watchlists and Industry Notifications

With the support of the SPG, 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 standards publication receives updates throughout the year with content exportable to csv format. Notifications of updates are located on the Standard setting workspace (SSW).

A Watchlist of prospective new aircrafts and multi-terminal airports is listed in **Attachment B_B4.4** and is also updated on the eSSIM and SSW. Any known updates on these are to be forwarded to IATA at ssim@iata.org.

The Plan Standards Board have recently endorsed numerous new and revised aircrafts for inclusion in SSIM Appendix A.

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.

Numerous SSIM enhancements and the new Passenger Health Information (DEI 508) mentioned above have been approved by the SPG and endorsed by the Plan Standard Board for the SSIM standards MAR22 issue.

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

ITEMS	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
1	Health data indication	A new free format DEI for passenger health related information (volunteers to submit proposal to the SPG June meeting). Actions for the DEI800 study (refer to workplan item 3). SDEX to progress schema developments and update the Implementation Guide.	COMPLETED - Volunteers: AA, DL, WS, Amadeus, LHS, OAG, Sabre, Travelport ACTIVE - SDEX
2	Traffic Restrictions	Validation of Traffic Restrictions in SSIM by SPG volunteers to: o Categorise outstanding issues and scenarios not covered by current traffic restrictions. o Improve processing across systems/providers. o 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. o Provision of examples for all SSIM traffic restrictions. o Establish how schedules should be presented. o Investigate how Application of Traffic Restriction Code Qualifiers DEI 710, 711 and 712 are processed today by all systems and if they are accurately coded to accept it. o Identify opportunities to align TRs with different online/interline/intermodal/MCT (current and future) processes for industry consistency. The workgroup have commenced evaluating filed data and will meet again in September. The WG will take a step by step approach to analysing codes and determine the best methodology in working out which codes are needed, misused, or no longer required.	ACTIVE Volunteers: AA, AY, DL, KE, LO, UX, Amadeus, Cirium, Google, Lufthansa Systems, OAG, Navitaire, Sabre, Travelport
3	Redefine DEI 800 series	The SPG requests analysis of the free format DEI 800 series (assigned by the carriers and used for bilateral purposes) usage for tidying that will allow additional bandwidth and for more frequent airline usage in future such as Traffic Restrictions information (not bilateral). Following a brief onsite review of DEI800s usage count, actions agreed by SPG for the DEI800 study were: o DAs verify schedules of last 2-3 years for usage o Evaluate each DEI usage for tidying, release of unused items or misused free format space o Propose decertifying any 800s no longer needed o Review outdated character lengths require updating o Clarification of SSIM standards where required o Addition of free flow text DEI for traffic restrictions information (not bilateral).	ACTIVE
4	Schedules messages migration to AIDM	Migration of current schedules data exchange xml message information to the Airline Industry Data Model (AIDM).	ACTIVE

ITEMS	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
		IATA will be scheduling a meeting in June with SDEX to initiate the BRD process for the data migration.	
		The SDEX group will then work closely together with the AIDX (Aviation Industry Data Exchange workgroup) and MCTX (Minimum Connect Time Data Exchange workgroup) workgroups as a consequence of their relation of commonly used data elements.	
5	Dynamic Schedules & Industry Restart	Plan Standards Board exploratory item - Evolution of scheduling practices to ensure alignment with new processes and future efficiencies.	Pending Board & DAC recommendations
		Following workshops held with the IATA Distribution Advisory Council (DAC) Members on the exploration of dynamic scheduling concepts and discussions with the Plan Board members, this requirement is deemed as a long term solution.	
6	SSIM Schedules Training	Defining requirements for the creation of educational programs on how to distribute schedules, IT methods, applying ASM/SSM procedures etc.	Reprioritized with some activity depending on industry availability
7	Streamline data code sources	Collaborating with the Industry Coding Group (ICG) in improving the availability of reference data between the scheduling and airline codes.	Reprioritized - dependency on SSIM API initiatives
		ICG recommends that SSIM Aircraft types, Airport Terminal identification, UTC/DST and Region reference data should be part of the IATA Airline Coding Directory (ACD) for product delivery. Exploration in progress with IATA to more closely integrate ACD data with scheduling reference data.	
		The Slot Messaging Group (SMG) has requested IATA to make SSIM data codes available via APIs for transmission of codes for SSIM messages. IATA is progressing on creating use cases and scenarios for SSIM code set data.	
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
9	Communication of airline schedules information required by airports	Assessment of SSIM standards and scheduling data requirements should standards be defined as more airport entities develop the ability to consume SSIM files – a consistent process to be explored. The SPG and SPWG established airline volunteers (AA, AV, AY, DL, EK, FX, LH, UA) for the analysis exercise. Other volunteers from partners received at SPG2 (ACL, Lufthansa Systems, OAG, Sabre) in the event airlines require support.	Parked for 2020-21 Airline Volunteers: AA, AV, AY, DL, EK, FX, LH, UA Partner Volunteers where support required: ACL, Lufthansa Systems, OAG, Sabre
		This item is no longer associated with industry restart emergency priorities and is reprioritized as a long term solution.	
10	SSIM ET Indicator	The removal of the Electronic Ticketing indicator from the SSIM file was proposed by the SPG since all tickets are now electronic.	COMPLETED
		The SPG proposal was submitted to the Ticketing Group in 2020 for feedback. Ticketing Group members held further internal discussions and analysis on industry repercussions and impact of intermodal distribution and did not see compelling benefits to removing the indicator at this time. Valid multi modal use cases require the indicator to stay. Additionally, some non-electronic ticket use cases show these are still in use. The SPG concluded to maintain the indicator in scheduling standards until further notice.	

Attachment B_B4.4 Aircraft Type and Terminals Watchlists

Return to Main Contents Page | Return to Section B Contents Page

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		Auckland Airport	New Combined International and Domestic Terminal planned. Currently delayed following COVID-19 impact on traffic volumes. (April 2021)	
NL	AMS	2023		Amsterdam Schiphol	New Terminal - architect appointed. Construction of new terminal postponed for 2 years due to pandemic.	
AE	AUH	2012		Abu Dhabi International	Midfield Terminal opening date to be announced late 2021.	
DE	BER		2029	Berlin Brandenburg Airport	Continue monitor Terminals 3 and 4 planned for 2029. Terminals 1-2 & 5 in SSIM.	
TH	BKK		2022	Suvarnabhumi Airport Bangkok	Currently single terminal; Satellite Terminal 800m South of Existing Terminal & New Domestic Terminal. Now planned to open 2022 according to press articles found.	
IN	BLR		2022	Bengaluru, Kempegowda International (Bangalore)	Delay due to COVID for the commissioning of the first phase of T2. Now estimated to be operational by Q2 of 2022. (MAY2021)	
HU	BUD			Budapest, Liszt Ferenc International	New Terminal 3. No timelines due to pandemic,	
ID	CGK		2024	Jakarta, Soekarno-Hatta International	Terminal 4 expected for 2024, Construction to begin 2022.	
CN	CKG	2020		Chongqing Jiangbei International	New T3B terminal plan approved and construction to start 2021 with completion in mid 2020s.	
LK	CMB	2019	2023	Bandaranaike Int'l Colombo	Local press articles in 2020 saying construction about to start and take three years.	
PH	CRK	2013	2021	Mabalacat Clark International Airport	Current terminal will be decommissioned once the new facility is finished, and transfer is complete. New terminal is scheduled to soon, no date available. (July 2021)	
CN	CSX	2020	2023	Changsha Huanghua Airport	New third terminal and additional runway under construction.	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
BD	DAC	2019	2023	Dhaka, Hazrat Shahjalal International	New Terminal 3 expected to be completed in June 2023 and possible it could be completed ahead of schedule.	
VN	DAD	2021		Da Nang International	Third Terminal investment agreed with government.	
IN	DED	2020		Dehradun Airport	New Domestic Terminal - phase one due completion October 2021.	
US	DFW		2025	Dallas/Fort Worth International	New terminal F.	
UG	EBB	2015	2023	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 2023. Second phase of works will be carried out 2023.	
US	EWR		2022	Newark Liberty Int'l	New Terminal One to replace Terminal A. Part of Terminal One ramp will be completed in 2021 and terminal opening still on course for 2022 according to port authority.	
DE	FRA		2026	Frankfurt International	New Terminal 3 now planned to open 2026.	
CN	HRB	2020		Harbin Taiping International Airport	Architects appointed to design 3rd terminal	
US	JFK		2023	New York, John F. Kennedy Int'l	Plan to move to five terminals in total with new builds and renovation.	
CN	KMG		2021	Kunming Changshui International Airport	S1 is expected to be put in use H2 2021 S2 and T2 are expected to be completed in 2025.	
MY	KUL	2016	2023	Kuala Lumpur International Airport, Malaysia	March 2018 Airport announced new Terminal 3 and planned completion 2023.	
KW	KWI	2017	2022	Kuwait International Airport	New Terminal 2, construction started, and local press has opening late 2022.	
GB	MAN	2015		Manchester Airport	Transformation Program with extension of Terminal 2 complete although Covid disruption means old part of Terminal 2 refurbishment still in progress (April 2021). Plans for T1 demolition on hold until airport can assess what post Covid world will look like.	
US	MCI	2017	2023	Kansas City International	Plan approved Nov 2017 to replace the current layout of Kansas City International Airport with a single terminal. Currently Terminal A has been demolished, new terminal being	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
					built, and Terminals B and C remain.	
US	MCO	2017	2022	Orlando international	New South Terminal construction on going expected to open spring 2022.	
MV	MLE	2020	2022	Malé's Velana International Airport	New terminal construction started but no indication if replacement or addition.	
RU	MMK		2020	Murmansk Airport	New passenger terminal by 2021. Construction will be in two stages - in 2020 and in 2021.	
DE	MUC		2023	Munich International	New terminal plan approved.	
RU	OVB		2022	Novosibirsk Tolmachevo Airport	Plans of reconstructing existing pax terminal and construction of new pax terminal.	
DO	PUJ	2020		Punta Cana International Airport	Design stage for third terminal started.	
MX	PVR		2024	Puerto Vallarta International Airport	New terminal announced.	
CL	SCL		2021	Santiago, Arturo Merino Benítez Airport	New Terminal 2 under construction, expected to be completed by Q4 2021. The current building will be destined for Domestic flights.	Obtain opening date of T2.
VN	SGN	2021	2023	Ho chi Minh, Tan Son Nhat International	New Terminal to begin construction in late 2021 and is scheduled for completion in 2023.	
SG	SIN		TBC	Singapore, Changi	Terminal 5. Construction paused for two years. No revised completion date found.	
GR	SKG	2019	2021	Thessaloniki, Makedonia Airport	New Terminal 2.	Obtain status on new terminal.
TT	TAB	2020	2022	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	New Chengdu airport completed- T2 (Domestic) open and T1 (International) pending due to pandemic.	
TW	TPE	2017	2023	Taiwan Taoyuan International	New T3 - Completion of terminal delayed to the end of 2023.	
CN	TSN			Tianjin-Binhai International Airport	Continue to monitor for terminal 3	
LT	VNO	2020		Vilnius Airport	New departure Terminal. Initially planned for 2022 but now going back out to tender (April 2021) after construction firm hit difficulties due to pandemic.	
New Airports						
AO		2008	2022	Luanda, Angola International Airport	New airport under construction since 2008 delayed completion to DEC 2022.	
VN				Tien Lang New International Airport	New airport will be replacing the current Cat Bi Airport (HPH) Vietnam- Continue to Monitor	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
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 (May 2018)	
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.	
CR			2027	Alajuela New International Airport	Planning stage, replacement for Juan Santamaria airport at San Juan.	
CN			2025	Xiamen Xiang'an International Airport	New airport under construction.	
GL			2023	New airport in Qaqortoq	Greenland airport to be constructed by 2023	Monitor
PL		2021	2028	New airport in Lodz	New airport planned, construction to begin in 2021.	Monitor
AZ		2022	2023	Shaki new airport	new airport	
PE			2025	Chinchero International Airport	Development of new airport north of Peru.	
GL			2023	New Qaqortork airport	Greenland airport to be constructed by 2023.	
GR		2021	2026	Crete, Kastelli Airport	Replacement for Heraklion Airport. €850 million project started and planned completion 2024/25.	
AU		2019	2026	Sydney Western Airport	New airport, construction is underway.	
IN		2020	2022	Delhi, Jewar Noida International Airport	Plan approved for new airport project for Delhi.	
IN			2023	Navi Mumbai International Airport	New airport under construction.	
RO				Constantin Brancusi Airport	Private airport to be developed in Bucharest.	
SA		2021	2022	Red Sea International	Construction of new airport has started.	
TR		2017	2023	Cukurova Airport	New airport under construction.	

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
Airbus	A220-500		Stretch/Re-engined A220-300. Drawing Board stage currently.	
Airbus	A330		New wing-tip design branded Trinitair. A330 to be used as testbed for wing-tip modification.	
Airbus	A350 Freighter		A350 - Airbus offering cargo conversion kits but remains Passenger airframe and using cabin for freight. Continue to monitor as still discussing dedicator freighter build.	
Airbus	C295		Two aircrafts delivered for humanitarian flights in Africa to DAC Aviation.	
Airbus	Neo Freighters		Continue to monitor.	
Airbus	Older Beluga Freighter Variants		Monitor service withdrawal and then cancel designator	
Archer	eVTOL air taxi		All electric and hybrid-electric powered vertical takeoff and landing aircraft.	
Aura Aero	Electrical Regional Aircraft (ERA)	2026	Plans for hybrid-electric 19 seat airliner for commercial service by 2026. MAR21	
Boeing	777X	2023	B777-8X, B777X-FRT First flight January 2020 with three airframes for test program built by August 2020. Currently planned In Service 2022. Continue to monitor.	
Boeing	Boeing NMA (New Mid-market Airplane)		Put on hold January 2020 due to MAX issues but by February 2021 some design work with aim for late 2020s delivery.	
Bombardier	Global 8000		Monitor, large cabin jet program plan for development (stalled since 2017).	
Boom	Overture	2029	Prototype of 55-seat supersonic aircraft in development. Entry into service currently targeted for 2029. July 2020 agreement with Rolls Royce to collaborate on engine development.	
Bye Aerospace	eFlyer 800		Announcement of the development of an eight-seater all-electric twin turbo aircraft. APR21	
Comac	ARJ21F, Business Versions of ARJ21 and ARJ-900		All delayed currently following delays with ARJ21 (No change April 2021)	

Manufacturer Name	Aircraft Type /Version	Delivery Year	Remarks	Recommended action
Comac	C939		Super Long-Haul airliner. Concept stage as of 2021.	
CRAIC	CR929 (previously COMAC C929)	2023	Ramp up in production schedule and looking at first deliveries now (as of early 2021) in 2023.	
Dassault	6X	2022	6X first flight planned 2021 and production 2022.	
Denel Group	SARA - South African Regional Jet		Prototype anticipated late 2021.	
Embraer	New Turboprop	2027	Concept pictures published in October2020 and planned program launch 2022.	
Faradair	Beha	2026	Short-hop bio electric hybrid aircraft (Beha). Three-winged box design aircraft will be able to operate cargo, passenger and special operation flights.	
Gulfstream	G700	2022	Largest ever Gulfstream with maiden flight May 2020.	
Heart Aerospace	ES-19	2026	19-seater electric turbo prop. Finnair signed letter of intent for type.	
Indian Regional Jet	(IJR)-RTA 70	2026	Revamped 90-seater aircraft at design stage (April 2021)	
Mitsubishi	SpaceJet (old M19)		Workforce being cut to 150 on project with project on hold.	
Netherlands Aircraft Company	Fokker 130		Website now only promoting the new Fokker130 but no details on timescales. (No change April 2021)	
SE Aeronautics	SE200 and SE300		New generation wide-body aircraft concept. SE's goal is to get the first aircraft prototype flying in three years. (MAR2021)	
Stratos Aircraft	Stratos 714 and 716X		4-seater jet. 714 now being called proof of concept and 716X will be production model with continuing test flights of prototype in 2021. Company website doe does not give planned date of certification.	
Tecnam	P-Volt	2026	All electric P-Volt aircraft based on the Tecnam P2012 Traveller.	
Textron	Cessna 408 SkyCourier		Freight and passenger variants planned. First flight May 2020.	
Vertical Aerospace	VA-X	2025	Commercial electric aircraft-4 passenger. Rolls Royce to provide the electric propulsion system.	
Xian	Modern Ark 700 (MA700)	2022	Currently in certification program anticipated to finish in 2021 with in service 2022.	
Yakovlev, Irkut	MC-21, 200,300, and 400 variants to be developed	2022	Certification program continues with little COVID impact.	

Item B4.5: Report and Workplan of the Slot Messaging Group, under the Plan Standards Board

|

Submitted by: Denise Scafidi, Chair of the Slot Messaging Group, under the Plan Standards Board

Steve Wolage, 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 2021, 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.

Rapporteur Appointment
Mark Milligan (Southwest Airlines) was elected as the new SMG Rapporteur in June this year. As per the Terms of Reference, a rapporteur is established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences.

Chair and Vice-Chair

Denise Scafidi (Alitalia) and Steven Wolage (COHOR) 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 2021

The SMG has meet in June to confirm priorities for 2022. Below highlights are being presented to Conference for noting. Additional information related to Slots policy updates is referred in Agenda Item B1.1.

Waitlist Information

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 and 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 its historic details and indicate it is on the waitlist for the route element.

Some progression and additional enhancements have been made to the technical solutions between volunteers from the SMG and the Slot Policy workgroup in order to finalize the SSIM slot messaging standards. SSIM enhancements will continue to be refined on the additional allocation criteria.

Under current industry circumstances and the potential costs to implement the new Additional Information Data Line Elements at such time, the SMG Workgroup has delayed this action and intends to resume the work jointly with the policy volunteers in Q1 of 2022 and finalise appropriate SSIM enhancements for SMG approval at the June 2022 meeting and SSIM effectiveness of standards for MAR2023.

Slots Data Exchange (SLOTX) Workgroup Activities

The SMG and the SLOTX workgroup supports existing airport coordination business rules from SSIM while increasing flexibility for data exchange in 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 the slot coordination movement messages to the Airline Industry Data Model (AIDM). Schemas and Implementation Guides form part of the eSSIM download.

Slot Messaging Reference Data and Open API

The need for airlines and airports to share data is increasing 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 used for slot SSIM messaging standards. The SMG will be part of IATA's Open API project efforts in making industry codes available via APIs. IATA is progressing the creation of use cases and scenarios for SSIM code set data. To date, the API for Aircraft codes has been initiated and developed for testing.

SSIM Codes, Watchlists and Industry Notifications

With the support of the 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 standards publication receives updates throughout the year with content exportable to csv format. Notifications of updates are located on the Standard setting workspace (SSW).

A Watchlist of prospective new aircrafts and multi-terminal airports is listed in **Attachment B_B4.4** and is also updated on the eSSIM and SSW. 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 2021.

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

Return to Main Contents Page | Return to Section B Contents Page

ITEMS	SUBJECT	DESCRIPTION/ PROGRESS SUMMARY	STATUS
1	Waitlist Information - Additional Information Data Line Elements, Requested Aircraft / Seats / Terminal/ Arrival and Departure Route	Providing operators with waitlist information that will deliver means to transmit this information for operators using SSIM standards. Refer to the 2019 SMG/1 Agenda from the Group's workspace for further details on requirements. Specifically for the Requested Origin and Destination information, this requirement entails confirming a flight's slot for route segment and defining a standard in allowing to revert the flight to its historic details and indicate it is on the waitlist for the route element. The SMG solution was reviewed by the Slot Policy WG that resulted in certain policy concerns – volunteers from both Groups have been addressing concerns and progressing additional enhancements to finalize the SSIM standards. The workgroups will resume the work jointly in Q1 2022 and finalise the SSIM enhancements for SMG approval at the June 2022 meeting and SSIM effectiveness of standards for MAR2023.	Ongoing
2	JNUS (justified non-use of slots) Special Reference	Slot cancellations referring to JNUS, force majeure references, etc cases increasing. SMG workgroup of volunteers to consider extension and use of the already existing special reference Special Reference capability in the SCR message indicating that the message requested changes needs to be verified and processed/actioned and by the coordinator Draft amendments to SSIM Section 6.9 (USE OF SPECIAL REFERENCE) to be submitted by volunteers to the next SMG in Nov2021.	Ongoing Volunteers: UA, AC CH, AC DE, AC FR, AC UK, Amadeus, LHS, Sabre
3	Creator Reference Clarification	SMG to adjust the Creator Reference Line in SSIM section 6.4.2 is optional when requesting slot allocations via email.	Ongoing IATA, AC DE, AC UK
4	Slots messages migration	Migration of current xml messages to the Airline Industry Data Model (AIDM). IATA will be scheduling a meeting in June with SLOTX to initiate the BRD process for the data migration.	ACTIVE
5	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
6	Open APIs	The SMG requests IATA to make SSIM data codes available via APIs for transmission of codes for SSIM messages. IATA is progressing on creating use cases and scenarios for SSIM code set data.	ACTIVE

ITEMS	SUBJECT	DESCRIPTION/ PROGRESS SUMMARY	STATUS
7	Industry Restart and Impacts from SPG review of Dynamic Schedules	Impacts from the Schedules Publication Group (SPG)'s evolution of scheduling practices to ensure alignment with new processes and future efficiencies. The Plan Standards Board has deemed this requirement as a long term solution.	Pending Board & SPG recommendations
8	Communication of airline schedules information required by airports	Slot impacts from the SPG's assessment of scheduling data requirements – a consistent process to be explored. The SPG (formerly SISC) and SPWG established volunteers (AA, AV, DL, EK, FX, LH, UA) for the analysis exercise. This item is no longer associated with industry restart emergency priorities and is reprioritized as a long term solution.	Parked for 2020-21

Item B4.6: Report and Workplan of the Exhaustion of Flight Numbers and Industry Codes Group, under the Plan Standards Board

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 the endorsement of the Group's Terms of References in 2019 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 IndustryCodes 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 andadoption.
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 in 2020 were cancelled and elections for these positions did not transpire.

Exhaustion of Flight Numbers and Industry Codes Group activity in 2021

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 limitations, challenges, impacts 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.

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.
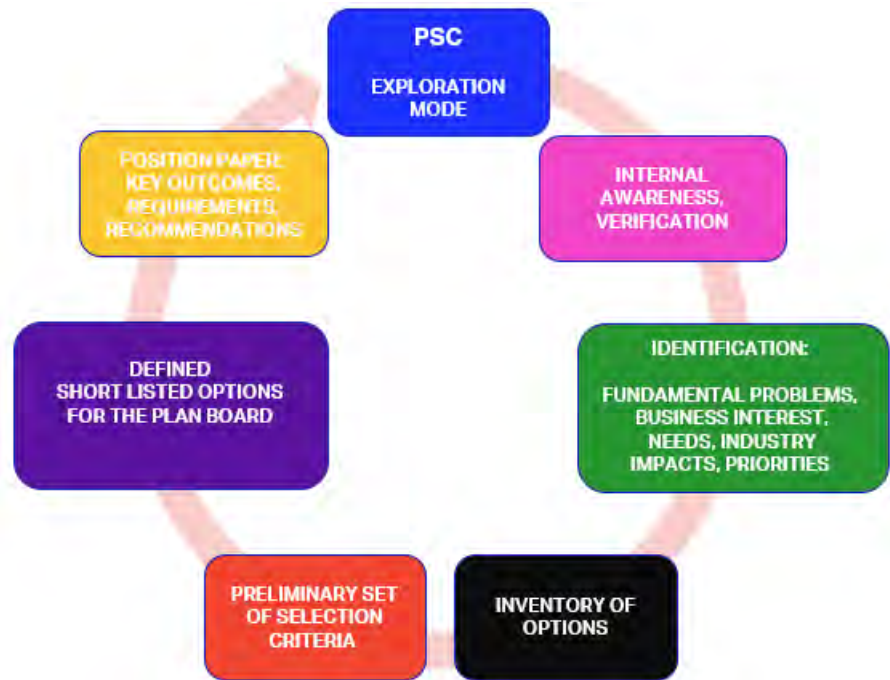
The Board Chairs and IATA worked together to form the Group and basis for this inaugural initiative. The new EFNIC Group was created under the Plan Standards Board in JAN2020 with industry expertise.

Given the multiple ramifications of flight number and industry code exhaustion and with the potential disruptive developments across this initiative, it is paramount to set the appropriate context from the start for all areas. IATA also consulted with various internal business operations and secured experts from Safety, Flight Operations, ICAO, Passenger facilitation, Airport management and Ground Operations to present not only the current hurdles, but also to provide a perspective of the upcoming challenges, such as Drones, Inter-modal journey, etc.

Due to COVID-19 circumstances, the Group activity was paused by the Board and PSC in 2020-21 unless associated with industry restart and emergency priorities. This exploration remains paused by the Board and the PSC Steering Group for the remainder of 2021. However, contingent to industry and IATA resource availability, the Board requests restart of activities for 2022 due to the magnitude of involvement across the industry, extensive approaches, deliverables, and timing required to progress initiatives.

Exhaustion of Flight Numbers and Industry Codes Group Adoption of Standards

There are no proposed enhancements for Conference due to activity being paused in 2021.

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 was endorsed by the Board and PSC in 2019 is redistributed as **Attachment A_B4.6**.

Action

Conference to note the report and Workflow.
Conference is requested to endorse restart of Group activities contingent to industry and IATA resource availability

Attachment A_ B4.6 Workflow of the Exhaustion of Flight Numbers and Industry Codes Group

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

Contents

Item C1: Report of the Shop - Order Standards Board (SOSB)

Submitted by: Nathan Smeulders (Qantas), 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	China Airlines	Lee Ming-yen	1 November 2018
6	Delta Air Lines	Derek Adair	1 November 2018
7	Emirates Airline	Anil Bhatia	1 November 2018
8	Etihad Airways	Lars Denlew	1 November 2018
9	Finnair	Tarja Koski	1 November 2018
10	Hahn Air Lines	Christopher Allison	1 November 2018
11	Hawaiian Airlines	George Bryan	18 November 2020
12	KLM	Bas Hooft	1 November 2018
13	LATAM Airlines	Gonzalo Guillen Navarro	1 November 2018
14	Qantas	Nathan Smeulders	1 November 2018
15	Qatar Airways	Kalle Immonen	1 November 2018
16	Scandinavian Airlines	Julie Bergstrom	1 November 2018
17	Singapore Airlines	Charlene Wee	1 November 2018
18	Swiss International Air Lines	José Pereira	1 November 2018
19	Turkish Airlines	Omer Bukel	18 November 2020
20	United Airlines	Andrew O'Connell	18 June 2021

Chair and Vice-Chair

The Shop Order Board is being chaired by Nathan Smeulders – Chair (Qantas) and Jerry Foran – Vice Chair (British Airways).

Shop – Order Standards Board activity in 2021

Group Structure

An overview of the active Shop Order Standards Groups is shown below:
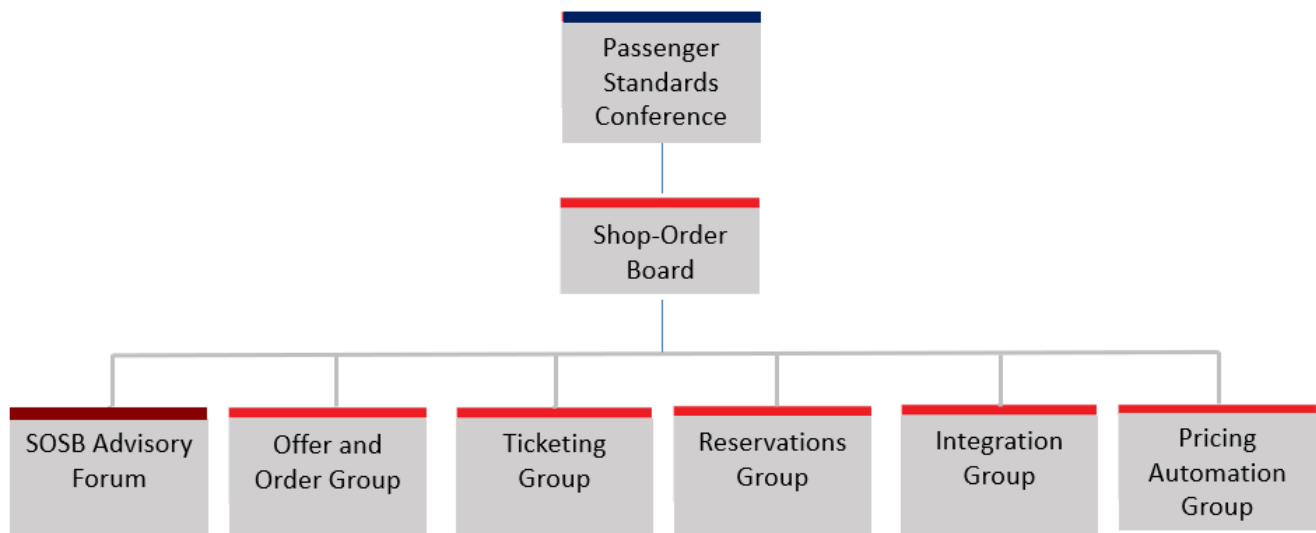
Activity overview in 2021

Since the last PSC report, the Board has not met face to face but instead conducted online meetings on the 21st of October 2020, 11th of March 2021 and 23rd of June, via Microsoft Teams. Another meeting is planned for end of October 2021.

Topics endorsed or guidance provided to groups and IATA include the following:

- Schema convergence for industry adoption of Offer and Order Standards decision: 21.3
- Direction on impacts of Retailing on tariffs resolutions
- Restructure of groups to streamline activities
- Endorsed the identity management mandate for IATA and requested the creation of a taskforce with members of all groups reporting into SOSB to draft the resolution text

Shop – Order Standards Advisory Forum

The Shop Order Standards Board Advisory Forum is being chaired by Nicola (Nikki) Ping (Flight Centre Travel Group).

The Advisory Forum meets on the day before the Shop Order Board. The Advisory Forum did not meet face to face instead held online meetings on the 20th of October 2020, 10th March 2021 and 22nd of June 2021 via Microsoft Teams. Another meeting is planned for end of October.

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

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 all positions are open on each of the five Management Boards for re-election/nomination for a twelve-month 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 2022. 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 are also being sought with this first transmittal of the Conference Agenda. Nominations are open until **20 September 2021**.

If you wish to nominate to this group, please notify us at: standards@iata.org prior to the 20th September.

Item C3: Delegation of authority to the Shop - Order Standards Board

Return to Main Contents Page | Return to Section C Contents Page

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.
> …
> **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 1 November 2021

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

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 2020-2021.

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 and Order Group	Deal with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797.
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.

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 2021. 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 and Order Group	Deals with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797	C_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.	D_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;	E_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

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	Deal with matters concerning ticketing 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 and Recommended Practices listed below this table; - Implementation Guides and other supporting documents. 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. Maintain a work plan and report regularly to the Shop-Order Board.
Period of effectiveness	The group is effective from 1 November 2021 for a period of 12 months and may be disbanded by the Shop-Order Board at any time.
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers Members Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines. Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions. Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term, only when absolutely necessary.

	The named delegate may appoint a proxy from within their organization to attend meetings on their behalf. Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group. Observers Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines A4A Member Airlines Strategic Partners belonging to the Shop-Order Strategic Partnership program. Or any other organizations subject to the approval of the Chair, IATA and A4A.
Meetings	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. 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).
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	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.

Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas:
	
	• Day to day involvement in Ticketing and EMDs processes,
	• Additional exposure in the following areas is desirable but not mandatory:
	    o Distribution (including NDC and ONE Order programs)
	    o Experience in Fares and Schedules

Quorum	A quorum of 25% of members is required for the meeting to be valid.
Voting	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. Where activity is joint with A4A, a separate A4A vote will be held for applicable items.

(Excluding the election of Chair and Vice-Chair).	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.
	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).
	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.
	A minimum of 6 votes is required for a decision to be valid
Endorsement of standards	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.
	Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.
	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.

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

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	Develop recommendations and take decisions on all procedures and policy issues relating to reservations rules and regulations, including transmission of reservations services for use by customers and agents. Review proposals and develop recommendations for additions, deletions and amendments to: Reservations-related data exchange standards in A4A/IATA Reservations Interline Message Procedures - Passenger (AIRIMP), XML and EDIFACT reservations messaging standards. Resolutions and Recommended Practices outlined in *Attachment*. Reservations Handbook Liaise with other process owning groups under the PSC, and advisory groups under Industry Committees as required. Maintain a work plan and report regularly to Shop-Order Board Develop and endorse other standards as directed by the Shop-Order Standards Board.
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	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers Members Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines. Member organizations must commit to active participation for a minimum of 12 months. A Member organization may have multiple delegates but may only exercise one vote per organization. Where nominations exceed available vacant positions, the Shop-Order Standards Board will elect members into available positions. Observers Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.

	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines A4A Member Airlines Organizations participating in the Shop-Order Strategic Partnerships program. Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.
Meetings	Minimum 4 telephone / web meetings per year. Minimum 1 face to face meetings per year. 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.
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	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	Delegates should have experience and day-to-day involvement in the following, but not limited to, areas of reservations: • 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).	Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot. Decision making is by unanimous vote of the Membership as well as any other IATA Member Airlines participating in the vote. A separate A4A vote will be held for applicable items. Changes to AIRIMP shall follow the procedure outlined in Resolution 760a. Each organization may exercise only one vote, and abstentions are not counted. A minimum of 6 votes is required for a decision to be valid.
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.

| | 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 not owned by group requires endorsement by the owning group and adoption at the PSC as required. |
|---|---|

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 and Order Group

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 and Order Group**
Reports to:	**Shop-Order Standards Board (SOSB)**
Role / Mandate	10. Deals with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797. 11. Review and endorse proposals to create or amend standards and data exchange standards governing offer and order processes. Ensure that proposals align with existing standards and follows the standard change management process. 12. Create and maintain all implementation guidance for the standard and related data exchange standards. 13. Liaise with other process owning groups under any conference, and advisory groups under Industry Committees as required. 14. While the Group may review and recommend changes to the Data Exchange Standards, the group has no authority over data exchange model or message design. 15. Maintain a work plan and report regularly to SOSB
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 SOSB.
Participation	To participate in the group, organizations must either elect to be Members of the group or participate as Observers. **Members** Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions. Members will be elected for a period of 12 months, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term, only when necessary. The named delegate may appoint a proxy from within their organization to attend meetings on their behalf. Any organization who fails to attend 2 subsequent meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group. **Observers** Any organization eligible for participation who is not a member may attend any meeting as an observer, and be provided with relevant materials from meetings.

	Where this organization is an IATA Member Airline, they may also participate in any vote (online or in meetings) when attending as an observer.
Eligibility for Participation	• IATA Member Airlines • IATA Strategic Partners • Or any other organizations subject to the approval of the Chair and IATA.
Meetings	Meetings will be scheduled as required by the work plan and in concurrence with the secretary. Of these, two face to face meetings are expected per year, circumstances allowing. 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. 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.
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	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: Delegates should have day to day experience in development or product management of current API implementations and understand data exchange structures and message orchestration. Delegates should also have expertise in existing fulfilment processes (reservations, ticketing), and understand downstream impacts to accounting processes (sales accounting, interline billing) and delivery processes (ticketing, DCS). According to the standard setting methodology associated to the Airline Industry Data Model, the required working skills are: • Product Management experience in the above areas • Business knowledge in above areas • Business analysis knowledge • Data modelling expertise • Understanding of Data Exchange protocols such as XML/JSON/EDIFACT
Quorum	**The IATA Secretary and no less than 6 IATA Member airlines.**
Voting (Excluding the election of Chair and Vice-Chair).	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. 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). A minimum of 6 votes is required for a decision to be valid.
Endorsement of standards	Standards endorsed by a 75% positive vote will be presented to the Shop-Order Standards 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.

Attachment D_C4: Terms of Reference: Integration Group

Return to Main Contents Page | Return to Section C Contents Page

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	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.
Period of effectiveness	The group is effective from 1 November 2021, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.
	Members
	Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airline
	Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.
	Members will be elected for a period of 12 months, subject to the group's mandate continuing.
	Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.
	The named delegate may be changed during term, only when absolutely necessary.
	The named delegate may appoint a proxy from within their organisation to attend meetings on their behalf.

	Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.
	Observers
	Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.
	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines
	Strategic Partners participating in the Shop-Order Strategic Partnerships program.
	Or any other organizations subject to the approval of the Chair and IATA.
Meetings	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.
	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.
	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.
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	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.
	All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.
	A secretary will be provided by IATA Management.
Profile of delegates	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.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	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. 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). A minimum of 6 votes is required for a decision to be valid.
Endorsement of standards	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. 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.

Attachment E_C4: Terms of Reference: Pricing Automation Group

Return to Main Contents Page | Return to Section C Contents Page

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	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.
Period of effectiveness	The group is effective from 1 November 2021, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers Members Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines. Member organizations must commit to active participation for a minimum of 12 months. A Member organization may have multiple delegates but may only exercise one vote per organization. Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions. Observers: Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.

	Where this organization is an IATA TC Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines. Organisations participating in the Shop-Order Standards Strategic Partnerships program. Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.
Meetings	Minimum 4 telephone / web meetings per year. Minimum 2 face to face meetings per year. 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.
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	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have experience and day-to-day involvement in the following areas of reservations: • 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).	Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot. Implementation issues will be decided by consensus; PAG proposals regarding IATA Tariff Coordination (TC) resolutions will be agreed by unanimous vote for which only IATA TC members may vote. Recommendations regarding other IATA resolutions will be forwarded to the appropriate Groups for their consideration. 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.
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.

	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 not owned by PRSG requires endorsement by the owning group and adoption at the relevant Conference as required.

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

Item C4.1: Report and Workplan of the Ticketing Group, under the Shop – Order Standards Board

[Return to Main Contents Page](#) | [Return to Section C Contents Page](#)

Submitted by: Margaret Brown, Chair of the Ticketing Group, under the Shop – Order Standards Board
Michal Juranka, 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 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)	Boris Graf

13	Lufthansa (LH)	Markus Urlich
14	Qatar Airways (QR)	Michal Juranka
15	Scandinavian Airlines (SK)	Martina Lindmark
16	SITA	Sandeep Kumar
17	South African Airways (SA)	Madelein Vorster
18	Travelport	Mike Walker

Chair and Vice-Chair

Margaret Brown from American Airlines (AA) is chairing the group and Michal Juranka from Qatar Airways (QR) is the 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 2021

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 2021.

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

Return to Main Contents Page | Return to Section C Contents Page

ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS	COMMENTS
1.1	Ticketing Group	Implementationof Document Number and Date of Issue in all industry systems.	Effective date of 2026 adopted by JPSC, implementation discussion to occur within TKTCom. 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. Workshop held in MAD 26-27 June 2017. Workshop discussedthe 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 soughtfrom different standard setting Groups across the conference. Item has been put on hold for 2021. Further discussions to beheld for PSC 2022.	TKTWGMar17	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 Group; Data Field Expansion Group - ongoing. 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, withone day for Monetary Data Elements and one day for Document Number Date of Issue. ACTION: IATA to schedule meeting in June. Workshop in MAD 26-27 June. Item to be presented back to TKTCom by DL/HR to re-open	70/Jun15 B2/Mar16 F1/Jun16 TKTWG Mar17	On-hold	

			this and defer action at PSC, as business case for change is notclear. 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. Discussions to be had further to understand the next steps to happen in the Ticketing group for 2022 PSC.			
1.3	Ticketing Group	Tax Code Expansion from2 Characters	Tax code exhaustion analysis tobe performed and forecasted depletion date identified. Ticketing Group to advise actions expected based on result of analysis.	N/A	On-going	
1.4	Ticketing Group	Management of Glossary, Message Construction Matrices and Glossary Applicability	Activity ongoing.	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 TKTCom 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 2022	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 2022	TKT June 2019	On-hold	
1.8	Ticketing Group	Supporting Documents	Supporting documents are identified in several Resolutions e.g., ITR, Agent Coupon etc. These documents were left in the Resolutions (many are optional) even after the two consecutive Industry Paper Out reviews.		On-hold	

			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. 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. Item to be further discussed in the Ticketing Group.			
1.9	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	
1.10	Ticketing Group	USDOT Final Rule (14 CFR 221.105 & 221.106)	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. 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.		On-hold	
			Item is currently parked at the request of A4A. Further clarification expected from A4A to progress with discussions.			
1.11	Ticketing Group	Identifying Frequent Flyer Tickets for IROPs	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. Option A: Standardize the first 2- 3 characters of ticket designators. (XX and YY are shown for illustrative purposes in the attached).		On-hold	

			Option B: Update the endorsement requirement to include a space and 'AWARD' following INVOL in endorsement field one. Results from the unofficial ballot: Option A: 7 votes Option B: 3 votes Comments: "Option B is not preferred as it involves significant PSS changes". 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.			
1.12	Ticketing Group	System Provider Implementation Scorecard	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.	N/A	On-going	
1.13	Ticketing Group	Free Baggage Allowance (FBAL) transactions	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 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. Root cause identified by ATPCO and coordination with airlines for filing requirements ongoing.	N/A	On-going	
1.14	Ticketing Group	Payment code updates	PSC Resolution 728 section 7.2.1 lists the product codes allocated to payment products accepted by the industry. As some products become obsolete, their references must be removed from the Resolution.	N/A	On-going	Item included in voting package
1.15	Ticketing Group	Interline EMD adoption	At the request of a member airline, a survey has been sent to all PSC representatives to provide feedback on key aspects of interline EMD implementation. 53 airlines provided their feedback. Results are to be anonymized and endorsed by IATA legal, the group is to decide next actions based on the information received.	N/A	On-going	
1.16	Ticketing Group	Identifying fictitious ticket number	In previous Agency Debit Memo User Group (ADMUG) meetings, there have been discussions around the possibility of assigning a particular ticket number (like 9999999999 or 1111111111	N/A	On-going	

			for example) to be used when ADMs are issued with fictitious related document number (RTDN) to help everyone identify when RTDN isn't real. The group agreed to the approach proposed and is to determine a fixed value to be used for this purpose.			
1.17	Ticketing Group	Changes to RFISC	In reviewing Attachment A of 722f glossary, the current description for Sub-codes 98E, 98B, 99I, 996 has verbiage of limitations on who could issue and it is unclear when to issue a non-refundable amount versus a residual value. These discussions led to the suggestion to remove the verbiage and to give clarity as to when to issue using one subcode versus the other, e.g. 98E vs 99I.	N/A	On-going	Item included in voting package
1.18	Ticketing Group	Currency length limitation	In earlier versions of the Passenger Services and Conference Resolution Manual, Resolution 722 contained direction on how to manage some of the larger currencies. The guidance was to remove the currency code and utilize those three positions for the amount when the amount was too large to fit in the amount field for the fare, equivalent fare, and total boxes. While this solution does not work for all large currency amounts, it works for several currencies when those countries do not permit airlines to treat their currency as a non-decimal currency to gain space.	N/A	On-going	
1.19	Ticketing Group	CATA CDS form code allocation	China Distribution & Settlement Solution (CDS) led and constructed by China Air Transport Association (CATA) is a distribution and settlement solution widely recognized and supported by China Airlines. It is a brand-new and integrated distribution & settlement system with internet financial services, having real-time settlement capability, and supporting international and industry standards. CDS is also a new choice for foreign airlines with scheduled flights in China in the field of distribution and settlement in the Chinese market. CDS supports both domestic and international tickets sold in China. For the purpose of global data standards unification, systems compatibility and data fusion, China Southern Airlines has requested the allocation of 'Exclusive Form Code Ranges' for CDS according to Recommended Practice 1720a.	N/A	On-going	Item included in voting package
1.20	Ticketing Group	Ticketing XML refund indicators support	DXC is requesting feedback from the Ticketing Group for a solution to be agreed upon so that the Ticketing XML messages support the refund indicators adopted at JPSC 2018.	N/A	On-going	
1.21	Ticketing Group	Revisions of IATA Recommended Practice 1720a	A number of changes to form code ranges in IATA Recommended Practice 1720a have been agreed upon during the Ticketing Group monthly calls.	N/A	Completed	

1.22	Ticketing Group	Completing the definition of 'CASH' in IATA Resolution 728	It is proposed to complete the Resolution by distinguishing between airlines direct sales and Travel Agency sales and by introducing a reference to the BSP 'cash' and ARC 'cash' processes such as presented in the Appendix	N/A	Completed	
1.23	Ticketing Group	Completing the definition of 'AGENT NAME' in Ticketing glossary and matrices	The definition of 'AGENT NAME' proposed to the Ticketing group members by the GMMG has been approved. Item presented for endorsement and inclusion in PSC manual 2021.	N/A	Completed	

Item C4.1.2: Voting Items of the Ticketing Group, under the Shop – Order Standards Board presented as a package

[Return to Main Contents Page](#) | [Return to Section C Contents Page](#)

This item will be submitted in the second transmittal.

Item C4.2: Report and Workplan of the A4A / IATA Reservations Group (AIRG), under the Shop – Order Standards Board

Return to Main Contents Page | Return to Section C Contents Page

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 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 Pylka
7.	EgyptAir (MS)	Tamer Gebril
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	Atnafseged Kassa
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 2021

The Reservations Group (AIRG) holds Monthly Update Calls on Working Group Activity, Prioritisation and Working Group Management. All voting activity has been performed online via SSW Ballots except for face to face meetings. As the situation related to the health crisis of Covid-19 has not evolved in terms of country-to-country restrictions, the group was still unable to hold a face-to-face meeting in 2021. The work of the group has continued, as per schedule, via conference calls.

Highlights of the activity in 2021 of the AIRG:

- FNU code for missing Family Name or Given Name
- BFFF code for Branded Fare Family
- Update of SSR codes definition BLND, DEAF, WCHS, WCHC, MEDA

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

ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS	COMMENTS
1.1	AIRG	New SSR codes ADOC/NMOK for additional documentation and no mask permitted	Airlines are looking for ways to identify and document passengers that must be cleared to travel based on additional travel documentation, such as but not limited to Covid PCR test, etc. Additionally, Airlines are looking for ways to identify passengers that are allowed to travel without a mask.	RES	Completed	Adopted by PSC in Cycle 1
1.2	AIRG	Passenger Tracing	The RES group discussed passenger tracing and the need to have a destination or resident address, an email address and two phone numbers to identify passengers. Addresses were not an issue since they are already sent as an SSR DOCA. Other talks also referred to the usage of SSR CTCE/M for an email address and phone number(s) although it was acknowledged that they're mainly used for IROPS. The group agreed to introduce two new bilateral SSR's for passenger tracing. This way, some airlines may collect the data on a voluntary basis and exchange it with their partner airline. Although a government today does not require this information yet, it may change tomorrow. This way, there is a standard in place for when an official mandate is issued in the near future.	RES	Completed	Adopted by PSC in Cycle 1
1.3	AIRG	Revision of Construction Rules for SSR DOCO	On the June 2020 meeting, UA proposed to change the construction rules for SSR DOCO when used for either a Redress or Know Traveler Number. Since a passenger may have multiple numbers for different countries, the Country/State for which the supplementary travel Information is applicable should become mandatory. However, place of birth, place of issue and issue date are not part of Machine-Readable Zone (MRZ) and may not even be present on VIZ (Visual Inspection Zone) of a VISA. The RES group agreed the referred fields should not be made mandatory for VISA and should be optional.	RES	Completed	Adopted by PSC in Cycle 1

1.4	AIRG	FNU for missing Family Name or Given Name	Most airline systems require a surname and given name/(s) be provided in the Passenger Name Record (PNR) and in the document fields for entering passport information. Challenges occur when the passport is issued with the surname or the given names field left blank. Depending on the airlines policy the agent will need to manually type in the blank field and may use the codes First Name Unknown (FNU), Last Name Unknown (LNU), split or duplicate names to fill-in the given and surname fields, or use honorific titles. Regardless of the option chosen, it may not be accepted by the government receiving the API message and could trigger a notification of data quality concerns to the airline and an ensuing fine. In order to limit airlines and governments current varying practices, the IATA CAWG recommends that when a passport misses a surname or given name field, the airline should support the code FNU for the given name in both the PNR and in the API message.	RES May21	Completed	
1.5	AIRG	Update of SSR codes definition BLND, DEAF, WCHS, WCHC, MEDA	The IATA Passenger Accessibility Process Task Force (PAPTF) is reviewing existing Resolutions and Recommended Practices regarding Passengers with Disabilities (PWD), starting with Resolution 700 which needs updating, whether to reflect new regulation requirements, terminology, and processes. The group is proposing updating the definition of certain SSR codes regarding PWD with new terminology which will, in turn, help choose the correct SSR for the assistance required - the better the understanding, the more chance the correct SSR will be used	RES Jun21	Completed	
1.6	AIRG	BFFF code for Branded Fare Family	The 'Branded Fare / Fare Family' model (where airlines group their fares into brands / fare families) has been widely adopted in the airline industry. In that context, the information of the Branded Fare / Fare Family that has been booked by the passenger is becoming a very important criteria, that needs to be passed between booking source and airline systems, as it is done today for the booking class information or frequent flyer numbers. An important usage of this new 'Branded Fare / Fare Family' model for the Airlines is to enable the application of a differentiated seat policy (the ability to book in advance an exempted seat), based on the fare family criteria, including for seat requests coming from Third parties.	RES Jun21	Completed	

			Today, when the pricing is done in other GDSs, the airline is not informed about the fare family that has been booked by the passenger, even though this information is stored and available in the GDS system. Indeed, the fare family is currently not exchanged in the message (either TTY or EDIFACT) between booking source and airlines. As an illustration and consequently, the whole seat map is displayed as chargeable to other-GDS agents, even for the seats exempted for certain fare families. The group was asked to consider creating a new bilateral SSR to transmit Branded Fare (Fare family).			
1.7	AIRG	Special characters in email address	AIRIMP Chapter 3.20.1 addresses what characters to use in the SSR CTCE when special characters not supported in teletype messages are in the passenger email. It addresses the at sign, underscore, and dash. Several email providers support another special character that some systems cannot transmit via teletype: the plus sign (+). While members may be able to support direct collection of these email addresses via their websites and contact centers, when this character is part of the email address to be transmitted between parties, the system cannot support it in the message. The same issue is encountered if the passenger books via a travel agency, the email address cannot be sent and the airlines do not receive the passenger email contact when provided which may result in the airline not being able to contact the passenger during irregular operations or even to simply provide notification that check in is open. A similar issue will happen with the new SSR PTEM whether collected by the travel agency or by the airlines directly. AA suggests the creation of a standardized replacement for the plus sign in an email address to be used in the SSR CTCE and PTEM.	RES Jul21	Completed	
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)

Return to Main Contents Page | Return to Section C Contents Page

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 20 September 2021, by email to standards@iata.org.

Item name (links to Item)	Item number (links to Attachment)
AIRIMP Chapter 2.6 – Name Element AIRIMP Chapter 3.13.1.5 – Irregular Names FNU - First Name Unknown	C4.2.1a/P
AIRIMP Chapter 6 – Codes and Abbreviations New SSR code for Branded Fare Fare Family – BFFF	C4.2.1b/P
AIRIMP Chapter 6 – Codes and Abbreviations Update SSR codes descriptions BLND, DEAF, WCHS, WCHC, MEDA	C4.2.1c/P

Action

Conference to adopt all items in package, C4.2.1a/P-C4.2.1c/P, and ratify AIRIMP changes.

Item C4.2.1a/P: AIRIMP Chapters 2.6 and 3.13.1.5: FNU - First Name Unknown (presented in package)

Background

In order to limit airlines and governments current varying practices, the IATA CAWG recommends that when a passport misses a surname or given name field, the airline should support the code FNU for the given name in both the PNR and in the API message.

Recommendations for the AIRIMP Guide as follows:

1. Change Section 2.6 – Name Element, to remove the reference to use an honorific and replace with use of FNU for 2.6.7 No Family Name and 2.6.8 No Given Names.

2. Update Section 3.13.1.5 Irregular Names, to expand the use of FNU to also include when a passenger has multiple names in the surname or given name field.

Action

Conference to adopt changes to AIRIMP, Chapter 2.6 – Name Element and Chapter 3.13.1.5 – Irregular Names as in *Attachment A_C4.2.1a/P*.

Attachment A_C4.2.1a/P

Return to Main Contents Page | Return to Section C Contents Page

2.6.7 No Family Name

In the event that the passenger does not have a family name use the given name(s) in the family name field and add FNU (first name unknown) a title in the given name field followed by a title, e.g. indicate PRINCE as PRINCE/FNUMR, MARY JO as MARYJO/FNUMRS

2.6.8 No Given Names

When given names (first and middle) are not indicated, initials and/or title should be included whenever possible. In the event that the passenger does not have a given name use FNU (first name unknown) only the title in the given name field followed by a title e.g. indicate PRINCE as PRINCE/MR, JONES as JONES/FNUMR

3.13.1.5 Irregular Names

(a) Single-name passenger
In cases where the passenger has a single name, record that in the SSR DOCS as the "Travel Document Surname" and insert FNU (first name unknown) in the "Travel Document First Given Name" field.

(b) Multiple names, either Surname(s) or Given Name(s) are missing

In cases where the passenger has multiple surnames but no given names or multiple given names but no surname, record all names in the SSR DOCS as the "Travel Document Surname" and insert FNU (first name unknown) in the "Travel Document First Given Name Field.

(bc) Single-character name

The "Travel Document Surname" and/or the "Travel Document First Given Name" can be a single character.

(cd) Hyphenated names

In cases where the passenger has a hyphenated name, replace the hyphen with a space in the "Travel Document Surname" and/or the "Travel Document First Given Name".

(de) Names with apostrophe

In cases where the passenger has an apostrophe in their name, delete the apostrophe when recording the name in the "Travel Document Surname" and/or the "Travel Document First Given Name".

Item C4.2.1b/P: AIRIMP Chapter 6 - Codes and Abbreviations - New SSR code BFFF - Branded Fare (Fare Family) (presented in package)

Return to Main Contents Page | Return to Section C Contents Page

Background

The 'Branded Fare / Fare Family' model (where airlines group their fares into brands / fare families) has been widely adopted in the airline industry. In that context, the information of the Branded Fare / Fare Family that has been booked by the passenger is becoming a very important criteria, that needs to be passed between booking source and airline systems, as it is done today for the booking class information or frequent flyer numbers.

An important usage of this new 'Branded Fare / Fare Family' model for the Airlines is to enable the application of a differentiated seat policy (the ability to book in advance an exempted seat), based on the fare family criteria, including for seat requests coming from Third party.

Today, when the pricing is done in other GDSs, the airline is not informed about the fare family that has been booked by the passenger, even though this information is stored and available in the GDS system.

Indeed, the fare family is currently not exchanged in the message (either TTY or EDIFACT) between booking source and airlines.

As an illustration and consequently, the whole seatmap is displayed as chargeable to other-GDS agents, even for the seats exempted for certain fare families.

Action

Conference to adopt new bilateral SSR Branded Fare (Fare family) **BFFF**, to be included in AIRIMP, Chapter 6 – Codes and Abbreviations as outlined in *Attachment A_C4.2.1b/P*.

Attachment A_C4.2.1b/P

Return to Main Contents Page | Return to Section C Contents Page

2.11.6.9 SSR Matrix

SSR Code	Action Code	Reply	Automated Format	Free Text in Request	Free Text in Reply/Cancel	Reference
…						
BBML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
BFFF	**Mandatory**	**Not permitted**	**Mandatory**	**Mandatory**	**Not permitted**	**Bilateral 3.xx**
BIKE	Mandatory	Mandatory	Mandatory	Optional	Optional	
…						

3.xx Branded Fare - Fare family *(Bilateral)*

Branded Fare - Fare family information is exchanged between Members or from CRSs to Members within the passenger's reservation message in order to exempt services based on the fare family.

	Components	Number and Type of Characters	Mandatory/ Optional/ Conditional	Examples
(a)	Supplementary Identifier	3a	M	SSR
(b)	Special Service Requirement Code	4a	M	BFFF
(c)	Airline Designator	2an or 3a	M	FI or /ICE
(d)	Status Code	2a	M	HK
(e)	Number in Party for this SSR	1-3n	M	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)	 3a 3a 4n 1a 5an	 M M M M M	 KEF JFK 0615 H 10JUN
(g)	Name Information (If the fare family 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	 Hyphen	C	 - GIARDINA/MARIEROSEMRS
(h)	Period		M	.
(i)	Airline Designator who owns the fare	2an or 3a	M	FI or /ICE
(j)	Fare Family preceded by an oblique	1-10an	M	/FLEX33

Example 1 – Message from the booking source to the member advising the Fare Family for a single passenger.

```
MUCRM1A
.HDQRM1S
HDQ1S ABCDEF/XDF5/99999992/WAS/1S/T/US
1GIARDINA/MARIEROSEMRS
FI0615H10JUN KEFJFK HK1
SSRBFFFFIHK1 KEFJFK0615H10JUN.FI/FLEX33
```

Example 2 – Message from the booking source to the member advising the same Fare Family for all passengers.

```
MUCRM1A
.HDQRM1S
HDQ1S ABCDEF/XDF5/99999992/WAS/1S/T/US
1GIARDINA/MARIEROSEMRS 1ANDRE/AURELIENMR
FI0615H10JUN KEFJFK HK2
SSRBFFFFIHK2 KEFJFK0615H10JUN.FI/LIGHT
```

Example 3 – Message from the booking source to the member advising different Fare Families for different passengers.

```
MUCRM1A
.HDQRM1S
HDQ1S ABCDEF/XDF5/99999992/WAS/1S/T/US
1GIARDINA/MARIEROSEMRS 1ANDRE/AURELIENMR
FI0615H10JUN KEFJFK HK2
SSRBFFFFIHK1 KEFJFK0615H10JUN-1GIARDINA/MARIEROSEMRS.FI/FLEX33
SSRBFFFFIHK1 KEFJFK0615H10JUN-1ANDRE/AURELIENMR.FI/STANDARD
```

Example 4 - Message from the booking source to the member advising a new Fare Family for a single passenger. The previous sent Fare Family is no longer applicable.

```
MUCRM1A
.HDQRM1S
HDQ1S ABCDEF/XDF5/99999992/WAS/1S/T/US
1GIARDINA/MARIEROSEMRS 1ANDRE/AURELIENMR
FI0615H10JUN KEFJFK HK2
SSRBFFFFIXX1 KEFJFK0615H10JUN-1GIARDINA/MARIEROSEMRS.FI/FLEX33
SSRBFFFFIHK1 KEFJFK0615H10JUN-1GIARDINA/MARIEROSEMRS.FI/LIGHT2
```

Example 5 – Message from the booking source to the member advising the Fare Family in the same message as the seat assignment.

```
MUCRM1A
.HDQRM1S
BPR
HDQ1S ABCDEF/XDF5/99999992/WAS/1S/T/US
1GIARDINA/MARIEROSEMRS 1ANDRE/AURELIENMR
FI0615H10JUN KEFJFK HK2
SSRBFFFFIHK2 KEFJFK0615H10JUN.FI/FLEX
SSRSEATFILK2 KEFJFK0615Y10JUN.10A10B
```

6.1.8.2 Special Service Requirement (SSR) Codes

Blind Passenger-Specify if accompanied by seeing eye dog or other service animal ....BLND
Branded Fare (Fare Family)...BFFF
Bulky Baggage-specify number, weight, size if known.. BULK

6.2 Passenger Reservation Codes and Abbreviations (Decoding)

BEV………..Tea/Coffee facility in room
BFFF………..Branded Fare (Fare Family)
BIKE............Bicycle-specify number

Item C4.2.1c/P: Updates SSR descriptions for SSR Codes BLND, DEAF, WCHS, WCHC, MEDA (presented in package)

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.

To update descriptions for SSR BLND, DEAF, WCHS, WCHC, MEDA in AIRIMP in accordance to the changes proposed by the PAPTF. The proposed as part of the work of the PAPTF overall work on IATA Resolution 7000.

Action

Conference to adopt updates to SSR Codes BLND, DEAF, WCHS, WCHC, MEDA as outlined in *Attachment A_C4.2.1c/P*.

Attachment A_C4.2.1c/P

6.1.8 Supplementary Element Codes

Blind/Low vision passenger – specify if accompanied by seeing eye dog or other service animal………………………………………………………………………………....... BLND

Deaf/Hard of hearing passenger- specify if accompanied by hearing dog or other service animal. ….. DEAF

Medical case (Company medical clearance may be required) Ref to IATA Resolution 700 and AIRIMP 3.7.6 "Passenger with disabilities (PWD) or Reduced Mobility (PRM)" for guidelines not to be used for passengers with disabilities or reduced mobility who only require ~~special~~ assistance or handling, and who do not require a medical clearance…………………………….…. MEDA

Wheelchair –C for Cabin seat/transfer. Passenger ~~completely immobile~~. Requires wheelchair to/from aircraft/mobile lounge and must be ~~carried~~ assisted up/down steps/stairs and to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text of SSR item……………………………………………………………………….. WCHC[(2)]

Wheelchair – S for Steps/Stairs. Passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be ~~carried~~ assisted up/down steps/stairs. When service animal is accompanying passenger, specify the type of animal in free text of SSR item……………………………………………..WCHS[(2)]

6.2   Passenger Reservations Codes and Abbreviations (Decoding)

BLND……Blind/Low vision passenger – specify if accompanied by seeing eye dog or other service animal

DEAF……Deaf/Hard of hearing passenger- specify if accompanied by hearing dog or other service animal

MEDA … Medical case (Company medical clearance may be required) Ref to IATA Resolution 700 and AIRIMP 3.7.6 "Passenger with disabilities (PWD) or Reduced Mobility (PRM)" for guidelines. Not to be used for passengers with disabilities or Reduced mobility who only require ~~special~~ assistance or handling, and who do not require a medical clearance

WCHC[(2] ….Wheelchair –C for Cabin seat/transfer. Passenger ~~completely immobile~~. Requires wheelchair to/from aircraft/mobile lounge and must be ~~carried~~ assisted up/down steps/stairs and to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text of SSR item

WCHS[(2)]…..Wheelchair – S for Steps/Stairs. Passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be ~~carried~~ assisted up/down steps/stairs. When service animal is accompanying passenger, specify the type of animal in free text of SSR item

Item C4.3: Report and Workplan of the Offer and Order Group, under the Shop – Order Standards Board

Return to Main Contents Page | Return to Section C Contents Page

Submitted by: Jost Daft, Chair of the Offer Group, under the Shop – Order Standards Board

Chris Allison, 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 and 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:

1.   Deals with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797.

2.   Review and endorse proposals to create or amend standards and data exchange standards governing offer and order processes. Ensure that proposals align with existing standards and follows the standard change management process.

3.   Create and maintain all implementation guidance for the standard and related data exchange standards.

4.   Liaise with other process owning groups under any conference, and advisory groups under Industry Committees as required.

5.   While the Group may review and recommend changes to the Data Exchange Standards, the group has no authority over data exchange model or message design.

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

Participants of the Offer and Order Group

Listed below are the Participants of the Offer and Order Group that have all worked towards the new 21.3 Convergence Release over the last year.

Company	Participants		
Accelya	Gunilla Gunness,	Santo Islam	Pablo Moraleda
Air Canada	Mark Kosikowski	Henry Garcia Diaz	
Air France	Steve Chaussin		
Amadeus	Shashank Malisetty Julien Hugol	Corinne Landra Olivier Amadieu	Massimiliano Maini
American Airlines	Tina Esparza,	Margaret Brown	Pradeep Pappu
ARC	Paige Blunt		
ATPCO	Cheikh Fall		
British Airways	Axel Rossi	Diedre O'Callaghan	Iain Bell
Cathay Pacific	Andy Lo	Rebecca Chan	
China Southern Airlines	Jesse Fang		
Datalex	Navin Gupta	Maria Gray	
Delta	Dave Weghorst	Tana Ludwig	Kevin Smith, Holly Ashworth
Hahn Air	**Chris Allison (Vice Chair)**	Vicente Zepeda Cabral	

IBS	Mohsin Basheer	Nishanth Pillai	Lakshmi Balachandran
ISO Gruppe	Susanne Reiser		
KLM	Sven Sevland		
Korean Air	Shinyoung Kim		
LH Systems	Kurt Schroeder		
Lufthansa	**Jost Daft (Chair)**		
Navitaire	Robin Aborn		
Open Jaw	Pankaj Gabba	Conor McLaughlin	
Qantas	Kevin Liu		
Sabre	Juan Olmos	Vanessa Gonzalez	
Singapore Airlines	Kaiyu Lee Leon Woon	Siewlin Seet	Jessica Wee
Swiss	Sebastien Nicolas	Georgios Tzogios	
Travelport	Nenad Mihajlovic		Nenad Mihajlovic
Unisys	David Shattuck		David Shattuck
United Airlines	Antoniette Engelker	Martin Embuscado	Alyssa Dalsky

Chair and Vice-Chair

Jost Daft from Lufthansa (LH) was elected as Chair, and Chris Allison from Hahn Air 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 and Order Group activity in 2020/2021

The Offer and Order 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 and Order Group and working group calls the Offer and Order Group (and working groups) has met in person for the first time since the COVID-19 pandemic. Initially with the support for Amadeus for hosting a workshop in Nice, followed by an official Offer and Order Group meeting in Madrid hosted by IATA.

The Offer and Order Group have 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 Offer and 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 achieved some large milestones put forward by the industry, namely:

New Order Quote Message

The group have designed a new message to reflect the shopping basket and quoting stage needed while making voluntary changes to an Order. Like that of OfferPrice, the new message, OrderQuote will be used after OrderReshop and after any additional ancillaries have been added, to summarize the changes to the Order prior execution using OrderChange.

Return of Common Types

The Offer and Order messages have returned to using Common Types, as they used to in 17.2 and prior, to better leverage reuse in the Types and reduce the complexity for Integration. Lean Schemas were used for a few years however in practice, the granularity given by lean schemas was not required.

Backwards Compatibility

One of the prerequisites for the Shop-Order Board 21.3 Convergence Release was the reduction in the change and maintenance of the schemas at an industry integration level, and with this the Shop-Order Board requested the Offer and Order Group to maintain backwards compatibility for the releases post 21.3. With this request, the Offer and Order Group have been working, in conjunction with CMIG to ensure the schemas are suitable for the first backwards compatible release in 22.1.

Waitlisting Support in Offers

Waitlisting has long been on the item list for this Group and has since come to fruition whereby a Seller can request waitlist offers to be returned by the airline. Once selected and booked, the Airline can advise the Seller of a change of availability and subsequent purchasing of the waitlisted offer.

Netting for Voluntary Servicing

Another large topic brought to the Offer and Order Group, originally from the Integration Group was the use of Netting in NDC, and how the Airline can appropriately represent this in the message to the Seller. With support from the Use Case Working Group, the support for netting in the Offer and Order messages has been included into 21.3.

Party Restructure

Over the years, this group has made a lot of changes to the messages to refine the structure of the information being carried, and one of the last items to review was the Party structure used to detail the organisations in the distribution chain. As a last-minute item, in the Madrid face to face, the group agreed on the structure and use, and this has now gone into the messages for 21.3

21.3 Convergence Release

The Offer and Order Group have worked tirelessly over the past year, and more so in the last 6 months with the impending deadline of the convergence release. One of the outcomes to the Convergence release has also been better testing by the Use Case Scenario Group constructing sample messages to validate business capabilities for testing during the quality assurance period. This and other improvements in process ensures a smooth release of this new standard.

Offer and Order Group adoption of standards

There are no proposed changes to standards put forward by the Offer and Order Group at the time of this transmittal.

Offer and Order 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 and Order Group Work Plan

After substantial work in the past few years, the backlog will now be focused on documentation and implementation, as well as adding in items which are backwards compatible. The below items are an indication of the existing backlog that will be reviewed post 21.3 for inclusion in 23.4, 22.1 and beyond.

One of the biggest items in this workplan is the documentation which may take a considerable time to draft. In addition to the below items, the groups may be adding other topics to the workplan (like group bookings as an example) which were previously deprioritised. Each item is expected to be implemented in a backwards compatible manor.

ITEM	SUBJECT	DESCRIPTION SUMMARY	STATUS	TARGET VERSION
EASD-014	Implementation Guide	With the introduction of backwards compatibility and more stabilization in the standard. The Offer and Order Group can easily concentrate on documenting the existing standard to be added to the guide from 21.3 onwards.	In Progress	21.4 / 22.1
EASD-051	Language and Localization	Within the E&SD messages, there is currently support for the Seller and the Airline to request and specify the language and locale of the various parties in the transaction, and the ability for multiple languages to be used concurrently. However, the structure is currently not clear or standardized, this Change Request is to structure and clearly define the use of Language and Locale in the schemas. The Group wanted the Seller the ability to request multiple languages or locales…. And for the Airline to which language or locale is in the response.	Pending	TBC
EASD-009	Greenhouse Gas Emissions Data	Regulation outlining the provision of information regarding carbon dioxide emission during transportation services has been present in article L. 1431-3 of the Transportation Code has been in place in France since 1st October 2013. Using French regulation 1431 as a reference, add a capability to handle Greenhouse Gas Emissions Data in the AIDM and Enhanced Distribution Standards Write implementation guidance to demonstrate its use in NDC transactions that fall under the scope of this regulation	Pending	TBC
EASD-034	Passenger Disabilities	The inclusion and modelling of support for Passenger Disabilities, and to enrich the messages to offer greater support for advising the Airline any disabilities the passenger may have, and for the airline to better customize their offer.	Pending	22.X
EASD-102	COVID Support	An open item with the upmost priority if and when needed to support any COVID initiatives.	Pending	TBC

Item C4.4: Report and Workplan of the Pricing Automation Group (PAG), under the Shop – Order Standards Board

Submitted by: Cynthia Towne, Chair of the Pricing Automation Group, under the Shop – Order Standards Board

André Beyeler, Vice-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 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 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)	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	James French
14	Thai Airways International (TG)	Kanthiphop Chantarapattamanon
15	Travelport	Rosangela Vidotto
16	United Airlines (UA)	Rafael Casanova-Diaz

Chair and Vice-Chair

Cynthia Towne from Google was elected as Chair, and André Beyeler from KLM 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.

Pricing Automation Group (PAG) activity in 2021

Due to the health crisis related to Covid-19 and the travelling restrictions still in place around the world, the group was still unable to meet face-to-face for the 2 annual meetings normally scheduled. Conference calls were set in replacement of the physical meeting to discuss proposed agenda items.

These calls were held on the 21st of January, 18th of February, 15th of April and 27th May. In parallel, working groups and taskforces were opened to continue the workplan for 2021 as established at the end of 2020.

The most important highlights of the group's activity in the first half of 2021 were:

- Resolution 024d - United Arab Emirates (AED) Currency rounding and decimals
- Resolution 017a - Revision of Flowchart
- Resolution 017c - Application of TPM exceptions
- Resolution 012 - Update Definition of Round Trip and Circle Trip

Working Groups and Taskforces

Running in parallel to the conference calls, the PAG Members volunteering to the working groups and taskforces in the workplan worked on the following subjects:

- (As mandated by the SOSB) Retailing Impact on Tariffs Resolutions 024d, 049x, 017f
- Inclusion of Intermodal locations in the adopted CCD multi-airport list
- Revision of Resolution 017a_b and flowchart

Another working group is expected to start regarding CCD and ACD collaboration on procedures facilitation.

Pricing Automation Group adoption of standards

There are no proposed changes to standards put forward by the Pricing Automation Group at the time of this transmittal.

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_C4.4: Pricing Automation Group (PAG) Work Plan

ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS
1.1	PAG	GCM for missing TPMs and surface sectors	Continue work on assessing location and sources for longitudes and latitudes	Resolution 011	On-Going
1.2	PAG	Construction Rules for Journeys	Further assessment of what information is data driven versus pricing processing to be determined (working group)	Resolution 017a/b	On-Going
1.3	PAG	Retailing impacts on Tariffs resolutions	SOSB tasked the Pricing Automation Group, managing tariffs resolutions, to review the portfolio of IATA Resolutions, Recommended Practices, Messaging Standards and Implementation Guides within their domain in light of Airline Retailing and Dynamic Offer Creation and present back to the SOSB the result of their analysis. This would include also potential proposals for changes or new resolutions, Recommended Practices to support the vision (taskforce)	Resolutions 024d, 049x,017f	On-Going
1.4	PAG	CCD Multi-Airport list-Intermodal	Having completed the CCD multi-airport list, the PAG is now committed to adding intermodal locations to the list (working group)	Resolution 011	On-Going
1.5	PAG	Update Definition of Round Trip and Circle Trip	Airlines were asked whether the wording under Resolution 012 for definitions of RT and CT were still necessary with the elimination of Circle Trip Minimum.	Resolution 012	On-Going
1.6	PAG	United Arab Emirates (AED) rounding and decimals	Amend rounding of Other Charges	Resolution 024d	On-Going
1.7	PAG	Surface Sectors	Assess surface sectors after cleanup work on Resolution 040	Resolution 040c	On-going
1.8	PAG	CCD/ACD procedure alignment	This taskforce was identified in 2020 to resolve issues and establish processes and protocol for automation to ensure smooth transitions whenever changes are made to Location Identifier Codes, City Codes and/or Airport Codes.	Resolution 763/011	To start
1.9	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

Item C4.5: Report and Workplan of the Integration Group, under the Shop – Order Standards Board

[Return to Main Contents Page](#) | [Return to Section C Contents Page](#)

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 2021, 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	TBD
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 2021

The group's activity has been online with quarterly conference calls, via Microsoft Teams, with no face-to-face meetings planned. Working groups have been formed to address items on the group's workplan.

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_C4.5* .

Action

Conference to note report.

Attachment A_C4.5: Integration Group Work Plan

[Return to Main Contents Page](#) | [Return to Section C Contents Page](#)

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	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 andTravel Agencies). Survey results: no concerns from Airlines have been raised about the presence of these documents in the Resolutions Next actions: Subgroup formed to develop wording and review data elements present in offer and order management messages comply with the requirements of the resolutions.
1.2	Integration Group	Netting in theNDC flow	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: What does 'netting'mean? How it is materialized? How it is reported?	Completed	Item included in the Offer and Order group package to be endorsed by the SOSB. No changes to Resolutions or Recommended practices identified at this point in time.
1.3	Integration Group	FCMI 3,4,5	Evaluate if FCMI 3,4,5 would require an enhancement.	Completed	Group discussed the implementationof FCMI, some of the airlines and system providers having already implemented this standard while some others not yet. The group concluded there are no changes required to FCMI definitions and proceeded to close off the item.
1.4	Integration Group	RP 1735	Evaluate the possibility of adding a section to RP 1735 specific to NDC processes	On-hold	Item on hold pending airline resource availability.

Section D: Travel Standards Board Items

Contents

Item D1: Report of the Travel Standards Board

Return to Main Contents Page | Return to Section D Contents Page

Submitted by: Edwin Garcia, Chair of the Travel Standards Board

Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board,
(charbonneaup@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 Canada	Mike Karam	Director, Customer Service Delivery Excellence - Airports	1 November 2020
2	Air China	Zhen Liu	Senior Manager - Service Control, Product and Services.	1 November 2018
3	Alaska Airlines	Rick Nagy	Principal Product Manager	1 November 2018
4	American Airlines	Mark Matthews	Director - Customer Planning Operations	1 November 2018
5	British Airways	Tony Readdie	Operations Systems Manager	1 November 2018
6	Delta Air Lines	David Hosford	General Manager ACS Strategy and Technology	1 November 2018
7	Deutsche Lufthansa AG	Christopher Heck	Process Owner Passenger & Baggage Processes	1 November 2018
8	Emirates Airline	Rami El Samra	Senior Manager Service Development and Business solution	September 2020
9	Etihad Airways	Paul Richard Smith	General Manager Ground Operations	1 November 2018
10	KLM Royal Dutch Airlines	Binyamin Mizrahi	Passenger Baggage Handling Manager	1 November 2018
11	LATAM Airlines	Edwin Garcia (Chair from 2020)	Head of Airport Operations	1 November 2018
12	LOT Polish Airlines	Marcin Slawecki	Head of Ground Operations	1 November 2018
13	Hahn Air	Frederick Nowotny	Head of Sales Engineering	7 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	Vacant			
18	Vacant			

Note:
- Delegate Edwin Garcia has become Chair of the Travel Standards Board in September 2020.
- Delegate from Air Canada, Mike Karam, became a member in November 2020.
- Delegate from Virgin Australia withdrew her candidature as a member of the Travel Standards Board in August 2020.
- Delegate from Qatar Airways withdrew his candidature as a member of the Travel Standards Board in July 2020.
- Delegate from Emirates Airline, Rob Broere, has been replaced by Rami El Samra as of September 2020.
- Delegate from Deutsche Lufthansa AG, Vicky Scherber, has been replaced by Christopher Heck as of August 2021.

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. Under the terms of Resolution 009, these officers will hold these positions for a period of 3 years.

Rob Broere from Emirates has since left the Travel Standards Board and his position as Chair of the Travel Standards Board has been filled by the Edwin Garcia from LATAM in September 2020.

Despite many attempts to fill the position of Vice-Chair, no one has been appointed yet. We encourage the board members to consider taking on the position.

Travel Standards Board activity in 2021

Due to the Covid-19 pandemic, the Travel Standards Board has not scheduled any face-to-face meetings.
Virtual calls have been scheduled every 6 weeks, which have been attended by most of the Board members.

The Travel Board spent considerable amount of time discussing Covid-19 related items and other relevant items such as:
- IATA participation at the ICAO CART (Council of Aviation Recovery Task Force)
- Review of the documents and position papers prepared and distributed as the IATA Restart Guidance
- Development of standard paper and digital health credentials (testing, vaccination and recovery) with WHO and ICAO
- Specific focus was also given around passenger facilitation and to the issue of everchanging country entry rules. IATA made a presentation on Timatic as an example of a solution built to address the airline needs for tools communicating these changes on a frequent basis (daily updates).
- An acceleration of touchless passenger journey was discussed as pressured by customer expectations following sanitary and health concerns
- The IATA baggage handling guidance was reviewed and refined based on the principles of a touch-free operation.
- IATA presented Travel Pass / Timatic integration with ITP as examples of solutions addressing some of the Covid-19 related issues faced by airlines and passengers
- COVID-19 travel surveys
- Passenger Focus and Engagement
- Global Passenger Symposium/GAPAS
- PEMG virtual events
- Passenger contact details and communication channels
- New Health Related SSR codes ADOC/NMOK
- Impact of additional health documents checks on passenger processing time
- Government requirements for arriving passengers (e.g., health certificates/vaccine certificates)
- Health Credentials Schemas / Identity Management
- Contactless Baggage Process / Off Airport acceleration process
- Common Use Strategy Roadmap
- Airline Challenges and Priorities for the Restart
- Interline
- Contactless Journey
- Aviation Information data Exchange

Voting Items endorsed by Travel Board:
- Update of Resolution 780 – editorial changes proposed by IATA Legal
- Update of RP1800 by a new Section 5.4 UNAR
- Addition of Special Service Request Code PTPH and PTEM

- Modifications of XML Messages:
  - CMIG-CR AIDM-00158-Baggage – Update of Baggage Status Codes for .E Containerization (CR017)
  - CMIG-CR AIDM-00155-Updates to IATA_AIDX Fuel Data Message
  - CMIG-CR AIDM-00157-Update to IATA_SimpleTypes typo StringLeght1to35
- Addition of Special Service Request Code ADOC and NMOK – RP 1708
- Standard Inflight Catering Agreement (SICA) – Delegation of responsibility
- Update of Resolution 700 - Acceptance and Carriage of Passengers Requiring Special Assistance
- Aviation Information Data Exchange (AIDX) Group – Work plan and terms of Reference
- Modifications of XML Messages:
  - CMIG-CR AIDM-00161-Updates to IATA_AIDX Fuel Common Types Message
  - CMIG-CR AIDM-00162-Updates to IATA_AIDX Fuel Data Message with Signature (eDsig)
- Update of RP1700b - Carriage of Passengers with Reduced Mobility and Escorts Requirement
- Update of RP1700c - Seat Assignment for Passengers with Reduced Mobility and for Escorts
- Update of RP1700d - Passengers with Reduced Mobility Group Travel
- Update of RP1700e - Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility

The Travel Board held a virtual dedicated Strategic Partner Forum in April 2020, with attendance from many strategic partners to discuss key aviation challenges including the Restart. Due to the pandemic, the plan to create a Travel Standards Board Strategic Partner Advisory Forum will be revisited in 2022.

Future Direction

The Board will continue to hold its regular virtual calls every 6 weeks. At time of publishing, no face-to-face meetings have been scheduled considering the Covid-19 Pandemic situation. Decision for board meeting / calls for 2022 will be determined before the end of 2021.

The Board continues to be interested in the 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 (e.g., unruly passengers)
- Operational guidance and relevant standards related to the adoption of IATA's NDC, supporting the One ID vision as well as the delivery requirements (Order) defined in the Offer selected by travelers.
- Working closely with IATCI (Inter Airline Through Check In) Board to ensure that the One ID impact on interline through check-in is managed correctly as well as the Offer and Order processes affecting interline delivery

Action

Conference to note report.

Item D2: Endorsement of elections for open positions on Travel Standards Board

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 all positions are open on each of the five Management Boards for re-election/nomination for a twelve-month 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 2022. 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 are also being sought with this first transmittal of the Conference Agenda. Nominations are open until **20 September 2021**.

If you wish to nominate to this group, please notify us at: standards@iata.org prior to the 20th September.

18   Vacant

Item D3: Delegation of authority from the Conference to the Travel Standards Board

Submitted by: Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board

(charbonneaup@iata.org)

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 1 November 2021

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)

Submitted by: Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board

(charbonneaup@iata.org)

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 Practise 1690b), and to the Airport Handling Manual (under the authority of Recommended Practise 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.

The GAD (Ground Operation Automation and Digitalization) 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 endorse this delegation of authority.

Item D3.2: Report of Standards activities delegated of authority to the Ground Operations Group

Return to Main Contents Page | Return to Section D Contents Page

Submitted by: Joseph Suidan, Head of Ground Operations IATA

(suidanj@iata.org)

Background

1.   Promoting safe operations as part of the Industry Restart

In an effort to support the industry with Return to Service and to maintain operations during COVID-19 pandemic, IATA, together with various stakeholders, has compiled a series of reference guidance material for Ground Handling. The various guidelines were well accepted by the ground handling community, supported by series of workshops, referenced by regulators and several national and international organizations, as well as being used by airlines and ground service providers as a baseline for restart checklists ensuring personnel and airport operations readiness.

The guidance material for Ground Operations and relevant safety risk assessments includes but it's not limited to:

- Ground handling return to service
- Aircraft cleaning and disinfection during and post pandemic
- Ground handling during COVID-19
- Transport of cargo and mail in passenger cabin
- Vaccine and Pharmaceutical Logistics & Distribution

2.   Driving standardization, safety and efficiency

In the Ground Ops training area, the focus was on enhancing training syllabi, introduction of the recurrent assessment, and addressing non-standardized situations such as return to service after long period of absence. IATA, through a major enhancement of the Airport Handling Manual (AHM Chapter 11), has developed a standardized training implementation plan aiming to save airlines' time and cost when training ground handling companies.

In support to our members, the IGOM Portal has been developed as the online solution for benchmarking between company GOMs (Ground Operations manuals) and IGOM procedures including an option to record variations. The soft launch is planned for Q3 2021.

A new Delay Code system was developed and is being introduced over a two-year period. The new system focuses on determining the root cause of the delay rather than trying to assign a blame for the delay. It will be available as a download and as an app via the electronic version of AHM.

A combined effort by systems' providers and aircraft manufacturers supported IATA in the development of a Digital Load Control schema that allows for the real-time updating of the aircraft loading configuration. This enhancement aims to minimize loading errors and will be available through the electronic version of AHM.

Work continued on GSE readiness, availability, technical/safety specifications, as well as environmental sustainability requirements. A GSE Identification and Classification section was introduced in the AHM to standardize the naming convention and to use the GSE coding during various systems' information exchange. An initial calculation has been completed for some anticipated cost saving initiatives indicates that, at normal traffic levels, if 9% of GSE operations were done with GSE fitted with anti-collision systems, there would be an estimated 9000 fewer GSE related aircraft ground damage incidents per year with an estimated annual saving of $1.9 bn. Regarding GSE CO_2 and noise emissions, at 2019 traffic level, the research shows that if all GSE operations were performed by electric GSE there would be 1.8 million tons less CO_2 produced annually (a 52% drop). Noise level would be reduced by one third to one half.

3.   New "normal"

The current crisis offers a unique opportunity for the industry to adopt common ground handling standards, enabling harmonization, simplification, and a high level of safety alongside an opportunity for cost reduction and improved efficiency. IATA Ground Operations strongly recommends the airlines to take this opportunity to:

- Adopt IGOM standards in lieu of operators' specific requirements

- Provide the Ground Service Providers (GSPs) with clear instructions whenever there is a variation from the IGOM provision
- Adopt AHM Chapter 11 training recommendations
- Request external vendor (GSPs) to implement IGOM and achieve ISAGO accreditation

Such an approach will lead to simplification of the return to service processes, will drive safety performance, more effective oversight, and will result in cost reduction.

4. ISAGO

ISAGO COVID-19 Support Program 2020-2021 was implemented for GSPs (Ground Service Providers) whose business and renewal audits were affected by COVID-19 and State restrictions. Introduction of Extenuating circumstances, as of August 2020, allowed GSPs to extend the expiry dates on the ISAGO Registry and provide them with an option to perform an audit remotely. ISAGO Standards manual (Edition 9) was adjusted through development of a reduced checklist that leads to cost reduction for the remote audit and provisional one-year ISAGO registration/station accreditation.

Between August 2020 and June 2021, 110 remote and 120 on-site audits were completed. Over 100 new reports were added to the ISAGO database increasing the number of available reports to 500. As of July 2021, there is over 200 GSPs on the ISAGO Registry accredited at 280 stations covering close to 200 airports.

The ISAGO Standards Manual (Edition 10) effective as of April 2021, incorporates new recommended practices covering organization-wide human factors and occupational health and safety requirements in line with ICAO Manual for Ground Handling. It also covers the provisions for aircraft cabin cleaning services, reinstatement of the recommended practice to report ground damage and other safety events to IATA.

Several enhancements were completed to program requirements driving effective program management under pandemic conditions, focusing on simplification of the qualification requirements for the members of Charter of Professional Auditors while also delivering e-learning and virtual courses and workshops for auditors and GSPs.

5. AHM and IGOM Proposed Changes

Following changes for AHM Ed.42 and IGOM Ed.11 are in the finalization by the GOS and GAD and it will be published in Q4 2021 once reviewed by the GOG.

IATA Airport Handling Manual (AHM)	
012 - Office function designators for airport passenger and baggage handling	To be deleted - For most of our data exchange standards we maintain a codeset within the IATA Codeset Directory
020 - AOC	Updated, alignment with ERP620 and minor editorials
050 - Aircraft emergency procedures	Deleted, included into AHM620
070 - e-invoicing	Updated
112 - Denied Boarding compensation	To be deleted, content obsolete
New 121 - Handling of Inadmissible Passengers handling	New guidance
140 - Items removed from a passenger's possession by security personnel	To be deleted, obsolete
141 - Hold Loading of duty-free goods (gate delivery items)	To be deleted, obsolete
176 - Recommendations for the handling of passengers with reduced mobility (PRM)	Updated, to align with RESO 700
176A - Acceptance and carriage of Passengers with Reduced Mobility (PRM)	Updated, to align with RESO 700
180 - Carriage of Passengers with Communicable diseases	To be deleted, obsolete
181 - General Guidelines for Passenger Agents in Case of Suspected Communicable Disease	Updated, editorial updates
331 - Handling and protection of valuable cargo	Updated, editorial updates
411 - Provision and carriage of loading accessories	To be deleted, content was included into the IGOM

IATA Airport Handling Manual (AHM)	
451 - Technical malfunctions limiting load on aircraft	To be deleted, content was included into the IGOM
453 - Handling/bulk loading of heavy items	To be deleted, content was included into the IGOM
610 - Guidelines for a Safety Management System	Updated to align with the AHM 620
615 - Quality Management System	Updated
617 - Occupational Health and Safety (OHS)	Updated to align with the AHM 620
619 - Guidelines for Producing Emergency Response Plan(s)	To be deleted, content included into AHM 620
620 - Emergency and Crisis Management at the Airport	New guidance
621 - Security Management	Updated, alignment with for ICAO Annex 17 and AHM 620
633 - Guidelines for the Handling of Emergencies Requiring the Evacuation of an Aircraft During Ground Handling	To be deleted, content included into AHM 620
640 - Guidelines for Pandemic Management	Updated
801 - Introduction to and Comments on IATA Standard Ground Handling Agreement (SGHA)	Updated
803 - Service Level Agreement Example	Updated, minor chapter for cargo and security KPIs
811 - Yellow Pages	Updated, Emergency assistance and Annex A services
815 - Standard Transportation Documents Service Main Agreement	Might be reviewed based on the travel document definition
820 - IATA Standard Ground Handling Subcontracting Agreement (SGHSA)	Updated, Emergency assistance and Annex A services
850 - Standard Inflight Catering Agreement	Fully updated, SICA agreement to be moved from PSCM
903 - Mobile Ground Support Equipment (GSE) Identification and Classification	Grouped list into 4 GSE categories, Lists arranged alphabetically in each category, New GSE types added, update, GSE characteristics
907 - Basic Requirements for Electrically Powered GSE (e-GSE)	Changes to: Section 4.6 - text moved from section 4.8 to section 4.6 Section 4.8 - New title - changed from Emergency Response to Incident Preparedness Text of section 4.6 changed Changes to section 5.6 regarding means of isolating the batter from the rest of the circuits
908 - Ground Support Equipment (GSE) Maintenance Training Program	To be deleted, as this chapter will be moved to the Ch.11
913 - Basic Safety Requirements for Aircraft Ground Support Equipment	Changes to section 6 with the addition of 6.9 to inform developers of anti-collision systems about possible interference with sensors by external sources. Examples of experiences of interference with various sensor types are cited
914 - Compatibility of Ground Support Equipment with Aircraft Types	Removal of redundant cross-reference to AHM 630
969 - Functional Specification for a IPallet/Container Transporter	Changes to section 6.2 to allow for units transporting 2 A or M based ULDs
1110 - Ground Operations Training Program	PAX, RAM, ERP, LC, SMS, HF, performance based
1120 - Ground Support Equipment (GSE) Maintenance Training Program	Moved from AHM 908 and updated
Appendix A	Updated
Appendix B	Updated

IATA Ground Operations Manual (IGOM)	
Introduction	Updated, IGOM portal and iinclusion of passenger handling and baggage handling safety critical processes into the IGOM Risk Assessment
Chapter 1 Passenger handling	Updated, Documents required to travel and handling of Passenger With Disability
Chapter 2	Updated, special baggage
Chapter 4 Aircraft Turn-Around	Updated, editorial update
Chapter 6 Airside Safety Operational Oversight	Change of chapter to Airside Safety Operational Oversight, new guidance
Glossary - Annex A	Updated
Annex B - abbreviation	Updated
Toolbox	Updated

Action

Conference to note the report.

Item D4: Groups active under the Travel Standards Board

Submitted by: Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board

(charbonneaup@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.

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 is responsible for the following working groups: Facilitation, Common use, Baggage, Fuel, AIDX and DCS.

The Board has accordingly endorsed the continuation of all groups, with the exception of the Fast Travel Group, for a further 12 months, from 1 November 2021.

The Board has endorsed in June 2021 the direct reporting of the Aviation Information Data Exchange (AIDX) Group to the TSB.

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-RP1706c), Common Use Passenger Processing Systems (CUPPS-RP1797), 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. 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.	C_D4
Departure Control System 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.	
Aviation Information Data Exchange (AIDX)	Aviation Information Data Exchange (AIDX) is the global XML messaging standard for exchanging flight data between airlines, airports, and any third party consuming operational data. AIDX is generally used in the operational window of a flight, but there are implementations that have extended AIDX messaging considerably beyond this temporal scope. AIDX is endorsed as a standard by: • IATA Recommended Practice 1797A • ACI Recommended Practice 501A07	G_D4

• ATA Recommended Practice 30.201A

The current release of AIDX is a standard for SESAR A-CDM (Airport Collaborative Decision Making) information exchange, ACI ACRIS A-CDM Web Services and supported as the data exchange standard for A-CDM by ICAO (ICAO A-CDM Implementation Plan, Asia Pacific).

The mandate of the group is:
• Deal with matters concerning the development and maintenance of AIDX data standard to facilitate exchanging flight data between airlines, airports, and any third party consuming operational data, 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.

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

Return to Main Contents Page | Return to Section D Contents Page

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	Common Use will provide flexibility of choice to deploy services based on interfaces adhering to industry standards. 1. Deal with matters concerning: • Common Use Self Service (CUSS), the specifications and standards for multiple airlines sharing one physical self-service kiosk. (RP1706c) • 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. (RP1797) • 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). 2. Review and endorse proposals to create or amend standards governing these processes, including data exchange standards for passenger data. 3. Review and approve proposed additions, changes and deletions to standards including RP1706c, RP1797, RP1741 and Resolution 792 on BCBP as well as any future standards relating to common use environment. 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. 5. Liaise closely with other bodies, including Airlines for America (A4A), Airports Council International (ACI) and IATA Committees impacting on Common Use Standards 6. Maintain a work plan and report regularly to Travel Standards Board.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2021

Participation	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.

	Members
	• 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:
	    • 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	• IATA Member Airlines • Airports • Governments • Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience or Common Use. Or any other organizations subject to the approval of the Chairs and IATA.
Meetings	*Due to the Covid-19 pandemic, no face-to-face meeting occurred in 2020-2021 and have been replaced by virtual sessions/calls.* • 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	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. The CUG is currently composed of the following subgroups: • 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	- 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: - 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: - 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).	Decision making is by majority. Each organization may exercise only one vote, and abstentions are not counted. 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. 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 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).

	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	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. 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.

Attachment B_D4: Facilitation Group (under Travel Standards Board) Terms of Reference

Return to Main Contents Page | Return to Section D Contents Page

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	**Facilitation Group (FG)**
Reports to	Travel Standards Board (TSB).
Role / Mandate	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. 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. The group provides guidance to the travel board.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2021
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers. Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.
Eligibility for Participation	• IATA Member Airlines • Airports • Governments

	• Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience, Disruption management or Passenger Accessibility. Or any other organizations subject to the approval of the Chairs and IATA.
Meetings	Scheduled as required, minimum of one per year.
Working Groups	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. The following Working Groups are hereby established: • Control Authority sub-group • One ID Advisory Group / One ID Expert Group • PNRGOV sub-group • PAXLST Sub-group • Passenger Accessibility Process (Task Force) • Disruption Management (Task Force) • IGOM Chapter (Task Force)
Officers	A Chair will be elected from a group member representing a Government. The Chair is elected for a period of 2 years, subject to the group's mandate continuing. All organizations who are members of the group will be eligible to vote for the election of the Chair. IATA provides the secretariat.
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

Return to Main Contents Page | Return to Section D Contents Page

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 Group**
Reports to	Travel Standards Board and governed by the Baggage Steering Group (re-established in 2021)
Role / Mandate	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 2021
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers. **Members** Minimum 6, maximum 18 members. Where nominations exceed available vacant positions, the Airport Services Group will elect members into vacant positions. Members will be elected for a period of 2 years, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term, only when absolutely necessary.

	The named delegate may appoint a proxy from within their organization to attend meetings on their behalf. **Observers** Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	• IATA Member Airlines • Airports • Governments • Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience or Common Use. Or any other organizations subject to the approval of the Chairs and IATA.
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. Groups are established as follows: • Baggage Information Exchange Group (BIX) • Electronic Baggage Tags Group (has been included in the BWG) • Lost and Found Group (has been included in the BWG) • Automation Group (has been included in the BWG) • RFID Group (has been included in the BWG) • Baggage Prorates Group (PRO) • Baggage Operations and Processes Group (NEW) • IGOM Chapter 2 (Task Force)
Officers	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. An IATA secretary will be provided by IATA Management and an A4A Secretary by A4A.
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).	Decision making is by majority of airline votes. Each airline may exercise only one vote, and abstentions are not counted. Where activity is joint with A4A, a separate A4A vote will be held for applicable items.

	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 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). 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.
Endorsement of standards	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. 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.

Attachment D_D4: Departure Control System Group (DCSG) (under Travel Standards Board) Terms of Reference

Return to Main Contents Page | Return to Section D Contents Page

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	**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	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 2021
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers. **Members** Minimum 6, maximum 18 members, with a minimum of 2 IATA or A4A airline members. Where nominations exceed available vacant positions, the Airport Services Group will elect members into vacant positions. Members will be elected for a period of 2 years, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term, only when absolutely necessary. The named delegate may appoint a proxy from within their organization to attend meetings on their behalf. **Observers** Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines

	A4A Member Airlines Strategic Partners in the Travel Standards Strategic Partnerships program. Or any other organizations subject to the approval of the Chair and IATA.
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	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. An IATA secretary will be provided by IATA Management and an A4A Secretary by A4A.
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).	Decision making is by majority of airline votes. Each airline may exercise only one vote, and abstentions are not counted. Where activity is joint with A4A, a separate A4A vote will be held for applicable items. 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 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). 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.
Endorsement of standards	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. 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.

Attachment E_D4: Fuel Data Standards Group (FDSG) (under Travel Standards Board) Terms of Reference

Return to Main Contents Page | Return to Section D Contents Page

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 2021, 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.

<table>
<tr><td></td><td>

Members

Minimum 10, maximum 20 organizations will be elected as Members, of which a minimum of 6 must be IATA Member Airlines

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.

Member organizations must commit to active participation of one designated and suitably qualified delegate for a minimum of 12 months.

The named delegate may be changed during the term only when absolutely necessary.

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.

Observers

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.

</td></tr>
</table>

Eligibility for Participation	IATA Member Airlines Strategic Partners participating in the areas of Fuel Services, Technical Fuel, or Aviation Support Services. Any other relevant organization subject to the approval of the Group Chair and IATA Secretary.
Meetings	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. 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).
Focus Groups	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.
Officers	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. All airlines which are members of the Group will be eligible to vote in the election of Chair and Vice-Chair. A Secretary will be provided by IATA Management.

Profile of delegates	Named delegates should have relevant experience and day-to-day involvement in the following areas: Fuel procurement/sales Fuel ticketing & invoicing Fuel operations IT services
Quorum	A quorum of 50% of airline members of the Group or five (5) airlines, whichever is higher, is required for voting to be valid.
Voting (Excluding the election of Chair and Vice-Chair).	Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot. 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. 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. 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. 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.
Endorsement of standards	Standards endorsed by a valid vote will be presented to the Travel Standards 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 Travel Standards Board and adoption at the Passenger Services Conference as required.
Conditions for Use and Intellectual Property	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.

Attachment F_D4: Baggage Steering Group (under Travel Standards Board) Terms of Reference

Return to Main Contents Page | Return to Section D Contents Page

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	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: 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 2021
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers. **Members** Minimum 9, maximum 18 IATA airlines. Where nominations exceed available vacant positions, the Travel Standards Board will elect members into vacant positions. Members will be elected for a period of 2 years, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term, only when absolutely necessary. The named delegate may not appoint a proxy from within their organization to attend meetings on their behalf. **Observers** Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.

	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	IATA Member Airlines Or any other organizations subject to the approval of the Chair and IATA.
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. One working group is established with their own terms of reference: • Baggage Working Group (BWG)
Officers	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. An IATA secretary will be provided by IATA Management.
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).	Decision making is by majority. Each airline may exercise only one vote, and abstentions are not counted. 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. 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). 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.
Endorsement of standards	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. 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.

Attachment G_D4: Aviation Information Data Exchange Group (under Travel Standards Board) Terms of Reference

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	**Aviation Information Data Exchange (AIDX)**
Reports to	Travel Standards Board

Role / Mandate	Aviation Information Data Exchange (AIDX) is the global XML messaging standard for exchanging flight data between airlines, airports, and any third party consuming operational data. AIDX is generally used in the operational window of a flight, but there are implementations that have extended AIDX messaging considerably beyond this temporal scope.
	
	AIDX is endorsed as a standard by:
	
	• IATA Recommended Practice 1797A
	• ACI Recommended Practice 501A07
	• ATA Recommended Practice 30.201A
	
	The current release of AIDX is a standard for SESAR A-CDM (Airport Collaborative Decision Making) information exchange, ACI ACRIS A-CDM Web Services and supported as the data exchange standard for A-CDM by ICAO (ICAO A-CDM Implementation Plan, Asia Pacific).
	
	The mandate of the group is:
	
	• Deal with matters concerning the development and maintenance of AIDX data standard to facilitate exchanging flight data between airlines, airports, and any third party consuming operational data, 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 maintain and/or amend:
	   o AIDX data standard.
	   o AIDX Implementation Guide.
	   o AIDX Sample messages.
	• Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees including but not limited to:
	   o Fuel Data Standards Group (FDSG) under Travel Standards Board.
	   o Ground Operations Automation and Digitalization (GAD) Group under Travel Standards Board.
	   o Total Airport Management (TAM) Working Group under Safety, Flight, and Ground Operations Advisory Council (SFGOAC).
	   o Architecture and Technology Strategy Board (ATSB) under the Passenger Standards Conference (PSC).
	• Maintain a work plan and report regularly to the Travel Standards Board.

	• Incorporating change requests to meet changing and new business requirements (e.g., Supporting the evolution of A-CDM towards Total Airport Management 'TAM'). • Cross-domain alignment and harmonization with other information exchange data models (e.g., IATA Airline Industry Data Model (AIDM), AIRM supporting the FIXM message).
Period of effectiveness	The group is effective from April 2021 for a period of 12 months and may be dismantled by the Travel Standards Board at any time.
Participation	**Members** Minimum 8, maximum 18 organizations will be elected as Members, of which a minimum participation of 51% must be IATA Members Airlines. 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 by completing the online Nomination Form (link here). Member organizations must commit to active participation of one designated and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during the term only when necessary. 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. Where nominations exceed available vacant positions, the Group Chair and the IATA Secretary will elect members to vacant positions as required. **Observers** 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. Where this organization is an IATA Member Airline, they may also participate in any vote.
Eligibility for Participation	• IATA Member Airlines • Regional Airlines Association • Airports and ANSPs • Strategic Partners participating in the Aircraft and Airline Operations program, or in the Ground Operations program. • Or any other organizations subject to the approval of the Group Chair and IATA Secretary.
Meetings	Quarterly meetings will be scheduled (as required by the work plan and in concurrence with the IATA Secretary), of which two meetings are expected to be face-to-face (as applicable). 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), or to

	delegate to members of the group as may deem appropriate to progress with the work schedule.
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	A Chair and Vice-Chair will be elected from group Members representing airlines. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, with an expected rotation after 3 terms. All airlines who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: • Airlines Operations • Airport and ANSP Operations • Air Traffic Flow Management (ATFM) • Fueling operations • Aircraft Turnaround • Flight Disruption • Airport Collaborative Decision Making (A-CDM) • Airport Resource Requirement
Quorum	A quorum of 50% of airline members of the Group or three (3) airlines, whichever is higher, is required for voting to be valid
Voting (Excluding the election of Chair and Vice-Chair).	Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot. 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. 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. 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. 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.
Endorsement of standards	Standards endorsed by a valid vote will be presented to the Travel Standards 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.
	Within the Fuel Data Standards Group (FDSG), the Fuel Operational Standard has been developed as part of the Aviation Information Data Exchange (AIDX) and is not a standalone fuel specific standard. Change requests from the FDSG affecting the AIDX standard are submitted to the AIDX Group for voting.

Appendix I
Changes and Versioning methodology
1. Change procedure

> 1.3   The overall objective of the Group is to keep the standards as stable as possible.
>
> 1.4   Any organization, including IATA Member airlines and Strategic Partners that are using the standards or has commenced implementation of the standard may request changes to the schemas.
>
> 1.5   Such change requests must be in writing addressed to the secretary of the Group and substantiated with a formal "Change Request Form".
>
> 1.6   On receipt of the formal Change Request Form the Secretary will inform the Group or the relevant sub-group for consideration.
>
> 1.7   The decision of the Group will be communicated to the party requesting the change.
>
> 1.8   In the event that the Group decides to implement the change, the change will be executed and communicated to all relevant parties.

2. Invoice, Transaction and Tender/Bid Standards

> 2.3   Three categories of changes can be implemented. Each of them will require a different level of approval before they are implemented.
>
> 2.3.1 Changes to the schema:
> - Minor change: Changing a comment - will be at IATA's discretion
> - Medium change: Additions to the schema that are optional - will be agreed by the AIDX Group or by one of its sub-groups as determined by the Group.
> - Major change: Removing fields or making structural changes - will be agreed by the AIDX Group
>
> 2.4   For each change or group of changes approved by the Group, the version of the standard will be updated accordingly.
>
> 2.4.1 Version Convention:
> - Minor version changes - increase the second position after the dot (V1.0.X)
> - Medium version changes - increase the first position after the dot (V1.X.0)
> - Major version changes - change the first position before the dot (VX.0.1)

The Group recognizes the latest major version of the Standards and the previous major version of the Standards. Only the most recent medium or minor versions of the latest and immediate previous major versions are supported. Only the most recent version of a standard is eligible for a schema change. For older supported versions, only the documentation may be updated.

Appendix II
Intellectual property

1. IATA retains all ownership, title and interest, including all applicable intellectual property rights in and of all deliverables of the Group, including but not limited to data standards, implementation guides, templates, meeting agendas, and meeting minutes.

2. The Group members assign to IATA any and all applicable intellectual property rights it may have in the data standard, or other written materials produced jointly by the Group members in the context of the activities of the Group, and hereby recognizes IATA's ownership, title and interest in and of same.

Item D4.1: Report and Workplan of the Baggage Steering Group, under the Travel Standards Board

Return to Main Contents Page | Return to Section D Contents Page

Submitted by: Hasse Joergensen, Senior Manager Global Baggage Operations, Secretary of the Airport Services Group, [joergenseh@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 (as required):

   a.   All Resolutions and Recommended Practices under the responsibility of the Baggage Working Group

4.   Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.

5.   Liaise with the Airports Council International ACI.

6.   Maintain a work plan and report regularly to Travel Standards Board.

7.   Review and endorses industry business cases for a new generation of passenger experience projects submitted by its working groups.

8.   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	Airlines - Airports	Delegate name
1	Aegean	Timos Korosis
2 / BWG Chair	Alaska Airlines	Rick Nagy
3	Delta Airlines	David Hosford
4	Egyptair	Samir Soliman
5	KLM	Tarik Ennad
6	LATAM Airlines	Priscila Brijeiro De Oliveira
7	Lufthansa	Hans-Juergen Lehmann
8 / BWG Vice Chair	Lufthansa	Eleonore Wenzl-Bery
9	Scandinavian Airlines	Susanne Birge
10	South African Airways	Bali Mabela
11	United Airlines	Steven Tamrogolio
12 Observer - Designated	ACI World	Thomas Romig (VP)
13 Observer - Alternate	ACI World	Jean-Sebastien Pard
14 Observer	FRAPORT	Markus Mueller

Chair and Vice-Chair

The Baggage Steering Group (BSG) has been re-established in 2021 and will have meetings on a regular basis going forward. The BWG Chair, Rich Nagy (AS) and the BWG Vice-Chair, Eleonore Wenzl-Bery (LH) of the Baggage Working Group are members of the Baggage Steering Group and are actively attending meetings.

Group activity in 2021

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 Program of Work for the Baggage Working Group.

Group adoption of standards

N/A

Group Work Plan

Going forward the primary objective of the BSG will be to serve as an **advisory board to the BWG**.

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:

   ○ Off Airport Framework

   ○ 753 delivery – we do not have 100% coverage yet

   ○ Modern Baggage Messaging implementation

   ○ RFID and other new technologies supporting tracking and sharing of baggage data

   ○ UNAR processes, touch-free, Resolution 755 (Reflight messaging)

   ○ Multi-model (rail-air connections)

Action

Conference to note the report

Item D4.2: Report and Workplan of the Baggage Working Group

Submitted by: Rick Nagy, Alaska Airlines, Chair of the baggage Working Group, under the Travel Standards Board

Hasse Joergensen, Senior Manager Global Baggage Operations, Secretary of the Baggage Working Group, joergenseh@iata.org

Background

1.   The Baggage Group was established under the Travel Standards Board with a mandate to develop proposals on standards related to:

2.   Deal with matters concerning passenger baggage processes.

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 Implementation Guidance where applicable.

4.   Review and improve industry standards with respect to reducing interline baggage mishandling as regards to baggage messages, and bag tag construction.

5.   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.

6.   Review and endorse proposals to amend (as required):

   a.   **All Resolutions and Recommended Practices** under the responsibility of the Baggage Working Group. There are currently 19 Resolutions and 26 Recommended Practices.

7.   Maintain a work plan and report regularly to Airport Services 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. However, elections were not held, and the meetings were open to all members.

Over the past few months, the number of BWG members has grown to 190+ individuals and more than 40 airlines and almost 20 Strategic Partners from all regions.

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 2021

Activities since January 2021 – until now:
- BSG01:   Wednesday 21st April
- BIX16:   Thursday 22nd April

- BWG47:   Thursday 29th April
- BOP01:   Tuesday 4th May
- PEMG-BAG: Wednesday 19th May (350+ attendees)
- PRO01:   Thursday 27th May – 3rd June
- BIXWS: Thursday 3rd June (Blockchain w. HKG-LHR-CX)
- BIX17:   Wednesday 9th June
- BSG02:   Wednesday 16th June
- ISO 01:   Tuesday 22nd June

Planned activities going forward:
- BWG48:   Autumn 2021
- BOP02:   Autumn 2021
- PRO02:   Autumn 2021
- BIX18:   Autumn 2021
- ISO 02:   TBA
- GAPAS2021   15-18th November 2021, Prague

General activities

The Baggage Operations and Processes Working Group (BOP) held its first meeting on May 4th and took the opportunity to formulate new objectives, revisit existing work and agree on the way forward. The group will look after:

- The standards for processes and procedures for areas such as the UNAR process that allows unaccompanied bags to travel, Home Office Hotel (HOH) services for baggage or Off Airport Baggage Operations.
- The customer experience and the baggage journey (as set out by the BSG). As a first step, it's been decided by the BOP group on their recent WG meeting to establish a taskforce to further develop the Contactless Workstream based on what's already been produced (White Paper).
- The taskforce will meet on the next BOP WG meeting in the late summer or in the autumn to discuss.

Following their initial meeting where priorities were established, the Baggage Information Exchange Group (BIX) met again on June 9th to start tackling the validation of the Industry Business Case on Modern Baggage Messaging (XML) to help airlines with their own assessment and adoption considerations.

Promoting the XML testbed outside the BIX group is instrumental in attracting (more) airlines and among other the testbed was promoted on the PEMG in May.

On the recent BIX meetings in April and June, it was decided to produce a survey to get a better understanding of where the industry stands in terms of planning and migrating to modern baggage messaging standards. The survey will include a reach-out to any airline or airport seeking help developing and trialling modern baggage messages (XML).

The Baggage Prorates Group (PRO) reconnected for the first meeting since the IATA internal reorganization used the opportunity to formulate new objectives, revisit existing work, and agree on the way forward. The group focused its discussions on a number of items linked to wording of resolutions 754 and 780, update of baggage prorates contacts, damage in case of bags being re-flighted and time limit for submission of invoices to IATA SIS.

The Baggage Steering Group (BSG) continued discussions on how the optimum structure of the BWG should be set up. In the meantime, we will continue working primarily with the larger BWG and the following 3 (three) sub-working groups: The Baggage Operations and Processes Working Group (BOP), the Baggage Information Exchange Working Group (BIX) and the Prorates Working Group (PRO).

Activities in the EBT Working Group (EBT) and the RFID Working Group (RFID) will be transferred to the BWG for now, as these areas are in fact sub-functions supporting the baggage journey.
The next BWG meetings will resume during the fall period and dates will be announced when confirmed.

Group adoption of standards

There are no proposed changes to standards put forward by the Baggage Working Group for cycle 3. An overview of the adopted standards future proposals are as follows:

Baggage Working Group voted unanimously for the update of standards as presented in 2020:

- Recommended Practice 1740c (RFID)   October 2020 (Approved)
- Resolution 743, Attachment D   December 2020 (PSC ballot in March 2021 – Approved)
- Resolution 780   December 2020 (PSC ballot in March 2021 – Approved w. conditions)
- Recommended Practice 1800   December 2020 (PSC ballot in March 2021 – Approved w. conditions)

Planned Baggage Working Group update of standards in 2021:

- Resolution 754, Profile 7   (cycle 4)
- Resolution 754, Profile 11   (cycle 4)
- Resolution 754, Profile 15 (NEW)   (cycle 4)
- Resolution 780, 5.4.3   (cycle 4)
- CR to update AIDM entity – New activity SPEV (Special Events)   (cycle 4)

Group Work Plan

Next Virtual meeting planned for October 2021. In 2022 it is expected to have 2 BWG meetings (face to face or virtual), plus sub-group meetings as required.

Topics:

Contact less baggage
Further work on EBT and HPBT – update of the Implementation guide, Case studies of Implementation

Update of RP1800
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 RP1745 with xml schema
In 2022 – regular update of XSD and updating the BIX Implementation Guide and the BIX Business Case

Resolution 755 Re-flighting messaging
Update needed, received inputs from vendors
+ One Pager on rules/changing tag during Re-flight

Plus, anything else which might come out of strategic discussions of Baggage Steering Group.

Action

Conference to note report.

Item D4.3: Report and Workplan of the Departure Control Systems Message (DCSM) Working Group

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	Atnafseged Kassa

Departure Control Systems Message (DCSM) Working Group activity in 2021

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 2021), 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 D4.4: Report and Workplan of the Common Use Group (CUG)

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.
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 technical specifications, including data exchange standards for passengers.
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. 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

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 September 2021 during the virtual meeting and both Tim McGraw and Thomas Jeske Were voted to remain Co-Chairs of the Common Use Group as well as all the TSG leads.

Group activity in 2020

Meetings:
The following CUG virtual sessions took place in the last year:

December 03, 2020, – Agenda Items: IATA Passenger Experience Update, IATA Contactless Application, RP1791D update on PCIS/DSS and SCA, Presentation of Star Alliance Biometric Hub, Covid 19 action plan at Airport, SmartBear Swagger Hub Session on Open API, Airport Cooperative Research Program special presentation on Common Use report initiative, Common Use and TSG updates including review of the program of work for 2021

February 4, 2021, - Agenda items: IATA Passenger Experience Update, Presentation of the One ID Program of work 2021, Presentation of Baggage Program of Work 2021, Regional Updates, Presentation of the Common Use program of work 2021.

March 26, 2021, - Presentation of the Common Use mandate, scope and priorities at the Digital Transformation Advisory Council

April 01, 2021, - Agenda items: IATA Passenger Experience Update, Introduction to IATA Cyber Security program, Presentation of the One ID Digital Credential, Presentation on ICAO VDS for health certificate, Regional Updates, Presentation of a Biometric project at DFW by American Airlines, TSG updates on the program delivery.

May 11, 2021, - Presentation of the Program of Work 2021 and delivery strategy at PEMG virtual meeting

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

The next CUG virtual session is scheduled for September 2, 2021 – Future virtual session schedule will be confirmed during the September virtual session call.

Work plan 2021-2022

Strategy Roadmap for Common Use Standards:

In 2020 a team comprised of Airlines, Airports and Strategic partners volunteer to help create a long-term strategic framework and helping in the creation of a document that will be outlining the activities the Common Use Group will be undertaking in the next ten years in terms of standard definitions.

Several virtual working sessions were held during 2021 and we are aiming to release the document by the end of 2021.

A new subgroup under the Common Use Group will be officially created at the next CUG virtual session in September 2021 and the goal of the team will be to provide strategic recommendations to the CUG regarding Technical Standards development and in turn ensure that the Strategy Roadmap document is continuously updated in line with the IATA governance.

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).

An updated Biometric interface was completed in 2020. The updated Biometric Interface supports the following:
- Passenger biometric program enrolment
- Passenger identification based on biometrics match criteria
- Passenger identity verification
- Biometric provider/solution health checks
- Binding of travel related documents to an established enrolment

The team is carrying on the work to develop the technical specifications of the next version CUSS Technical Specifications, version CUSS 2.0. The Alpha version was published in March 2021 and is currently available for our strategic partners to facilitate the platform development.

In 2021-2022 program of work:
- Updating Technical Specification based on feedback
- Development of a developer guide
- Release of CUSS 2.1 API for Airline application development

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 as per last year's report approval.

Common use Passenger Processing Systems

Current technical specification version is CUPPS 1.04.

Virtual session took place on June 02, 2021
Highlights:
- Update of the compliant CUPPS suppliers, now 10 strategic partners
- Update of the test cases
- Update on Interface mode to be used by a new IATA Electronic Document Reader
- Remove reference on the specs for no longer supported Operating systems such: Windows XP, MS Server 2016, 2019, Windows Server 2008 and Windows 7
- Presentation of new supported devices including and Electronic Passport reader device that will support Barcoded e-health and vaccination certificates.
- Several updates related to CUPPS platform specs.

2021-2022 workplan
- Update the CUPPS technical specifications to integrate new E-passport reader device.
- Support the update of RP 1797
- Contribute on the evolution of the CUPPS standards

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.

In 2020-2021

An updated boarding API was published in Alpha version in 2021. The boarding API provides the ability to identify passengers and verify their eligibility to proceed to boarding a specific flight.

This API development was done in full compliance of IATA Aviation Industry Data Model and Integrated was made following IATA Open Air best practices in order to leverage API technology in the Airline Industry. AIDM and OPEN Air will proceed with the official release of the API in September 2021

2021-2022 workplan
- Development and release of a Security Access API following AIDM and Open Air Best Practice
- Development of API business requirements in order to support the evolution of Mobile Interaction on Common Use touchpoints.

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.

2020-2021
All mandatory data elements from RESO 792 have been integrated into IATA Aviation Industry Data Model

2021-2022 workplan
- Integration of conditional and optional data elements into IATA Aviation Industry Data Model

- Investigation on the business impact and business case on migrating from a string to a more modern object oriented data structure of Reso 792

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.

The ITPS publication describes all exchanges of Departure Control Systems (DCS) to device communication as well as all device responses supporting Boarding Pass Printer (ATB), Baggage Tag Printers (BTP), Boarding Gate Readers, Self-Boarding Gates (BGR and E-Gates), Self-Baggage Drop (SBD) and Scale Device (SD).

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

2021-2022 workplan
- Publication of ITPS 2021 that will introduce the specifications for an Electronic Passport Reader
- Start development of a strategy to update the technology

Update Magnetic Stripe Readers (MSR) Task Force

The task force has been closed at the end of 2020 all activities related to this topic have been handled at the CUG level since in conjunction with the IATA Payment Group. Together, we amended RP 1791d to reflect the new PCI DSS / SCA requirements.

Updated RP 1791d that is now available in the Passenger Standards Conference Manual (PSCM) edition 2021, effective since 1 June 2021.

A formal communication will be released in September 2021 on the IATA MSR usage position

There is no further activities plan for 2021-2022.

Common Use Group adoption of standards

There are no proposed changes to standards put forward by the Common Use Group at the time of this transmittal.

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: Report and Workplan of the Facilitation Group

Submitted by: Submitted by: Annet Steenbergen, Chair of the Facilitation Group, under the Travel Standards Board

Celine Canu, IATA Head if Aviation Facilitation, Secretary of the Facilitation Group, canuc@iata.org

Facilitation Group

The team has worked on developing the components of a restart strategy and the program of work has then been directed to the IATA emergency priorities: adaptation of passenger process, contactless options and border requirements.

IATA Control Authority Working Group (CAWG)

The group works primarily on border control related topics. The positions and material developed by the IATA CAWG are the outcome of collaborative working arrangements between governments and the airline industry. The topics the IATA CAWG is working on in 2021-2022 include:

- 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

In July 2021, the IATA CAWG has tabled a working paper to the ICAO Facilitation Panel on collaboratively improving Advance Passenger Information (API) data quality. The proposal was endorsed by the Facilitation Panel and the content of the paper will be added to the ICAO Facilitation Manual (Doc 9957). Additionally, based on the recommendation of the IATA CAWG, the ICAO Technical Advisory Group of the Traveller Identification Programme (TAG/TRIP) has developed new technical specifications for harmonizing the second letter of the passport type to better identify travelers in the context of the increased use of digital identities based on passports. The IATA CAWG has submitted a proposal to solve the discrepancies in API transmission when one of the name fields is left blank to the Reservation Group, which proposal is being subject to balloting. Guidance material on dealing with inadmissible passengers and deportees have been finalized.

The working 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 managed by Ms. Karine Boulet Gaudreault bouletk@iata.org. The working group has been meeting virtually in 2020 and 2021.

One ID advisory group / One ID Expert 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 progress on work and validate guidance documentations 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 is managed by Ms. Kelly-Anne Frenette frenttek@iata.org .

PNRGOV Working Group

Both the PNRGOV and the PAXLST WG have decided to postpone their Autumn meeting in 2020 due to border restrictions and emerging priorities related with COVID-19. The groups have met in Spring 2021 in virtual format. The Autumn meeting will take place on 14-15 September for PNRGOV and 16 September for PAXLST WG.
In 2021 the group has focused its efforts on:

- Handling of seats with no passengers (such as Cabin Baggage or Extra Seats),

- Proper identification of the operating carriers / metal owners in case of codeshare or wet-lease / dry-lease flights,

- Naming convention in Group PNRs, and,

- Handling of errors causing transmission disruptions in case one or more PNRs in a push cannot be processed on the government side.

The program of work for the remainder of 2021 and 2022 for PAXLST will focus on the number of repetitions for several message segments depending on the use cases notably from the Government sub-group.

IATA is represented in Contact Committee by Mr. Ilker DUZGOREN duzgoreni@iata.org

PAXLST Working Group

Both the PNRGOV and the PAXLST WG have decided to postpone their Autumn meeting in 2020 due to border restrictions and emerging priorities related with COVID-19. The groups have met in Spring 2021 in virtual format. The Autumn meeting will take place on 14-15 September for PNRGOV and 16 September for PAXLST WG.
In 2021 the group has focused its efforts on:

- Handling of CUSRES Error Codes varying for each jurisdiction,

- Best Practices for PAXLST, Batch and Interactive versions, and,

- Identifying the ideal guidance for PAXLST & CUSRES messages through a Survey.

The program of work for the remainder of 2021 and 2022 for PAXLST will focus on the re-structuring of message implementation guides for PAXLST & CUSRES, as well as the drafting of a new PAXLST Best Practices document. The group has also provided input on the revision of API Guidelines, which will be voted for endorsement in the next meeting of the WCO / IATA / ICAO API PNR Contact Committee.

IATA is represented in Contact Committee by Mr. Ilker DUZGOREN duzgoreni@iata.org

Passenger Accessibility Process (PAP) Task Force

In 2019 the Industry Affairs Committee has endorsed the IATA strategy on Persons with disabilities (PWD). This strategy identified that more guidance and standardization in the processing of PWDs 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.

2020 was dedicated to drafting the IATA Passenger Accessibility Process Manual (IPAOM) and the 1st edition of the IPAOM was published in February 2021. The PAPTF has been holding bi-weekly virtual meetings throughout 2021.

Priority for 2021 has been given to reviewing and updating existing standards and IATA recommended practices regarding PWDs, mainly Resolution 700 and Recommended Practices 1700b, 1700c, 1700d and 1700e. The change requests for these standards have been submitted to the PSC and are pending endorsement and can be found in the following voting packages:

Item name	Item number
Update of Resolution 700 - Acceptance and Carriage of Passengers Requiring Special Assistance	D4.5.1a/P
Update of RP Practice 1700b – Carriage of Passengers with Reduced Mobility and Escorts	D4.5.1b/P
Update of RP 1700c - Seat Assignment for Passengers with Reduced Mobility and for Escorts	D4.5.1c/P
Update of RP 1700d - Passengers with Reduced Mobility Group Travel	D4.5.1d/P
Update of RP 1700e - Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility	D4.5.1e/P

The program of work for the remainder of 2021 and 2022 for the PAPTF will focus on:

- Reviewing and recommending updates to other standards which belong to other groups (e.g., Baggage working Group, Reservation Group etc.)

- Reviewing and recommending updates to other IATA manuals (e.g., IGOM, AHM, etc.).

- Reviewing and updating the IPAOM to reflect new regulations/processes if required.

- The Accessibility Working Group (ACCWG), which reports to the Industry Affairs Advisory Council (IAAC) has established an Action Group to review the issues around the transport of mobility aids. The Mobility Aids Action Group will be cross divisional, action oriented and gather expertise from policy, handling, cargo, mobility aids manufacturers, airports etc. It will also include a balanced representation of disability associations. The scope will be to review and design the journey of a mobility device, to respond to regulatory and disability groups' requests and promote inclusive design supported by technology innovation. The PAPTF will be involved in identifying improvements which can be brought to the handling process of mobility aids and amending/created standards in this respect.

The PAPTF is managed by Ms. Muriel DAHAN dahanm@iata.org.

Disruption Management (DM) Task Force

In 2020 IATA has published a manual on the handling of disruption. This topic has been deprioritized following the emergence of COVID-19 and the task force has been dormant in 2020. In 2021 the group will focus on reviewing the standards and recommended practices that pertain to DM.

IGOM Group Chapter 1 on Passenger

Chapter 1 is currently being amended with additional guidance on document checks and accessibility. The overall manual is managed by IATA Ground Operations Team. In 2021 the team will continue working on improving the content of IGOM chapter one.

Item D4.5.1: Voting Items of the Facilitation Group, under the Travel Standards Board, presented individually

Submitted by: Muriel Dahan, Secretariat of the Passenger Accessibility Process Task force (PAPTF), under the Travel Standards Board, dahanm@iata.org

Background

In 2019 the Industry Affairs Committee has endorsed the IATA strategy on Persons with disabilities (PWD). This strategy identified that more guidance and standardization in the processing of PWDs 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.

2020 was dedicated to drafting the IATA Passenger Accessibility Process Manual (IPAOM) and the 1st edition of the IPAOM was published in February 2021. The PAPTF has been holding bi-weekly virtual meetings throughout 2021.

Priority for 2021 has been given to reviewing and updating existing standards and IATA recommended practices regarding PWDs, mainly Resolution 700 and Recommended Practices 1700b, 1700c, 1700d and 1700e. The change requests for these standards have been submitted to the PSC and are pending endorsement.

Adoption process

- RESO 700 amended by the PAPTF
- RESO 700 endorsed by Travel Standards Board
- IATA recommended changes to the RESO 700 for adoption by PSC during online ballot Cycle 2. Comments received by PSC members were addressed and agreed on changes to be brought to the RESO 700 for online ballot Cycle 3.

Item name	Item number
Update of Resolution 700 - Acceptance and Carriage of Passengers Requiring Special Assistance	D4.5.1 Attachment A
Update of RP Practice 1700b – Carriage of Passengers with Reduced Mobility and Escorts	D4.5.1 Attachment B
Update of RP 1700c - Seat Assignment for Passengers with Reduced Mobility and for Escorts	D4.5.1 Attachment C
Update of RP 1700d - Passengers with Reduced Mobility Group Travel	D4.5.1 Attachment D
Update of RP 1700e - Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility	D4.5.1 Attachment E

Action

Conference to adopt changes to Resolution 700, Recommended Practices 1700b, 1700c, 1700d, 1700e as outlined in the D4.5.1 Attachments.

Attachment A_D4.5.1: Resolution 700 - Acceptance and Carriage of Passengers Requiring Special Assistance

RESOLUTION 700

Acceptance and Carriage of Passengers **with Disabilities** Requiring ~~Special~~ Assistance

PSC(4~~0~~3)700 (Except Canada and USA)	Expiry: Indefinite Type: B

WHEREAS passengers with disabilities, including those with reduced mobility and non-visible disabilities are increasingly given the possibility to travel by air, and the Members of IATA recognise the need to standardise the conditions for travel of such persons so as to facilitate their acceptance and handling and their carriage on interline journeys, it is RESOLVED that,

Section 1—Definitions, Service Requests, Identification Codes ~~Categories~~ and Acceptance
To simplify the text and its reading, this resolution will adopt Passengers with Disabilities (PWD) as the official terminology used. The resolution, despite this simplification, is applicable to Passengers with Disabilities (PWD), Passengers with Reduced Mobility (PRM), and passengers with non-visible disabilities.

1.1 DEFINITIONS
1.1.1 Passengers with Disabilities (PWD)
Disability is a term used to refer to individual functioning, including physical impairment, but also used for sensory impairment, cognitive impairment, intellectual impairment, mental illness, neurodevelopmental conditions and various types of chronic disease. Non-visible disabilities are defined as disabilities that are not immediately apparent.

Passengers with disabilities include, but is not limited to, passengers with the following types of disabilities and temporary or permanent conditions:
- people with reduced mobility (PRM);
- people who are blind or have low vision;
- people who are deaf or hard of hearing;
- people with speech disabilities;
- people with intellectual disabilities;
- people with cognitive disabilities, including people with mental health conditions;
- people with an illness and are authorized to travel by medical authorities, but whose mobility is impaired due to pathology in progress; and
- people unable to stand or walk due to injury.

1.1.2~~1~~ Passengers with Reduced Mobility (PRM)
The definition of passengers with reduced mobility is understood to be any person whose mobility is reduced due to physical disability (locomotory or sensory) intellectual impairment, age, illness or any other cause of disability and who needs some degree of special accommodation or assistance over and above that provided to other passengers. This requirement will become apparent from special requests made by the passengers and/or their family or by a medical authority, or reported by airline personnel or industry-associated persons (travel agents, etc.). The level of assistance required by the airport and/or the Carrying Members can vary depending on the different needs that people have when travelling by air.

1.2 SERVICE REQUESTS and IDENTIFICATION CODES ~~CATEGORIES~~
Special Service Requirements (SSR) codes have been developed to communicate between booking engines, travel agencies, airlines, third-party service providers and airport authorities, as well as within these organizations. SSRs are also used to communicate passenger preferences, procedural items, medical cases and assistance required by passengers. It is important to apply the correct and applicable SSRs in order to provide the most appropriate assistance. ~~Passengers with reduced mobility are categorised into various groups distinguished by passenger requiring special assistance and medical case.~~ These are identified in airline messages by AIRIMP codes.

1.2.1 Passengers requiring ~~special~~ assistance~~:~~

1.2.1.1 Codes to identify a type of disability

BLND (Blind Passenger)— — specify if accompanied by service animal.

DEAF (Deaf Passenger)— — specify if accompanied by service animal.

DPNA— — Disabled passengers with cognitive or invisible disabilities ~~intellectual or developmental disability~~ needing assistance (specify details)

1.2.1.2 Codes to identify assistive services provided to the passenger

MAAS— — Meet and Assist (specify details)

~~SP (Special needs passenger)— — to be optionally entered after the passenger's name on the ticket.~~

WCHR (1) (Wheelchair—R for Ramp)— — passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft, i.e. across ramp, finger dock or to mobile lounge as applicable. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.

WCHS (1) (Wheelchair—S for Steps)— — passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.

WCHC (1) (Wheelchair—C for Cabin Seat)— — passenger completely immobile; requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.

~~WCLB (1) Wheelchair— — Lithium ion battery to be transported by a passenger which will require advance notification/preparation. Weight and dimensions may be specified. Wheelchair and battery must be claimed and rechecked at each interline transfer point.~~

Note:

(1) specify if passenger is travelling with own wheelchair and use the applicable codes i.e. WCBD, WCMP, WCLB or WCBW or if a passenger is requesting a wheelchair on board use code WCOB.

1.2.1.3 Codes to identify animals accompanying a passenger with disabilities

When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.

ESAN — — for passengers travelling with an emotional support/psychiatric assistance animal in cabin (specify details) - **(by bilateral agreement).** Subject to government regulations.
SVAN — — for passengers travelling with a service animal in cabin (specify details) - **(by bilateral agreement).**

1.2.1.4 Codes to identify equipment accompanying the passenger

OXYG (Oxygen)— — for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA).

STCR (Stretcher Passenger). —

AOXY (Airline Supplied Oxygen)_ — — for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA) (**by bilateral agreement**).

POXY (Passenger Own Oxygen) — — for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA). Subject to airline and/or government regulations (**by bilateral agreement**).

PPOC (Personal Portable Oxygen Concentrator) — — (**by bilateral agreement**).

WCOB (Wheelchair—O for Onboard)— —provided by airline (**by bilateral agreement**) 48 hours' notice recommended but not required.

~~1.2.2 Medical Case:~~

1.2.1.5 Additional codes that may be used to document assistance

LEGL (Leg in cast)— — for passengers with a left leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA).

LEGR (Leg in cast)— — for passengers with a right leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA).

LEGB (Leg in cast)— — for passengers with both legs in a full cast, (only to be used in conjunction with SSR code MEDA).

MEDA (Medical case)— — company medical clearance may be required. ~~Generally, n~~ Not to be used for passengers with disabilities or reduced mobility who only require ~~special~~ assistance or handling, and who do not require ~~. However, depending on the reason for the reduced mobility, it may be necessary to have~~ a medical clearance ~~in some cases~~.

Note:

Fees, if any, relevant to the provision of special Inflight arrangement needed or for carrier-provided special equipment shall be subject to carrier's regulation and the passenger shall be informed accordingly.

1.3 ACCEPTANCE
1.3.1 General
Subject to the rules and conditions of this Resolution, Members shall participate in interline transactions concerning the carriage of passengers with disabilities ~~reduced mobility~~. Members shall ensure that each interline Member participating in the transportation has specifically agreed to participate in the carriage of such Passenger.

1.3.2 Exceptions
Notwithstanding 1.3.1, Members:

1.3.2.1 *may* refuse to carry or continue to carry persons:

1.3.2.1(a) whose carriage because of their physical or medical conditions, on the basis of established facts, could pose a threat to the safety of other passengers and their property, the aircraft or the crew; and/or

1.3.2.1(b) who refuse to, or do not submit themselves to the specific conditions of carriage to meet safety requirements established by international, Community or national law or in order to meet safety requirements established by the authority that issued the air operator's certificate to the air carrier concerned;

1.3.2.2 *may* refuse to engage in interline transactions for carriage, or to commence/continue interline transportation of ~~disabled persons~~ passengers with disabilities:

1.3.2.2(a) whose conduct, status, mental or physical condition is determined by the Member to be such as to render them incapable of assisting in their evacuation of the aircraft (e.g. persons travelling in a stretcher or incubator, persons with severe mobility impairment, persons with severe hearing and vision impairment) unless they are accompanied by a safety assistant (1) ~~n escort~~ who will be responsible for them and their needs on enplaning and deplaning during flight, and during emergency evacuation,

1.3.2.2(b) who may be a source of infection, in the case of certain diseases of public health significance, or

1.3.2.2(c) whose carriage, even with the implementation of special precautions, might cause unusual hazard or risk to themselves or to other persons and property, or

1.3.2.2(d) who cannot use the standard airline seat, either in a sitting nor reclining position, e.g., stretcher cases, for the class of service desired. If Carrying Member(s)' regulations permit, alternative arrangements may be made;

1.3.2.3 any differences of opinion among participating Members about the need or qualification of a personal care attendant (2) and/or safety assistant ~~n escort~~ must be resolved between the medical departments concerned.

Note:

(1) A Safety Assistant is a person that shall be at least 16 years old (unless local legislation establishes something different) who is physically and mentally able and willing to assume the responsibility for the PWD in case of an emergency.

(2) A Personal Care Attendant is a person who assists PWDs with their personal needs during the flight (e.g., eating, use of lavatory facilities, taking medication, etc.). The Personal Care Attendant provides assistance which cabin crew cannot provide.

1.3.3 Limitations
Members may not limit the numbers or types of passengers with disabilities ~~reduced mobility~~ on their flights, except where required for safety reasons or if applicable government safety regulations limit such numbers.

Section 2—Medical Clearance
Each member has its own procedures for the acceptance and handling of medical case customers. Industry standards as well as government regulations influence these rules.

When reservations are made for medical case customers, the booking record must include the appropriate SSR in order to ensure that the customer will receive required assistance.

2.1 MEDICAL CLEARANCE NOT REQUIRED

No medical clearance or medical special forms are required for passengers who only require special assistance in the airport, or in embarking/disembarking.

2.2 MEDICAL CLEARANCE REQUIRED

A medical clearance by the medical department/advisor of the Member in contact with the passenger shall be required:

2.2.1 Whenever the Member in contact with the passenger(s) (or person delegated by the Member) has received information that any passengers:

2.2.1(a) has suffer from any disease which is believed by such Member or person to be communicable in the course of air travel or

2.2.1(b) who, because of certain diseases, or disability may have or develop an unusual behaviour or physical condition, which may endanger or affect the safety, health, or materially affect the comfort of other passengers or crew, or

2.2.1(c) can be considered to be a potential hazard to the safety of the flight or the punctuality thereof (including the possibility of a diversion of the flight and unscheduled landing), or

2.2.1(d) would require medical attention and/or special equipment to maintain their health during the flight, or

2.2.1(e) might have their medical condition aggravated during or because of the flight.

2.2.2 Such passengers shall be subject to prior clearance for air travel by the medical departments/advisors of all carrying Members, on the basis of information in respect of their physical and/or mental condition, obtained by the Member in contact with the passenger through its medical department/advisor directly or through a licensed physician familiar with the condition of the passenger. In order to obtain such clearance, medical information must be provided and transmitted when seats are requested on the flight of another Member. Additionally, when a Member receiving a request for travel has reasonable grounds for doubt that about the passenger can complete the flight safely without requiring extraordinary medical assistance during the flight 's disability, such Member shall require medical information for clearance purposes.

2.2.3 Members can deny transportation to passengers needing medical clearance, unless they meet the requirements of the carrying Members.

Section 3—Flow of Information and Reservation Procedures
3.1 SUBMISSION OF INFORMATION
3.1.1 Information Sheet for Passengers Requiring Special Assistance *(optional)*
3.1.1.1 For each disabled passenger with disabilities, the Information Sheet for Passengers Requiring Special Assistance as shown in Attachment 'A' hereto, or a similar form of handling advice (either printed on paper or displayed in an automated system) containing all information, in the same sequence, on the assistance required by the passenger, shall be completed by the selling office in contact with the passenger. Once completed with information provided by the customer, the information shall be entered and recorded in the customer's booking. A copy should be attached to the Passenger's ticket. This procedure will not apply to passengers whose only disablement is blindness or deafness.

3.1.1.2 Where clearance by the medical departments/advisors of all carrying Members is required Medical Information (MEDIF), or a similar form providing the same medical information on the passenger, shall be completed by the attending physician. The MEDIF shall then be returned to the designated office of the Member in contact with the passenger for onward transmission of data to the booking Member's reservation office, which in turn will transmit the data to each carrying Member's reservations office, in accordance with A4A/IATA Reservations Interline Message Procedures—Passenger (AIRIMP), for clearance with its medical department/advisor. The data in MEDIF shall not be divulged to unauthorised parties, and treatment of information shall be compliant with member's policies and procedures relating to the management of Personal Information.

3.1.2 Medical Information Form (MEDIF)
3.1.2.1 A completed MEDIF form as shown in Appendix E Section 6 of the IATA Medical Manual (http://www.iata.org/publications/Pages/medical-manual.aspx) is required for each passenger:

3.1.2.1(a) for which fitness to travel is in doubt, as evidenced by a recent instability, disease, treatment, or operation or other conditions outlined in section 2.2, or

3.1.2.1(b) whose medical condition requires provision of special services, such as a stretcher, oxygen, and other medical assistance or the carriage of special medical equipment.

3.1.3 Frequent Traveller's Medical Card (FREMEC)
Take effect on June 1, 20213.1.3.1 In order to facilitate air travel by regular passengers with a chronic and stable medical condition who are permanently disabled or chronically ill, members are encouraged to develop a system for automatic Frequent Traveller's Medical Clearance (FREMEC). Whenever special assistance or handling is required, the necessary

information should be part of the system and the Information Sheet for Passengers Requiring Special Assistance (see 3.1.1) should be used for obtaining the detailed requirements.

3.1.3.2 Since this system is intended mainly for the issuing airline, it would ideally be electronic based and integrated to the reservation system. However, it could also be paper based, such as the example shown in Appendix E Section 6 of the IATA Medical Manual (http://www.iata.org/publications/Pages/medical-manual.aspx), in which case other airlines could also honour it should they so wish.

3.1.3.3 The size and location of headings in the boxes, and print size/type, may be varied (but nothing else). Addition of translations is optional but, as this form will have to be understood in many countries at time of issuance and after completion, it shall include English text, except where internationally understood medical terms are used.

3.2 RESERVATION PROCEDURES
3.2.1 Action by Booking Member
3.2.1.1 Passengers Requiring a Medical Clearance
Where clearance by the medical departments/advisors of all carrying Members is required under 2.2 or 3.1.1, "MEDA" shall be inserted in the SSR field of the PNR and the passenger advised that the MEDIF, or a similar form providing the same medical information on the passenger, shall be completed by the attending physician. The completed MEDIF form shall be returned to the originating carrier. The required data from the document shall then be transmitted by the originating carrier to each carrying Member's reservations office in accordance with A4A/IATA Reservations Interline Message Procedures-Passenger (AIRIMP) for clearance with its medical department/advisor. The MEDIF data shall not be given to unauthorised parties and treatment of information shall be compliant with member's policies and procedures relating to the management of Personal Information.

3.2.1.2 Passengers Not Requiring a Medical Clearance
Whenever making reservations for passengers with disabilities reduced mobility not requiring a medical clearance (including FREMEC Cardholders) (and safety assistants escorts when required), requesting assistance special arrangements and/or handling to be made, the following information shall be obtained and recorded in the reservations record (PNR):

NATURE OF DISABILITY AND REDUCED MOBILITY *(briefly explain)*

a)   DETAILS of SPECIAL ASSISTANCE REQUIRED *(specify)*

• At origin point.

• At connecting point(s).

• At final destination.

• Onboard assistance (e.g., special seating, onboard wheelchair, leg-rest. etc.)

b)   APPLICABLE CODES (e.g., , E.G. WCHR, WCHS, WCHC[(1)], WCOB, WCBW, WCBD, WCMP, DEAF, BLND, etc.)

This information shall be transmitted by the booking Member to the reservations office(s) of the carrying Member(s) in accordance with AIRIMP.

3.2.2 Action by Receiving Reservations Offices
The reservations department receiving such a request for special assistance or handling, shall notify the booking Member if the passenger is acceptable or not and (where necessary) under what conditions. The carrying Member may ask the booking Member for additional information before giving a final reply to the request.

Section 4—Feedback, Finalising Action and Ticketing
4.1 FEEDBACK AND FINALISING ACTION
4.1.1 The booking Member's reservations office is responsible for coordinating the replies obtained from all carrying Members, and for finalising the entire transaction.

4.1.2 If the passenger accepts all of the conditions and charges, the booking Member shall finalise the transaction with the office in contact with the passenger.

4.1.3 If the passenger does not accept, or if any modifications are required to existing arrangements, the booking Member shall be responsible for appropriate action.

4.2 TICKETING
4.2.1 In order to ensure that Members' ticketing and ground handling staff are alerted at all stages to the special procedures and arrangements made for the passenger, Members may use the special purpose code (SP) to follow the passenger's name in the "Name of Passenger" box of the ticket or other document.

4.2.12 Charges to be collected by the ticketing Member for services (carrier provided or not) such as stretcher services or oxygen, ambulance, other special equipment, etc. shall be collected on an Electronic Miscellaneous Document (EMD),

providing a separate EMD for each Reason for Issuance Code (RFIC) and with a separate value coupon for each service/honouring party.

4.2.2~~3~~ Passengers with disabilities travelling with their personal care attendant and safety assistant ~~reduced mobility escorts~~ shall always be ticketed separately.

Section 5—Handling on the Ground and In Flight
5.1 EQUIPMENT
When any of the following equipment or service is provided by Members or their handling agents:

•wheelchairs,

•oxygen,

•stretchers,

•lifting services,

•devices for supporting limbs, etc.,

•any other specialised equipment to support passengers with disabilities ~~reduced mobility~~;

such equipment or service will be provided in accordance with the providing or carrying Member's policies, the respective government regulations, and applicable rates and charges provided for in the Member's tariffs/regulations.

5.2 PROCEDURES
5.2.1 Verification of Passengers with disabilities ~~reduced mobility~~ at Time of Check-in
At time of check-in, carrying Members may be alerted by SSRs added in the passenger's booking record (PNR) ~~the special purpose code (SP) on the passenger ticket~~ and shall verify that all local provisions required for the assistance and carriage of the passenger with disabilities ~~reduced mobility~~ have been made available. When it is discovered at check-in that passengers with disabilities ~~with reduced mobility~~ have not met the requirements of this Resolution, Members shall endeavour to make arrangements to fulfil them without delaying the flight. When time and circumstances do not permit this to be done, the passengers may be permitted to travel if in the opinion of the passenger and the Member, the passenger is able to ~~adequately~~ complete his/her travel safely ~~care for himself/herself during the flight~~.

Note:

Member airlines may request for passengers requiring specific assistance to check in early enough to allow time to provide the accommodations in a correct and timely manner without delaying the flight.

5.2.2 Action Upon Refusal or Removal of Passengers with disabilities ~~reduced mobility~~
Whenever a passenger with disabilities ~~reduced mobility~~ is denied transportation at point of origin or at a connecting point, the Member (or any person delegated by it) taking the decision to refuse or remove such passenger shall be responsible for immediately notifying all down line transfer stations and destination station shown on the passenger's ticket, and the originating Member if known, stating the reason for such refusal/removal and full details of any consequent action taken or to be taken.

5.2.3 Availability of Wheelchairs and/or Other Assistive Devices
5.2.3.1 Wheelchairs
5.2.3.1(a) Members shall endeavour to make available at all stations, wheelchairs for boarding/disembarking purposes and within airport facilities, before departure, during intermediate stops and on arrival. Members shall endeavour not to restrict the movement of passengers with disabilities ~~reduced mobility~~ within the airport.

5.2.3.1(b) Passengers travelling with their own folding wheelchair or assistive device may request it to be carried in the passenger cabin where storage facilities are available. Such requests will be handled on a "first come first served" basis. Where such facilities do not exist, the wheelchair or assistive device will be loaded in the baggage hold where it is easily accessible for timely return to the Passenger.

5.2.3.1(c) Passengers who intend to check-in their own ~~wheel-chair~~ wheelchair shall be given the option of using a station/airport wheelchair. Where airport infrastructure allows for it, i~~f~~ the passengers prefer to use their own wheelchair within the airport, they should normally be permitted to use it up to the aircraft door.

5.2.3.2 Other Assistive Devices
Depending on the country where the airport is located, the managing airport body may be responsible for the boarding and disembarking of passengers with disabilities. When Member airlines are responsible for the boarding and disembarking of ~~To board/disembark~~ passengers with physical disabilities not travelling on stretchers, Members shall endeavour to have

available narrow wheelchair-type devices, without armrests or with movable armrests, that can be moved about in the passenger cabin. Members shall endeavour to have available onboard a special wheeled chair capable of carrying passengers with physical disabilities to enable them to use lavatory facilities, or as a boarding/disembarkation vehicle where these are not available.

5.2.3.3 Stretchers
Members shall endeavour to make stretchers and associated equipment, e.g., blankets, pillows, sheets, nursing materials and privacy curtains, available for passengers who cannot use the standard airline seat in a sitting or reclining position for the class of service desired. The carriage of stretchers applies to Members who transport stretcher passengers.

5.2.4 Boarding, Seating and Briefing Passengers with Disabilities reduced mobility
5.2.4.1 Boarding
The presence of all categories of passengers with disabilities reduced mobility, their personal care attendants, safety assistants escorts and any special arrangements made for them while on board, shall always be referred to the appropriate crew members (e.g., pilot in command or senior cabin crew member). Passengers with disabilities reduced mobility and their personal care attendants and safety assistants escorts shall normally be offered pre-boarding facilities. If passengers for any reason have to be offloaded, the highest possible priority for transportation should be given to passengers with disabilities reduced mobility, as well as nd to their personal care attendants and safety assistants escorts.

5.2.4.2 Seating
Passengers with disabilities reduced mobility shall not normally be restricted to any particular cabin or seating areas. Members shall ensure that passengers with disabilities reduced mobility are not allocated, neither occupy, seats where their presence could impede the emergency evacuation. Government or carrier safety regulations concerning seating shall be observed.

5.2.4.3 Briefing
Before take-off, certain categories of disabled passengers with disabilities, their personal care attendants and safety assistants and their escorts shall may be individually briefed on safety on board instructions, emergency procedures, cabin layout and specialised equipment supplied by the Member. The responsibility for such special briefing rests with each carrying Member's cabin crew. Blind passengers may be briefed verbally, and such briefing may be backed up by Braille brochures.

5.2.5 Loading of Special Equipment required by Passengers with Disabilities reduced mobility
Special equipment required by passengers with disabilities reduced mobility in connection with their trip, if not carried in the passenger cabin, shall be safely loaded in the baggage holds in a manner so that it is secured against movement, protected from being damaged by the movement of baggage, mail or cargo; and where it is easily accessible for timely return to the passenger. Any such item must be properly identified and tagged, must always travel with the passenger, and shall be loaded in such a way as to be readily and immediately available, when and where feasible, at transfer and destination points (see also Resolution 745b).

In addition to the AIRIMP codes and definitions of assistance codes for wheelchair passengers (WCHR, WCHS and WCHC) the following AIRIMP wheelchair equipment codes and definitions shall be used, if applicable:

WCBD (Non-spillable battery Dry cell battery)— — to be transported by a passenger which will may require advance notification and may require /preparation/(dis)assembly. Weight and dimensions may be specified. Wheelchair and battery must be claimed and rechecked at each interline transfer point (**by bilateral agreement**).

WCBW (Wet cell battery)— — to be transported by a passenger which will may require advance notification and may require /preparation/(dis)assembly. Weight and dimensions may be specified. Wheelchair and battery must be claimed and rechecked at each interline transfer point (**by bilateral agreement**).

WCMP (Manual power)— — to be transported by a passenger. Weight and dimensions may be specified (**by bilateral agreement).**

WCLB (Lithium ion battery)— — to be transported by a passenger which will require advance notification/preparation. Weight and dimensions may be specified. Wheelchair and battery must be claimed and rechecked at each interline transfer point (**by bilateral agreement**).

It is recommended that when loading wheelchairs in aircraft holds or containers, Members utilise stowage receptacles such as polyethylene bags or cardboard cartons. This will help to prevent loss of detachable parts or damage to the wheelchair or other baggage loaded with it. Wherever possible, detachable parts should be removed from the wheelchairs and carried in the cabin with the passenger.

Note:

Loading of mobility devices powered by batteries must be in line with the applicable dangerous goods regulations.

5.2.6 Transit stations
When the aircraft they are on is continuing to their next destination, passengers with disabilities reduced mobility requiring special assistance or minimized protection from disturbance, and their personal care attendants and/or safety assistants

escorts, shall normally be permitted to stay on board during transit stops, subject to the observance of applicable safety rules and local regulations.

5.2.7 Disembarkation at Point of Transfer or Destination

Where requested, the Members shall make arrangements for assisting passengers with disabilities reduced mobility in matters relating to inbound governmental clearance and baggage delivery. Wheelchairs and other assistive devices checked in shall, within the shortest possible time, be delivered as close as possible to the door of the aircraft. However, the passenger may, at his option, use a station/airport wheelchair.

5.2.8 Downline Notice

The Member checking in the passenger with disabilities reduced mobility (or any person delegated by such Member) shall be responsible for advising its ground staff at transit stations and at the airport of disembarkation about the presence of passengers with disabilities reduced mobility and the location of passengers' wheelchairs and assistive devices (e.g., cabin or cargo hold) on board and about the need to arrange for special assistance.

5.2.9 Responsibility of Members at Transfer Points

5.2.9.1 when an interline connection is involved, the Delivering Member will have completed its responsibility for handling/assisting the passenger with disabilities reduced mobility when such passenger has been transferred to and accepted by the Receiving Member;

5.2.9.2 in the event of the Receiving Member being unable to provide any previously confirmed services, such Member shall make whatever arrangements are necessary for the care and welfare of the passenger;

5.2.9.3 in the event of a schedule irregularity causing the delivering Member's flight to miss the connection of the receiving Member, it shall be the responsibility of the delivering Member to make whatever arrangements are necessary for the care and welfare of the passenger;

5.2.9.4 in the event of a schedule irregularity causing the receiving Member's flight either to be cancelled or not to operate on schedule, the original receiving Member shall be responsible to make whatever arrangements are necessary for the care and welfare of the passenger.

5.2.10 Handling Information

When transmitting handling information in the Information Sheet for passengers requiring special assistance other than in normal reservations messages, use the Reference Codes on the form. Answer all items, including those not applicable.

Example:

CPHKPSK

.FRAKPLH 070900

A PSGR WUERDEMANN/AG/MR

B LH243Y/07NOV/FRA CPH HK SK157Y/07NOV/ CPH OSL HK

C PARAPLEGIC

D NIL

E NIL

F WCHC NEEDS CHAIR ON ARVL OSL

G NIL

H NIL

K NIL

L NIL

Section 6—Other Aspects

In the handling of passengers with disabilities reduced mobility, it is recommended that Members also be guided by the provisions of the following Recommended Practices:

1700a, 1700b, 1700c, 1700d and 1700e.

RESOLUTION 700 Attachment 'A'

Information Sheet for Passengers Requiring Special Assistance

1. Name / First name / Title ....

2. Passenger name record (PNR) ....

3. Proposed itinerary ....
   Airline(s), flight number(s) ....
   Class(es), date(s), segment(s) ....

4. Nature of disability ....

5. Stretcher needed onboard? ____ Yes ____ No

6. Intended escorts ____ Yes ____ No
   Name .... Title .... Age ....
   PNR if different ....
   Medical qualification ____ Yes ____ No   Language spoken ....

7. Wheelchair needed ____ Yes ____ No
   Wheelchair categories ____ WCHR ____ WCHS ____ WCHC   Own wheelchair ____ Yes ____ No
   Collapsible WCOB ____ Yes ____ No   Wheelchair type ____ WCBD ____ WCBW ____ WCMP

8. Ambulance needed (to be arranged by the Airline) ____ Yes ____ No
   If yes, specify destination address ....
   If no, specify ambulance company contact ....

9. Meet and assist ____ Yes ____ No
   If designated person, specify contact ....

10. Other ground arrangements needed ____ Yes ____ No
    If yes, specify ....
    Departure airport ....
    Transit airport ....
    Arrival airport ....

11. Special inflight arrangements needed ____ Yes ____ No
    If yes, specify type of arrangements (special meal, extra seat, leg rest, special seating) ....
    Specify equipment (respirator, incubator, oxygen, etc) ....
    Specify arranging company and at whose expense ....

12. Frequent traveller medical card (FREMEC) ____ Yes ____ No
    If yes, specify FREMEC number, issued by, expiry date ....

    ~~1: When WCHC is used, an explanation of the extent of the immobility should be included in the OTHS element.~~

Attachment B_D4.5.1: Recommended Practice 1700b – Carriage of Passengers with Reduced Mobility and Escorts

RECOMMENDED PRACTICE 1700b

Carriage of Passengers with Disabilities Reduced Mobility and Safety Assistant Escorts Requirement

PSC(3043)1700b	Expiry: Indefinite Type: B

RECOMMENDED that:

1. GENERAL
1.1 Passengers with disabilities

The definition of passengers with reduced mobility may include small children, elderly people, people who have sustained injuries. As per Resolution 700, disability is a term used to refer to individual functioning, including physical impairment, but also used for sensory impairment, cognitive impairment, intellectual impairment, mental illness, neurodevelopmental conditions and various types of chronic disease.

To simplify the text and its reading, this recommended practice will adopt Passengers with Disabilities (PWD) as the official terminology used. The recommended practice, despite this simplification, is applicable to Passengers with Disabilities (PWD), Passengers with Reduced Mobility (PRM), and passengers with non-visible disabilities.

In other words i It is understood to be a person whose mobility is reduced as a result of physical, sensory or cognitive impairment, age, illness or any other cause who that passengers with disabilities may require individual attention or assistance on embarkation/disembarkation, during flight and during ground handling which is normally not extended to other passengers.

There are 3 broad categories which identify the types of disabilities disabled passengers:

•People with physical disability (i.e. WCHR, WCHS, WCHC)

•People with sensory impairment (i.e. DEAF, BLND)

•People with cognitive and/or non-visible disabilities impairment (i.e. DPNA)

The extent to which people in any one of these categories need to receive special treatment will also While all efforts are made to accommodate passengers with disabilities, the ability to provide assistance to them may vary considerably according to:

•the individual's particular needs

•the aircraft type

•the aircraft configuration

•passenger load

1.1.2 Definition of Safety Assistant and Personal Care Attendant

A safety assistant shall be at least 16 years old, physically and mentally able and willing to evacuate the passenger with disabilities in case of an emergency.

A personal care attendant is a person who assists passengers with disabilities with their personal needs during the flight (e.g. eating, use of lavatory facilities, taking medication, etc.). The personal care attendant provides assistance which cabin crew cannot provide.

2.EMBARKATION AND DISEMBARKATION

Stretcher cases and passengers who are completely immobile should be pre-boarded. Other passengers with disabilities, their personal care attendants and/or safety assistants shall normally be offered pre-boarding facilities.

If passengers for any reason have to be offloaded, the highest possible priority for transportation should be given to passengers with disabilities, as well as to their personal care attendants and/or safety assistants. reduced mobility should be embarked and disembarked separately whenever possible.

The airport staff and the airline should provide the necessary assistance.

3. MAXIMUM NUMBER AND ESCORT REQUIREMENT FOR ASSISTANTS

In circumstances in which the number of passengers with disabilities reduced mobility forms a significant proportion of the total number of passengers carried on board, the number of passengers with disabilities reduced mobility should not exceed the number of able-bodied persons capable of assisting with an emergency evacuation.

As per Resolution 700, Members may not limit the numbers or types of passengers with disabilities on their flights, except where required for safety reasons or if applicable government safety regulations limit such numbers.

3.1 General guidelines on safety assistant requirement

While many assistive services are available for passengers with disabilities, there may be occasions when Members will require passengers with disabilities to travel with a safety assistant in order to provide help in an emergency situation and to comply with safety regulations.

Passengers with disabilities reduced mobility, who are not able to reach an emergency exit without assistance in reasonable time, should be accompanied by a safety assistant escorted.

Escorts shall be at least 16 years old, physically and mentally able and willing to evacuate the disabled passenger in case of an emergency.

Any differences of opinion between the member and the passenger regarding the need or qualification of a safety assistant should be resolved prior to travel and in accordance with applicable laws. Members are encouraged to conduct this individualized assessment based on the passenger's capabilities.

Some examples of when a safety assistant may be required (or is generally) required:

- passenger is travelling in a stretcher or incubator;

- passenger is unable to comprehend or respond appropriately to safety instructions from carrier personnel (including the safety briefing);

- passenger is unable to establish some means of communicating with or responding to cabin crew; or

- passenger is unable to physically assist in his/her own evacuation from the aircraft in the event of an emergency (including fastening and unfastening the seat belts).

General guidelines on escort requirement				
Code	Definition	Escort required	Escort recommended	Escort not required
BLND	Blind Passenger	-	-	�
DEAF	Deaf Passengers	-	-	✗
DPNA	Intellectual or developmental disability	case specific	case specific	case specific
LEGL	Left leg in cast in full cast	-	-	✗
LEGR	Right leg in full cast	-	-	✗
LEGB	Both legs in full cast	-	✗	-

~~MEDA~~	~~Medical case~~	~~case specific~~	~~case specific~~	~~case specific~~
~~STCR~~	~~Stretcher~~	~~✗~~	~~-~~	~~-~~
~~WCHR~~	~~Wheelchair for Ramp~~	~~-~~	~~-~~	~~✗~~
~~WCHS~~	~~Wheelchair for Steps~~	~~-~~	~~-~~	~~✗~~
~~WCHC~~	~~Wheelchair for Cabin~~	~~case specific~~	~~case specific~~	~~case specific~~

~~The number of passengers with reduced mobility travelling with escorts and where escorts are not required is not limited as long as they do not exceed the number of able-bodied persons capable of assisting with an emergency evacuation.~~

~~The number of WCHC passengers should be restricted if they are not accompanied by a person able to assist them during evacuation. Their number should not be more than the pairs of floor level exits on the aircraft.~~

4. EVACUATION PROCEDURE

Cabin crew are responsible for carrying out safety-related duties in the aircraft cabin during a specific flight. These duties are essential to the safety and well-being of all passengers and fellow crew members and may not be able to give specific assistance to just one passenger, especially in the event of an emergency (i.e. evacuation or decompression).

~~During emergency evacuation, the Cabin Crew is responsible for passengers with reduced mobility who are able to reach an emergency exit without assistance in reasonable time. The Cabin Crew is responsible to the same extent as for other passengers.~~

Passengers with disabilities ~~reduced mobility~~ requiring assistance to reach an emergency exit will be evacuated by their safety assistant ~~escorts~~. Depending on the situation Cabin Crew may assist.

Attachment C_D4.5.1: Recommended Practice 1700c - Seat Assignment for Passengers with Reduced Mobility and for Escorts

RECOMMENDED PRACTICE 1700c

Seat Assignment for Passengers with Disabilities Reduced Mobility and for Safety Assistants Escorts

PSC(30)1700c	Expiry: Indefinite Type: B

RECOMMENDED that:

1. GENERAL

As per Resolution 700, disability is a term used to refer to individual functioning, including physical impairment, but also used for sensory impairment, cognitive impairment, intellectual impairment, mental illness, neurodevelopmental conditions and various types of chronic disease.

To simplify the text and its reading, this recommended practice will adopt Passengers with Disabilities (PWD) as the official terminology used. The recommended practice, despite this simplification, is applicable to Passengers with Disabilities (PWD), Passengers with Reduced Mobility (PRM), and passengers with non-visible disabilities.

1.1 As per Resolution 700, passengers with disabilities shall not normally be restricted to any particular cabin or seating areas. Passengers with disabilities reduced mobility, as well as their safety assistants escorts, shall be assigned specific seats within their ticketed cabin which will facilitate boarding and disembarkation and will minimise inconvenience to the disabled passenger with disabilities and maximise the scope for Cabin Crew assistance.

1.2 As a general rule, Members shall ensure that passengers with disabilities reduced mobility are not allocated, neither occupy, seats where their presence could:

•impede the emergency evacuation of the airplane;

•impede crews in their duties;

•obstruct access to emergency equipment.

1.3 Safety assistants Escorts shall be given seats immediately adjacent to the passenger they are accompanying escorting.

1.4 The assignment of Sseats should be assigned to best accommodate the passenger with disabilities' needs. may also be subject to medical requirements.

1.5 When oxygen is used, smoking shall not be permitted.

2. SEAT ASSIGNMENT GUIDELINES

When assigning seats, Members shall observe the following criteria:

2.1 blind or deaf passengers travelling with service animals pecially trained dogs should be assigned seats which allow space for the animal on the floor surrounding the seat dog, near a floor level exit but which do not impede access to it or impede crews in their duties;

2.2 passengers with disabilities mobility problems should be seated so as not to impede rapid evacuation of the aircraft. When requested by the passengers, Members should endeavor to provide seats re possible, they should be accommodated near to toilets and to floor level exits provided with chutes;

2.3 passengers travelling with if crutches, canes and similar walking aids are stored in a special location in the cabin, the users of such aids should be assigned seats nearby the location in the cabin where such aids are stored, to permit quick access to the aids when needed;

2.4 passengers with fused stiff legs, fractured legs in plaster cast, paraplegics, etc. should be accommodated in seats allowing the maximum space for their comfort, or space for leg support devices with the least possible disturbance to passengers in the adjacent seats. Limbs in plaster casts should not obstruct the aisle or emergency exits;

2.5 passengersersons with a disability affecting only one side of their body (hemiplegics, artificial limb, arm or leg in cast, splint or brace, etc.) should be seated in an aisle seat with the unaffected side of their body towards the aisle; this will facilitate their mobility in cases of emergency.

Note:

In the event of a flight disruption, Members should take a proactive approach to assisting passengers with disabilities. When rebooking passengers with disabilities on their new flight, Members should endeavor to carry over all accommodated requests and related passenger information, including assigning seats which will best accommodate them.

3. STRETCHER CASES

The rules concerning the exact number of seats and the locations required for the installation of stretchers or similar devices (couches, divanettes, etc.) on board, vary between carriers and aircraft types. Therefore, in requesting such arrangements, only the number of stretchers required and not the number of seats needs to be mentioned. Safety assistants Escorts are always required for stretcher cases and should be seated next to the passenger they are accompanying escorting and occupy a seat towards the aisle. Privacy curtains should be provided for stretchers.

Attachment D_D4.5.1: Recommended Practice 1700d - Passengers with Reduced Mobility Group Travel

RECOMMENDED PRACTICE 1700d

Passengers with Disabilities ~~Reduced Mobility~~ Group Travel

PSC(30)1700d	Expiry: Indefinite Type: B

RECOMMENDED that:

As per Resolution 700, disability is a term used to refer to individual functioning, including physical impairment, but also used for sensory impairment, cognitive impairment, intellectual impairment, mental illness, neurodevelopmental conditions and various types of chronic disease.

To simplify the text and its reading, this recommended practice will adopt Passengers with Disabilities (PWD) as the official terminology used. The recommended practice, despite this simplification, is applicable to Passengers with Disabilities (PWD), Passengers with Reduced Mobility (PRM), and passengers with non-visible disabilities.

Members shall endeavour to make ~~special~~ arrangements for the carriage of passengers with disabilities ~~reduced mobility~~ (as defined in Resolution 700) in groups. Such groups should be handled independently of individual passengers with disabilities ~~reduced mobility~~.

1. SEAT ASSIGNMENT
Wherever possible, groups of passengers with disabilities ~~reduced mobility~~ shall be seated in subgroups in order to enable a rapid flow of other passengers during an evacuation. Safety assistants ~~Escorts~~ must be seated with the passengers they are accompanying ~~escorting~~.

2. SAFETY
Travel by groups of passengers with disabilities ~~reduced mobility~~ shall always be subject to applicable governmental and carrier air safety rules and regulations.

3. BRIEFING OF SAFETY ASSISTANTS ~~ESCORTS~~
Cabin crew shall be informed of the presence of a group of passengers with disabilities on board so as to organize specific safety briefings and which may be given as a group briefing. Such briefing should include safety on board instructions, emergency procedures, cabin layout and specialised equipment supplied by the Member.

~~Members should ensure that make available briefing cards for group escorts which detail evacuation and emergency procedures are available.~~

Attachment E_D4.5.1: Recommended Practice 1700e - Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility

RECOMMENDED PRACTICE 1700e

Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Disabilities Reduced Mobility

PSC(3043)1700e	Expiry: Indefinite Type: B

As per Resolution 700, disability is a term used to refer to individual functioning, including physical impairment, but also used for sensory impairment, cognitive impairment, intellectual impairment, mental illness, neurodevelopmental conditions and various types of chronic disease.

To simplify the text and its reading, this recommended practice will adopt Passengers with Disabilities (PWD) as the official terminology used. The recommended practice, despite this simplification, is applicable to Passengers with Disabilities (PWD), Passengers with Reduced Mobility (PRM), and passengers with non-visible disabilities.

WHEREAS the necessary information must be made available to the travelling public and in order to facilitate interline transactions involving passengers with disabilities reduced mobility (as defined in Resolution 700), it is:

RECOMMENDED that, Members shall arrange to publish in the Airline Guides the following information when applicable:

1. The safety rules that apply to the carriage of passengers with disabilities disabled persons and persons with reduced mobility, as well as any restrictions on their carriage or on that of mobility equipment due to size of the aircraft.

2. How changes for carriage of stretcher cases, or passengers requiring more than one seat due to medical conditions, are assessed.

3. How charges for safety assistants escorts accompanying disabled passengers with disabilities are assessed either carrier-provided safety assistant escort or non carrier-provided safety assistant escort.

4. Whether any special layover or interline connection expenses are absorbed and under what conditions.

5. Rental charges for special carrier-provided apparatus, e.g. oxygen, incubators.

6. Special excess baggage rate for medical equipment on which the passenger is dependent.

7. Acceptance conditions for carriage of service animals escorting guide dogs.

Item D4.6: Report and Workplan of the Fuel Data Standards Group

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	James Toye
6 Member (Airline)	China Southern	Jiye Chen
7 Member (Airline)	Delta	Christopher Kuhn
8 Member (Airline)	IAG	Stefan Munday
9 Member (Airline)	KLM	Jurriaan de Jonge
10 Chairman (Airline)	Lufthansa	Christian Mietz
11 Member (Airline)	Siberia Airlines	Vera Evsioukova
12 Member (SP)	Air bp	Pradeep Ganguru
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)	Terpel	Juan David Palacio
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 2021

Meeting 1 – 21 December 2020, Teleconference (due to COVID-19 travel restrictions)

1. General Matters
   a. Platform update: FDSG now using Teams for coordination and communication
   b. Implementation Guides: Updated versions in Teams, still under development
   c. Priorities for 2021: Fueling Data Hub (project paused), SAF treatment in fuel data standards, visualization of transaction standard for compliance in some jurisdictions.
2. Change Requests:
   a. Invoice & Transaction Standards: inclusion of acknowledgement message (approved)
   b. Operational (AIDX): Update parameters under FuelDensity (approved), consolidation of fueling times in one element under FuelProgressTime (approved), Fuel Tank Names to support standard manufacturer tank names as well as bilaterally agreed names (approved)

Meeting 2 – 19 May 2021, Teleconference (due to COVID-19 travel restrictions)

1. General Matters
   a. Development of implementation guides has been put on hold due to lack of resources (Chris Dodson is no longer a consultant for IATA and can't support the group)
   b. Priorities for H2: Implementing further changes to keep standards relevant and useful, incorporating SAF-related information into the fuel data standards, potentially reviving Fueling Data Hub project.
2. Change Requests
   a. AIDX: eSig support included as part of 20.1
   b. Transaction: additions to be approved in next meeting (eSig, visualization, local tax codes for intoplaner, receiver, buyer, supplier; addition of unique leg identifier).
   c. Invoice: new acknowledgement messages to be part of next standard release.
   d. Tender/Bid: elements to be discussed in next meeting include location codes, standard names for price assessments by PRAs, different points of delivery within airports, SAF tax treatment, airlines to be able to include bid details in award.

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 are further group meetings planned for September (virtual) and November in Singapore, with occasion of the IATA Aviation Fuel Forum (AFF). The meetings will address the group work plan:

a) Standard maintenance: update standards versions and continue implementing changes to improve the Tender/Bid, Operational, Transaction, and Invoice standards
b) Implementation Guides: resume development of guidance documents, including a FAQ or quick start reference guide.
c) Workshop: Conduct an interactive session (face to face) in Singapore as part of the AFF activities to further promote adoption of the standards
d) Fueling data hub: reevaluate and potentially resume project to facilitate information exchange between stakeholders, in collaboration with the AIDX Group.

Action

Conference to note report.

Item D4.7: Report and Workplan of the Ground Operations Automation and Digitization Technical Group

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 Massaging (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 (Chairman)
4	SAS	Carina Forsell
5	UAE	Adrian Kong
6	Qatar Airways	Nabeel Karakunhi Thattankandy
7	Lufthansa	Deniz Nisanci
8	IAG	Harvey Tate
9	Delta	Brian Swalwell
10	British Airways	William Rumsey
11	Air Canada	Martin Gray
12	LATAM	Tiago Veira Silva
13	Cathay Pacific	Jonathan Bailey
14	KLM	Michiel Heikens

Chair and Vice-Chair

Group Chair and Vice-Chair: Sean Fernandes (Flydubai), Bartu Korgul (dnata)

Each of the teams has a Team Leader:
GSE Team: Bartu Korgul (dnata)
Ramp Digitalization Team: Yves de Wandeler (Eurocontrol); Tom Farncombe (Amadeus)

Group activity in 2021

The teams have been working on the following:

GSE Team:
- GSE Identification and Classification
- Autonomous GSE
- GSE maintenance
- 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 has finalized the business requirement document (BRD) of "Time stamps turn-around". The digital XML schema has been drafted following IATA AIDM methodology and will be submitted for review / endorsement to the Digital Board in Q4.

  Standard scope: tracking (and sharing) timing of status of all operational tasks performed by ground handling during aircraft turn-around.
- Digital Load Control: Amendment of digital schemas X565, X581.

  Implementation guidelines for Digital Load control (X565) completed will be published in AHM 42nd edition.

Group adoption of standards
Airport Handling Manual – 42nd edition, effective 2022

Chapter 7:
AHM 732: Delay codes schema

Chapter 9:
AHM 903 – Mobile Ground Support Equipment (GSE) Identification and Classification AHM 907 – Basic Requirements for Electrically Powered GSE
AHM 907 – Basic Requirements for Electrically Powered GSE (e-GSE)
AHM 908 – Ground Support Equipment (GSE) Maintenance Training Program (in preparation for move to AHM Chapter 11)
AHM 913 – Basic Safety Requirements for Aircraft Ground Support Equipment
AHM 914 – Compatibility of Ground Support Equipment with Aircraft Types
AHM 969 - Functional Specification for a Pallet/Container Transporter

Digital Messages
X565: Load Control semi-permanent data exchange   + Implementation guidelines
XTST: Time stamps turn-around XML schema
X790: OAR message

Action
Conference to note the report.

Attachment A_D4.7 Ground Operations Automation and Digitization Technical Group Work Plan

2021	Priority / Objectives	Topic	Document	Team	Deliverables	Status
Jan -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 (AHM 903)	Updated
					GSE capabilities matrix and platform to display information	Pilot on One Source - ongoing
					Develop matrix of GSE /aircraft Develop input template	Ongoing
Jan -Dec	Develop best practices for GSE Automation	GSE Automation	Roadmap for GSE automation	GSE	Define roadmap for GSE automation	Phases and modes of operation / mobility defined - Ongoing
Jan -Dec	Forecast	Green GSE GSE Damage	Ground Ops. Report	GSE	Peer review of consulting work Review of paper / report *Note: Input from GOS will be needed too.*	Ongoing
Jan - Dec	Cooperation with ISO GSE standards	ISO TC20/SC9 input / comment	ISO 27470 - Upper deck catering truck ISO 20683 – Nose-gear Towbarless tow tractor	GSE	Consolidate comments and feedback from GSE Team as well as GOS and GOG and submit to TC20/SC9	Ongoing
Jan -Sep	AHM Updates.	Review and approve changes to AHM Ch 5, 7 & 9	AHM	GSE Digital ramp Delay codes	Prepare new contentReview and approve Update content	Completed See detail of changes in report
Jun -Nov	Digital Standard	Finalize Guidance material for X565	Digital Messages	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	Phase 1 Finalize BRD Turn-around time stamps Phase 2: deliver a digital schema	BRD for digital standard	Digital ramp	Finalize BRD	Phase 1 completed Phase 2 : 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/DigitalRamp	Work plan	Ongoing

Item D4.8: Report and Workplan of the Aviation Information Data Exchange Group

Submitted by: Giorgio Camilleri, Manager Airport Operations and Technical Development, Giorgio Camilleri (CamilleriG@iata.org)

This item will be submitted in the second transmittal.

Section E: Pay-Account Standards Board (PASB) Items

Contents

Item E1: Report of the Pay-Account Standards Board (PASB)

Return to Main Contents Page | Return to Section E Contents Page

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 2021
2	Air France	Jerome Boyer **(Vice-Chair)**	1 November 2019
4	American Airlines	Mary Beth McDonald	1 November 2019
5	British Airways	Gyorgyi Szantner	1 November 2019
6	Cathay Pacific Airways	Terence Wong	1 November 2019
7	Delta Airlines	Mark Manhan	1 November 2019
8	Emirates	Rukhsana Pawane	1 November 2019
9	Etihad Airways	Maryam Mubarak Bin Musabbah	1 November 2019
10	KLM	Rob Kies-	1 November 2019
11	Korean Air	Kyoosuk Yoon	1 November 2019
12	LATAM Airlines	Marcela Figueroa-resigned	1 November 2019
13	Lufthansa German Airlines	Nadine Goebbels	1 November 2019
14	Qantas	Konda Reddy	1 November 2019
15	Singapore Airlines	Boon Siong Ong	1 November 2019
16	Swiss International Airlines	Myriam Burget **(Chair)**	1 November 2019
17	Turkish Airlines	Bilal Ismail Yalmanbas-resigned	1 November 2019
18	United Airlines	Susan Wade	1 November 2019

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) Activity Report

Between July 2020-August 2021 PASB had 8 Conference Calls and no face-to-Face Meeting due to the Covid-19 Pandemic. The key highlights of the PASB Conference Calls are summarized below;

- PASB Ballot for IATA Message Standards Release 20.2.

- PASB discussion about the effect of COVID-19 on Airline Financial Teams and Lessons Learned.

- PASB and SOSB jointly approval PASB's taking over the responsibility of IATA Resolution 785 and Recommended Practice 1723 which was approved by the PSC (Passenger Standards Conference).

- PASB and SOSB jointly approved the promotion of the Order Accounting Group from a "Working Group" and also approved moving the group from the SOSB under the PASB.

- PASB approved the ToR (Term of Reference) revisions of the BDISG (BSP Data Interchange Specifications Group)

- PASB approved the naming change of "Order Payment Group" into "Order Payment Group" to reflect the reality that the main focus of these 2 groups will be "Orders" and endorsed the revised ToR of the Order Payment Group.

- As part of regular audit of IATA Standard Groups that report to Passenger Services Conference (PSC) discovered that current AITGG Terms of Reference have a dual reporting structure on the one hand to IATA and on the second to ATPCO (Jointly owned Working group). Having a dual reporting structure does not comply with IATA's Provisions for the Traffic Conferences and could have legal implications, specifically, pertaining to the antitrust discussion immunity protection the PSC (Passenger Standards Conference) enjoys for its standards setting activities and filing obligations with the U.S. Department of Transportation. IATA, ATPCO and the Group have discussed this matter and all agreed that going forward, the governance of this group will be a sole IATA Tax Group supported by ATPCO.

  Within this framework PASB approved the new ToR and converting the Tax Governance Group to a sole IATA Tax Governance Group.

- PASB approved the PASB Standards Release Plan and workplan for 2021 in December 2020.

- PASB endorsed the DISH Revision Update Bulletin 2021/1 voting package declared effective as of 1st April 2021.

- IATA presented the Passenger Agency Conference (PAConf) governance and standard-setting structure to PASB and PASB agreed that there should be a close communication between the PSC and PAConf.

- PASB agreed that IATA would include the below 2 elements to the System Provider Implementation Scorecard;

    - Card presence of the ECI in transactions as proof the GDSs supporting 3DS in the BSP

    - Presence of Mastercard card data terminal input capability (card scheme mandate)

- PASB discussed and suggested specific complex taxes that they would like to include in the complex tax list.

- PFPG (Payment Fraud Prevention Group) and FFF FPG (Frequent Flier Programs Fraud Prevention Group) activities were paused due to the ongoing Pandemic while many members of these groups left their airlines and at a time where there was no longer a clear industry fraud prevention agenda that warranted the continuation of industry working groups. The IATA secretary of those 2 fraud prevention groups also left IATA in March 2021 and IATA was not able to appoint a new secretary to the 2 groups due to the recruitment freeze

  Because of those reasons, in consultation with FinAC (Financial Advisory Council) PASB agreed that the PFPG and FFF FPG will be put on hold until the first quarter of 2022 and PASB will review the possibility of reopening the groups at the end of first quarter of 2022 considering the resource availability of IATA.

  FinAC Steering Group agreed that where needed, to continue travel agency fraud prevention, and payment fraud prevention activities will be picked up by existing FinAC working groups.

Hoy Chin Yeoh/ Director Industry Financial Services-IATA (YEOHHC@iata.org) and Christophe Kato/Head, Payment Services-IATA (KatoC@iata.org) will be the main IATA point of contacts for supporting the industry for all kind of fraud-related topics.

- PASB discussed in detail the refundability indicator that has been planned to be included in IATA TTBS (Ticket Tax Box Service). The final decision will be given by PASB during the September 2021 PASB Call.

- PASB discussed and endorsed the currency file about the current authority and the standard-setting and decision-making process for each currency file (IROE, ICER, FDR, CDR, and MMR) identifying the impacted players, stakeholders as well. This will be published in the IATA Currency webpage.

- IATA PSC (Passenger Standards Conference) Resolution 728 section 7.2.1 lists the product codes allocated to payment products accepted by the industry however some products become obsolete, and their references should be removed from the Resolution.

  PASB supported this proposal and PASB support was communicated to the TG (Ticketing Group) and SOSB (Shop Order standards Board) that own IATA PSC Resolution 728.

Action
Conference to note report

Item E1.1 Pay-Account Standards Advisory Forum

Second PASB Advisory Forum Meeting was conducted as an online meeting due to the ongoing Pandemic on 20th April 2021. The PASB Advisory Forum had a very good participation with 68 participants.

All groups reporting to PASB presented their activities and updates.

Future of Interline Project updated was presented by Oana Savu/Secretary, Interline Group.

There was also an "Open Table" discussion to which 10 IATA Strategic Partners actively participated.

Action

Conference to note report

Item E2: Endorsement of elections for open positions on Pay-Account Standards Board

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 all positions are open on each of the five Management Boards for re-election/nomination for a twelve-month 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 2022. 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 are also being sought with this first transmittal of the Conference Agenda. Nominations are open until **20 September 2021**.

If you wish to nominate to this group, please notify us at: standards@iata.org prior to the 20th September.

Item E3: Delegation of authority to the Pay-Account 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.

No delegation requested

Currently, the Board does not wish to request any delegation of authority under this provision.

Action

Conference to note.

Item E4: Groups active under the Pay-Account Standards Board

Return to Main Contents Page | Return to Section E Contents Page

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.
Order Payment Group (OPG)	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.
Order Accounting Group (OAG)	Deal with matters concerning creating and/or amending enhanced and simplified distribution data standards governing Order Accounting Processes and also deals with matters concerning financial and accounting processes and practice related to Orders including the associated business requirements, provided that they are related to IATA Resolutions.
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.
IATA Tax Governance Group (TGG)	Deals with coordinating TFC (Tax, Fees and Charges) issues within different IATA domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing. Note: The Group name "ATPCO-IATA Joint Tax Governance Group" was changed in July 2021.

Continuation of Groups

The Board Ballot for endorsing the continuation of all groups for a further 12 months, from 1 November 2021 will be finalised on 13th September 2021.

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 Group (BDIG)	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
Order Payment Group (OPG)	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
Order Accounting Group (OAG)	Deals with matters concerning creating and/or amending enhanced and simplified distribution data standards governing Order Accounting Processes and also deals with matters concerning financial and accounting processes and practice related to Orders including the associated business requirements, provided that they are related to IATA Resolutions.	C_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.	D_E4
IATA Tax Governance Group (TGG)	Deals with coordinating TFC (Tax, Fees and Charges) issues within different IATA domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing. Has a dual reporting to PASB (Pay-account Standards Board) and ATPCO Council. Note: The Group name "ATPCO-IATA Joint Tax Governance Group" was changed in July 2021.	E_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: BPS Data Interchange Specifications Group (BDISG)

Return to Main Contents Page | Return to Section E Contents Page

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	1. Deals with matters concerning the development and maintaining data interchange specifications for the exchange of passenger ticketing and related data (including mass upload formats in BSPlink such as ADMs /ACMs and Refunds) between Billing and Settlement Plan (BSP) business partners. 2. Review and endorse proposals to create or amend standards to develop and document suitable technical solutions for the provision of BSP related data (including mass upload formats in BSPlink such as ADMs /ACMs and Refunds), for publication in the BSP Data Interchange Specifications Handbook (DISH) and ensure that those technical solutions align with existing standards. 3. Develop and document suitable technical solutions for the provision of BSP related data, for publication in the DISH. 4. Propose realistic implementation schedules for changes to the DISH standards. 5. Where practical, BDISG will take into account business requirements of BSP business partners. 6. Review and endorse proposals to amend: - PSC Resolution 750 Attachment A - BSP Data Interchange Specifications Handbook. 7. Liaise with other process owning groups under the PSC, and advisory groups under Industry Committees as required, including the PAPG (Passenger Agency 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	**Members** 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, Revenue Accounting system providers authorized by at least one BDISG Member airlines and being part of the IATA Strategic Partnerships programme, A Member organization may have multiple delegates but may only exercise one vote per organization.

	Observers Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings
Eligibility for Participation	IATA Member Airlines BSP business partners within the IATA Strategic Partnerships programme that provide agent reporting data (RET) to a BSP.
Meetings	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. 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.
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	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. All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas; 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	The IATA Secretary and no less than six IATA Member airlines and two BSP business partners.
Voting (Excluding the election of Chair and Vice-Chair).	The BDISG will act in the form of consensus in regard to proposals for technical specifications and implementation timetables. 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). A minimum of 4 votes is required for a decision to be valid.

Endorsement of standards	Standards endorsed by a majority vote will be presented to the PASB for approval. Changes to data BSP Data interchange specification standards require endorsement by the Passenger service Conference (PSC) 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.

Attachment B_E4: Terms of Reference: Order Payment Group (OPG)

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	Order Payment Group (OPG)
Reports to:	**Pay-Account Standards Board (PASB)**
Role / Mandate	1. Deals with matters concerning payment for offers and orders and financial processes related to order payment including the associated business requirements, provided that they are related with IATA Resolutions. 2. Review and endorse proposals to create or amend standards governing offer and order payment processes. Ensure that proposals align with existing standards. 3. Creating standards with the emerging forms of payments for offers and orders where PMWG will set the criteria for creating or revising standards. 4. While reviewing and endorsing proposals, liaise with other process owning groups under FinCom (Fin-Dev, PMWG and IBS OPS WG) 5. Review and endorse proposals to amend offer and order payment within resolutions relating to enhanced and simplified distribution, such as those referred to under Reso 787 and 797. 6. Maintain a work plan and report regularly to PASB 7. Develop and endorse other standards as directed by the PASB
Period of effectiveness	The group is effective from 1 November 2021 to 1 November 2022 and will be renewed subject to the approval of the PASB.

Participation	To participate in the group, IATA airlines must either elect to be Members of the group or participate as Observers.
	
	 Members
	
	 A minimum of 9, maximum of 18 airlines will be elected as Members.
	
	 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
	
	 Where nominations exceed available vacant positions, the PASB will elect members into vacant positions.
	
	 Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.
	
	 Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.
	
	 The named delegate may be changed during term only when necessary.
	
	 The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.
	
	 Any organization who fails to attend:
	 • One meeting out of the two annual face to face meetings OR
	 • Two calls out of four twice monthly calls

	will forfeit their position on the group. **Observers** 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.
Eligibility for Participation	• 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	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. 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.
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	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. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience in the following areas; a. Customer payment processes (e.g. customer cards or e-wallets) b. Payment on account processes (e.g. BSP, ARC or EasyPay) c. Accounting and finance processes relating to offer and order payment d. Systems related with payment and accounting (e.g. ERP Systems, Passenger Revenue Accounting Systems) e. Payment and accounting parts of NDC and ONE Order programs.
Quorum	The IATA Secretary and no less than six IATA Member airlines.
Voting (Excluding the election of Chair and Vice-Chair).	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. 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). A minimum of 6 votes is required for a decision to be valid.
Endorsement of standards	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.

	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, a smooth communication will be established with related Fin-Com working groups, especially Fin-Dev and PMWG.

Attachment C_E4: Terms of Reference: Order Accounting Group (OAG)

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	**Order Accounting Group (OAG)**
Reports to:	**Pay-Account Standards Board (PASB)**
Role / Mandate	1. Deals with matters concerning financial and accounting processes and practice related to Orders including the associated business requirements, provided that they are related to IATA Resolutions. 2. Review and endorse proposals to create or amend enhanced and simplified distribution data standards governing Order Accounting processes. Ensure that proposals align with existing standards. 3. Development of accounting data standards relating to Orders and Settlement with Orders. 4. While reviewing and endorsing proposals, liaise with other process owning groups under FinAC (Fin-Dev, PMWG and IBS OPS WG) 5. Review and endorse proposals to amend Order accounting data within resolutions relating to enhanced and simplified distribution, such as those referred to under Reso 787 and 797. 6. Maintain a work plan and report regularly to PASB 7. Develop and endorse other standards as directed by the PASB
Period of effectiveness	The group is effective from 1 November 2021 to 1 November 2022 and will be renewed subject to the approval of the PASB.

Participation	To participate in the group, IATA airlines must either elect to be Members of the group or participate as Observers.
	
	 Members
	
	 A minimum of 9, maximum of 18 airlines will be elected as Members.
	
	 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
	
	 Where nominations exceed available vacant positions, the PASB will elect members into vacant positions.
	
	 Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.
	
	 Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.
	
	 The named delegate may be changed during term only when necessary.
	
	 The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.
	
	 Any organization who fails to attend:

	• One meeting out of the two annual face to face meetings OR • Two calls out of four twice monthly calls will forfeit their position on the group. **Observers** 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.
Eligibility for Participation	• 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	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. 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.
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	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. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience in the following areas; f. Passenger Revenue Accounting g. Payment processes h. Sales reporting processes i. Agency Settlement processes j. Airline Settlement processes k. Other supplier processes l. Accounting and finance processes m. Billing and settlement processes n. Systems related with payment and accounting (such as ERP Systems, Passenger Revenue Accounting Systems) o. Payment and accounting parts of NDC and ONE Order programs.
Quorum	The IATA Secretary and no less than six IATA Member airlines.
Voting (Excluding the election of Chair and Vice-Chair).	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. 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).

	A minimum of 6 votes is required for a decision to be valid.
Endorsement of standards	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. 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, a smooth communication will be established with related Fin-Com working groups, especially Fin-Dev and PMWG.

Attachment D_E4: Terms of Reference: Settlement with Orders Group (SOG)

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	Settlement with Orders Group (SOG)
Reports to	Pay-Account Standards Board (PASB)
Role / Mandate	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 2021 to 1 November 2022 and will be renewed subject to the approval of the PASB.
Participation	**Members** Members of the group shall be IATA member airlines. Minimum 12, maximum 21 members. Sellers nominated by the airlines can be invited as observers for a specific topic. Geographical spread for the Airline members: TC1 – Member Airlines Minimum 3, Maximum 6 TC2 – Member Airlines Minimum 3, Maximum 6 TC3 – Member Airlines Minimum 3, Maximum 6 Where nominations exceed available vacant positions, the PASB will elect members into vacant positions. Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing. Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term, only when absolutely necessary. The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.

	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. Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group. **Observers** 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.
Eligibility for Participation	• IATA Member Airlines • Or any other organizations subject to the approval of the Chair and IATA.
Meetings	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. 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.
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	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. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience in the following areas; a. Sales payment processes. 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).	The SOSG will accept with majority vote proposals for technical specifications, implementation guidelines, standard changes and changes in project timeline. 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. A minimum of 4 votes is required for a decision to be valid.
Endorsement of standards	Standards endorsed by a majority vote will be presented to the PASB for approval. 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. Before being presented at the Conference as required, a smooth communication will be established with related FinAC working groups, especially FinDev and PMWG.

Attachment E_E4: Terms of Reference: IATA Tax Governance Group (TGG)

Return to Main Contents Page | Return to Section E Contents Page

Group name	**IATA 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))
Role / Mandate	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 gaps in the automated environment and proposing solutions to the related IATA WGs. 3. Supporting the IATA rejection reduction initiatives 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 in the automated environment. 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 automated, 'parameterized' TFCs requirements. 6. Propose changes to industry standards to facilitate the collection and reporting of TFCs within the enhanced distribution processes. 7. Propose changes to industry standards to facilitate the automation process from the distribution to the settlement end to end process. 8. Maintain an annual work plan and report regularly to Pay-Account Standards Board. 9. ATPCO will be responsible to drive the tax requirements from an automation perspective in the distribution and settlement processes.
Period of effectiveness	The group is effective from 01 November 2019, for an unlimited period of time with an updated Terms of Reference effective from July 2021.
Eligibility for Participation & Members	ATPCO, IATA SMEs, IATA SPs (Pricing, Distribution and Revenue Accounting and Pay-Account SPs), IATA Member Airlines.
Eligibility for Participation as Observers	Any other organization, subject to the approval of IATA and the Chair.
Meetings	**TBD**
Officers	A Chair (Airline) and Vice-Chair (SPs or airlines) 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. All organizations who are Members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA.

Profile of delegates	Named delegates should have current experience in the any of the following areas: • Revenue Accounting • Interline Accounting • Indirect Taxation • Distribution • Pricing Automation • GDSs
Quorum	A quorum of 5 Members is required for a meeting/ call to be held.
Voting (Excluding the election of Chair and Vice-Chair).	Recommendation of the group is by simple majority vote of Airline Members present in the meeting. Each airline member may exercise only one vote, and abstentions are not counted. A minimum of 50+1% votes is required for a recommendation to be carried to the related bodies for decision.
Endorsement of standards	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. If there are any suggestion to change ATPCO tax data standards or processes, then a business request will be raised to ATPCO, sponsored by a member airline. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009. Changes to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.

Item E4.1: Report and Workplan of the Billing and Settlement Plan Data Interchange Specifications Group (BDISG), under the Pay-Account Standards Board

Return to Main Contents Page | Return to Section E Contents Page

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	Alena Czoczkerl
8	Japan Airlines	Mizuki Aramata
9	KLM	Frank Haring
10	Air Canada	Debra Begg
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	Accelya	Pablo Moraleda
18	UATP	Jamie Nix
Observer	ARC	James Keith & Phil Myers
Observer	ATPCO	Michael Clay
Observer	ACCA	Feiyu Wang

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 BDISG Meeting was conducted as an online meeting on 27-28 October 2021, due to the COVID-19 Pandemic.

BDISG endorsed various amendments to DISH Revision 23 Standards (approved by PASB and PSC) reflected in a new DISH Update Bulletin Publication 2021/1, declared effective 1 April 2021. The summary of amendments in DISH Revision 23 Update Bulletin 20120/1 are highlighted below.;

• Revision of BDISG ToR (Term of Reference),

• Various RET Validation revisions suggested by the RVA WG (RET Validation Advisory Group),

• Detailing the description of Visa specific data in DISH,

• Detailing the description of American Express data in DISH,

• Mastercard Program Protocol Attribute amendment,

• Correction of "Diners" Code in DISH,

• Amendment of CPUI (Coupon Use Indicator) Validation,

• Amendment of Net Reporting Elements – Validation,

• Removal of explicit list of allowable characters in DISH,

• Removing the Reference to a Non-Existing Supplementary Card Document,

• Amendment of CCCC (Credit Card Code) Element Use Definition

Due to the ongoing effect of COVID-19 Pandemic on our members, BDISG decided that the 2021 annual BDISG Meeting will be also an online annual meeting on 5-6-7 October,2021.

BDISG adoption of standards

BDISG approved the DISH Revision 23 Update Bulletin 2021/1 during the annual BDISG Meeting 2020 and after the PASB and PSC approvals in 2021 the DISH Revision 23 Update Bulletin 2021/1 Bulletin was published with the effective date of 1st April 2021.

Action

Conference to note report.

Attachment A_E4.1 Workplan of the BDISG

[Return to Main Contents Page](#) | [Return to Section E Contents Page](#)

Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	Refund Validations	New Agenda Item for BDISG17	N	IATA, BDISG
2	How to report a PSC (US Passenger Facilities Charge) in DISH	New Agenda Item for BDISG17	N	Amadeus, BDISG
3	Removing the card variable format section from DISH	BDISG16	N	IATA, BDISG
4	Usage of CSP format/UATP	New Agenda Item for BDISG17	N	IATA, UATP
5	Missing BCX83 in DISH Appendix B HOT Table	New Agenda Item for BDISG17	N	IATA, BDISG
6	Removing Extended BSP from DISH	New Agenda Item for BDISG17	N	IATA, BDISG
7	Formatting PFC data in the IT0N & BKS47 records	New Agenda Item for BDISG17	N	IATA. BDISG
8	Include Elo's NRID in the FPTI field	New Agenda Item for BDISG17	N	Elo. BDISG
9	Clarify the RET reporting of parcelados payments in Appendix I of the DISH	New Agenda Item for BDISG17	N	IATA, BDISG

Item E4.2: Report and Workplan of the Order Payment Group (OPG), under the Pay-Account Standards Board

Submitted by: Marco Gronsveld, Chair of the Order Payment Group, under the Pay-Account Standards Board

David Scannell, Manager, Enhance Distribution Standards, IATA Secretary of the Order Payment Group

Background

The Order Payment Group deals with matters concerning payment for offers and orders and financial processes related to order payment including the associated business requirements, provided that they are related with IATA Resolutions. It reviews and endorses proposals to create or amend standards governing offer and order payment processes as well as ensuring that proposals align with existing standards. The group is also responsible for offer and order payment in the context of resolutions relating to enhanced and simplified distribution, such as those referred to under Reso 787 and 797. Under guidance from PMWG, the group is also tasked with creating standards relating to emerging forms of payments for offers and orders.

Members of the Order 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:

Airline Member	Delegate Name	Traffic Conference
Hawaiian Airlines	Alejandro Garcia	1
Cathay Pacific	Andy Lo	3
Qantas	Brendan Sheldon	3
Swiss	Dennis Radau	2
Finnair	Heli Tapanen	2
Air Canada	Henry Garcia Diaz	1
British Airways	Iain Bell	2
KLM	Marco Gronsveld	2
United Airlines	Namratha Pavar	1
Turkish Airlines	Nermin Azem Kiran	2
Brussels Airlines	Patrick Artiel	2
American Airlines	Sahil Narang	1
Singapore Airlines	Siew Lin Seet	3
Air France	Steve Chaussin	2
Hahn Air	Vicente Zepeda Cabral	2

In addition to airline members, there is active participation from a variety of technology providers as well as representation from 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 Namratha Pavar from United Airlines, Vice Chair of the Order Payment Group. Under the Terms of Reference of the Group, these officers hold their positions for 1 year, subject to continued involvement in the group.

Order Payment Group Activity

Overview

This year the Order 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. Seven items were identified at the start of the cycle and were thematically aligned into three core areas for delivery across 2021/21: Priority was given to leveraging existing capabilities and providing documentation over delivery of new capabilities in this cycle.

Documentation & Guidance
Payment Implementation Guidance is in progress as part of a wider initiative within Enhanced and Simplified Distribution guidance. Payment aspects of the documentation include worked use cases to demonstrate use of payment capabilities – such as Strong Customer Authentication payment – as well as definitions for core payment concepts such as "the amount to be paid for an order".

Simplification and Bug Fixes
Over the last cycle, the Enhanced and Simplified distribution standards have undertaken major technical changes including a move away from lean schemas and towards common types. As this initiative progressed, payment structures were aligned to the new common types structure for release 21.1 in January. Further work specific to payment bug fixes and – particularly the ability to support alternative forms of payment using existing airline payment solutions – was developed after the bulk of the common type work was delivered

New Development
Initial plans to deliver new payment capabilities relating to the use of stored values as a form of payment were paused due to the complexity of the technical requirements and the lack of internal resources to deliver them. Items relating to this topic have been added to the backlog for the next cycle

The Order 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.

2020/21 Face-To-Face Meetings

The OPG met face to face once in 2021 and covered the following items

- **July 2021 in Madrid**
    - Support for different payment processing models
    - Schema and Data Structure clean up
    - Payment Implementation Guidance
    - Planning and Prioritizing for 2022

2019/2020 Balloted Items

CR181 – "Payment Error Messages"
In order payment scenarios, problems may occur. Without clear information regarding the nature of the problem, it can be difficult for parties involved in message exchange to determine how to proceed. This CR creates a list of standard payment error codes that support common payment scenarios to help airlines and sellers to alleviate the problem.

EASD-132 – "Payment Status"
Existing Payment statuses in Enhanced and Simplified distribution are stored within the data model and published in message schemas used to communicate data. This technical change changes the element "PaymentStatus" to reference three defined payment statuses to be added to a new PADIS codeset "PAY".

EASD-81: "Support for Different Payment Processing Models"
This delivers specific schema changes required to deliver support for "other" payment processing methods using existing payment capabilities within the schema. The document also provides fixes to bugs introduced prior to and in the move to common types in 20.2 that affect capabilities relating to payment preference, payment acceptance and payment processing.

EASD-124 - "Clearance Information for Shop-Order"

This change creates new data structures to enable the retailing partners to communicate information and preferences related to the clearing of funds as defined by the SwO Standard and Process.

Action

Conference to note.

EASD-124 - "Clearance Information for Shop-Order"

Attachment A_E4.2 Workplan of the Order Payment Group under the Pay-Account Standards Board

[Return to Main Contents Page](#) | [Return to Section E Contents Page](#)

Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	Commitment to pay/transact where no new payment is to be collected (e.g. addition of a free service or a change with no additional payment)	OOG Use Case Group (Jun 2021), Integration Group (Jun 2021), OPG face to face (Jul 2021), CPG Call (Aug 2021)	N	IATA, Amadeus, Hahn Air
2	Pay for an order with an existing stored value	OPG face to face (Jul 2021), CPG Call (Aug 2021)	N	IATA, KLM
3	Pay by instalment	OPG face to face (Jul 2021), CPG Call (Aug 2021)	N	IATA, Iberia
4	Support for payment pre-authorisation to improve order fulfilment processes	OPG face to face (Jul 2021), CPG Call (Aug 2021)	N	IATA, American Airlines, Expedia
5	Use of multiple forms of Payment to pay for an order	Pre-covid OPG workplan (2019/20). OPG face to face (Jul 2021)	N	IATA, KLM

Item E4.3: Report and Workplan of the Order Accounting Group (OAG) under the Pay-Account Standards Board

Submitted by: David Scannell, Manager, Enhance Distribution Standards, IATA Secretary of the Order Payment Group

Background

The Order Accounting Group deals with matters concerning financial and accounting processes and practice related to Orders including the associated business requirements, provided that they are related to IATA Resolutions. It reviews and endorses proposals to create or amend enhanced and simplified distribution data standards governing Order Accounting processes and ensures that proposals align with existing standards.

The group develops accounting data standards relating to Orders and Settlement with Orders and reviews and endorses proposals to amend Order accounting data within resolutions relating to enhanced and simplified distribution, such as those referred to under Reso 787 and 797.

Members of the Order Accounting Group

The Terms of Reference of the Group allow for a core membership of 16 delegates from airlines who have committed to active participation in standards development relating to order accounting. The current list of voting airline membership is as follows:

Airline Member	Delegate Name	Traffic Conference
Lufthansa	Carsten Kemper	2
Delta	Dave Weghorst	1
United Airlines	Donna Jackson	1
Qantas	Konda Reddy	3
Royal Jordanian	Moath Alwaqfi	2
Swiss	Myriam Burget	2
Singapore Airlines	Siew Lin Seet	3
Emirates	Suresh Verkot	2

In addition to airline members, there is active participation from a variety of IATA Strategic Partners.

Chair and Vice-Chair

Currently, the group are without a Chair or Vice Chair. An open request for nominations across group and board calls remains in place as we seek officers to run this group.

Order Accounting Group Activity

Overview

The Order Accounting Group formed under PASB at the start of the 2020/2021 cycle. It replaced a previously existing task force under The Order Group (under SOSB). Four potential work items from the previous group's backlog were investigated as a starting point for the group with two being taken towards completion in the cycle. Business requirements were completed for the following items:

EASD-78 – VAT Handling
The general requirement for this CR was to enable airline accounting systems to identify whether a provided base value includes VAT or not and to derive relevant accountable values if necessary.

EASD-141 – Resynchronize with Accounting

The general requirement for this CR was to ensure that Order Management Systems and Accounting Systems can are synchronized and to allow them to resynchronize if necessary.

Whilst work to deliver EASD-78 was completed and taken to ballot, the technical development required to support EASD-141 was deemed to be of sufficient magnitude to review how acknowledgement messages are handled across all of Enhanced and Simplified Distribution. This item is pending deeper analysis by CMIG and ATSB and is likely to be delivered in the 2021/22 cycle under package item number 1.

As work continued through 2021, it became clear that a more detailed assessment of revenue accounting needs in the context of enhanced and simplified distribution is required to deliver effective guidance for airline members seeking to adopt EASD standards. An action plan to deliver this will form a key pillar of the group's 2021/22 work plan.

2020/21 Face-To-Face Meetings

The Order Accounting Group did not meet face to face the 2020/2021 work cycle

2020/2021 Balloted Items

EASD-78 – VAT Handling

The general requirement for this CR was to enable airline accounting systems to identify whether a provided base value includes VAT or not and to derive relevant accountable values if necessary.

Action

Conference to note.

Attachment A_E4.3: Work plan of the Order Accounting Group under the Pay-Account Standards Board

Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	Outline basic accounting use cases for Order creation and servicing scenarios where accountable documents are not issued	OAG Calls (July 2021, August 2021)	N	IATA, Accelya, Qantas
2	Analyse and improve price structures in accounted orders	OAG Backlog; CMIG Call (June 2021); OAG Calls (June 2021, August 2021)	N	IATA, Lufthansa Systems
3	Outline accounting requirements gaps for core requirements captured in DISH but not in One Order BRD	PASB Call (July 2021) OAG Calls (July 2021, August 2021)	N	IATA, Qantas
4	Review need for distinct delivery side OMS -> Accounting message (use of OSIN vs use of SSCN)	PASB Call (July 2021) OAG Calls (July 2021, August 2021)	N	IATA, Swiss

Item E4.4: Report and Workplan of the Settlement with Orders Group (SOG) under the Pay-Account Standards Board

Submitted by: Mr. Vladimir Radojevic, Chair of the Settlement with Orders Group, under the PASB

Mr Momchil Momchilov, Manager Settlement with Orders Development & Secretary of the SOG

Background

It has been identified that there is need for remittance and settlement solution between Carriers and Sellers with the framework of NDC and ONE Order transactions.

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), instead of the 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 the world of orders the clearance of funds 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) 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 funds clearance process and a new clearance platform to support it.

SOG Objective
Build a robust, efficient & streamlined solution enabling back-office simplification for Carriers and Sellers (Agents), moving away from traditional revenue accounting processes allowing clearance of funds in the world of NDC and orders.

Members of the SOG

Position	Airline	Delegate name
1	AA	Melinda Fish
2	AF	Sitty Dada
3	BA	Barbara Foote
4	CX	Steve Cheung
5	EK	Suresh Verkot
6	HR	Atul Maldikar
7	JU	Vladimir Radojevic (Chair)
8	KL	Marco Gronsveld
9	LH	Carsten Kemper (Vice Chair)
10	LX	Myriam Burget
11	QF	Leonie Privett
12	RJ	Moath Alwaqfi
13	SQ	Lee Xue Ying
14	SQ	Melissa Chua
15	TK	Suleyman Serdar Yagci
16	TK	Eyup Okumuş
17	UA	Jackie Baxter

Chair and Vice-Chair

Vladimir Radojevic from Air Serbia was elected as Chair with Carsten Kemper from Lufthansa, Vice Chair of the Settlement with Orders Group.

Activity Report

The SOG has met 7 times this year all of the times via conference call. Supported by the IATA secretary SOG managed to achieve most of its goals for 2021:

- SOG successfully achieved its main goal to position the clearing of funds as part of the payment. Moreover Clearance information is now part of the data exchange during the shopping and payment commitment. This includes the possibility to provide incentive for clearing a certain payment or clearance methods.
- Data exchange has been optimised by reducing data hierarchy and by using common types for simplified implementation
- The Clearance process for EasyPay form of payment has been reviewed to align it with the overall clearance process
- New data element has been identified as required when interacting with the Clearance Manager and has been included in the data structure related to clearance of payment with form of payment EasyPay
- The certification for SwO has been thoroughly reviewed and SwO has been the first standard to be included in the new certification program for NDC and OneOrder. So far 2 providers have been certified with 3 more in the pipeline.

There has been no need to work on incorporating new forms of payment and to work on clearance for interline sales because the interline group has not deemed it necessary as of now.

Action

Conference to note.

Attachment A_E4.4 Workplan of the SOG

Settlement with Orders Group Work Plan – 2021

The members of SOG did not suggest any specific workplan items to be discussed/reviewed in the next 1 year. The SOG members believe that there is a mature release of the SwO Standard, which is backwards compatible too and the focus shall be on implementing with the industry the SwO Standard and Process. Only when there is sufficient feedback from the implementations that requires revisions to the standard will there be need for the group to meet and to discuss how to resolve issues.

Having working Clearance Manager Platform is also considered critical for the adoption of the SwO Standard and Process. Therefore, having IATA resources focusing on developing and implementing the Clearance Manager Platform and on stimulating and supporting industry implementation of the SwO Standard and Process will be of greater benefit to the industry.

Item E4.5: Report and Workplan of the IATA Tax Governance Group (TGG) under the Pay-Account Standards Board

Submitted by: Mrs. Silvia Fernandez Meistro, Secretary of IATA Tax Governance Group, under the Pay-Account

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 is 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 Board endorsed the creation of the IATA Tax Governance Group (previously named as ATPCO-IATA Joined 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.

Members of the IATA Tax Governance Group (TGG)

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	Sophie Creusot
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

Marie-Noel Fredette from Air Canada is the Chair and Signe Messeter from SAS is the Vice-Chair of TGG. However, Mrs. Marie-Noel Fredette has recently resigned from the Chair position. The Group Chair and Vice-Chair elections will be conducted in September 20221.

Activity Report

The ATPCO-IATA Tax Governance Group transitioned to an IATA only working group as of July 2021, under the name of IATA Tax Governance group (TGG), and its ToR was updated accordingly.

There were three group calls from August 2020 to August 2021 and no face-to-face meeting due to the effect of Pandemic. The key highlights are as follows:

- Several specific tax issues have been discussed such as O4, Q1 and E3

- Top 10 taxes that cause passenger interline rejections were identified, split in two periods, pre and post COVID

- Top 10 taxes that causes ADMs were identified

- Complex taxes were identified. The group continues reviewing the list of complex taxes and discussing potential solutions for the identified complexities.

- With the support of the group IATA conducted a survey related to tax distribution and settlement. The results reflected that the taxes most often causing financial impact were also in the top 10 list of taxes causing rejections. Most tax related ADMs are generated due to tax rule interpretation and misinterpretation of exemptions, connections and tax guidelines.

- Group analysed the differences between RATD and TTBS, it was determined that most of the changes in the automated TTBS tax data occur in the two weeks after the monthly RATD data is pulled and published. This is mainly due to currency fluctuations.

- The topic of refundability of taxes was extended to include Exchanges and Reissues. Feedback of the group on Refundability was passed to the PASB. Discussions are still on going.

- It was determined there is no difference in content between RATD and TTBS, however the monthly frequency of the publication of RATD create differences with the daily production of TTBS.

- The group is currently working on a survey to be sent to RATD users to identify the need of changing the frequency of the RATD and its possible impact in terms of cost, processes, etc.

Action
Conference to note.

Attachment A_E4.5 Workplan of the IATA Tax Governance Group (TGG) under the Pay-Account Standards Board

Return to Main Contents Page | Return to Section E Contents Page

IATA Tax Governance Group Work Plan – 2021

Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	RATD Frequency Survey	RATD Sub-Group Call (25 May 2021)	Y	IATA, RATD Sub-Group
2	Define the frequency of RATD Data	RATD Sub-Group Call (25 May 2021)	Y	IATA, RATD Sub-Group
3	ATPCO Tax Data Modification Notice	TGG Call (15 June 2021)	N	ATPCO, TGG
4	Management of Complex Taxes	TGG Call (03 February 2021)	Y	ATPCO, IATA & Complex Tax Sub-Group
5	Top Interline Taxes Analysis - Causing Interline Disputes	AITGG Call (03 February 2021)	Y	IATA, Complex Tax Sub-Group
6	Collaboration with the IATA industry taxation project	-	N	IATA
7	Define refundability data needs	TGG Call (15 June 2021)	N	IATA, TGG
8	Enhancement of TTBS filling process	-	N	IATA. TGG

Section F: Architecture and Technology Strategy Board Items

Contents

Item F1: Report of the Architecture and Technology Strategy Board

Return to Main Contents Page | Return to Section F Contents Page

Submitted by: Andrew Webster, Chair of the Architecture and Technology Strategy Board

Najmi Mansoor Ahmed, Vice 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	Najmi Mansoor Ahmed	Enterprise Architect	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	Pedro Torres	Senior Enterprise Architect	1 November 2020
11	LOT Polish Airlines	TBA		1 November 2018
12	Singapore Airlines	Joonhong Lee	Principal Technologist (Customer Services System)	1 November 2018
13	Swiss International Airlines	Didier Arnold	Head of Solution Design & Vendor Management, Head of IT to Business Alignment	1 November 2018
14	Turkish Airlines	Ismail Ozgur Baykal	Project Manager	1 November 2018
15	United Airlines	Erik Stogo	Director IT	1 November 2018

Chair and Vice-Chair

Andrew Webster from British Airways was elected as Chair during an ATSB conference call on December 7 2020, and Najmi Mansoor Ahmed from Emirates was elected as Vice Chair during an ATSB conference call on July 1, 2021. Under the terms of Resolution 009, these officers will hold these positions for a period of 3 years until December 2023.

Architecture and Technology Strategy Board activity in 2021

The Architecture and Technology Strategy Board have not held any face-to-face meetings so far in 2021, but held the following conference calls:

- February 17 – full Board call
- March 8 – Exceptional call to review Interline and Common Use Standard BRDs
- July 1 – full Board call
- September – planned Board call
- *Potential F2F meeting during the Digital, Data and Retailing Symposium taking place in Madrid on Oct 26-28*
- December – planned full Board call

Key highlights from the first half of 2021:

- New, agile quarterly data exchange standards release framework implemented

- Release 21.1 release package published on March 1st and 21.2 release package published on June 1st

- Creation of new Identity Management Group to focus on building modern digital identity management standards which will support the issuance and exchange of digital credentials for industry standard use cases (such as health credentials, agency identification, etc.)

- New defect management process implemented to handle issues identified with data exchange standards outside of release windows

- Provided technology guidance to groups developing new standards in the areas of Interline and Common Use (Boarding Pass API)

- Collaboratively working with the SOSB to develop a baseline for future backward compatible releases for Offer and Order 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 (including the development of modern data exchange standards in the areas of Open API and Identity Management to help facilitate the migration)
- Architecture integrity
- Continue streamlining and implementing agile principles into the data exchange standard development methodology and 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 F2: Endorsement of elections for open positions on Architecture and Technology Strategy Board

Return to Main Contents Page | Return to Section F Contents Page

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 all positions are open on each of the five Management Boards for re-election/nomination for a twelve-month 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 2022. 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 are also being sought with this first transmittal of the Conference Agenda. Nominations are open until **20 September 2021**.

If you wish to nominate to this group, please notify us at: standards@iata.org prior to the 20th September.

Item F3: Delegation of authority to the Architecture and Technology Strategy 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.

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

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 2021:
- Change Management and AIDM Integration (CMIG)
- EDIFACT Group
- Identity Management Group
- Technology Architecture Group

Key changes can be summarized below:

- Consolidated EDIFACT Group within Change Management Group as the EDIFACT Group has been inactive for some time. EDIFACT experts can be called on as necessary in the event the industry requires an EDIFACT update.

Continuation of Groups

The Board has endorsed the continuation of all groups for a further 12 months, from 1 November 2021. 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

Identity Management Group	Responsible for developing technical Identity Management implementation standards in order to identity the various parties referenced in various standards.	B_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.	C_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

Return to Main Contents Page | Return to Section F Contents Page

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	**Change Management and AIDM Integration Group (CMIG)**
Reports to	Architecture and Technology Strategy Board (ATSB)
Role / Mandate	1. Oversee the maintenance of an integrated Airline Industry Data Model (AIDM) intended as a central repository to: • Store business process models supporting passenger data exchange standards (non EDIFACT) • Store data and message models supporting passenger data exchange standards (non EDIFACT) • Generate all data exchange specifications including messaging standards as well as developmental (alpha release) and candidate (beta release) messaging standards 2. Review and endorse new data exchange standards and proposed changes to data exchange standards. This includes: • Ensure completion of stage 1 (initiation), 2 (business models) and 3 (data models) BRDs as per the AIDM Methodology for new standards • Ensure completion of the Change Requests per the AIDM Methodology for data exchange standards modifications • Ensure compliance of all proposed business and data modeling changes with the AIDM Modeling Guidelines • Provide guidance and resolve of integration issues with proposed changes to the AIDM • Ensure compliance of all XML and JSON Data Exchange Standards with the IATA XML and Rest/JSON/Open API Best Practices 3. Maintain the methodology for developing data exchange standards and associated modelling guidance, best practices, templates and tools. This includes the following documents: • AIDM Modeling Guidelines • IATA XML Best Practices • Open API Best Practices 4. Liaise with other groups under any Conference, and Industry Committees as required, providing modeling, technical guidance, consulting and support to other groups as required 5. Maintain a work plan and report regularly to ATSB
Period of effectiveness	The Group is effective from 1 November 2021 for a period of 12 months and may be disbanded by the ATSB any time
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers **Members** Minimum 14, maximum 20 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines. Where nominations exceed available vacant positions, the Architecture and Technology Strategy Board will elect members into vacant positions.

	Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing. Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term, only if necessary. The named delegate may appoint a proxy from within their organization to attend meetings on their behalf. Any member organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group. **Observers** Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. Where an organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	• 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. Any other organization invited to participate subject to the approval of the Chair and Secretary.
Meetings	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	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 (Strategic Partners) of the group are eligible to be elected as Vice-Chair. 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. 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. Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: • Information Technology and Architecture, Information and/or Data Architecture, • Practical hands on experience with data and/or business modeling (including knowledge of UML and BPMN 2.0) • XML Schema design and W3C XML Best Practices • REST/JSON APIs

Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties. If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines. Any required action to be voted on by the Group may take place at an in person meeting (minimum of 3 CMIG Airline Members must be present for the vote to be valid) or by online ballot (minimum of 7 CMIG Airline Members must vote for the ballot to be valid) Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2). Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.
Endorsement of standards	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. 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.

Attachment B_F4: Terms of Reference: Identity Management Group

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	Identity Management Group
Reports to	Architecture and Technology Strategy Board (ATSB)
Scope	1. Develop technical standards supporting coding regimes governed by IATA passenger standards, building on use cases referred to the group by the ATSB. Examples of use cases include, but are not limited to: • Identity management of 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. *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.*
Period	12 months from the date of adoption, renewable by the ATSB.
Membership	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. Failure to participate in two consecutive meetings may result in your status being changed from active member to observer of the Group. Other stakeholders may be invited by approval of the Group Chair and Secretary. Any eligible organization commits to active participation with a named and suitably qualified delegate for a minimum of 12 months.
Meetings	Minimum month telephone / web meeting. Minimum one face to face meeting per year.
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	A Chair and Vice-Chair will be elected from Group Members. Only Member Airlines are eligible to be elected as Chair. 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. 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. Secretary will be provided by IATA Management.
Voting	The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties. If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines. Any required action to be voted on by the Group may take place at an in person meeting (minimum of 3 Airline Members must be present for the vote to be valid) or by online ballot (minimum of 7 Airline Members must vote for the ballot to be valid) Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2). Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.
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.

Attachment C_F4: Terms of Reference: Technology Architecture Group

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	**Technology Architecture Group (TAG)**
Reports to	Architecture and Technology Strategy Board (ATSB)
Role / Mandate	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, 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	To participate in the Group, any organization eligible for participation must either elect to be Member of the Group or to participate as Observer. **Members** Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during term. The named delegate may appoint an alternate delegate from within their organization to attend meetings on their behalf. 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. **Observers** Any organization eligible for participation who is not a member may attend any meeting as an Observer and access any materials from meetings.
Eligibility for Participation	• 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. Any other organization invited to participate subject to the approval of the Chair and Secretary.

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	A Chair and Vice-Chair will be elected from Group Members. Only Member Airlines are eligible to be elected as Chair. 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. 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. Secretary will be provided by IATA Management.
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).	The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties. If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines. Any required action to be voted on by the Group may take place at an in person meeting (minimum of 3 CMIG Airline Members must be present for the vote to be valid) or by online ballot (minimum of 7 CMIG Airline Members must vote for the ballot to be valid) Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2). Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.
Endorsement of standards	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. 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.

Item F4.1: Report and Workplan of the Change Management and AIDM Integration Group, under the Architecture and Technology Strategy Board

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 to:

1. Oversee the maintenance of the integrated Airline Industry Data Model (AIDM):
   a. Intended as a central repository to store business processes/requirements, data and message models
2. Generate and maintain XML data exchange specifications/messaging standards as well as developmental (alpha release) and candidate (beta release) messaging standards
3. Review all proposals for integration of proposed changes into new releases of the AIDM
4. 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
5. 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.

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 standard release cycles for the year.

Board	Group	Area	Release 21.1 Standards Cycle	Release 21.2 Standards Cycle	Release 21.3 Standards Cycle	Release 21.4 Standard Cycle
Architecture and Technology Strategy	IATA Industry Architecture	AIDM	New Agile Dev + Frequent delivery	N/A	N/A	CR for AIDM Governance Quality updates expected
Pay-Account	Settlement with Orders	New Standard	N/A	N/A	2 Changes Request (Update Clearance)	N/A
Plan	MCTX	New Standard	N/A	N/A	N/A	New API JSON expected
	SXSG	Slot Standards	N/A	N/A	N/A	New CR for legacy XML expected
	Schedules	Schedules Standards	N/A	N/A	N/A	New CR for legacy XML expected
Shop Order	Offers	NDC Standards	2 Changes Request	N/A	1 Change Request	New CR expected
	Orders	NDC and ONE Order Standards	1 new XML Change Requests	N/A	11 Change Request	New CR expected
	Customer Payment	NDC Standards Customer Payments	N/A	N/A	2 Changes Request	New CR expected
	Business Interline	Interline Standards	N/A	N/A	First API (XML) for phase 1	New API (XML) for phase 2
	RES XML	PAOREQ/RES Messages	N/A	N/A	N/A	N/A
	BSP 4 NDC & TIP API	API	N/A	N/A	N/A	N/A
Travel	Baggage XML	Baggage Standards	1 Change Request	N/A	1 Change Request	New CR expected + new message for ULD tracking?
	Load Control (LCAM)	Load Control Standards	1 Change Request	N/A	First review of BRD for Aircraft TurnAround TimeStamp message	New message XXML for Aircraft Turnaround TimeStamp
	Passenger and Baggage Conformance Services (CUWS)	Airport Standard	N/A	Draft API JSON for Board (BCBP)	First API JSON for Board (BCBP)	New API expected (Security Access?)
	AIDX + Fuel Data (SGSX)	Aircraft	1 Change Request	1 Change Request (Fuel Data Notif)	N/A	N/A

Other activities during the year have included:

- New Agile Development Cycle was implemented to enable more frequent release (up to 4 / year) for the different groups to publish changes on standards messages.
- 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
- Collaboratively developed and worked through several significant changes required for Offer and Order convergence as part of Release 21.3. 3 extraordinary CMIG working group calls were held with around 15-20 CMIG members in an effort to ensure solutions were designed with backward compatibility in mind in order to produce a foundation for future backward compatible releases for Offer and Order standards going forward.

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

Item F4.2: Report and Workplan of the EDIFACT Group, under the Architecture and Technology Strategy Board

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 andAirports EDIFACT Implementation Guides.

EDIFACT Activities Update

Over the past few years, there have been limited structural changes to the EDIFACT messaging structures document as the industry focuses on building new, modern data exchange standards.

As a result, the ATSB voted on 1st July 2021 in favor of making the following changes:

- Transfer the maintenance of the Reservations and Airports EDIFACT implementation guides under the authority of the relevant Business Boards in accordance with the standard development methodology defined under Resolution 009.

- Transfer the maintenance of the EDIFACT Message Directory within the Change Management and AIDM Integration Group. As there are no planned version changes for EDIFACT planned at this point, the EDIFACT Message Directory maintenance activities will be put on hold until required.

Action

Conference to note report

Item F4.3: Report and Workplan of the Identity Management Group, under the Architecture and Technology Strategy Board

Return to Main Contents Page | Return to Section F Contents Page

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.

Proposal from DTAC:
Consistent with architecture principles, industry digitalization programs should take into account 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

Adam Rouncivell (BA) was elected as Chair of the Identity Management Group in Sep 2020. Upon his departure from his role in July 2021, the position of Group Chair is currently vacant. The ATSB and Identity Management Group would like to formerly thank Adam for his leadership and chairmanship of the Group during the first half of 2021 and wishes him all the best on his next opportunity.

Dan Bachenheimer (Accenture) was elected as Vice Chair in Sep 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 2021

The group began meeting in August and will have bimonthly calls. Key deliverables of the group include:

- First version of Identity Management credential schema standard
- Creation/maintenance of technical implementation materials as required

The group plans to release to publish the Identity Management credential schema standard as part of release 21.3 (effective mid-September).

Attachment A_F4.3: Work plan of the Methodology Group

ITEM	SUBJECT	DESCRIPTION SUMMARY
1	Document the organization of the ecosystem	The definition of roles and credential types of the ecosystem should be left for the business, but we need to understand how to document/implement the organization in the credential standards (suggestion is to reference Airline Value Chain or Digital Maturity Index).
2	Verifiable Data Registries	Exploration of technical implementations of Verifiable Data Registries using ledger or other technologies. Should include an analysis of existing registries (and possibly recommendation of registry implementation best practices). Should review from perspectives of the issuer, verifier and publisher of keys (may not be issuer).
3	Definition of verifiable credential schema standard	How should the credential be formatted? What standard should the credential schema adhere to? (does not include specific schema standards for use cases)
4	Exchanging and combining multiple credentials (presentations)	Exploration of best practices when combining and sending multiple credentials in a single transaction (include combining, derived presentations, etc.).
5	Digital Signature implementations	What signature type will we use for encryption? - JSON Signatures/web tokens - zero knowledge proofs using BBS+ signatures
6	Wallets	Interactions with the wallet are in scope of data exchange standards. Anything further would likely be use case specific.
7	DID Methods	Exploration of DIDs method and IATA. Should IATA have its own DIDS method for use with industry standard credentials?
8	Exchange protocols	Current proposal is to use DIDComms peer to peer protocol to exchange credentials. Group also would like to investigate alternative implementations to ensure scalability and adoption (OIDC?). 28/7: Link to item 4: Exchange and combining multiple credentials
9	Defining Governance and Trust Frameworks	Provide guidance and requirements to help business groups document trust frameworks for specific use cases. Including: - What are the fundamental components required to make a use case work.

Action

Conference to note report

Item F4.4: Report and Workplan of the Technology Architecture Group, under the Architecture and Technology Strategy Board

Submitted by: Cheikh Fall, Vice-Chair of the Technology Architecture Group, under the Architecture and Technology Strategy Board

Peter Sun, 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.

Under the Terms of Reference of the Group, these officers hold their positions for 2 years, subject to continued involvement in the group.

Technology Architecture Group activity in 2021

The group has met over two conference calls in the first half of 2021.

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
- Open Air REST/JSON API Standards and Best Practices v1.1 and v1.2
- Industry Standard REST/JSON Conformant API: CUWS (Common Use Web Service) Board API
- Requirement and specification of the JSON Common Library, which includes standard schema objects from AIDM integrated data mode

Attachment A_F4.4: Technology Architecture Group Work Plan

The group work plan can be found on the Standard Setting Workspace. An excerpt of the plan can be found below:

ITEM	SUBJECT	DESCRIPTION SUMMARY
1	Certification Framework and Checklist v1.1	New Certification framework has been adopted by Open Air group. The group needs to review Checklist together with Standard and Best Practice document, and check compliance criteria, levels of certification, etc
2	CUWS API	Common Use Web Service API proposed by Common Use Working group under Travel board
3	Open Air JSON Library Data model derived from AIDM	How provider could derive data model in API spec from AIDM data definition
4	Discoverability of APIs	Best practice and options to promote industry API discoverability.
5	Define resource representation requirements	Error, warning, metadata, links, resource collection
6	Query language	Parameters to get collection of resources. Best practice should allow to include (via query parameter) a view of associated (sub) resources included in the main resource. Best practice should provide a way to request a partial view (+ list of fields) of existing resource (via query parameter)
7	API Versioning	Includes: - What level to version - What notation (Semantic Versioning?) White paper drafted. Decision points from Jan 2019 meeting will be captured in the minutes and referenced in the online vote.
8	Resource naming convention and notation	1) Including naming notation of resources; lowCamelCase; spinal-case? 2) Construction of URI? 3) Leverage JSONAPI ruleset?
9	Define an IATA JSON MIME Type	Pros/cons for developing an IATA MIME type?
10	Define standard error code and message responses.	Http error codes
11	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.
12	Call back mechanism	NFR concept to have message orchestration more efficient in message standard communication
13	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.
14	API Style checking - Custom rules	Define style checking rules based on Open Air standards, to facilitate developers on self-validation.
15	Open Air API Registry enhancement	Better user experience in API Registry: 1. self-service certification application 2. Automated API validation 3. Discoverability …
16	Transition to OAS 3.1 Standards	

Action

Conference to note report.

Passenger Standards Conference 2021, Agenda First Transmittal

Section G:
Information Items

Contents

Item G1: Report of the Passenger Agency Conference

Submitted by: Marco Alvarenga. Secretariat, Passenger Agency Conference

(alvarengam@iata.org)

Background

The IATA Passenger Agency Programme 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 Programme 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 more than 38 thousand Accredited Agents issuing tickets in more than 56 thousand locations, marking a 4% global increase in 2020 in comparison to 2019. Within the Agency Programme 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 2020, despite the industry crisis, the BSP processed over the equivalent of USD 51 billion gross sales of airline ticket sales, through BSP operations located in 180 markets.

The governance mechanism of the Passenger Agency Conference (PAConf) activity ensures that every member airline has the opportunity to influence the development of standards. At the PAConf 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 to ensure that they are up to date and have sufficient authority and influence to fulfil this important role.

Activity across 2020

The PAConf meets annually, however, due to the impact of COVID-19, the 43rd meeting (PAConf/43) was postponed from October 2020 to 14-15 April 2021. The 43rd Passenger Agency Conference marked the first virtual Conference at a critical moment in the history of the industry. The main theme of the Conference was dedicated to the industry restart.

An Open Session proceeded the Conference on 13 April where representatives from the World Travel Agents Associations Alliance (WTAAA), Universal Federation of Travel Agents' Associations (UFTAA) and the European Travel Agents & Tour Operators Association (ECTAA), as well as GDS, ARC and CATA Representatives were invited to join the session. During the Open Session, the audience received the state of the industry, explanation of the challenges faced during the coronavirus crises and a strategy direction for the restart, ending with the first industry panel where key industry players addressed the restarting of the business together. The full discussion can be viewed here.

Two pre-Conference workshops took place before the start of the Conference, open to all Members:

- PAConf/43 Preparation Workshop took place on 7 April 2021, which served as an introduction to PAConf, the governance structure and formal procedures at the Conference. It allowed delegates to prepare for the virtual format of this year's Conference, provided a broad overview of the logistics and possibility to test the live voting facilities. The session also included an informal Q&A session, giving attendees the opportunity to clarify items from the Conference Agenda.
- The Agency Risk Management Workshop was held on 12 April 2021 and provided a bird's-eye view of the Agency Risk Management framework. The overview included all of the changes that were adopted during 2020, related to the agency risk management, Remittance Holding Capacity and multi-country financial criteria, as well as the tools and activities already performed to maintain the integrity of the settlement system.

Following the extensive work done by the Conference during 2020 to address critical issues through Mail Votes and enabling the governance structure to be more flexible in adapting to the changes, at PAConf/43 Members went through all the adopted Mail Votes. Furthermore, the Conference's Steering Group and the Global Joint Council presented reports on all the activities the groups worked tirelessly on, guiding IATA in managing its operations during the 2019 and 2020 challenging situations, working on exceptional measures that would alleviate some financial stress to industry participants.

The Senior Vice President of IATA's Customer, Financial and Digital Services addressed the Conference and congratulated the members for the tremendous amount of work conducted during 2020, highlighting that IATA's Board of Governors had recognized the demonstrated resilience and value of the Agency Programme and Billing and Settlement Plans by striking a fine balance between risk management and flexibility to the agency community. Under the unprecedented circumstances, the Conference was also made aware of the temporary exceptions that had been granted by the Agency Administrator, which include 10 global and 78 local exceptions.

The Conference also looked at the progress and activities of a number of IATA programmes and groups, such as ISS Risk Management Working Group, NewGen ISS, the ADM Group, APJCs and the Distribution Risk Community, that had supported the industry during 2020 and demonstrated their agility and value to the Agency Programme.

Major Activities and Achievements since AGM/76

- IATA continued working with its stakeholders through the various consultation bodies (i.e. PSG, PAPGJC, PAConf, APJC, ISSRMWG) to help develop guidance and adopt the necessary relief measures within the purview of the regulatory framework to support its stakeholders, and has dedicated resources to address the many challenges Agents are facing during the crisis.

- At the end of 2020, the Conference's Steering Group (PSG) and the Global Joint Council (PAPGJC) agreed to artificially set the agents' Remittance Holding Capacity (RHC) levels as an immediate alleviating measure to allow room for Agents to gradually regain business in 2021, setting the Amount at Risk of the 2021 RHC at 50% of 2019.

- The Groups committed to review the situation with the first quarter sales data at hand to consider whether adjustments were required as of May 2021. The latest forecast estimated an optimistic industry recovery where the passenger travel levels would resume to approximately 52% during 2021 and up to 88% by 2022, which would imply that some markets may start to reach a recovery point. Taking into consideration the speed of recovery of each market, it was agreed to continuously monitor the market performance and once the market sales would exceed 50% of 2019 in two consecutive months, the RHC level would be recalculated taking into consideration the resolution provisions and using the last 12-month sales figures. To capture the most recent trends of Agents and account for certain extreme fluctuations from 2020, it was also agreed to recalculate the Agent's financial security in place using the latest 6-month sales data as long as the market had a temporary Local Financial Criteria in place, or in its absence, until the global exceptional measures continued in effect.

- As of 31 December 2020, NewGen ISS Resolution 812 has been implemented in 121 markets globally. These markets represent approximately 93.4% of Global BSP Cash Sales and over 17,000 Agents (Head Entities), previously governed under Resolution 818g. In February 2021, IATA resumed the activities and presented an implementation roadmap to PSG to migrate 13 countries during 2021. Moreover, for the remaining countries, the Conference is aiming to introduce the available NewGen ISS features enabling a number of benefits to the industry such as enhanced risk management framework, standardization of all BSPs operating under a single Agency Programme framework, additional accreditation models and agency information and features.

Future Activity

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

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. It was ultimately held in March 2021 as a virtual special meeting

Impacts on Passenger Standards Conference Activity

None noted.

Activity across 2020

Airmail Board (AMB)

The Airmail Board (AMB) met virtually three times this year, in March 2020, in July 2020 and in October 2020. During this year the AMB has been working on the following:

Framework for a Postal Service Agreement (CSCRM RP 1677)

The members of the IATA Airmail Board (AMB) and members of the Universal Postal Union (UPU) have continued working on the IATA Recommended Practice 1677, the Framework for a Postal Service Agreement through the IATA-UPU Contact Committee, 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 clarify liability for all expenses resulting from failure to take over delivery of the mail and clarify responsibilities related to the carriage of dangerous goods and other prohibited items.

Volumetric attributes

The AMB members managed to include on the IATA-UPU workplan 2021-2024 the UPU the creation of an expert team to develop a mechanism for capturing volumetric data of postal consignments. 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). 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. IATA will survey Airline members to determine what volumetric data is required and when to receive it.

Mail Safety

In October 2017, following a number of serious incidents related to dangerous goods in airmail, the 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. An expert team of postal operators and airlines met once and gathered on a call 5 times to develop the guidelines, which now also consider ICAO Chapter 15 Annex 6 regarding risk assessment and risk mitigation. The IATA-UPU Contact Committee endorsed the guidelines at their last meeting in October 2020 and will now publish it on the UPU website and start a promotion campaign to all postal operators. The Mail Safety Guidelines will also be referenced in the Framework for a Postal Service Agreement for postal operators and airlines to consider when building their contract.

Mail EAD

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).
The group also discusses the business processes for transit scenarios and for late referrals when mail is already handed over to the airline. IATA published on its website and in the PLACI manual the guidelines for mail electronic advanced data filing. The IATA-UPU Contact Committee is seeking for volunteers to conduct pilots on the technical feasibility of message conversion and transmission.

Usage of CARDIT and RESDIT messages

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. 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. This will provide speed and transparency for our customers, especially when transporting e-Commerce mail. The AMB members also advise all carriers to discuss bilaterally with their postal partners to determine who and how to perform the conversion of CARDIT into XFWB to comply with upcoming customs requirements.

Hybrid Scenarios

During the past 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. Also, 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.

Moving away from the traditional airmail processes, such operational alternatives often present challenges in terms of visibility, tracking options, handover, invoicing and safety.

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. An expert team has been created to assess counterfeit mail and what the acceptance should look like at origin and destination from a postal operator's perspective and at the airport for a carrier/ground handler.

Cargo Border Management Board (CBMB)

The Cargo Border Management Board (CBMB) was established in 2016 following endorsement for the board from the CSC in March 2016. Its 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 influence policy makers wherever possible to ensure the most efficient and harmonized solutions are implemented.

Two groups currently report to the 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) that provides expertise and guidance on cargo security topics.

The CBMB sets strategic priorities for the CCWG and CSWG, monitors progress, provides support and guidance and ensures objectives are met.

Priorities & Achievements in 2020

The CBMB met virtually in March and October 2020. At its October meeting, the CBMB considered the most topical and important cargo border management issues for consideration in 2020. The priorities for 2021 are listed below.

1.	COVID 19 (CCWG, CSWG)	• Proactively respond to the COVID 19 crisis and work with airline members to mitigate the detrimental impact on the industry. • Work with Global institutions to ensure C19 vaccine shipments are not hindered through global supply chains.
2.	PLACI programs (CCWG & CSWG)	• Ensure that industry friendly global standards are implemented and monitored for PLACI Programs.
3.	Emerging Threats, (CSWG)	• 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.
4.	SeMS (CSWG)	• 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.
5.	IATA C-XML roll out following the sunset of C-IMP (CCWG)	• Assist 4+ countries introduce IATA C-XML standards. • Support e-commerce solutions rather than paper based.
6.	IATA UPU/Postal Collaboration (ACI and e-CSD in mail); (CCWG & CSWG)	• 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.
7.	Cargo Screening Technology of the future that is now a priority for industry and member states; (CSWG)	• 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 recognized. • Engage with screening equipment providers and regulators to mitigate current false alarm rates. • Development of screener methods and best practice guidelines including EDD.
8.	Security Awareness and Culture (CSWG)	• Development of training materials. • Workshops. • Sharing best practices. • CBM bulletins. • Bolster information sharing capability to perform risk assessments.
9.	CBM Capacity Building (CCWG)	• Develop CBM capacity building portfolio. • Deliver Capacity Building, depending on available resources.
10.	Cooperation with other Associations (CSWG & CCWG)	Continue to develop common CBM positions and solutions with other Associations.
11.	Enhance measures to detect and deter the ability to smuggle Lithium Batteries (CCWG)	• Raise awareness of the risk with Int. Org., Regulators and supply chain partners. • Encourage the use of existing tools. (conventions, standards, guidance). • Encourage source countries to take additional measures to deter exportation.

12	Advocacy and international standards (CSWG)	• Maintain active and coordinated participation in ICAO AVSEC Panel and dedicated WGs:
		  ○ WGACS = Cargo Security,
		  ○ WGGM = Guidance Material,
		  ○ WGA17 = Annex 17,
		
		ICAO Doc 8973 Guidance Material.

Cargo Operations and Technology Board

Due to COVID19, the COTB did not have face-to-face meetings. Instead it held a total of 6 web conferences 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 and developed.

Activities in 2020
The following are the activities of the COTB during the year of 2020:

Focus areas
- Monitored and continued to provide guidance to the ongoing development of ONE Record and the pilot tests.
- Supported IATA in communication and active deployment of ONE Record standards and services.
- Supported the launch of the Interactive Cargo Task Force and ensure timely delivery of its objectives.
- Monitored and ensured maintenance and development of e-freight standards and procedures as required.

Governance and Procedures
- The group is chaired by LH. There is currently no vice-chair
- The Interactive Cargo Task Force was constituted with a full membership and following the onboarding of a dedicated project manager, successfully launched the project with a 2 year delivery timeframe.
- Two groups, the e-Cargo Working Group and the ONE Record Task Force are being merged into a single group: the Digital Cargo Working Group (DCWG). This group will oversee all digital cargo 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)
- Argo Digital Connectivity Working Group (CDCWG)
- Interactive Cargo Task Force (ICTF)

2021 Plan
The COTB will have bi-monthly calls and one face to face meeting during the World Cargo Symposium or the Digital Cargo Conference.

High level priorities are as follows:
- Support the industry in the deployment of ONE Record and increase the pilot tests and conversion into operations.
- Support IATA in communicating and leading industry focus on digital transformation and maturity.
- Support the completion of the work of the Interactive Cargo Task Force in 2021.
- Monitor and ensure maintenance and development of e-freight standards and procedures as required

Dangerous Goods Board

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 virtually in 2020, in May and September / October.

DGB Achievements in 2020

- Updated the content of the Dangerous Goods Regulations (DGR) for the 62nd edition to reflect the changes adopted by the UN Subcommittee into the 21st revised edition of the UN Model Regulations and the ICAO Dangerous Goods Panel into the 2021 – 2022 edition of 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/20) in October. DGP-WG/20 was the first meeting of the 2020-2021 biennium that will develop changes for adoption into the 2023 – 2024 edition of the ICAO Technical Instructions;

- Reviewed and updated the guidance material applicable to shipping of lithium batteries to reflect the provisions in the 2021 regulations;

- Provided input to the IATA Secretariat on development of a new guidance document "Carriage of Cargo, Mail and Baggage – Guidance for Operators". This document is being developed to support operators in the considerations for the specific safety risk assessment required by Chapter 15 – Cargo Compartment Safety to ICAO Annex 6 – Flight Operations, Part I, International Commercial Air Transport - Aeroplanes;

- 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 proposed amendments to the UN Recommendations on the Transport of Dangerous Goods;

- Commenced development of amendments to the 63rd edition of the DGR;

- Supported the IATA Secretariat on the development of the following materials to assist the industry to address the challenges resulting from the coronavirus pandemic:

  o IATA Guidance for Safe Transport of Cargo in the Passenger Cabin;
  o COVID-19 – Dangerous Goods Guidance for Operators;
  o Reviewed and provided comments on draft EASA guidance on the transport of dry ice with vaccines;
  o Reviewed and provided comments on draft ICAO guidance on the transport of COVID-19 vaccines, including data loggers / cargo tracking devices and dry ice.

2021 Plan

- Complete amendments to the 63rd edition of the DGR to incorporate any changes adopted by addendum into the 2021-2022 edition of the ICAO Technical Instructions as well as any additional changes agreed by the DGB;

- Provide input to the IATA Secretariat to complete the new guidance document "Carriage of Cargo, Mail and Baggage – Guidance for Operators";

- Provide input into proposals to the ICAO Dangerous Goods Panel Working Group in May 2021 (DGP-WG/21) and DGP/28 in October 2021, which will conclude development of changes 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 two initial face-to-face meetings were scheduled to be held respectively in the IATA offices of Madrid in May and in Miami in October 2020 but due to the COVID-19 pandemic situation the physical meeting were moved to virtual meetings. The TTWG met in conjunction with the LAPB.

The 44th IATA Live Animals & Perishables Board and the 25th Time and Temperature Working Group virtual meetings took place on June 18th, 2020 and on June 25th, 2020.

The 45th IATA Live Animals & Perishables Board and the 26th Time and Temperature Working Group virtual meetings took place on November 30th and December 2nd, 2020.

2020 Achievements

1. Substantial updates and changes to the 2020 Live Animals Regulations (LAR 47th edition effective from January to December 2021):

    *   The LAPB included a section on the Record of Addendum
    *   The LAPB included in the Carrier's Acceptance section the requirement to complete a Live Animals Acceptance Checklist and included the species as well as the related container requirement into the acceptance checklist.
    *   The LAPB amended the LAR following the decisions resulting from the CITES Conference of Parties.
    *   The LAPB enhanced, updated and developed new requirements for the overall container requirements:
        o   Within each of the LAR Container Requirements, there were different sections related to the feeding and watering requirements. For the sake of consistency, all relevant Container Requirements have been restructured, specifying the feeding and watering requirements in one specific section.
        o   CRs 1-3, 1, 2, 3, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 31, 32, 33, 34, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84.
        o   The container requirements for the transport of cats, dogs and horses.
    *   The LAR includes also amendments related to:
        o   the latest government and carrier requirements;
        o   updates marking requirements;
        o   enhancements of handling procedures.

    *   IATA has developed the Center of Excellence for Independent Validators (CEIV) for Live Animals Logistics in April 2018. Since the launch of CEIV Live Animals a certain number of companies have engaged in this quality driven standard for the air transportation industry. The CEIV program has also the objective to raise awareness on the LAR and to assist its greater adoption and dissemination in the industry as well as to ensure compliance with the Regulations. To allow industry stakeholders to benchmark their activities with the existing requirements and best practices when handling and transporting live animals, the CEIV Live Animals checklist and accompanied guidelines have been included in the LAR as Appendix I. The audit checklist includes different elements but emphasizes on quality, documentation, processes, procedures, infrastructure, training and operations. This appendix is not intended to be used for enforcement purposes but for guidance purposes only.

2. Substantial updates and changes to the 2021 Perishable Cargo Regulations (PCR 20th 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:
    *   IATA has developed the Center of Excellence for Independent Validators (CEIV) for Perishable Logistics in March 2019. Since the launch of CEIV Fresh a certain number of companies have engaged in this quality driven standard for the air transportation industry. The CEIV program has also the objective to raise awareness on the PCR and to assist its greater adoption and dissemination in the industry as well as to ensure compliance with the Regulations. To allow industry stakeholders to benchmark their activities with the existing requirements and best practices when handling and transporting perishable products, the CEIV Fresh checklist and accompanied guidelines have been included in the PCR as Appendix F. The audit checklist includes different elements but emphasizes on quality, documentation, processes, procedures, infrastructure, training and operations. This appendix is not intended to be used for enforcement purposes but for guidance purposes only.

3. Substantial updates and changes to the 2021 Temperature Control Regulations (TCR 9th edition) effective from January to December 2020):

- The LAPB, following recommendations of the TTWG, endorsed:
  - In the handling section 17.8.4.2 the IATA Acceptance Checklist for Time and Temperature Sensitive Healthcare Shipments was modified to avoid any misinterpretation related to shipments delivered on temperature-controlled truck.
  - The Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma) checklist and guidelines have been amended with the aim to align the wording with the other CEIV quality driven standard for the air transportation industry. CEIV Pharma is available as a new Appendix D.
  - 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.

4. The 14th World Cargo Symposium that should have taken place on March 10th to 12th, 2020 in Istanbul has been cancelled due to the Covid-19 outbreak and has been postponed to 2021.

5. In October, to replace the October events, IATA held a series of 6 cargo webinars. Over 1,300 participants, from across the world, joined these sessions.
   - The AirPharma Webinar focused on the industry's readiness and preparedness to manage globally a temperature-controlled supply chain and how to meet the upcoming vaccine distribution.
     - Luis Roman, Global Vice President Deliver at the Janssen Pharmaceutical Companies of Johnson & Johnson as well as Victor Soh, Director, Global Distribution & Logistics Strategy Lead at MSD delivered the manufacturers' emphasized the importance of partnerships to operate secure and reliable standard processes, enable economy of scale, increase visibility and risk sharing. Andrew Jackson, Head of External Supply Chain Services at the World Food Programme (WFP). He shared the lessons learned that would allow achieving success namely through effective coordination, affordable freight space for life-saving commodities or sharing best practice and tech transfer, cold chain management, hub management, planning and contingency for example.
     - The panel of industry experts recognized that more than ever before, supply chain stakeholders will have to share information. The air freight industry is getting ready, whether in the framework of an airport community like the Air Cargo Community Frankfurt or by means of collaboration like the one initiated between Bollore Logistics and Air France/KLM on specific trade lanes where increased comprehensiveness, flexibility and information sharing allowed to promptly respond to various increasingly complex scenarios and find the appropriate solutions.
     - The AirPharma webinar concluded with a call to action, calling for increased collaboration as well as cooperation and communication which are key to ensure the continued flow of life science supplies and to move a vaccine around the planet in a safe secure and controlled environment.

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 to include industry feedback and comments to ensure these programs consider industry's expectations when handling and transporting such very special cargo.

Future LAPB Development
- The LAPB recognized the importance to increasing the number of organizations on the Advisory Group from five to six as it would benefit the overall industry of increased expertise and knowledge.
  - This means Resolution 621 would change in its section 3.8.1 the number of Advisory Group members from "five" to "six".
  - A CSC voting item was submitted to have the Resolution 621 amended.

ULD Board

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.

IATA ULD Related Meetings in 2020

In order to ensure the continuous development and promotion of ULD standards during the pandemic as well as to provide the industry with specific guidance for ULD handling during the COVID-19 outbreak, IATA Secretariat together with the ULDB managed to organize the following ULD related web conferences:

Meetings	Dates	Locations
COVID-19 Action: Innovation in Carrying Cargo in Passenger Compartments	14 May 2020	Web Conference
ULDB/54	20 May 2020	Web Conference
ULDB/55	24 June 2020	Web Conference
2nd ULDB and SAE AGE-2 Joint Session	20 July 2020	Web Conference
ULDB/56	9 September 2020	Web Conference
ULDB/57	14 October 2020	Web Conference
Focus on TCC – Getting Prepared for COVID-19 Vaccine Distribution	3 December 2020	Web Conference

2020 Achievements

The following are the highlights of the industry achievements of ULDB in 2020:

Continued Enhancement of ULDR 9th Edition

Some significant improvements are highlighted as follows:

Section 1

Amendment to the definition of Aircraft Unit Load Device clarifying the requirement for restraining with the aircraft Cargo Loading System

Section 2

Addition of aircraft contour L-316 for A321-P2F, including aircraft contour drawing and relevant data

Section 3

- Clarification on the use of TSO C-172 certified straps for primary cargo restraint

- Clarification on bilateral agreements between CAAs on the acceptance of ULD airworthiness approval

Section 4

- Deletion of obsolete ULD Type Codes and Type Codes previously assigned to igloos

- Deletion of ULD Type Codes with ULD Category Code Letter 'J' and 'U' as well as information about 'Non-Structural Contoured Shells-Igloos (Standard Contours)'

- Addition of certified container Standard Contour "V" and addition of "AAV" to currently registered Type Codes

- Addition of certified container Base Size "B" and addition of Standard Contour "B" for "ABB" as currently registered Type Code

Section 6

OS 6/00

Clarification on ULD Serviceability Check and Visually Detectable Damage Check

OS 6/11

Clarification on the use of TSO C-172 certified straps for vehicle tie-down

OS 6/12

Allowing the use of aircraft pallet net to restrain aircraft engine

Appendix H
Addition of illustration of aircraft pallet components listed on Operational Damage Limits Notice (ODLN)

Collaboration with other IATA Groups

- Developed ULD handling guidance including ULD storage and loading ULD in parked aircraft during COVID-19 outbreak as requested by IATA Ground Ops team and the guidance has been included in the IATA Guidance for ground handling during COVID-19

- Developed the business requirements (operational procedures and minimum data elements required) for ULD global tracking for ONE-Record and approved the ULD tracking integration into ONE-Record data model validated by the Data Model Task Force

- Reviewed IGOM 4.5.9 (Unit Load Devices) as requested by IATA Ground Operations Manual Technical Group (IGOM TG) and provided clarification and working instructions on checking ULD conditions as well as corrective actions for any ULD defect identified on the ramp

- Reviewed and provided recommendations on ULD handover procedures in 'Freight out of warehouse custody (FOW)' and 'Freight into warehouse custody (FIW)' events between Cargo Handling Agent (cargo warehouse) and Ramp Handling Agent (ramp) in collaboration with ICHC and Cargo iQ

- Amended the definition of Aircraft ULD and coordinated with Ground Ops team to ensure consistency in ULD definition across various IATA publications

- Amended ULDR based on the recommendation from Special Loads Task Force (SLTF) on allowing the use of aircraft pallet net to restrain aircraft engine

Engagement with External Stakeholders

- Continued to engage with various civil aviation authorities, especially the Federal Aviation Administration (FAA) on the certification requirements for Temperature Controlled Containers (TCC) and Fire Restraint Containers (FRC)

- 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 as well as harmonization across all the ULD standards and specifications in ULDR/ ISO/ SAE

- In collaboration with SAE AGE-2 (Air Cargo Committee) and held the ULDB-SAE Joint Session to discuss topics of mutual interest, e.g. identification of FRC, attaching wireless devices to ULD, harmonization of ULD definition, jointly development of industry survey on defining lithium ion battery fire testing requirements for FRC

- 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

- Involved IATA Strategic Partnership Program (SPP) ULD members in the development of ULD standards

Safety Focus
(see R/24 Cargo Safety Report)

2021 Plan

- Continue to enhance the ULDR 10th Edition, including particularly:

  - to review ULD contour information in Section 2 (2.3.2), Section 4 (SS 40/1 Attachment 'A'), and Section 5 (SS 50/0 Attachment 'F' and 'E') to propose enhancement

  - to develop a general list of relevant aircraft operating limitations (without specifying and standardizing the limitations) applicable to ULD and to be complied with during ULD build-up

  - to evaluate the proposed amendment to IATA ULD ID Code standard by assigning ULD category code letter to identify FRC

  - to re-write Section 10 for identifying and tracking ULD accessories and returnable asset relevant to ULD

  - to develop operational guidance for cargo shoring in ULD build-up in collaboration with ICHC

- to clarify requirements for functional check, calibration, and accuracy check for scales as requested by ICHC (Section 6, OS 6/05)

- to add the illustration of aircraft pallet net and strap components listed on ULD ODLN in Appendix 'H'

- Identify and support stakeholders to pilot the application of ULD tracking using ONE-Record data model

- Collaborate with COTB and LAPB in the development of standards for returnable asset identifying and tracking for non-aircraft Temperature Controlled Container (TCC); consult with IATA Coding Department/ PSC if necessary

- Collaborate with ICHC in the development of potential guidance for shoring and restraining heavy machinery in wooden crate

- Collaborate with DGB in developing recommendations on safety risk assessment and mitigation strategies for cargo compartment fire prevention especially the performance and handling requirements for FRC/ FCC

- Collaborate with LAPB/TTTF in developing recommendations on handling requirements for TCC

- Review and harmonize ULD contents in major IATA publications such as AHM, IGOM, ICHM, IOSA, ISAGO, TACT Rules

- Continue engaging with relevant CAAs and ISO/ SAE to ensure regulatory requirements and international standards are harmonized and to keep CSC informed of new FAA/ EASA TSO development especially for TCC and FRC

- 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 and support CBMB in the discussion with customs regarding customs treatment for wireless devices attached to ULDs.

Item G3: Report from IATA Think Tank Activities

Submitted by: Tanya Gagliardi, Senior Manager Innovation (gagliardit@iata.org)

Think Tanks

↗ In addition to the Airline Industry Retailing (AIR) Think Tank, FSDS also launched the Digital and Data and Financial Think Tanks in 2021 – totaling three separate think tanks.

↗ The AIR Think Tank scope covers aviation industry retail and distribution, while the Digital and Data Think Tank focuses on process digitalization and the Financial Think Tank focuses on cash management and payments.

↗ The structure is based on an annual rotation, where members may change each year.

↗ Members include airlines, strategic partners and supporting organizations.

↗ The Think Tanks aim to brainstorm new ideas to improve the industry and create/build these 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 relevant IATA Symposium. Covid-19 changed the structure again in 2021 and the meetings were all online.

2021 ideas

The Think Tanks are working on the following ideas that will be articulated in the 2021 White Papers.

AIR Think Tank

1. Customer
Foreseeing demand and supply of goods and services to redesign a better airport experience that meets customer needs.

2. Discoverable Capabilities
Deconstruct the travel industry in Lego-style building blocks of capabilities with the aim to increase flexibility, remove barriers and provide a resilient end-to-end experience for the customer.

3. Retail Intelligence
To create a true retail customer experience based on needs, desires and aspirations using all relevant and meaningful intelligence driven by artificial intelligence.

Digital and Data Think Tank

1. Contactless/Customer as the reference
Create a truly customer-centric traveler's journey where the customer, enabled by technology, can in his or her travel and retail experience enjoy maximum benefit with minimal effort.

2. Shopping data and customer insights
Data grid architecture to link legacy and new sources of data, leveraging the future airline IT landscape of offers and orders only, to provide better service and value to the flying public and the airline ecosystem.

3. Sustainability
Using artificial intelligence for special sustainability areas like food waste optimization and reduction.

Financial Think Tank

1. Currency risk @ money journey
Exploring new ways to address currency risks and costs (including blocked funds now at 1bn USD for the industry) deriving from industry legacy currency rules and resolutions.

2. Digital currency in airline retailing
Enhancing customer payments in airline retailing through the facilitation of digital currencies (i.e., sovereign digital currency managed by Central Banks).

Item G4: Report of IATA Strategic Partnerships

Submitted by: Antonio La Verghetta

                  lavergheta@iata.org

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
- Common Use
- Baggage Services
- 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)

Submitted by: Altug Meydanli- Senior Manager, Pay Account Standards

meydanlia@iata.org

Background

The IBS OPS WG consists of 15 members and 2 Official Observers and act as advisor to the Financial Advisory Council, 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 2021

The IBS OPS WG have monthly conference calls and no face-to-Face Meeting due to the Covid-19 Pandemic.

Current IBS OPS WG Term ends at the end of 2021 and in the new term starting in January 2022 there will be reserved seats for IATA Clearing House and Interline Cargo Experts in the new IBS OPS WG.

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, it was decided to cancel the 6th Interline Billing and Settlement Operations (IBS OPS) and 9th Simplified Invoicing and Settlement (SIS) Annual General Meetings in 2020. 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.

IBS OPS WG organized an Industry Webinar together with the IATA SIS Team about Passenger Rejections & Best Practices on 24th March 2021. The Webinar had a good interest from the industry.

IBS OPS WG discussed and prepared 5 proposals on the IBS OPS GM Agenda. There were a lot of WG discussions on the Planned schedule Change topic. IATA and WG decided to organize an IATA poll to measure the support for 2 different proposals and agreed to include the proposal that have more support from the industry for the IBS OPS GM 2021. There were also a lot of discussions on the TFCs topic and IBS OPS WG prepared a proposal addressing those topics.

IBS OPS WG also discussed and supported 5 IATA Proposals including the "online ballot procedure for RAM".

IBS OPS WG discussed all Carrier Proposals for the IBS OPS GM-2021 and identified the papers that have the WG support and request revisions in some Carrier proposals

Regarding the IATA Clearing House, IBS OPS WG has approved at end July the application of 6 new Non-IATA member airlines and continues the revision of the ICH Manual (Regulations and Procedures).

IBS OPS WG discussed a lot of requests coming from airlines and provide recommendations/clarifications. The WG recommendations aim to contribute for the solution of disputes however the WG recommendations are not binding on airline disputes.

The WG together with the SIS SG, IATA SIS and Standards team created a new IATA Passenger Interline Rejection Reduction Dashboard which was circulated to the industry in August 2021.

Future Activity

IBS OPS WG will continue to simplify/enhance RAM and ICH rules and explore ways of further reducing interline rejections.

Discussions are aimed at finding an acceptable Simplified Involuntary Interline Settlement Methodology for the industry by the next IBS OPS GM-2022

Updating the NDC Revenue Accounting Guide for the IBS OPS GM-2022.

Setting up a Rejection Reduction target for the next 3-5 years

Enhancing the Interline Rejection Reduction Dashboard for Correspondence, Cargo and Miscellaneous billings

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.