



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

Second 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.

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



Notes to the Agenda

The Passenger Standards Conference

In accordance with Article VI of the Provisions for the Conduct of IATA Traffic Conferences, notice of this meeting was given on 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 this 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](#), or contacting standards@iata.org directly.

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.

Packaged items were published with the first agenda transmittal. Members were asked to carefully review these packaged agenda items. To assist in identifying these items, the agenda item number is lengthened with the addition of "/P" in the table of contents.

Members were asked to request the removal of items contained within packages (if required) by 20 September 2021. **No such requests were received by IATA.**

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

Editorial Corrections

Any editorial corrections to the agenda should be submitted to the IATA Secretariat (via email to standards@iata.org). Editorial corrections advised before 20 September were to be noted in the second transmittal of the agenda. **No such requests were received by IATA.** A record of any subsequent editorial corrections will be maintained on the IATA Standard Setting Workspace as Working Paper 1.



Indicating your participation in the Passenger Standards Conference

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

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

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

Summary of voting instructions

The Cycle 3 Conference Ballots present no Tariffs Conference Resolution or Recommended Practice Papers. However, the Tariffs Conference Accredited Representatives are still requested to vote on the Participation Ballot and the Election for Chair Ballot. The below summary refers to both the Passenger Tariffs and Services Conference items.

Who votes	The Services Conference accredited representative, or their alternate. Check the list here if you don't know who this is. To change this representative, contact standards@iata.org
Where to access the PSC ballots (Services)	All ballots are open within the SSW group Passenger Services Conference Voting Items Only accredited representatives or their alternates are able to vote within this group. Acknowledge your participation here! Vote for the new PSC Chair person here!
Where to access the PTC ballots (Tariffs)	All ballots are open within the SSW group Passenger Tariffs Conference Voting Items Only accredited representatives or their alternates are able to vote within this group. Acknowledge your participation here! Vote for the new PSC Chair person here!
Steps to vote	<ol style="list-style-type: none">1. Ensure you are logged in to Standard Setting Workspace:<ul style="list-style-type: none">• Log in through your IATA Customer Portal account.• Select Standard Setting Workspace (SSW) from "My Services".2. Indicate your participation in the Service Conference items, by indicating yes to the participation question here.3. As soon as you have indicated your participation for the Service Conference items, your airline's vote will be recorded as yes for each individual voting item, unless you actively vote no or abstain.4. Review the agenda document.5. Click here to vote no or abstain for the single voting item if you wish to, and leave a comment explaining your reasons.6. You may change your vote on any item at any time until 18 November 2020.

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

Table of Voting items

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

Agenda Item		SSW Voting Item
		PSC Participation
		PTC Participation
A3	Approval of Minutes – PSC/42; and Passenger Tariffs Composite Coordinating Conference 2020	PSC2021_A3
A4	Effectiveness of Amendments to Industry Standards	PSC2021_A4
A7	Status of Industry Codes, and Ratification of new Tax, Fee and Charges Codes	PSC2021_A7
A9	Changes to Resolution 009	PSC2021_A9
A9.1	Election of PSC Chair and Vice-Chair Positions (Services Conference)	PSC2021_A9.1
A9.1	Election of PSC Chair and Vice-Chair Positions (Tariffs Conference)	PSC2021_A9.1
B2	Endorsement of elections for open positions on Plan Standards Board	PSC2021_B2
B3	Delegation of authority to the Plan Standards Board	PSC2021_B3
B4.2.1a/P	Voting items from the Interline Group, presented as a package (MITA)	PSC2021_B4.2.1a/P
B4.2.1b	Voting items from the Interline Group, presented individually (SRSIA)	PSC2021_B4.2.1b
C1.1.1	Voting Item from the SOSB - Taxonomy and Template for Incident Specific Policy Change, presented individually (New RP)	PSC2021_C1.1.1
C2	Endorsement of elections for positions on Shop - Order Standards Board	PSC2021_C2
C3	Delegation of authority to the Shop - Order Standards Board	PSC2021_C3
C4.1.1a	Voting Items from the Ticketing Group presented individually (1720a Attachment A)	PSC2021_C4.1.1a
C4.1.1b	Voting Items from the Ticketing Group presented individually (722f)	PSC2021_C4.1.1b
C4.1.1c	Voting Items from the Ticketing Group presented individually (728)	PSC2021_C4.1.1c
C4.2.1a/P	Voting Items from the Reservations Group, presented as a package (FNU)	PSC2021_C4.2.1a/P
C4.2.1b/P	Voting Items from the Reservations Group, presented as a package (BFFF)	PSC2021_C4.2.1b/P
C4.2.1c/P	Voting Items from the Reservations Group, presented as a package (Updates)	PSC2021_C4.2.1c/P
D2	Endorsement of elections for positions on Travel Standards Board	PSC2021_D2
D3	Delegation of authority to the Travel Standards Board	PSC2021_D3
D3.1	Delegation of authority from the Conference to the Safety, Flight and Ground Operations Advisory Council (SFGOAC)	PSC2021_D3.1
D4.5.1a/P	Voting Items from the Facilitation Group, presented as a package (PWD Reso 700)	PSC2021_D4.5.1
E1.1.1	Voting Items from the PASB presented individually (1791d)	PSC2021_E1.1.1
E2	Endorsement of elections for positions on Pay-Account Standards Board	PSC2021_E2
E3	Delegation of authority to the Pay-Account Standards Board	PSC2021_E3
F2	Endorsement of elections for open positions on Architecture and Technology Strategy Board	PSC2021_F2



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. Additional nominations for all Management Boards were also requested with the first transmittal of the agenda. Where such nominations were submitted, these have been outlined in the relevant sections of this agenda.

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

Under the terms of Resolution 009, the Passenger Standards Conference sought nominations for a new Chair and Vice-Chair.

Two nominations were received by the IATA Secretariat. Details concerning the election form Agenda Item A9.1.

We would like to take this opportunity to thank former Passenger Standards Conference Chair, Tye Radcliffe (UA), for his active support and years of dedicated service.

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 – 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
A9.1	Election of Passenger Standards Conference Chair and Vice-Chair	Attachment B_A9 Attachment A_A9.1
A10	Industry Restart	
A11	Any Other Business (no documents submitted)	
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	Airport Slots Update – Recommended Practice 1761a	
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	RP 1780s – Standard Retailer Supplier Interline Agreement (SRSIA)	Attachment A_B4.2.1b
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	
C1.1	Voting Items of the Shop-Order Standards Board	
C1.1.1	New Recommended Practice: Taxonomy and Template for Incident Specific Policy Change, presented individually	Attachment A_C1.1.1
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
C4.1.1	Voting Items of the Ticketing Group presented as a package	
C4.1.1a	Changes to the Form Code Table (1720a)	Attachment A_C4.1.1a
C4.1.1b	Reason for Issuance of Sub Codes (722f Attachment A)	Attachment A_C4.1.1b
C4.1.1c	Updating Payment Product Codes (728)	Attachment A_C4.1.1c
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		
C4.4	Report and Workplan of the Pricing Automation Group (PAG)	Attachment A_C4.4
Integration Group Items		
C4.5	Report and Workplan of the Integration Group	Attachment A_C4.5

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	
D4.4	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 Activities
G4	Report of the IATA Strategic Partnership Program
G5	Report of the Interline Billing and Settlement Operations Working Group (IBSOPS WG)

Section A:

Administration Items

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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
A9.1	Election of Passenger Standards Conference Chair and Vice-Chair	Attachment B A9 Attachment A A9.1
A10	Industry Restart	
A11	Any Other Business	
A12	Date and Place of Next Meeting (no documents)	

Item A1: Opening of meeting

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

Secretary of the Passenger Standards Conference

Background

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

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

Under the terms of Resolution 009, the Passenger Standards Conference will be a single meeting, combining the Passenger Services Conference, and the Composite Meeting of 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

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

Secretary of the Passenger Standards Conference

Accreditation to vote on Passenger Standards Conference Items

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

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

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

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

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

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

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

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

or by contacting standards@iata.org

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

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

Action

Conference to note.

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

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

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

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

Secretary of the Passenger Standards Conference

Background

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

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

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

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

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

Action

Conference to confirm the standard effectiveness date of amendments to industry standards as 1 June 2022 (unless otherwise specified in the agenda item).

Item A5: Report of the Passenger Standards Conference Steering Group

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

Secretary of the Passenger Standards Conference

Role of the Steering Group

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

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

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

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

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

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

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

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

Background

In the past, IATA has engaged Ticketing System Providers (TSPs) directly on behalf of the Airlines on various industry initiatives impacting the development of the BSP. However, the experience of NewGen ISS and Transparency in Payments has demonstrated the importance of providing Airlines and TSPs with a forum to engage with each other directly from the onset in defining ways forward. In particular, it was recognized that such a forum would 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

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

Secretary of the Passenger Standards Conference

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

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

Status of Industry Codes

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

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

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

Action

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

Attachment A_A7

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Status of Industry Coding

A status of assigned, blocked and available 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

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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	

* TH is an Alpha-Alpha code Industry blocked for VAT on Ancillaries

	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

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

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

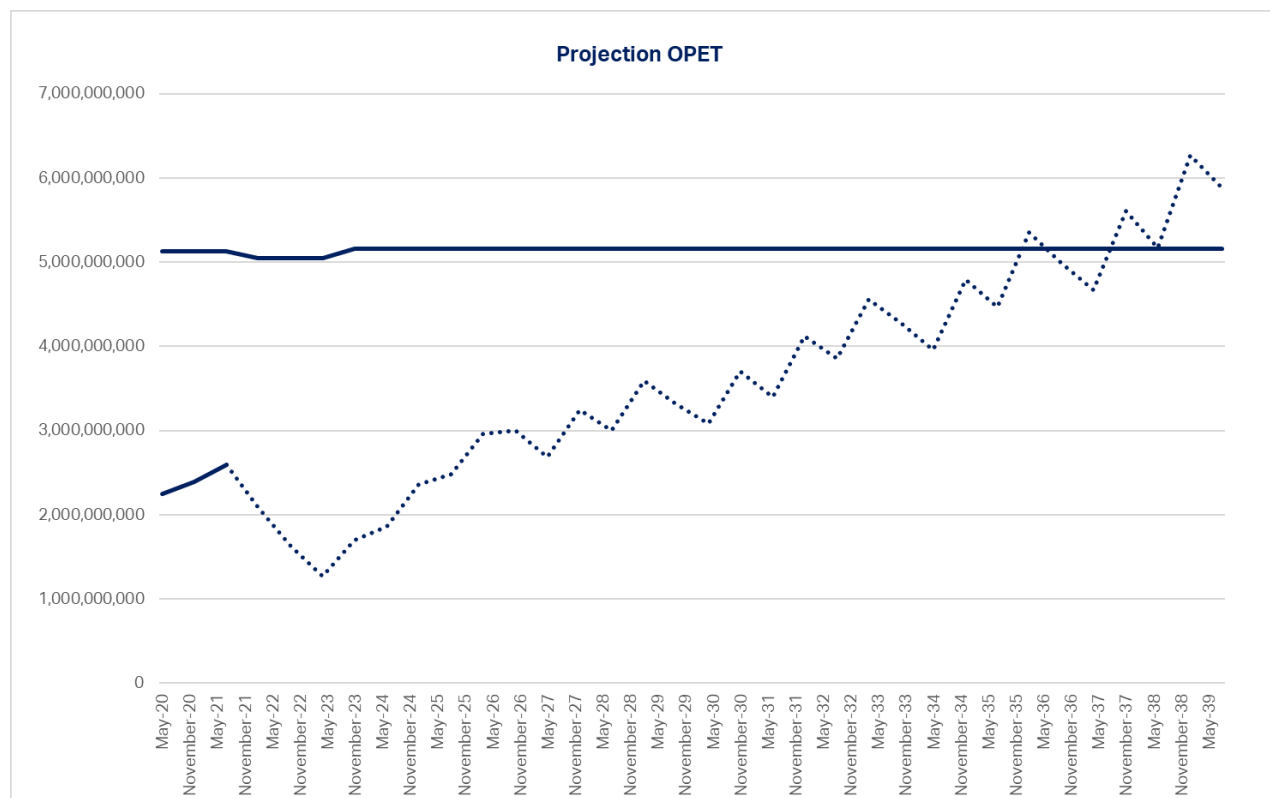
Operational Performance is carefully monitoring SNAP inventory in ensuring sustainability on the OPET allocation process.

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

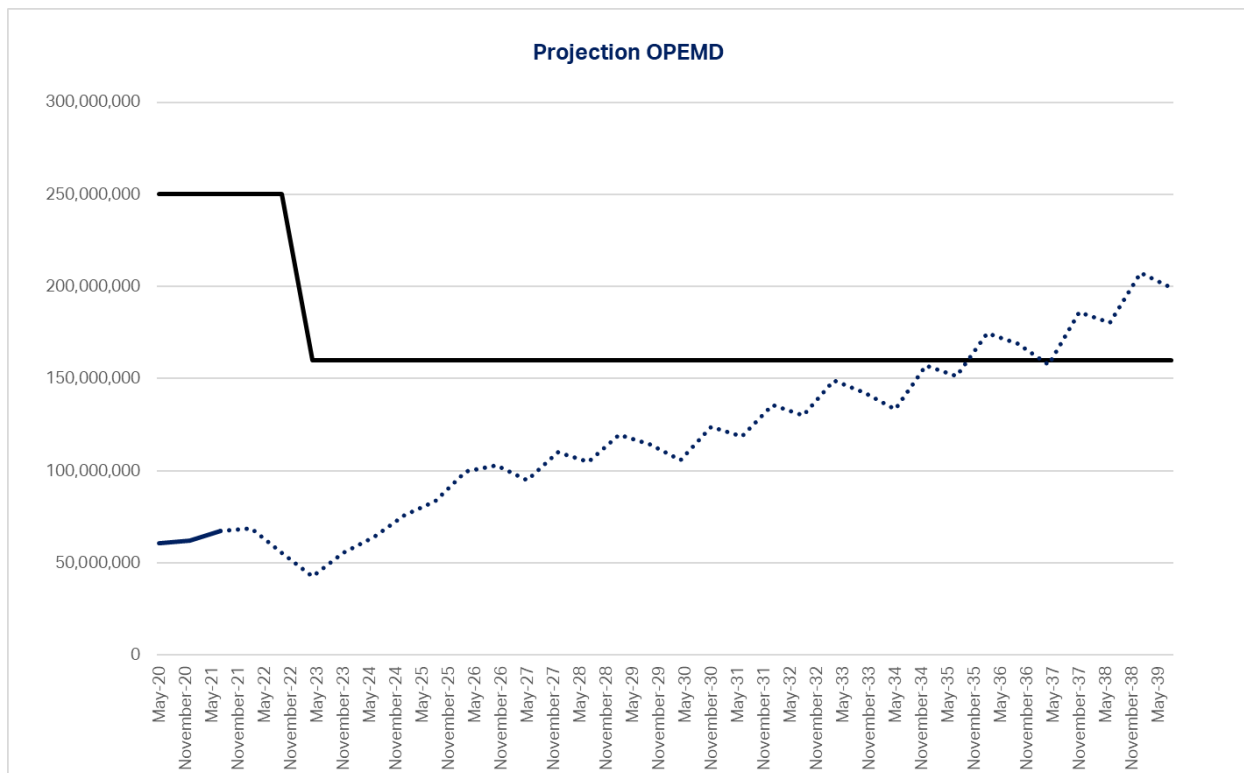
Operational Performance is carefully monitoring SNAP inventory in ensuring sustainability on the OPEMD allocation process.

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:

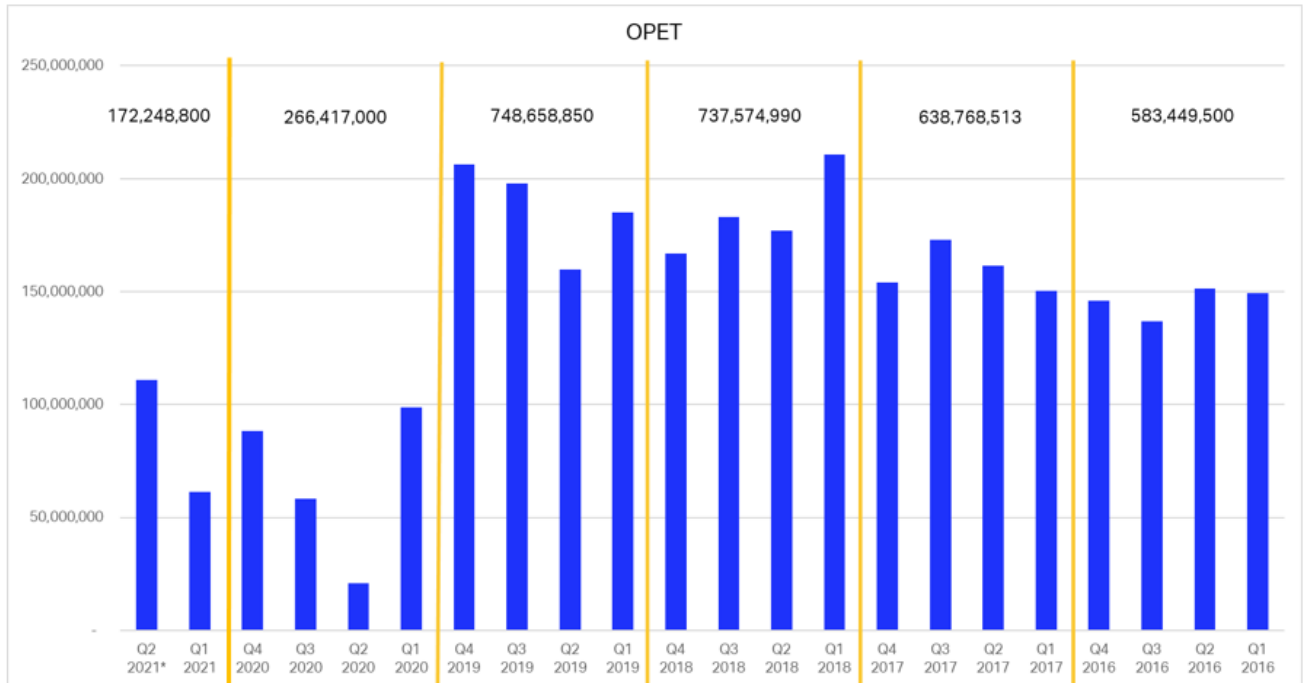
	Total RP 1720	Allocated	Available
OPEMD	250.000.000	67,229,360	182,770,640
		26.9%	73.1%

*Effective 1st July 2021

Stock Balance Projection Updates

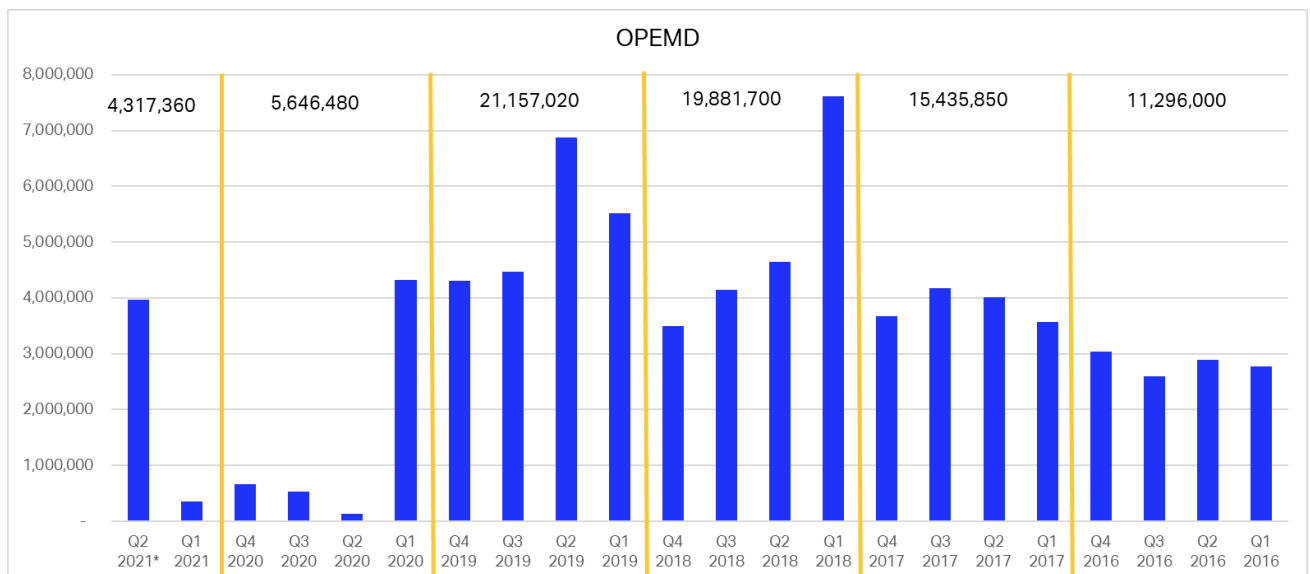
After including the latest allocation data, and considering the form code trading agreed in the Ticketing Committee, we project that current process could assure OPET availability of serial number allocations until March 2035

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

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

Secretary of the Passenger Standards Conference

Background

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

Editorial update – Align References to Plan Standards Board

It is noted that references to the “Plan” Standards Board is used interchangeably with “Planning” Standards Board. An editorial update will be done to align all references to Plan Standards Board.

New Recommended Practices

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

Plan Standards Board

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

Shop-Order Standards Board

Recommended Practice NNNN - Taxonomy and Template for Incident Specific Policy Change Standardization

2021 Governance Cycles

Since the November 2020 Passenger Standards Conference (PSC2) the following items were successfully voted on during the 2021 Governance Cycles via online ballot. Adopted changes were included in the PSC and PTC Manuals (effective 1 June 2021) accordingly.

2021 Cycle 1 (March 2021)

Resolution	Title	Ballot Reference & Board	Memo Reference
Resolution 011	MILEAGES AND ROUTES FOR TARIFF PURPOSES	PSC Voting Package: Pricing Automation Group items (SOSB)	PSC/2021-03/5
Resolution 011, Attachment A	MILEAGES AND ROUTES FOR TARIFF PURPOSES - SHORTEST OPERATED MILEAGES	PSC Voting Package: Pricing Automation Group items (SOSB)	PSC/2021-03/5
Resolution 011b	GLOBAL INDICATORS	PSC Voting Package: Pricing Automation Group items (SOSB)	PSC/2021-03/5
Resolution 011c, Attachment A	CCD – MULTI AIRPORT CITIES LIST	PSC Voting Package: Pricing Automation Group items (SOSB)	PSC/2021-03/5
Resolution 012	GLOSSARY OF TERMS	PSC Voting Package: Pricing Automation Group items (SOSB)	PSC/2021-03/5
Resolution 201	CHILDREN AND INFANTS	PSC Voting Package: Pricing Automation Group items (SOSB)	PSC/2021-03/5

Resolution 722f – Attachment A	TICKET AND ELECTRONIC MISCELLANEOUS DOCUMENT DATA ELEMENTS GLOSSARY	PSC Voting Package: Ticketing Group items (SOSB)	PSC/2021-03/7
Resolution 728	ELECTRONIC TICKET — AIRLINE	PSC Voting Package: Ticketing Group items (SOSB)	PSC/2021-03/7
Resolution 743 – Attachment D	CONTENT CATEGORY AND CONTENT DICTIONARY	PSC Voting Package: Baggage Group items (TSB)	PSC/2021-03/10
Resolution 780	IATA INTERLINE TRAFFIC AGREEMENT – PASSENGER	PSC Voting Package: Baggage Group items (TSB)	PSC/2021-03/10
Recommended Practice 1708	PASSENGER NAME LIST (PNL) AND ADDITIONS AND DELETIONS LIST (ADL)	PSC Voting Package: DCS Group items (TSB)	PSC/2021-03/8
Recommended Practice 1720a	STANDARD TICKET FORM AND SERIAL NUMBERS	PSC Voting Package: Ticketing Group items (SOSB)	PSC/2021-03/7
Recommended Practice 1773b	STANDARD INFLIGHT CATERING AGREEMENT	PSC Voting Package: Ground Ops items (TSB)	PSC/2021-03/9
Recommended Practice 1800	AUTOMATED BAGGAGE HANDLING BASED ON THE MESSAGING OF RP 1745	PSC Voting Package: Baggage Group items (TSB)	PSC/2021-03/10
	Cycle 1 - Online Ballot Voting Results		PSC/2021-04/12
	PSC Book of Finally Adopted		PSC/2021-04/13
	Declaration of Effectiveness		PSC/2021-06/16
	Cycle 2 - Online Ballot Voting Results		PSC/2021-06/17

Action

Conference to endorse the amendment of Resolution 009, Attachment A as proposed in the ***Attachment A_A9***.

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

Attachment A_A9

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RESOLUTION 009 Passenger Standards Governance

Resolution 009, Attachment A

LIST OF RESOLUTIONS AND RECOMMENDED PRACTICES BY RESPONSIBLE BOARD

Passenger Services Conference

Conference	001	Permanent Effectiveness Resolution
	004	Applicability of Resolutions and Recommended Practices
	004a	Restriction of Applicability of Resolutions
	006	Government Approvals
	007	Resolution Prefixes
	008	Adjustment of Effectiveness Dates
	008a	Extension of Expiry Date
	009	Passenger Standards Governance
	200g	Filing of Government Requirements and Authorisations
	1008	Glossary of Commonly Used Air Passenger Terms
	1704	Office Function Designators for Passenger and Baggage Handling
	1786	Passenger Distribution Lifecycle
	1792	Standards Irregularity Notice (SIN)
Pay–Account Standards Board	663	Interline Billing
	750	BSP Data Interchange Specifications
	750a	Reporting Requirements for BSP Transactions Processing–Sales
	750b	Reporting Requirements for BSP Risk Management
	785	Collection of Government or Airport Imposed Taxes/Fees/Charges
	1723	Automated Tax Data
	1791	Standard Specifications for Airline Issued Credit Cards
	1791b	Standardised Format for Financial Transaction Messages
	1791d	Payment Card Industry Data Security Standards (PCI DSS) and Strong Customer Authentication (SCA) Compliance
	1791e	Card Fraud Prevention Best Practises
	1791f	Frequent Flier Program Fraud Prevention Best Practises
Plan Standards Board	001pg	Use of Three-Letter Designators
	761	Flight Numbers
	762	Airline Designators
	763	Location Identifiers
	764	Arrival and Departure Times
	765	Interline Connecting Time Intervals–Passenger and Checked Baggage
	767	Airline Accounting Codes and Prefixes
	769	Baggage Tag Issuer Codes (BTIC)
	780	Form of Interline Traffic Agreement–Passenger (Joint with Travel Standards Board)
	780b	Passenger Interline Service Charge
	780c	Passenger Interline Service Charge for Non-IATA Carriers
	780d	Passenger Interline Service Charge–United States
	780e	IATA Interline Traffic Participation Agreement–Passenger (Joint with Travel Standards Board)
	788	Interline Recognition of Free and Reduced Fare or Rate Transportation
	789a	Responsibility for Handling Functions
	1752	Numeric Location Codes
	1761a	Guidelines for the Allocation of Airport Slots

	1761b	Form of Exchange of Schedule Information
	1760	Airline Taxonomy of Offer Components
	1760a	Use of Travel Industry Designator (TIDs) Service to Identify Non-Accredited Agents and Other Sales Intermediaries
	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 & 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
	1780s	<u>Standard Retailer And Supplier Interline Agreement (SRSIA)</u>
	1782	Enhanced Availability Data
	1783	Interactive Passive Validation
	1787	Reservations Procedures for Free and Reduced Rate Transportation
	790a	Online Sales of Additional Services in Interline Scenarios
	1790b	Reservations Procedures for Chargeable Ancillary Services (Bilateral)
	1790c	Reservation Procedures for Chargeable Baggage Related Services and Service Reference Number
	1793	Standardisation of Paper Sizes for Various Passenger Handling Forms
	2725i	Through/Change of Gauge Flight for EMD-A
Travel Standards Board	700	Acceptance and Carriage of Passengers Requiring Special Assistance
	708	Use of Standard Operational Messages
	709	Baggage Transfer Message (BTM)
	739	Baggage Security Control
	740	Form of Interline Baggage Tag
	741	Passenger Name and Address Label
	743	Found and Unclaimed Checked Baggage
	743a	Forwarding Mishandled Baggage
	743b	Baggage Identification Chart
	744	Local Baggage Committees
	745	Dangerous Goods in Passengers Baggage
	745a	Acceptance of Firearms and Other Weapons and Small Calibre Ammunition
	745b	Acceptance of Power Driven Wheelchairs or Other Battery Powered Mobility Aids as Checked Baggage
	746	Pooling of Baggage
	751	Use of the 10 Digit Licence Plate
	752	Electronic Baggage Claim Receipt
	753	Baggage Tracking
	754	Profiles of Interline Baggage Claims and Proof of Fault for Baggage Prorates
	780a	Form of Interline Baggage Handling Agreement to/from Members' Charter/Scheduled Flights
	792	Bar Coded Boarding Pass (BCBP)–Version 8
	798a	Handling Disruptive/Unruly Passengers
	1690	Aircraft and Airport Services Standards and Procedures
	1690a	IATA Ground Operations Manual (IGOM)
	1690b	Baggage Reference Manual Standards and Procedures
	1700a	Expectant Mothers and New-Born Babies

- 1700b Carriage of Passengers with Reduced Mobility and Escorts Requirement
- 1700c Seat Assignment for Passengers with Reduced Mobility and for Escorts
- 1700d Passengers with Reduced Mobility Group Travel
- 1700e Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility
- 1701 End to End Passenger Process
- 1701a Passenger Data Harmonization
- 1701d Self Service Electronic Document Check
- 1701f Self Service Baggage Check-In
- 1701j Automated and Self-Service Flight Rebooking for Irregular Operations
- 1701k Self Boarding
- 1701l International Traveler Scheme
- 1701m Self-Service Baggage Recovery
- 1701n Self Asserted Identity
- 1701o One ID
- 1702 Information on Airport Passenger Service Charges
- 1703 Standardisation of Cabin Door Designators
- 1705 Standardisation of Traffic Handling Message Texts
- 1706 Functional Specification for Standard Departure Control System
- 1706a Functional Specification for Passenger Self-Service Systems
- 1706b Data Interchange for Passenger and Aircraft Handling
- 1706c Common Use Self Service (CUSS)
- 1706d Non-ATB Document Specifications for Common Use Self Service (CUSS) Kiosks
- 1706e Paper Specifications–Documents to be Printed by a General Purpose Printer (GPP) in a Common
- 1706f Functional Specification for CUSS User Interface
- 1707 Standard Symbols for Description of Standard Message Formats
- 1707a Data Field Dictionary for DCS Passenger Messages
- 1707b Data Element Directory for DCS Passenger Messages
- 1708 Passenger Name List (PNL) and Additions and Deletions List (ADL)
- 1709 Request List Message (RQL)
- 1710 Standardisation of Seat Designators
- 1711 Seats Protected Message (SPM)
- 1712 Seats Occupied Message (SOM)
- 1713 Space Available List (SAL)
- 1714 Industry Discount Message (IDM)
- 1715 Passenger Service Message (PSM)
- 1716 Passenger Information List (PIL)
- 1717 Teletype Passenger Manifest (TPM)
- 1717a PAXLST Message
- 1718 Passenger Transfer Message (PTM)
- 1719 Passenger Final Sales Message (PFS)
- 1719a Frequent Traveller List (FTL)
- 1719b Passenger Reconcile List (PRL)
- 1719d Ticketless Product List (TPL)
- 1719e Additional Service List (ASL)
- 1720 Seat Assignment Parameters
- 1739 Passenger/Baggage Reconciliation Procedures
- 1740a Baggage Tag Media Quality Guidelines
- 1740b Licence Plate Fallback Sortation Tag
- 1740c Radio Frequency Identification (RFID) Specifications for Interline Baggage
- 1775 Hotel Accommodation, Meals and Surface Transport Multilateral Agreement
- 1780a Baseline Checklist for Implementing New Interline Partnerships
- 1780b Framework for Simplified Interline with Ticketless Carriers
- 1780e IATA Intermodal Interline Traffic Agreement–Passenger (Joint with Travel Standards Board)
- 1780f IATA Interline Traffic Agreement for Enhanced Distribution Capability–Passenger (Joint with Travel Standards Board)

Shop–Order Standards Board	1788	Ticketing and Baggage Regulations for Free and Reduced Transportation
	701	Inadmissible Passengers and Deportees
	722	Ticket–General Procedures and Definitions
	722c	Ticket Support Documents/Boarding Passes–Version 2 (ATB2)
	722e	Ticket Support Documents/Boarding Pass Technical Specification
	722f	Ticket–Airline
	722g	Ticket–Neutral
	722h	Ticket–Ground Handling
	723	Coupon Sequence and Use
	724	Ticket Notices
	725	Electronic Miscellaneous Document (EMD)–General Procedures and Definitions
	725f	Electronic Miscellaneous Document–Airline
	725g	Electronic Miscellaneous Document–Neutral
	725h	Electronic Miscellaneous Document–Ground Handling
	727a	Collection of Reservation Change Fees
	728	Code Designators for Passenger Ticket
	735	Period of Validity
	735a	Extension of Ticket Validity
	735b	Waiver of Minimum Stay Requirement
	735c	Rerouting and Refund in Case of Death
	735d	Involuntary Change of Carrier, Routing, Class or Type of Fare (Involuntary Reroute)
	735f	Involuntary Change of Routing of Charter Passengers to Scheduled Service
	736	Voluntary Changes to Tickets and Miscellaneous Documents
	737	Refunds
	760	Resolution Governing use of Reservations Interline Message Procedures–Passenger (AIRIMP)
	760a	Changes to Reservations Interline Message Procedures–Passenger (AIRIMP)
	766	Interline Passenger Reservations Procedure
	777	Order ID
	781b	Fraud Related to Electronic Documents
	782	Means of Payment
	787	Enhanced Airline Distribution
	788	Interline Recognition of Free and Reduced Fare or Rate Transportation
	789	Responsibility for Travel at the Correct Fare
	791	Specifications for Airline Industry Integrated Circuit Card (ICC)–Version 03
	797	One Order
	1040	Stopovers and Transfers
	1708a	Passenger Assistance List (PAL) and Change Assistance List (CAL)
	1719c	Electronic Ticket List (ETL)
	1720a	Standard Thirteen-Digit Numbering System for Traffic Documents
	1721	Netting for Exchange/Reissue Transactions
	1722f	ATB2 Quality Assurance
	1722z	Inhibit Ticketing for Security Reasons
	1725	EMD Tax Collection Following an Upgrade
	1728	Reservations and Ticket Coding Directory
	1735	Planned Schedule Changes
	1738	Application for Ship’s Crew Fares
	1740d	Read and Sortation Rate in Baggage Handling Systems
	1740e	Baggage Taken in Error–Notice to Passengers
	1740f	Carriage of Prohibited Wildlife in Baggage
	1741	Passenger and Baggage Conformance Services
	1743a	Tracing Procedure for Missing Checked Baggage
	1743b	Tracing Unchecked Baggage and Handling Damage to Checked and Unchecked Baggage
	1743c	Exchange of Information on Interline Baggage Tagging Errors

	1743d	Baggage Theft, Pilferage and Fraudulent Claim Prevention
	1743e	Baggage Irregularity Report
	1744	Local Baggage Committee Bylaws, Terms of Reference and Operating Rules
	1745	Baggage Information Messages
	1746	Baggage System Interface (BSI)
	1747	Passengers' Electronic Equipment
	1748	Baggage Construction Standards
	1749	Carriage of Carry-on Baggage
	1750	Handling of Security Removed Items
	1751	Interline Baggage Claim
	1752a	Reliability and Integrity of Baggage Messaging
	1753	Interline Handling Procedure for Unaccompanied Minors
	1754	Form and Function of the Electronic Baggage Tag (EBT)
	1755	Baggage Logistics and Conformance Event Services
	1756	Use of Beacon Infrastructure
	1757	Lost and Found Property Items Categories
	1773a	Radio Frequency Identification (RFID) Specifications for Inflight Catering Equipment Management
	1773b	Standard Inflight Catering Agreement
	1780e	IATA Intermodal Interline Traffic Agreement-Passenger (Joint with Planning Standards Board)
	1780f	IATA Interline Traffic Agreement for Enhanced Distribution Capability-Passenger (Joint with Planning Standards Board)
	1781	Smoking in Aircraft
	1785	Public Information Systems and Standards
	1788a	Procedure for Passengers Travelling on Space Available Basis
	1789	Automated Boarding Control
	1790	Additional Services
	1794	Carriage of Prohibited Wildlife and Related Products by Passenger
	1795	Guidelines for the Establishment of Airline Operators Committees
	1796	Town Versus Airport Terminal
	1797	Common Use Passenger Processing Systems (CUPPS)
	1797a	Aviation Information Data Exchange (AIDX)
	1797c	Management Information Systems Interface
	1798	Contact of Air Passengers Exposed to a Health Hazard
	1799	Denied Boarding Compensation
	1800	Automated Baggage Handling Based on the IATA Licence Plate Concept
	####	<u>Taxonomy and Template for Incident Specific Policy Change Standardization</u>
Architecture and Technology Strategy Board	1784	Structured Domain Names

Passenger Tariff Coordinating Conferences

Conference	001	Permanent Effectiveness Resolution
	001yy	Special Provisions Resolution Acceptability of Currencies
	004a	Restriction of Applicability
	006	Government Approvals
	008	Adjustment of Effectiveness Dates
	008a	Extension of Expiry Dates
Shop-Order Standards Board	008z	Hajj and Umrah Periods
	011	Mileages and Routes for Tariff Purposes
	011a	Mileage Manual Non-TC Member/Non-IATA Carrier Sectors
	011b	Global Indicators
	011c	Multi Airport City

012	Glossary of Terms
012b	Countries, Currencies, Codes Administrative Resolution
012c	Fare Construction Rule Acronyms
017	Construction Rules
017a	Construction Rules for Journeys
017b	Construction Rules for Pricing Units
017c	Construction Rules for Fare Components
017e	Mixed Class
017f	Exchange, Reissues and Refunds
017ha	Fare Selection Criteria
017i	Carrier Selection for Fare Construction Checks
024	Special Provisions Resolution Currency Adjustments
024a	Establishing Passenger Fares and Related Charges
024c	Conversion of Local Currency Amounts for Combination/Construction Purposes
024d	Currency Names, Codes, Rounding Units and Acceptability of Currencies
024e	Rules for Payment of Local Currency Fares
024k	Currency Related Rules
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
212	Charge for a Passenger Occupying Two Seats
302	Baggage Provisions Selection Criteria
312	Baggage Excess Value Charge
1201	Children and Infants

Attachment B_A9

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Resolution 009, Attachment B

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

LIST OF DATA EXCHANGE STANDARDS BY RESPONSIBLE BOARD

Shop-Order Board

	IATA_InvReleaseNotifRQ	XML	
	IATA_OrderCancelRQ	XML	
	IATA_OrderCancelRS	XML	
	IATA_OrderQuoteRQ	XML	
	IATA_OffersAndOrdersCommonTypes	XML	
	IATA_InterlineOfferRQ	XML	
	IATA_InterlineOfferRS	XML	
	IATA_InterlineOrderRQ	XML	
	IATA_InterlineOrderRS	XML	
	IATA_AIDX_CommonTypes	XML	
	IATA_AIDX_FlightLegNotifRQ	XML	
	IATA_AIDX_FlightLegRQ	XML	
	IATA_AIDX_FlightLegRS	XML	
	IATA_AIDX_FlightLegLinkGroundMovementNotifRQ	XML	
	IATA_AIDX_FlightLegLinkGroundMovementRQ	XML	
	IATA_AIDX_FlightLegLinkGroundMovementRS	XML	
	IATA_AIDX_FlightLegNotifRQ	XML	
	IATA_AIDX_FlightLegRQ	XML	
	IATA_AIDX_FlightLegRS	XML	
	IATA_AIDX_FuelCommonTypes	XML	
	IATA_AIDX_FuelNotifRQ	XML	
	IATA_AIDX_GroundMovementCommonTypes	XML	
	IATA_LoadControl_SemiPermanentDataNotifRQ	XML	
	IATA_SemiPermanentDataNotifRQ		
	IATA_SemiPermanentDataNotifRS	XML	
	IATA_OperationalAircraftRegistrationNotifRQ	XML	
	IATA_Acknowledgement	XML	
	IATA_OperationalAircraftRegistrationNotifRQ	XML	
	IATA-open-air-cuws_Boarding-OAS3	JSON	

Pay-Account Board

	IATA_PaymentClearanceCommonTypes	XML	

Item A9.1: PSC Steering Group Chair and Vice-Chair Nominations and Election

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

Secretary of the Passenger Standards Conference

Background

Following the departure of the Passenger Standards Conference Chair, Tye Radcliffe (UA), the Passenger Standards Conference (PSC) Steering Group sought nominations for the role of PSC Chair and Vice-Chair positions.

Member Airlines were asked to confirm their interest in serving in either of these positions to standards@iata.org prior to 20 September 2021.

The following two candidates wish to stand for election to either the PSC Chair or Vice-Chair position:



James Sumers

United Airlines, Director of Revenue Services

James Sumers is Director of Revenue Services at United Airlines. He leads United's ancillary pricing team responsible for pricing ancillary seat products, as well as United's Interline Pricing team, responsible for negotiating Special Prorate and Protection agreements, and United's Revenue Integrity team. Previously, James served as Director of Customer Recovery Operations, where he managed a 24/7 operational team responsible for customer handling during irregular operations. Prior to this role, James worked in Customer Experience as Senior Manager of Customer Recovery Operations, where he managed a team responsible for policies, procedures, and cross divisional coordination for irregular operations. James serves on IATA's Interline Prorate Advisory Committee, and he has an MBA from Harvard Business School and a BA from Northwestern University.



Nobu Yamanouchi

Lufthansa Group/Deutsche Lufthansa AG, Senior Director Revenue Management, Joint-Ventures and Alliance

Nobu Yamanouchi is Senior Director of Revenue Management at Lufthansa, currently responsible for Lufthansa Group's joint-venture programmes with partner airlines in revenue management operations. His industry experience started 30-years ago, coincidentally, as a part-time reservation agent during his university years. After finishing his studies, he simply could not leave the airline industry and went to work for a number of airlines in North America and in Europe, mostly in the field of revenue management but also in interline/proration, systems development, alliances and LCC start-up. Nobu holds a BA and a MSc degree both from Northwestern University, and an LL.M in European Union law from University of Leicester.

Throughout his career, Nobu has been active in the industry forum. His first encounter with IATA was in the 90's, at the TC1-South Pacific TC conference as a member of the delegation from Northwest Airlines. Since then, he has participated in a number of TC meetings and working groups, and served also as the Chair of Passenger Tariff Coordinating Conference Composite meetings prior to the current position of the PSC vice-chair. He is currently a member of the ATPCO Board of Directors and ATPCO board Executive Committee.

Action

Conference to note the above candidates and vote via online ballot for a Chairperson.

Item A10: Industry Restart

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

Secretary of the Passenger Standards Conference

Background

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

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

To support the activity of "Industry Restart", IATA management developed a plan aligning all restart activity.

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

Action

Conference to note.

Section B:

Plan Standards Board Items

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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
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Minimum Connect Time Group Items		
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Item B1: Report of the Plan Standards Board

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

Background

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

2.3.1 Plan Standards Board

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

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

Members of the Plan Standards Board

Position	Airline	Delegate name	Term commenced
1	Aeromexico	Federico John Ruiz Davies	01 November 2018
2	Air China	Peng Liu	01 November 2018
3	Air France	Thierry Vanhaverbeke	01 November 2018
4	Alitalia	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 Enhanced Distribution 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	<p>2021 Industry Restart Activity</p> <p><u>Interline</u> – 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.</p> <p><u>Slots & Schedule Planning (Balancing Capacity & Demand)</u> – 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.</p>
2	<p>Interlining with Offers and Orders (Future of Interlining)</p> <p>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.</p>
3	<p>MCT Station Standards</p> <p>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.</p>
4	<p>Exhaustion of Flight Numbers and Industry Codes (EFNIC)</p> <p>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.</p>

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

Exploratory items resulting in Long-term Solutions

Item	Subject
7	<p>Dynamic Schedules</p> <p>Driving Schedules with the transformation in distribution processes such as NDC, ONE Order, Dynamic offers capabilities and Future of Interline Partnerships.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • Scheduling industry challenges today touching - Commercial Agility, Airline Control, Operational Flexibility and Technology • Two concepts explored for dynamic scheduling: <ol style="list-style-type: none"> 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 <p>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.</p> <p>Activity is currently led by the IATA Distribution Advisory Council (DAC).</p>
8	<p>Flight bookings beyond season constraints</p> <p>Exploring the ability for airlines to make bookings earlier beyond existing constraints of the system range and into a longer scheduling season.</p>
9	<p>Communication of Scheduling Data for Airports</p> <p>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.</p> <p>Activity is prioritised as required between the Schedules Publication Group & Slot Policy Working Group.</p>

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: <ul style="list-style-type: none">• 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: Airport Slots Update – Recommended Practice 1761a

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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

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

Background

Under the terms of Resolution 009, each year 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 were also sought with the first transmittal of the Conference Agenda. Nominations were open until 20 September 2021.

New nominations

The following new nominations were received.

Name	Company	Title	Experience
Qiaoqin Xu	China Southern Airlines	Manager, Schedule Publication	4 years in current position and serving the industry for 18 years. Responsibilities: Managing teams responsible for schedule publication, mainline, codeshare, supporting airline partnerships and interline.

Composition of the Board

The composition of the Board from 1 November 2021 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Term commenced
1	Aeromexico	Federico John Ruiz Davies	01 November 2018
		Jacqueline Flores Sanchez	01 November 2018
2	Air China	Peng Liu	01 November 2018
3	Air France	Thierry Vanhaverbeke	01 November 2018
4	Alitalia	Stefano Rizzo	01 November 2018
		Denise Scafidi	
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	China Southern	Qiaoqin Xu	01 November 2021
9	Delta Air Lines	Glen Bell	01 November 2018

10	Deutsche Lufthansa	Marjana Stern Marco Goetz	01 November 2018
11	Emirates Airline	Shrikant Kiran Yadery	01 November 2018
12	Hahn Air Lines	Alexander Proschka	01 November 2019
13	KLM	George Voorman	01 November 2018
14	LATAM Airlines	Soledad Berrios	01 November 2018
15	LOT Polish Airlines	Robert Ludera	01 November 2018
16	Qatar Airways	Mandar Prakash Pradhan	01 November 2018
17	Turkish Airlines	Murat Baş	01 November 2018
18	United Airlines	Michele Boyce	01 November 2018
19	Virgin Australia	Matthew Yarrow	01 November 2018

Involvement in the Board for other member airlines

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

Action

Conference to endorse the composition of the Board as outlined above from 1 November 2021.

Item B3: Delegation of authority to the Plan Standards Board

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

Background

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

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

...

2.7 Delegated Authority to Establish Standards

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

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

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

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

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

Delegation for 12 Month Period from 1 November 2021

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

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

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

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

Action

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

Item B4: Groups active under Plan Standards Board

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

Background

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

3.1 Establishment of Groups Reporting to Boards

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

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

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

3.1.4 The Board may disband a Group at any time.

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

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

The Plan Standards Boards had the following Groups active during 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

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

Group name	Industry Coding Group
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 1. 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: <ol style="list-style-type: none"> a. Resolution 001pg, 762, 763, 767, 769 b. Recommended Practices 1752 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees. 5. Explore changes to industry coding systems to support sustainability, and support the new and evolving coding requirements of emerging distribution standards. 6. Advise IATA Management on interpretation and clarification of Coding standards where required. 7. Maintain a work plan and report regularly to Plan Standards Board
Period of effectiveness	The group is effective from 1 November 2018, for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 organizations will be elected as Members.</p> <p>Where nominations exceed available vacant positions, the Plan Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months.</p> <p>The named delegate may be changed during term only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p>

	<p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer. IATA and A4A Involvement</p> <p>Representatives IATA and A4A teams responsible for coding policy and operations will attend all meetings. This may be in addition to the named Secretary provided by IATA.</p>
Eligibility for Participation	<p>IATA Member Airlines A4A Member Airlines Strategic Partners participating in the Plan Standards program</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair. A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in any area touching industry coding regimes. This may include:</p> <ul style="list-style-type: none"> • Scheduling • Distribution • Industry data exchange and messaging • Industry Affairs • Interline
Quorum	<p>A quorum of 25% of members is required.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p> <p>Any required action to be voted on by the Group may take place at an in- person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p> <p>A minimum of 6 votes is required for a decision to be valid</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment B_B4: Terms of Reference: Interline Group

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

Group name	Interline Group (IG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> a) Resolution 780 b) Resolution 780b, c, d, e c) Resolution 788 d) Recommended Practice 1780a, 1780b, 1780e, 1780f, 1780s*, 1788 <p>*pending approval</p> 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	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 organizations will be elected as Members.</p> <p>Where nominations exceed available vacant positions, the Plan Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 24 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 24 months.</p> <p>The named delegate may be changed during the term only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p>

	<p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Plan Standards Strategic Partnerships program.</p> <p>Non-IATA airlines involved in interline activity with an interest in industry standardization, subject to the approval of the Chair and IATA, or the Plan Standards Board and IATA.</p> <p>Or any other organizations subject to the approval of the Chair and IATA, or the Plan Standards Board and IATA.</p>
Meetings	Meetings will be scheduled as required.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in interline traffic agreements, and industry processes supporting the interline system. This may include:</p> <ul style="list-style-type: none"> • Interline, alliances • Scheduling, Distribution • Industry Affairs, legal • Interline billing
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group, and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>

	A minimum of 6 votes is required for a decision to be valid.
Endorsement of Standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval, prior to presentation at the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by the Group requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment C_B4: Terms of Reference: Minimum Connect Time Group

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

Group name	Minimum Connect Time Group (MCTG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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	<p>Members Minimum 9 organizations</p> <ul style="list-style-type: none"> • Minimum 6 IATA Member Airlines • Minimum 3 Strategic Partners <p>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.</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>Observers Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p>

Eligibility for Participation	<p>IATA Member Airlines.</p> <p>Strategic Partners participating in the Plan Standards program.</p> <p>A rapporteur will be established to provide liaison for non-IATA airlines participating in the Slot Conferences.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required (by the work plan and in concurrence with the secretary) of which one meeting is expected to be face to face at the June Slot Conferences.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One Working Group is automatically created by these ToR:</p> <ul style="list-style-type: none"> • Minimum Connect Time Data Exchange Working Group (MCTX)
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair and other members of the group are eligible to be elected as Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the areas of, but not limited to, schedule creation/publication & distribution processes, with a strong knowledge of industry standards.</p>
Quorum	<p>A quorum of 25% of members is required.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Changes to SSIM shall follow the procedure outlined in Recommended Practice 1761b.</p>

	<p>Any Member airline may attend any meeting of any Group, and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>
Endorsement of Standards	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by MCTG requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment D_B4: Terms of Reference: Schedules Publication Group

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

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

	<p>The named delegate may be changed during term only when absolutely necessary.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Plan Standards program.</p> <p>A rapporteur will be established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences.</p> <p>Airport Coordinators participating in the IATA Slot Conferences.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required (by the work plan and in concurrence with the secretary) of which one meeting is expected to be face to face at the June Slot Conferences.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One Working Group is automatically created by these ToR:</p> <p>Schedules Information Data Exchange XML Group (SIDX)</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair and other members of the group are eligible to be elected as Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the areas of, but not limited to, schedule creation/publication & distribution processes, with a strong knowledge of industry standards.</p>
Quorum	<p>A quorum of 25% of members is required.</p>

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

Attachment E_B4: Terms of Reference: Slot Messaging Group

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

Group name	Slot Messaging Group (SMG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning information exchange and standards related to Airport slot/schedule coordination between airlines, airport coordinators and facilitators including the associated business requirements. 2. Review and propose amendments to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. 3. Review, propose and manage Service Type codes, Additional Information codes and Coordinator Reason codes. 4. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable, including the IATA Worldwide Slot Guidelines for the management of slots. 5. Review and endorse proposals to amend: <ol style="list-style-type: none"> a) Recommended Practices 1761b b) Implementation Guides c) 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	<p>Members</p> <p>Minimum 9 organizations</p> <ul style="list-style-type: none"> • Minimum 6 IATA Member Airlines • Minimum 3 Airport Coordinators/Facilitators <p>Strategic Partners (optional)</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation for a minimum of 24 months.</p>

	<p>A Member organization may have multiple delegates but may only exercise one vote per organization. The named delegate may be changed during term only when absolutely necessary.</p> <p>Observers Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings.</p>
Eligibility for Participation	<p>IATA Member Airlines.</p> <p>Strategic Partners participating in the Plan Standards program.</p> <p>Airport Coordinators participating in the IATA Slot Conferences.</p> <p>A rapporteur will be established to provide liaison for non-IATA airlines participating in the Slot Conferences.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Meetings will be scheduled as required (by the work plan and in concurrence with the secretary) of which one meeting is expected to be face to face at the June Slot Conferences.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines. Any Onsite Agenda Items must be approved by the Chair and Secretary prior to the meeting, for inclusion within the Agenda.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>One Working Group is automatically created by these ToR:</p> <ul style="list-style-type: none"> • Slots Data Exchange Working Group (SLOTX)
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair and other members of the group are eligible to be elected as Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the areas of, but not limited to, schedule creation/publication & distribution processes, with a strong knowledge of industry standards.</p>
Quorum	<p>A quorum of 25% of members is required.</p>

<p>Voting</p> <p>(Excluding the election of Chair and Vice-Chair).</p>	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted in establishing majority.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Changes to SSIM shall follow the procedure outlined in Recommended Practice 1761b.</p> <p>Any Member airline may attend any meeting of any Group, and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>
<p>Endorsement of Standards</p>	<p>Standards endorsed by a majority vote will be presented to the Plan Standards Board for approval, prior to presentation at the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by the SPG requires endorsement by the owning group and adoption at the Conference as required.</p>

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

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

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

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

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

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

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

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

Background

The Industry Coding Group was established under the Plan Standards Board with a mandate through to 1 November 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 under their own designator 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

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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	<p>What can be done to clean duplication of airline designator codes and airline databases?</p> <ul style="list-style-type: none"> 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 <p>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.</p> <p>Duplicate code data analysis:</p> <p>Working document of IATA duplicate codes reviewed during the ICG4 is now located on the ICG workspace under the <u>Documents/ ICG4</u> folder for the Group's assessment.</p> <p>ICG/5 outcome/next steps:</p> <ul style="list-style-type: none"> • 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	<p>Revise assignment of non-airport locations ACD criteria for consistency.</p> <p>IATA to provide breakdown of the dormant codes for future review.</p>	Parked

3	Fictitious vs Offline Points	<p>Assessment:</p> <ul style="list-style-type: none"> 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. <p>Next steps:</p> <ul style="list-style-type: none"> Agenda item will be considered at the ICG/6 Sept meeting due to timing limitations from previous meetings. <p>ICG Action: ICG members to review item with internal experts in preparation for the next meeting.</p>	ACTIVE
4	Management of City Code - process enhancements impacting Coding Resolutions	<p>ICG alignment with the Pricing Automation Group (PAG) – ICG to consider PAG results and proposals.</p> <ul style="list-style-type: none"> CCD multi-airport list has been revised and approved by PSC in MAR2021; next step is to work 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 changes are 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 Resolution 763 procedures.
5	Flight Number and Airline codes exhaustion review	<p>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 flight numbers.</p> <p>ICG alignment with Board requirements and involvement with EFNICG activities.</p>	Parked – dependency on the EFNICG
6	Evaluate data structures for unification of ACD and SSIM industry codes in conjunction with any other reference data	<p>ICG recommended 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.</p> <ul style="list-style-type: none"> Exploration in progress with IATA to more closely integrate ACD data with scheduling reference data. <p>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.</p> <p>ICG to revise the Group's Terms and rebrand the 'Industry Coding' group naming convention to reflect a complete and more evolving role.</p>	<p>Parked – Dependency on SSIM API initiatives</p> <p>Ongoing</p> <p>Ongoing</p>

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.	<p>IATA to add Carrier Type to the eACD.</p> <p>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.</p>	Ongoing
9	Validities of Longitude/Latitude data.	<p>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.</p> <p><i>* Ticketed Point Mileage, Maximum Permitted Mileage, GreatCircle Mapper</i></p> <p>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.</p>	Ongoing
11	Airport Long Name	<p>Use of a new Airport Long Name field to the Location Identifier data file specification and communications to be broadcasted. Checking with Tech Team. ACD subscribers will be surveyed. Both options will exist going forward to subscribers.</p> <p>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.</p>	Partially completed - Ongoing

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

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

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

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

Background

The Interline Group was established under the Plan Standards Board with a mandate through to 1 November 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 interest 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 are published in this 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 Enhanced Distribution 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

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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:	IG/ 25 November 2020	Active	IAG, LHG, Hahn Air, Qatar, AF/KL, Amadeus, Navitaire
	Mandatory data elements			
	Exchange of the shopping context			
	Product catalogue for scheduled flights			
	Exchange and use of Order IDs references			
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

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

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

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

Background

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

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

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

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

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 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)

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References:

Resolution 780 Form of Interline Agreement - Passenger
Resolution 780e Interline Traffic Participation Agreement—Passenger
Recommended Practice 1780e Intermodal Interline Traffic Agreement—Passenger
Recommended Practice 1780f Interline Traffic Agreement for Enhanced Distribution Capability—Passenger
Interline Group Work Plan Item 1

Background

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

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

In 2020, the IATA Board of Governors requested an exploration by IATA to re-invigorate multi-lateral interlining to allow airlines to establish new partnerships quickly and simply, and to explore different types of partnerships. The Board of Governors endorsed three actions. This included an immediate package of work to amend the existing multilateral interline framework to make the formation of new interline relationships simpler and faster. This work was mobilized under the Interline Group.

Many amendments were proposed to the MITA agreements in 2020 and were adopted by the Passenger Standards Conference to take effect from 1 June 2021.

However, there were also some smaller amendments that were proposed as part of the review of this work, that due to timing were not included in the voting proposal. These proposals are now included for review and adoption by the Conference.

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

American Airlines (Jonathan Peters)
Air France/KLM (Sarah Pathou, representing group as delegate of Air France)
Alitalia (Marco Salomone)
British Airways (Florian Waldvogel)
Delta Air Lines (Steve Jensen)
Emirates (T.G. Venugopal)
Lufthansa Group (Eric Wirth, representing group as delegate of SWISS)
Hawaiian Airlines (Dan Collins)
Hahn Air (Fred Nowotny)
IAG (Andrew Webster, representing group as delegate of Iberia)
United Airlines (Sean McGuire)

Legal Advisory Council Review

The IATA Legal Advisory Council has reviewed the proposed changes. Several items that require further discussion from a legal perspective have been deferred for further discussion and are not included within this proposal. These are outlined below.

Summary of changes

The following changes have been proposed.

Objective	Proposed by	Sections impacted*
Correct numbering error in Baggage Acceptance section	Group	3.4
Clarify that the prior obligations described in 10.7 only persist following termination/withdrawal to the applied while the agreement was in effect.	Raised by a carrier as part of review of 2020 changes.	Paragraph 10.7
Clarify that sale or issuance also includes issuance of EMD <u>where it pertains to Excess Baggage Charges</u> , in both the definition of "SALE" and also in the provisions describing issuance.	Raised by a carrier as part of review of 2020 changes.	Paragraph 1.2.5 Paragraph 7.1
Reference Airlines Clearing House (ACH) in addition to IATA Clearing House (ICH) where ICH manual is referenced, in terms of procedures used for settlement.	Raised by a carrier as part of review of 2020 changes.	Article 9
New definitions: Passenger Standards Conference, Resolution (IATA), Recommended Practice (IATA), ICAO Annex	Legal Advisory Council review	Article 1
Consistent capitalisation of defined terms, using full names of acronyms	Legal Advisory Council review	Throughout
Define "Party" and "Member" and use the term "Party" where appropriate to reflect that MITA parties may not be IATA members. The term "Member" is retained where an obligation is valid for all IATA Members though a different IATA Resolution.	Legal Advisory Council review	Definition section, and throughout

*Reference is to Resolution 780, numbering in corresponding sections of other MITA agreements may differ.

Changes that require further discussion and have not been included within this proposal

The following changes were discussed within the Interline Group but have not been included in this proposal. All carriers are encouraged to discuss these internally and participate in relevant IATA working groups where they are interested in these issues.

Issue	Reason for not including within proposal
<p>Move technical baggage provisions out of the MITA agreement and into specific baggage resolutions.</p> <p>This would simplify the MITA agreement and align with other technical areas (such as scheduled, reservations, ticketing, interline billing) where very specific technical standards are not included within the MITA agreement but are included in other standards.</p> <p>Would also clarify the governance of the MITA agreement, which is currently has shared oversight across the Plan Standards Board and Travel Standards Board because of this detail. Removing the specific baggage standards to a separate Resolution would allow Travel Standards Board to have clear ownership over these baggage standards, and allow the Plan Standards Board oversight over the MITA.</p>	<p>Needs further discussion within Baggage Working Group.</p>
<p>Further simplification of Claims and Indemnities (Baggage) section to shorten through more effective use of defined terms.</p>	<p>Needs discussion with Legal Advisory Council and Baggage Working Group</p>
<p>Change the term "Convention" which was not defined) to the more general language (such as "prevailing liability regime") in the Baggage Acceptance section, to recognise that not all flights may be covered by a specific Convention, based on the specific states involved.</p>	<p>Needs discussion with Legal Advisory Council and Baggage Working Group</p>
<p>Reference to ICAO Annexes, should reference the fact that these only become binding to the extent they are ratified in local law.</p>	<p>Needs further discussion with Legal Advisory Council.</p>

Action

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

Attachment A_B4.2.1a/P

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RESOLUTION 780 Attachment A

IATA Interline Traffic Agreement—Passenger and Baggage

PSC(4243)780	Expiry: Indefinite Type: B
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WHEREAS, the ~~parties~~ Parties operate scheduled air transportation services and desire to enter into arrangements under which each ~~party~~ Party may sell transportation over the routes of the others,

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

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

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

Article 1—Definitions

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

- 1.1 “A4A” means Airlines for America.
- 1.2 “BAGGAGE” means the property, as defined in applicable tariffs, of a ~~passenger~~ Passenger, carried in connection with the trip for which the ~~passenger~~ Passenger has purchased a ~~ticket~~ Ticket and which has been checked in accordance with applicable tariffs.
- 1.3 “CARRYING AIRLINE” is a ~~party~~ Party over whose routes a passenger and his or her ~~baggage~~ Baggage are transported or are to be transported.
- 1.4 “CHECKED BAGGAGE” means Baggage placed in the care and custody of an airline, for which that airline has issued an ~~interline~~ Interline Baggage Tag.
- 1.5 “CLAIM” is a paper or electronic written demand for compensation, prepared and/or acknowledged by or on behalf of the ~~passenger~~ Passenger. In the case of ~~baggage~~ Baggage, the ~~claim~~ Claim shall contain itemised list and value of goods for which compensation is being requested.
- 1.6 “CLAIM PARTICIPATING AIRLINE” is a revenue participating airline who shares in the settlement of a claim for the passenger’s Checked Baggage.
- 1.7 “CLAIM RECEIVING AIRLINE” is a revenue participating/~~carrying airline~~ Carrying Airline who receives and processes the ~~passenger's written demand for compensation~~ Passenger's Claim for lost, damaged or delayed Baggage.
- 1.8 “CONNECTING POINT” means an intermediate point in an itinerary at which the passenger deplanes from one flight and boards another flight either on the same airline, or at which he transfers from the flight of one airline to a flight of another airline for continuation of the journey.
- 1.9 “DAMAGE” means physical damage to Baggage and/or its contents.
- 1.10 “DELAY” means a piece (or pieces) of Baggage that fails to arrive at the airport of destination on the same flight as the ~~passenger~~ Passenger, but is subsequently delivered.
- 1.11 “DELIVERING AIRLINE” is a Carrying Airline over whose routes a passenger and his or her ~~baggage~~ Baggage are transported or are to be transported from the point of origin or Stopover or a transfer point, to the next interline Connecting Point.
- 1.12 “EMD” is an electronic miscellaneous document corresponding to the form described in IATA [Resolutions 725f](#), [725g](#) and [725h](#) and A4A Resolutions 20.63, 20.64 and 20.66, issued by a ~~party~~ Party that provides for the issuance of ticket(s) and/or other services in exchange for such ~~order~~ EMD.
- 1.13 “EVIDENCE OR PROOF OF PAYMENT” is a written paper or electronic document that supports a claim being subject

to a request for prorate, containing passenger's name, reason for payment, date and final amount paid.

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

1.14 "IATA" means International Air Transport Association.

1.15 "INTERLINE BAGGAGE" means Checked Baggage to be transported over the lines of two or more parties Parties.

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

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

1.18 "ISSUING AIRLINE" is a ~~party~~ Party which issues a ~~ticket~~ Ticket or ~~electronic miscellaneous document~~ EMD for transportation over the routes of one or more ~~parties~~ Parties to this Agreement.

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

1.20 "MISHANDLED BAGGAGE" means Baggage to which Damage, Delay, Loss, or Pilferage occurs.

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

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

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

1.24 "RECEIVING AIRLINE" is a ~~party~~ Party over whose routes the interline transportation of a Passenger and his or her Baggage is continued from a Connecting Point.

1.25 "SALE" is the issuance of a Ticket or an interline EMD for excess baggage.

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

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

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

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

[New definitions. Note, if adopted these will be included in correct alphabetical order and all definitions will be renumbered prior to publication]

"PASSENGER STANDARDS CONFERENCE"

means the Traffic Conferences established by the IATA General Meeting whereby all airline members of IATA may accredit a delegate to vote upon Resolutions, Recommended Practices and other standards concerning passenger processes.

"RESOLUTION (IATA)"

means a document containing a binding agreement unanimously adopted by IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA.

"RECOMMENDED PRACTICE (IATA)"

means a document containing procedural guidance adopted by two-thirds majority of IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA

"ICAO ANNEX"

means an annex to the Chicago Convention on International Civil Aviation, adopted by states through the the International Civil Aviation Organisation (ICAO).

“PARTY”

means an airline which is a party to this agreement.

“MEMBER”

means an airline member of IATA.

Article 2—Issuance of Tickets

2.1 ISSUANCE

2.1.1 Subject to [Article 10.4](#), each ~~party~~ Party is hereby authorised to issue or complete:

- 2.1.1.1 Tickets for transportation of Passengers, all in the form approved by, and in accordance with the Tariffs and the terms, provisions, and conditions of the Tickets of the ~~party~~ Party over whose routes the Passenger is to be carried. No Ticket will be issued or completed providing for space on a particular flight unless an advance reservation (booking) has been made for the transportation, and the Issuing Airline shall have received payment of the total charges payable therefore in accordance with such Tariffs or shall have made arrangements satisfactory to the Carrying Airline for the collection of such charges.
- 2.1.1.2 Subject to [Article 10.4](#), each ~~party~~ Party is further authorized to issue any other document that may be used for the collection of Baggage charges where this is associated with the transportation described in [2.1.1.1](#), and where the form of this document is prescribed by an IATA Resolution or has been bilaterally agreed between the ~~parties~~ Parties.

2.2 ACCEPTANCE

- 2.1.2 Subject to [Article 10.4](#), each ~~party~~ Party agrees to accept each such Ticket issued by any other ~~party~~ Party and to transport Passengers and Baggage as specified therein, subject to its applicable tariffs and subject to the terms of this Agreement.
- 2.1.3 Flight coupons shall be honoured in sequence.
- 2.1.4 Whereas certain ~~parties~~ Parties to this agreement issue EMDs, any other ~~party~~ Party which concurs with the Issuing Airline may accept such EMDs. Any ~~party~~ Party which issues EMDs shall notify the IATA. Any other ~~party~~ Party may agree to accept such EMDs, and shall notify IATA of which other ~~party's~~ Party's EMDs it will accept. IATA shall publish in the MITA Manual a list of the ~~parties~~ Parties which issue EMDs, and the other ~~parties~~ Parties which have agreed to accept each other ~~party's~~ Party's EMDs.

2.3 SCHEDULES, FARES AND PRICING AUTOMATION DATA

- 2.1.5 Each ~~party~~ Party shall publish to the relevant data aggregators accurate and current schedule, fare, and pricing automation data for all services to be sold under this Agreement.
- 2.1.6 Each ~~party~~ Party shall ensure that all distribution systems involved in the sale of services under this Agreement have access to all data described in [2.3.1](#) where such systems do not already have access through data aggregators.
- 2.1.7 Each ~~party~~ Party shall take into consideration [Recommended Practice 1780a](#) when determining the types of data that require publication.

2.4 VALID FARES AND CHARGES

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

2.5 CHANGES TO TICKETS

In changing, reissuing or refunding any Ticket issued by other ~~parties~~ Parties, the ~~party~~ Party taking such action shall observe any restrictions imposed by the original issuing ~~party~~ Party.

2.6 INVOLUNTARY REROUTING

In case of involuntary rerouting, each ~~party~~ Party shall be bound by the provisions of [Resolution 735d](#).

2.7 SUBSTITUTION OF AIRLINE

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

Article 3—Interline Checking of Baggage

- 3.1** Where a Passenger's continuous journey involves connecting transportation on two or more flights, the following procedures shall be used for the interline carriage of such Passenger's Baggage.
- 3.2** A connection between two scheduled flights, shall be deemed to exist when:
 - 3.2.1** the Delivering Airline's flight is scheduled to arrive at the Connecting Point and the Receiving Airline's flight is scheduled to depart from the Connecting Point on the same day; or
 - 3.2.2** the arrival of the Delivering Airline's flight on one day and the Receiving Airline's flight on the next day are within 12 hours, and the Delivering Airlines has clarified with the Passenger that the Passenger wants the Baggage checked through.
- 3.3** Each **party Party** shall:
 - 3.3.1** accept and transport over its services all Interline Baggage as provided herein, except as may be prohibited by applicable tariffs, regulatory restrictions or special baggage handling processes i.e. live animals, dangerous goods, firearms etc. as described in Resolutions [745](#), [745a](#), [745b](#) and IATA Live Animals Regulations.
 - 3.3.2** endeavour to co-operate to develop common methods to ensure that they do not place or keep on board an aircraft the Baggage of Passengers who have registered for an international flight departing from a country, but who have failed to board that flight, without subjecting it to security control;
 - 3.3.3** ensure that their handling agents follow the methods developed above.

3.4 BAGGAGE ACCEPTANCE

3.4.1 The Originating Airline, prior to transportation of Interline Baggage on its services ~~will~~ **shall**:

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

3.4.1.2 issue for each piece of such Baggage an Interline Baggage Tag;

3.4.1.3 indicate as the destination in the documents referred to in [3.4.1.2](#):

3.4.1.3.1 the first Stopover point,

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

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

3.4.1.3.4 the final destination specified in the Ticket including any Tickets issued in conjunction therewith, whichever occurs first.

3.4.1.4 upon returning the Baggage identification tag(s) to the Passenger, draw the Passenger's attention to the Baggage identification tag(s) and in particular to the destination where they need to collect their bag.

3.4.2 For any Baggage in excess of the free allowance which the Originating Airline has received approval to apply to the place described in [3.4.1.3](#), it shall issue an EMD for excess Baggage to that place and shall charge for the excess Baggage at the rate which the Originating Airline has received approval to apply. If after commencement of journey, the Passenger increases the amount of his or her Baggage, it shall be the duty of the airline at the point where the increase occurs to issue an EMD for such increase and collect the additional charges. Optionally and if facilities exist, the EMD coupons may be associated with the relevant flight coupons of the Ticket as described in [Resolution 725f](#).

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

3.4 BAGGAGE CARRIAGE

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

Airline shall give priority to transfer Baggage over terminating Baggage.

- 3.3.4** It is recommended that interline and on-line connecting Baggage shall be segregated from other Baggage, mail and cargo on all aircraft arriving non-stop or one-stop from the point of origin; however Baggage shall be segregated prior to commencement of delivery.
- 3.3.5** When it becomes necessary to leave Baggage behind due to weight/space restrictions, each ~~party~~ **Party** to this Agreement shall give loading priority to transfer Baggage.
- 3.3.6** Whenever Baggage is to be transferred for onward transportation hereunder and completion of such transportation necessitates compliance with the laws and regulations pertaining to importation and transit or exportation and transit of the country of point of transfer, it shall be the responsibility of the Delivering Airline to comply with such laws and regulations and to deliver, where necessary, to the Receiving Airline, prior to or simultaneously with the transfer, proper evidence of compliance with that country's laws and regulations pertaining to such importation and transit or exportation and transit; provided, however, that in any case where compliance with such laws and regulations can be made only by the Receiving Airline, it shall be the Receiving Airline's responsibility to comply therewith and provided further that any two or more ~~parties~~ **Parties** may, by separate written agreement, alter such responsibilities as between themselves.
- 3.3.7** In the event customs clearance or government-imposed security measures necessitates the physical presentation of the interline Passengers to the authorities concerned together with their interlined Baggage at an intermediate point en route where transfer of their interlined Baggage will take place, and such Baggage meets the conditions listed in **3.4** the airline delivering Baggage pursuant shall be responsible for informing the Passenger before or on arrival at the point of transfer (preferably immediately after disembarkation), but in any case prior to government clearance.
- 3.3.8** At the request of any airline delivering Baggage pursuant, the Receiving Airline will execute and deliver a signed receipt in a form to be agreed upon by the carriers concerned. Additionally, any receiving carriers' interline baggage records that comply with the reconciliation requirements of ICAO Annex 17 and which satisfy local government regulations, will be accepted as proof of transfer or non-transfer, provided this is agreed by the carriers concerned.
- 3.3.9** Electronic time stamping and/or sending Baggage processed messages described in [Recommended Practice 1745](#) will be accepted as proof of transfer of interline transfer bags described in [Resolution 765](#).

Article 4—Mishandled Baggage

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

- 4.1.1** The airline on which the Passenger travelled to the point of Stopover or final destination and where the Passenger is missing Baggage, shall be responsible for raising a file, tracing the missing Baggage and for its delivery to the Passenger in accordance with [Resolution 743a](#). Nevertheless, at the request of the Passenger, any Carrying Airline involved in the interline passenger journey shall establish the tracing status from the carrier to whom the loss was originally reported. When a Passenger reports missing Baggage at the Connecting Point where the Passenger is required to submit through-checked Baggage for customs clearance or government-imposed security check, without relieving the final airline from its responsibility, the Delivering Airline to such Connecting Point shall be responsible for:
- 4.1.1.1** immediately initiating tracing for the missing Baggage in accordance with current agreed procedures provided that there is sufficient time to obtain and record the Baggage and flight data required for tracing; and
 - 4.1.1.2** informing the airline referred to in **4.1.1** of the Baggage missing at the Connecting Point and of the tracing initiated and its results; and
- 4.1.1.3** arranging for forwarding the missing Baggage to the airline referred to in **4.1.1** for delivery to the Passenger.
- 4.1.2** When the address to which the Baggage is to be delivered is on the routing shown in the Ticket each airline shall transport the Baggage without charge in accordance with such routing.
- 4.1.3** When the address to which the Baggage is to be delivered is not on the routing shown in the Ticket the Baggage shall be forwarded to the airport nearest such address, and, at the expense of the airline responsible for the mishandling (also covered in **4.1.6**), reforwarded from such point by appropriate transport means (including the service of other carrier not originally involved in the interline passenger journey) to the delivery address.
- 4.1.4** Mishandled Baggage shall be forwarded without charge by the fastest possible means using the services of any Member, to the airport nearest to the Passenger's address. Forwarding of such expedite Baggage should not be restricted nor delayed at an interline Connecting Point for security reasons provided:
- 4.1.4.1** it is identified by the forwarding airline that the bag was mishandled; or
 - 4.1.4.2** it is established that a Claim for the bag has been made; or

4.1.4.3 it is electronically and/or physically screened.

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

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

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

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

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

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

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

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

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

Article 5—Claims and Indemnities

5.1 GENERAL INDEMNITY

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

5.2 INDEMNITY DUE TO DOCUMENTATION

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

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

5.3 INDEMNITY FOR BAGGAGE

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

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

5.4 BAGGAGE CLAIMS AND PRORATION

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

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

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

Example of mileage calculation:

Passenger travels:

with Airline A from Station 1 to Station 2 with Airline B from Station 2 to Station 3 with Airline B from Station 3 to Station 4
with Airline C from Station 4 to Station 5

Problem: the mishandling occurred at Station 4.

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

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

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

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

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

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

5.4.7.1 the Passenger's Ticket number;

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

5.4.7.3 one copy of the Claim prepared by the Passenger, not required in connection with Interim Expenses;

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

5.4.7.5 evidence of payment to the Passengers.

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

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

5.4.7.8 Invoice billings to the responsible carrier(s) through the airline clearing house will be sent electronically following the electronic billing process outlined in Article 9 and the IATA Clearing House procedures manual.

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

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

5.4.10 The list of agreed settlements in the form of amounts payable by responsible airline(s) shall not be uploaded into the IATA Clearing House to action the payment(s) until an agreement between respective baggage prorate offices of the Participating Airline(s) has been made. The upload must have attached the related ~~Baggage Tracing System~~ **baggage tracing system** reference number(s), the Date of Flight(s), and the Agreement of acceptance between the respective baggage prorate offices. In the event of a failure to respond by participating or responsible airline(s) within 60 days from

the date of request for payment, proof of the initial request or claim settlement sent by the Claim Receiving Airline may be uploaded in lieu of the Agreement of acceptance in order to action the proration of such claim.

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

Article 6—Interline Service Charge

- 6.1 In the absence of an agreed rate of interline service charge, the rate described in Resolution ~~780b~~, ~~780c~~ or ~~780d~~ (as applicable) shall apply.
- 6.2 Interline service charge billing will occur as described in the Revenue Accounting Manual, by deduction from billing values prior to settlement. No interline service charge shall be payable on any Tickets or EMDs where an interline billing does not occur due to refund, cancellation or non-use.

Article 7—Legal, Regulatory and Dispute Resolution

7.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

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

7.2 AGENTS OF A PARTY

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

7.3 REPRESENTATIONS

Each ~~party~~ Party agrees not to make any representations with regard to the Tickets of any other ~~party~~ Party, or of the flight or journey for which these are sold or issued, except those representations specifically authorised by the other ~~party~~ Party.

7.4 IATA RESOLUTIONS

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

7.5 DATA PROTECTION AND PRIVACY LAWS

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

7.6 ARBITRATION

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

- 7.6.1 If the ~~parties~~ Parties agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of him ~~or her~~ alone. The arbitrator may be appointed either directly by the ~~parties~~ Parties or, at their request, by the IATA Director General.
- 7.6.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two ~~parties~~ Parties involved in the dispute each ~~party~~ Party shall appoint one of the three arbitrators; should either ~~party~~ Party fail to appoint its arbitrator such appointment shall be made by the IATA Director General. Should more than two ~~parties~~ Parties be involved in the dispute they shall jointly agree on the appointment

of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chair ~~man~~. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.

- 7.6.3 The IATA Director General may, at the request of any ~~party~~ Party concerned, fix any time limit he ~~or she~~ finds appropriate within which the ~~parties~~ Parties, or the arbitrators appointed by the ~~parties~~ Parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding Paragraph to constitute the tribunal.
- 7.6.4 When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.
- 7.6.5 The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).
- 7.6.6 The award shall be final and conclusively binding upon the ~~parties~~ Parties.

Article 8—General

8.1 CODE SHARING

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

8.2 GENERAL AGENTS AND GENERAL SALES AGENTS

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

Article 9—Interline Billing and Settlement

- 9.1 Each Issuing Airline agrees to pay to each Carrying Airline the transportation charges applicable to the transportation performed by such Carrying Airline and any additional transportation or non-transportation charges collected by the Issuing Airline for the payment of which the Carrying Airline is responsible.
- 9.2 Billing of amounts payable pursuant to the Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual and the Manual of Regulations and Procedures of the IATA Clearing House, or the Manual of Procedure of the Airlines Clearing House.
- 9.3 The right to payment hereunder arises at the time such services are rendered by a ~~party~~ Party or its agent, and the relevant ticket or EMD coupon is billed.

Article 10—Administrative Provisions

10.1 TERMINATION OF PRIOR AGREEMENTS

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

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

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

10.2.1.1 Hold a valid two character designator assigned by IATA under [Resolution 762](#);

10.2.1.2 Hold a valid three digit accounting code, assigned by IATA under [Resolution 767](#);

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

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

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

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

10.3 WITHDRAWAL FROM AGREEMENT

10.3.1 If any ~~party Party~~ to this Agreement no longer satisfies the requirements of [Article 10.2.1](#), that ~~party Party~~ shall be deemed to have withdrawn from this Agreement with respect to all other ~~parties-Parties~~, effective from the date IATA notifies all other ~~parties-Parties~~ of this fact.

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

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

10.4 CONCURRENCES

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

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

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

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

10.4.3.2 such transportation is provided for by a separate agreement.

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

10.5 WITHDRAWING A CONCURRENCE

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

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

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

10.6 AMENDMENTS TO THE AGREEMENT

10.6.1 This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this

Agreement, IATA shall advise all ~~parties-Parties~~ of such changes in writing. Unless any ~~parties-Parties~~ notify IATA of their withdrawal from this Agreement under [Article 10.4](#), all ~~parties-Parties~~ shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all ~~parties-Parties~~.

10.7 PRIOR OBLIGATIONS

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

10.8 ANNUAL FEE

10.8.1 Non-IATA airlines ~~party Party~~ agree to pay an annual subscription fee in an amount to be determined by IATA. This amount is to cover administrative expenses.

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

10.9 EXECUTION AS AN AGREEMENT

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

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

Attachment B_B4.2.1a/P

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RESOLUTION 780e

IATA Interline Traffic Participation Agreement—Passenger

PSC(42 <u>43</u>)780e	Expiry: Indefinite Type: B
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RESOLVED THAT,

△ WHEREAS, the ~~parties~~ Parties operate scheduled air transportation services and desire to enter into arrangements under which one ~~party~~ Party may sell transportation over the routes of the other,
△ WHEREAS, the ~~parties~~ Parties mutually desire to agree upon the terms and conditions relating to Passenger Interline Carriage and the handling of Interline Baggage,
□ WHEREAS, interline transportation is authorized on the basis of a system of concurrences between the ~~parties~~ Parties;
NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the ~~parties~~ Parties agree as follows:

Article 1—Definitions

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

1.1 “A4A” means Airlines for America.

1.2 “BAGGAGE” means the property, as defined in applicable tariffs, of a Passenger, carried in connection with the trip for which the Passenger has purchased a Ticket and which has been checked in accordance with applicable tariffs.

△ **1.3** “CARRYING AIRLINE” is the airline over whose routes a Passenger and his or her Baggage are transported or are to be transported.

1.4 “CHECKED BAGGAGE” means Baggage placed in the care and custody of an airline, for which that airline has issued a Interline Baggage Tag.

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

△ **1.6** “CLAIM PARTICIPATING AIRLINE” is a revenue participating airline who shares in the settlement of a Claim for the Passenger's Checked Baggage.

△ **1.7** “CLAIM RECEIVING AIRLINE” is a revenue participating/-Carrying Airline who receives and processes the Passenger's Claim written demand for compensation for lost, damaged or delayed Baggage.

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

1.9 “DAMAGE” means physical damage to Baggage and/or its contents.

△ **1.10** “DELAY” means a piece (or pieces) of Baggage that fails to arrive at the airport of destination on the same flight as the Passenger, and is subsequently delivered to the Passenger.

△ **1.11** “DELIVERING AIRLINE” is a Carrying Airline over whose routes a Passenger and his or her Baggage are transported or are to be transported from the point of origin or Stopover or a transfer point, to the next interline Connecting Point.

△ **1.12** “EMD” is an electronic miscellaneous document corresponding to the form described in IATA Resolutions 725f, 725g and 725h and A4A Resolutions 20.63, 20.64 and 20.66 the applicable IATA and A4A Resolutions and Recommended Practices, issued by ~~an Issuing Airline a Party~~ that provides for the issuance of Ticket(s) and/or other services in exchange for such ~~order~~ EMD.

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

1.14 “IATA” means International Air Transport Association.

△ **1.15** “INTERLINE BAGGAGE” means Checked Baggage to be transported over the lines of two or more ~~parties~~ Parties.

△ **1.16** “INTERLINE BAGGAGE TAG” is the tag form currently approved by the A4A and/or IATA for interline use and issued by or on behalf of the Originating Airline for the identification of through checked Interline Baggage. The tag must always include operating flight numbers on all sectors of the ticketed journey.

△ 1.17 "ISSUING AIRLINE" is an airline which issues a Ticket or electronic miscellaneous document for transportation over the routes of another one or more ~~parties~~ **Parties** to this Agreement.

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

△ 1.19 "MISHANDLED BAGGAGE" means Baggage to which Damage, Delay, Loss, or Pilferage occurs.

△ 1.20 "ORIGINATING AIRLINE" is an airline upon whose services the interline transportation of a Passenger and his or her Baggage either commences at the original place of departure or continues from place of Stopover.

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

1.22 "PARTY" is any ~~party~~ **Party** to the IATA Interline Traffic Agreement—Passenger, or a Participating Airline.

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

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

△ 1.25 "RECEIVING AIRLINE" is an airline over whose routes the interline transportation of a Passenger and his or her Baggage is continued from a Connecting or Stopover Point.

△ 1.26 "SALE" is the issuance of a Ticket or an interline EMD for excess Baggage..

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

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

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

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

[New definitions. Note, if adopted these will be included in correct alphabetical order and all definitions will be renumbered prior to publication]

"PASSENGER STANDARDS CONFERENCE"

means the Traffic Conferences established by the IATA General Meeting whereby all airline members of IATA may accredit a delegate to vote upon Resolutions, Recommended Practices and other standards concerning passenger processes.

"RESOLUTION (IATA)"

means a document containing a binding agreement unanimously adopted by IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA.

"RECOMMENDED PRACTICE (IATA)"

means a document containing procedural guidance adopted by two-thirds majority of IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA

"ICAO ANNEX"

means an annex to the Chicago Convention on International Civil Aviation, adopted by states through the the International Civil Aviation Organisation (ICAO).

"PARTY"

means an airline which is a party to this agreement.

"MEMBER"

means an airline member of IATA.

Article 2—Issuance of Tickets

2.1 ISSUANCE

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

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

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

2.2 ACCEPTANCE

△ **2.2.1** Subject to Article 10.4, the Participating Airline agrees to accept each such Ticket, issued by the Issuing Airline and to transport Passengers and Baggage as specified therein, subject to its applicable tariffs and subject to the terms of this Agreement.

2.2.2 Flight coupons shall be honoured in sequence.

△ **2.2.3** Whereas certain Issuing Airlines ~~party~~ **Party** to this Agreement issue EMDs, any Participating Airline which has agreed to accept the Issuing Airline's EMDs, may accept such EMDs. Any Issuing Airline which issues EMDs shall notify the IATA. Any Participating Airline may agree to accept such EMDs, and shall notify IATA of which Issuing Airline's EMDs it will accept. IATA shall publish in the MITA Manual a list of the Issuing Airlines which issue EMDs, and the Participating Airlines which have agreed to accept the Issuing Airline's EMDs.

2.3 SCHEDULES, FARES AND PRICING AUTOMATION DATA

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

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

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

2.4 VALID FARES AND CHARGES

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

Article 3—Interline Checking of Baggage

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

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

3.2.1 the Delivering Airline's flight is scheduled to arrive at the Connecting Point and the Receiving Airline's flight is scheduled to depart from the Connecting Point on the same day; or

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

△ **3.3** Each ~~party~~ **Party** shall:

△ **3.3.1** accept and transport over its services all Interline Baggage as provided herein, except as may be prohibited by applicable tariffs, regulatory restrictions or special Baggage handling processes i.e. live animals, dangerous goods, firearms etc. as described in Resolutions 745, 745a, 745b and IATA Live Animals Regulations.

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

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

3.4 BAGGAGE ACCEPTANCE

The Originating Airline, prior to transportation of Interline Baggage on its services ~~will~~ **shall**:

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

3.4.2 issue for each piece of such Baggage an Interline Baggage Tag;

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

3.4.3.1 the first Stopover point,

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

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

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

△ **3.4.4** upon returning the Baggage identification tag(s) to the Passenger, draw the Passenger's attention to the Baggage identification tag(s) and in particular to the final destination where they need to collect their bag.

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

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

3.5 BAGGAGE CARRIAGE

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

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

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

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

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

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

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

Article 4—Mishandled Baggage

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

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

relieving the final airline from its responsibility, the Delivering Airline to such Connecting Point shall be responsible for:

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

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

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

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

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

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

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

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

4.1.4.3 it is electronically and/or physically screened.

Note:

Some governments may require members to impose additional security controls.

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

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

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

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

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

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

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

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

Article 5—Claims and Indemnities

5.1 GENERAL INDEMNITY

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

5.2 INDEMNITY DUE TO DOCUMENTATION

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

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

5.3 INDEMNITY FOR BAGGAGE

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

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

5.4 BAGGAGE CLAIMS AND PRORATION

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

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

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

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

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

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

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

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

5.4.7.1 the Passenger's Ticket number;

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

5.4.7.3 one copy of the Claim prepared by the Passenger, not required in connection with Interim Expenses;

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

5.4.7.5 evidence of payment to the Passenger;

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

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

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

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

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

Article 6—Interline Service Charge

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

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

Article 7—Legal, Regulatory and Dispute Resolution

7.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

△ On issuing or completing Tickets, or EMDs for transportation over the routes of other ~~parties~~ Parties, the Issuing Airline shall be deemed to act only as an Agent of the Participating Airline.

△ 7.2 AGENTS OF A PARTY

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

7.3 REPRESENTATIONS

△ Each Participating Airline agrees not to make any representations with regard to the Tickets of any other ~~party~~ Party, or of the flight or journey for which these are sold or issued, except those representations specifically authorised by the other ~~party~~ Party.

7.4 PASSENGERS WITH REDUCED MOBILITY

In the acceptance and carriage of Passengers with reduced mobility, each Participating Airline based outside the U.S. or Canada should adhere to the provisions of Resolution 700.

7.5 IATA RESOLUTIONS

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

7.6 DATA PROTECTION AND PRIVACY LAWS

Each ~~party~~ Party shall comply with all applicable data protection and privacy laws, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) where it applies. Each ~~party~~ Party shall ensure it observes its obligations regarding technical and organizational measures for the security of personal data, appropriate consent, if required, and the transfer and use of personal data. The Issuing Airline shall ensure Passengers are provided with

relevant information about the transfer of personal data to each Carrying Airline, including the provision of notice that personal data will be processed by such carriers as more fully described in each carrier's applicable privacy policy. Such notice may be given by reference to a website address (Uniform Resource Locator) as specified in the IATA Resolutions. The ~~parties-Parties~~ may agree, by supplemental instrument in writing, to further define the data protection and privacy provisions applicable between them. Where such an instrument is concluded, it shall be incorporated by reference and have force under this Agreement.

7.7 ARBITRATION

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

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

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

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

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

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

7.7.6 The award shall be final and conclusively binding upon the ~~parties-Parties~~.

Article 8—General

8.1 CODE SHARING

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

8.2 GENERAL AGENTS AND GENERAL SALES AGENTS

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

Article 9—Interline Billing and Settlement

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

△ **9.2** Billing of amounts payable pursuant to this Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual and the Manual of Regulations and Procedures of the IATA Clearing House, or the Manual of Procedure of the Airlines Clearing House.

△ 9.3 The right to payment hereunder arises at the time such services are rendered by a ~~party~~ Party or its agent and the relevant ticket or EMD coupon is billed.

Article 10—Administrative Provisions

10.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement between the Participating and the Issuing Airline concurring with it supersedes all previous interline traffic agreements pertaining to transportation of Passengers and/or Baggage between the Participating Airline and the Issuing Airline concurring with it.

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

10.2.1 Any airline which is a ~~party~~ Party to the IATA Multilateral Interline Traffic Agreement—Passenger (MITA), desiring to become an Issuing Airline in this Agreement, shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as an Issuing Airline in this Agreement, the ~~party~~ Party shall remain a ~~party~~ Party to the IATA Multilateral Interline Traffic Agreement—Passenger.

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

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

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

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

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

10.2.3 In extraordinary circumstances where a significant number of airlines are unable to operate scheduled air services for an extended period of time, IATA may exceptionally suspend Article 10.2.4 for a defined period of time. If this occurs, IATA will notify all ~~parties~~ Parties by written notice.

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

10.3 WITHDRAWAL FROM AGREEMENT

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

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

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

10.4 CONCURRENCES

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

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

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

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

10.4.3.2 such transportation is provided for by a separate agreement.

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

10.5 WITHDRAWING A CONCURRENCE

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

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

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

10.6 AMENDMENTS TO THE AGREEMENT

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

10.7 PRIOR OBLIGATIONS

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

10.8 ANNUAL FEE

Each Participating Airline agrees to pay an annual subscription fee in an amount to be determined by IATA. This amount is to cover administrative expenses.

Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such Participating Airline from this Agreement, effective thirty (30) days after notice thereof by IATA.

10.9 EXECUTION AS AN AGREEMENT

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

Attachment C_B4.2.1a/P

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RECOMMENDED PRACTICE 1780e

IATA Intermodal Interline Traffic Agreement—Passenger

PSC(42)(43)1780e	Expiry: Indefinite Type: B
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RECOMMENDED that:

△ WHEREAS, the ~~parties~~ Parties operate transportation services and desire to enter into arrangements under which one ~~party~~ Party may sell transportation over the routes of the other,
□ WHEREAS, Interline transportation is authorized on the basis of a system of concurrences between the Parties;
NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the ~~parties~~ Parties agree as follows:

△ Note:

If the parties wish to include the intermodal transfer of Passengers' Baggage, this will be covered by Annex A.

Article 1—Definitions

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

△ 1.1 "CARRYING TRANSPORTATION PROVIDER" is the transportation provider over whose routes a Passenger is transported or is to be transported.

1.2 "CONNECTING POINT" means an intermediate point in an itinerary at which the Passenger transfers from one transportation service and boards another transportation service either on the same company, or at which he transfers from the services of one transportation provider to the services on another transportation provider for continuation of the journey.

△ 1.3 "DELIVERING AIRLINE" is a Carrying Airline over whose routes a Passenger is transported or is to be transported to or from a Connecting or Stopover point.

△ 1.4 "EMD" is an electronic miscellaneous document corresponding to the form described in the applicable IATA Resolutions 725f, 725g and 725h and A4A Resolutions 20.63, 20.64 and 20.66 and Recommended Practices, issued by an issuing airline that provides for the issuance of ticket(s) and/or other services in exchange for such ~~order-EMD~~.

1.5 "IATA" means International Air Transport Association.

△ 1.6 "ISSUING AIRLINE" is an airline which issues a Ticket, or ~~electronic miscellaneous document~~ EMD for transportation over the routes of one or more ~~parties~~ Parties to this Agreement.

△ 1.7 "ORIGINATING AIRLINE" is an airline upon whose services the interline transportation of a ~~passenger~~ Passenger either commences at the original place of departure or continues from place of Stopover.

△ 1.8 "PARTICIPATING TRANSPORTATION PROVIDER" is a company which has agreed to accept Passengers for interline transportation pursuant to this agreement but not to issue Tickets for interline transportation pursuant to this agreement.

1.9 "PARTY" is any party to this Agreement.

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

△ 1.11 "RECEIVING TRANSPORTATION PROVIDER" is a company over whose routes the interline transportation of a Passenger is performed to or from a Connecting or Stopover Point.

△ 1.12 "SALE" is the issuance of a ticket.

1.13 "STOPOVER", equivalent to a break of journey, means a deliberate interruption of a journey by the Passenger, agreed to in advance by the transportation provider, at a point between the place of departure and the place of destination.

△ 1.14 "TARIFFS" are the published fares, charges and related conditions of carriage of a ~~party~~ Party.

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

[New definitions. Note, if adopted these will be included in correct alphabetical order and all definitions will be renumbered prior to publication]

"PASSENGER STANDARDS CONFERENCE"

means the Traffic Conferences established by the IATA General Meeting whereby all airline members of IATA may accredit a

delegate to vote upon Resolutions, Recommended Practices and other standards concerning passenger processes.

“RESOLUTION (IATA)”

means a document containing a binding agreement unanimously adopted by IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA.

“RECOMMENDED PRACTICE (IATA)”

means a document containing procedural guidance adopted by two-thirds majority of IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA

“MEMBER” means an airline member of IATA.

Article 2—Issuance of Tickets

2.1 ISSUANCE

△ 2.1.1 Subject to Article 8.4 the Issuing Airline will be able to issue tickets over the surface transportation provider (but not the other way around). The Issuing Airline is hereby authorised to issue or complete:

△ 2.1.1.1 Tickets for transportation of Passengers by ~~parties~~ Parties,

2.1.1.2 all other documents necessary or appropriate for such transportation;

△ all in the form approved by, and in accordance with the Tariffs and the terms, provisions, and conditions of the Tickets, and other documents of the ~~party~~ Party over whose routes the Passenger is to be carried. No Ticket will be issued or completed providing for space on a particular transportation service unless an advance reservation (booking) has been made for the transportation (when required), and the Issuing Airline shall have received payment of the total charges payable therefore in accordance with such Tariffs or shall have made arrangements satisfactory to the Participating Transportation Provider for the collection of such charges.

2.2 ACCEPTANCE

△ 2.2.1 Subject to Article 8.4, The Participating Transportation Provider agrees to accept each such Ticket, issued by the Issuing Airline and to transport Passengers as specified therein, subject to its applicable Tariffs and subject to the terms of this Agreement.

2.2.2 Flight and/or transportation coupons shall be honoured in sequence.

2.3 SCHEDULES, FARES AND PRICING AUTOMATION DATA

⊗

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

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

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

2.4 VALID FARES AND CHARGES

□ Tickets or EMDs issued by each ~~party~~ Party including services of another ~~party~~ Party must be issued using valid fares and charges.

Article 3—Claims and Indemnities

3.1 GENERAL INDEMNITY

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

3.2 INDEMNITY DUE TO DOCUMENTATION

△ **3.2.1** The Issuing Airline indemnifies the Carrying Transportation Provider, its officers, employees and agents from and against all claims, demands, costs, expenses and liabilities arising from the improper issue of accountable documents effected by the Issuing Airline.

△ **3.2.2** The Carrying Transportation Provider, as principal, indemnifies the Issuing Airline, including its officers, employees or agents, as agent, from and against all claims, demands, costs, expenses and liabilities arising from the Carrying Transportation Provider's provision of or failure to provide carriage pursuant to any Ticket or EMD properly issued, completed or delivered by the Issuing Airline, provided however no such indemnity shall apply in the event of termination of the Issuing Airline's rights hereunder due to said airline's involvement in proceedings declaring it insolvent, bankrupt or seeking relief under applicable bankruptcy or insolvency laws.

Article 4—Interline Service Charge

4.1 No interline service charge shall be paid to the issuing airline for any sale made pursuant to this Agreement except such interline service charge the ~~parties~~ Parties hereto may bilaterally agree.

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

Article 5—Legal, Regulatory and Dispute Resolution

5.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

On issuing or completing Tickets or EMDs for transportation over the routes of other ~~parties~~ Parties, the issuing airline shall be deemed to act only as an Agent of the Participating Transportation Provider.

5.2 AGENTS OF A PARTY

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

5.3 REPRESENTATIONS

△ Each participating transportation provider agrees not to make any representations with regard to the Tickets of any other ~~party~~ Party, or of the journey for which these are sold or issued, except those representations specifically authorised by the other ~~party~~ Party.

5.4 CHANGE OF LOCATION/OWNERSHIP

△ Each ~~party~~ Party shall notify IATA of any changes of principal place of business, or of any major change of ownership.

5.5 AIRLINE DESIGNATOR

Each participating transportation provider shall have an official designator established in accordance with Resolution 762 and it shall adhere to the provisions of that resolution. If at the time of application to become a ~~party~~ Party to this Agreement, the Participating Transportation Provider has not been assigned a designator, such Participating Transportation Provider shall request the designator at the same time as making the application to become a ~~party~~ Party hereto.

5.6 PASSENGERS WITH REDUCED MOBILITY

In the acceptance and carriage of Passengers with reduced mobility, each ~~party~~ Party based outside the U.S. or Canada should adhere to the provisions of Resolution 700.

5.7 DATA PROTECTION AND PRIVACY LAWS

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

5.8 ARBITRATION

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

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

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

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

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

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

5.8.6 The award shall be final and conclusively binding upon the ~~parties-Parties~~.

Article 6—General

6.1 CODE SHARING

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

6.2 GENERAL AGENTS AND GENERAL SALES AGENTS

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

Article 7—Interline Billing and Settlement

7.1 Each Issuing Airline agrees to pay to the Participating Transportation Provider the transportation charges applicable to the transportation performed by such Participating Transportation Provider and any additional transportation or non-transportation charges collected by the Issuing Airline for the payment of which the Participating Transportation Provider is responsible.

7.2 Billing of amounts payable pursuant to this Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual, and the Manual of Regulations and Procedures of the IATA Clearing House or the Manual of Procedure of the Airlines Clearing House unless otherwise agreed by the issuing airline and the participating transportation provider.

7.3 The right to payment hereunder arises at the time such services are rendered by a ~~party Party~~ or its agent, and the relevant ticket or EMD coupon is billed.

Article 8—Administrative Provisions

8.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement between the Participating Transportation Provider and the Issuing Airline concurring with it supersedes all previous interline traffic agreements pertaining to transportation of Passengers between the Participating Transportation Provider and the Issuing Airline concurring with it.

8.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

8.2.1 Any airline which is a ~~party~~ Party to the IATA Multilateral Interline Traffic Agreement-Passenger (MITA), desiring to become an Issuing Airline in this Agreement, shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as an Issuing Airline in this Agreement, the ~~party~~ Party shall remain a ~~party~~ Party to the IATA Multilateral Interline Traffic Agreement-Passenger.

8.2.2 Any other non-airline ~~party~~ Party desiring to become a Participating Transport Provider ~~party~~ Party to this Agreement shall make a written application to IATA in such form as IATA may prescribe from time to time.

8.2.3 An applicant becomes a ~~party~~ Party to this Agreement effective from the date that IATA notifies all other ~~parties~~ Parties of this fact.

8.3 WITHDRAWAL FROM AGREEMENT

8.3.1 If any ~~party~~ Party to this Agreement no longer satisfies the requirements of Article 8.2, that ~~party~~ Party shall be deemed to have withdrawn from this Agreement with respect to all other ~~parties~~ Parties, effective from the date IATA notifies all other ~~parties~~ Parties of this fact.

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

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

8.4 CONCURRENCES

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

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

8.4.3 The Issuing Airline warrants that it shall not issue any Tickets or EMDs for transportation over any other ~~party~~ Party, unless:

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

8.4.3.2 such transportation is provided for by a separate agreement.

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

8.5 WITHDRAWING A CONCURRENCE

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

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

8.6 AMENDMENTS TO THE AGREEMENT

This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all ~~parties~~ Parties of such changes in writing. Unless any ~~parties~~ Parties notify IATA of their withdrawal from this agreement under Article 8.4, all ~~parties~~ Parties shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all ~~parties~~ Parties.

8.7 PRIOR OBLIGATIONS

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

8.8 ANNUAL FEE

8.8.1 Each ~~party~~ Party agrees to pay an annual subscription fee in an amount to be determined by IATA. This amount is to cover administrative expenses.

8.8.2 Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such participating transportation provider from this Agreement, effective thirty (30) days after notice thereof by IATA.

8.9 EXECUTION AS AN AGREEMENT

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

RECOMMENDED PRACTICE 1780e Annex 'A'

IATA INTERMODAL BAGGAGE AGREEMENT—CITY TERMINALS

WHEREAS RP 1780e provides guidelines for intermodal ticketing and ~~passenger~~ Passenger handling,

□ WHEREAS, Interline transportation is authorized on the basis of a system of concurrences between the Parties;

RECOMMENDED that:

At airports where intermodal transportation provides links to city terminal(s) where custom facilities are available, the following guidelines be used for handling ~~baggage~~ Baggage on journeys for which the ~~ticket~~ Ticket may not include the surface transportation at the time of ticket issuance.

Article 1—Definitions

For the purposes of this Recommended Practice, the following definitions will apply:

1.1 "BAGGAGE" means the property of a Passenger, carried in connection with an intermodal trip to a city terminal.

1.2 "CHECKED BAGGAGE" means Baggage placed in the care and custody of an airline, for which that airline has issued a Baggage Tag for intermodal transportation to a city terminal.

1.3 "CLAIM" is a written demand for compensation, prepared and signed by or on behalf of the Passenger, and in the case of Baggage, containing an itemised list and value of goods for which compensation is being requested.

1.4 "DAMAGE" means physical damage to Baggage and/or its contents.

△ **1.5** "DELAY" means a piece (or pieces) of Baggage that fails to arrive at the city terminal of destination as the Passenger, but is subsequently delivered.

1.6 "DELIVERING AIRLINE" is a Carrying Airline over whose routes a Passenger is transported or is to be transported to an airport offering surface transportation to a city terminal.

1.7 "ISSUING AIRLINE" is an airline which issues a baggage tag for transportation over the routes of a surface transportation provider operating airport to city terminal service.

1.8 "INTERMODAL BAGGAGE" means Checked Baggage to be transported over the lines of a carrier and surface transportation provider.

1.9 "INTERMODAL BAGGAGE TAG" is the tag form shown in Resolution 740 and issued by the Originating Airline for the identification of through Checked Intermodal Baggage.

1.10 "ORIGINATING AIRLINE" is an airline upon whose services the interline transportation of a Passenger either commences at the original place of departure or continues from place of Stopover.

1.11 "PARTICIPATING SURFACE TRANSPORTATION PROVIDER" means a rail, ferry or bus providing service between an airport and a city terminal.

Article 2—Baggage Acceptance

2.1 Where a Passenger's final destination is a city terminal, the following procedures shall be used for intermodal carriage of such Passenger's Baggage.

2.2 Each ~~party~~ Party hereto shall:

2.2.1 accept and transport over its services all Intermodal Baggage as provided herein. Live animals shall not be checked as Intermodal Baggage.

2.3 The Originating Airline, prior to transportation of Intermodal Baggage on its services will:

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

2.3.2 record in the appropriate fields of the Ticket, the number of pieces and the weight of Baggage to be accepted as Checked Baggage for the Passengers;

2.3.3 issue for each piece of Baggage a Baggage Tag;

2.3.4 indicate as the destination, the city terminal which is the Passenger's final destination,

2.3.5 At the request of any airline delivering Intermodal Baggage pursuant thereto, the receiving Surface Transportation Provider will execute and deliver a signed receipt in a form to be agreed upon by the ~~parties~~ Parties concerned. Additionally, any receiving Surface Transportation Providers Intermodal Baggage records will be accepted as proof of transfer or non transfer, provided that this is agreed by the Delivering Airline and receiving Surface Transportation Provider.

Article 3—Mishandled Baggage

3.1 Where Baggage fails to accompany an intermodal Passenger the following procedures shall apply.

3.1.1 The Surface Transportation Provider on which the Passenger travelled to the city terminal and where the Passenger is missing Baggage, shall be responsible for tracing the missing Baggage and for its delivery to the Passenger in accordance with Resolution 743a. Nevertheless, at the request of the Passenger, any Carrying Airline shall establish the tracing status from the carrier to whom the loss was originally reported.

3.1.1.1 such ~~party~~ Party shall immediately initiate tracing for the missing Baggage in accordance with agreed procedures provided that there is sufficient time to obtain and record the baggage and flight data required for tracing; and

3.1.1.2 informing the airline or surface transportation provider of the Baggage missing at the city terminal and of the tracing initiated and its results; and

3.1.1.3 arranging for forwarding the missing Baggage to the airline or surface transportation provider referred to in 3.1.1 for delivery to the Passenger.

3.1.2 When the address to which the Baggage is to be delivered is on the routing shown in the Ticket each airline or Surface Transportation Provider shall transport the Baggage without charge in accordance with such routing.

3.1.3 When the address to which the Baggage is to be delivered is not on the routing shown in the Ticket the Baggage shall be forwarded to the airport nearest such address, and, at the expense of the ~~party~~ Party responsible for the mishandling, re-forwarded from such point by appropriate transport means to the delivery address.

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

3.1.4.1 it is identified by the Forwarding Airline that the bag was mishandled; or

3.1.4.2 it is established that a Claim for the bag has been made; or

3.1.4.3 it is electronically and/or physically screened.

Note:

Some governments may require Members to impose additional security controls.

3.1.5 At its airport of destination expedite Baggage shall be delivered to the Passenger:

3.1.5.1 by the Member on whose flight the Passenger had travelled to the final destination or point of Stopover; or

3.1.5.2 in case that Member should not be represented at such place, by the Member on whose flight the expedite Baggage arrived at such airport.

3.1.6 Delivery costs from such airport to the Passenger may only be recharged to the ~~party~~ Party responsible for the mishandling by the Delivering Carrier or its contracted delivery company if they are in excess of US\$25 or its equivalent per delivery. In the case of 3.1.5.2, the ~~party~~ Party responsible for the mishandling shall be indicated in the box "Expense Of" on the expedite tag. When a Member delivers the Baggage as handling agent for another Member (principal) any recharging of delivery costs by the handling agent to the principal shall not be governed by this Resolution. The amount recharged shall be supported by proof of the cost incurred, and by a copy of the PIR, or in the case of 3.1.5.2, by the original or a copy of the expedite tag.

3.1.7 Each ~~party~~ Party hereto agrees to assume responsibility for establishing procedures for tracing mishandled interline Baggage and for the expedient processing and settlement of Claims. It is recommended that ~~parties~~ Parties use the tracing procedures shown in Recommended Practice 1743a and make the relevant entries into an industry recognised computerised tracing system.

Article 4—Claims and Indemnities

4.1 GENERAL INDEMNITY

△ Each ~~party~~ Party agrees to hold harmless and indemnify all other ~~parties~~ Parties from all claims, demands, costs, expenses and liability arising from or in connection with or the Loss, Damage to or Delay of Baggage incurred while

such Baggage is, pursuant to this Agreement, being transported by, or under the control or in the custody of such ~~party~~ Party.

4.2 INDEMNITY FOR BAGGAGE

△ Each ~~party~~ Party shall indemnify and hold harmless all other ~~parties~~ Parties, including their officers, employees or agents, against all claims, demands and liability for Loss, Damage to or Delay of Baggage, arising from its failure to discharge its obligations or responsibilities.

4.3 BAGGAGE CLAIMS

4.3.1 A ~~party~~ Party receiving a Baggage Claim, and having participated in the carriage of the Passenger, will process the claim to a conclusion, with the Passenger, in accordance with the law of the country of settlement. Such settlement will then be reimbursed to the Settling Airline.

4.3.2 When it is established in which airline or surface transportation provider's custody the mishandling (meaning Damage, Delay, Loss, or Pilferage) occurred, that airline or surface transportation provider will accept the claim settlement arising from such mishandling as incurred by the Settling Airline.

△ **4.3.3** When it is not established which airline or surface transportation provider is responsible (baggage transfer records do not count as proof of transfer/no transfer unless this is agreed on between the airlines or Participating Surface Transportation Providers concerned), each ~~party~~ Party that participated in the carriage of the Passenger shall share the Claim settlement on the basis to be agreed bilaterally between the ~~parties~~ Parties.

Article 5—Location Identifiers

Location identifiers are assigned to city terminals under the provisions of Resolution 763.

Article 6—Administrative Provisions

6.1 TERMINATION OF PRIOR AGREEMENTS

This Agreement between the Participating Transportation Provider and Issuing Airline concurring with it supersedes all previous agreements pertaining to Baggage transfer.

6.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

6.2.1 Any airline which is a ~~party~~ Party to the IATA Multilateral Interline Traffic Agreement-Passenger (MITA), desiring to become an Issuing Airline in this Agreement, shall make a written application to IATA in such form as IATA may prescribe from time to time. To be eligible as an Issuing Airline in this Agreement, the ~~party~~ Party shall remain a ~~party~~ Party to the IATA Multilateral Interline Traffic Agreement-Passenger.

6.2.2 Any other non-airline ~~party~~ Party desiring to become a Participating Transport Provider ~~party~~ Party to this Agreement shall make a written application to IATA in such form as IATA may prescribe from time to time.

6.2.3 An applicant becomes a ~~party~~ Party to this Agreement effective from the date that IATA notifies all other ~~parties~~ Parties of this fact.

6.3 WITHDRAWAL FROM AGREEMENT

6.3.1 If any ~~party~~ Party to this Agreement no longer satisfies the requirements of Article 8.2, that ~~party~~ Party shall be deemed to have withdrawn from this Agreement with respect to all other ~~parties~~ Parties, effective from the date IATA notifies all other ~~parties~~ Parties of this fact.

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

6.4 CONCURRENCES

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

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

6.4.3 The Issuing Airline warrants that it shall not issue any Tickets or EMDs for transportation over any other ~~party~~ Party, unless:

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

6.4.3.2 such transportation is provided for by a separate agreement.

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

6.5 WITHDRAWING A CONCURRENCE

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

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

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

6.6 AMENDMENTS TO THE AGREEMENT

This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all ~~parties~~ Parties of such changes in writing. Unless any ~~parties~~ Parties notify IATA of their withdrawal from this agreement under Article 8.4, all ~~parties~~ Parties shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all ~~parties~~ Parties.

6.7 PRIOR OBLIGATIONS

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

6.8 ANNUAL FEE

6.8.1 Each ~~party~~ Party agrees to pay an annual subscription fee in an amount to be determined by IATA. This amount is to cover administrative expenses.

6.8.2 Failure to pay such fee within three (3) months of billing shall be deemed a withdrawal of such participating transportation provider from this Agreement, effective thirty (30) days after notice thereof by IATA.

6.9 EXECUTION AS AN AGREEMENT

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

Attachment D_B4.2.1a/P

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RECOMMENDED PRACTICE 1780f

IATA Interline Traffic Agreement for Enhanced Distribution Capability—Passenger and Baggage

PSC(4243)1780f	Expiry: Indefinite Type: B

△ WHEREAS, the ~~parties~~ Parties operate scheduled air transportation services and desire to enter into arrangements under which each ~~party~~ Party may sell transportation over the routes of the others,
△ WHEREAS, the ~~parties~~ Parties mutually desire to agree upon the terms and conditions relating to Passenger Interline carriage
WHEREAS, Resolution 787 describes an enhanced distribution model allowing more real time dynamic interaction between airlines,
△ WHEREAS, the ~~parties~~ Parties mutually desire to enter into arrangements under which both ~~parties~~ Parties may use enhanced distribution capability to request flights and services from others, to obtain settlement values for such flights and services, and to sell such services on behalf of others,
□ WHEREAS, Interline transportation is authorized on the basis of a system of concurrences between the Parties;
NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the ~~parties~~ Parties agree as follows:

Article 1—Definitions

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

- 1.1 "A4A" means Airlines for America.
- 1.2 "BAGGAGE" means the property, as defined in applicable tariffs, of a ~~passenger~~ Passenger, carried in connection with the trip for which the ~~passenger~~ Passenger has purchased a ~~ticket~~ Ticket and which has been checked in accordance with applicable tariffs.
- 1.3 "CHECKED BAGGAGE" means Baggage placed in the care and custody of an Airline, for which that Airline has issued an Interline Baggage Tag.
- 1.4 "CLAIM" is a ~~paper or electronic~~ written demand for compensation, prepared and/or ~~signed~~ acknowledged by or on behalf of the Passenger. ~~and in~~ In the case of Baggage the Claim shall ~~containing~~ contain an itemised list and value of goods for which compensation is being requested.
- 1.5 "CLAIM PARTICIPATING AIRLINE" is an Offer Responsible Airline or Participating Offer Airline who shares in the settlement of a claim for the Passenger's Checked Baggage.
- 1.6 "CLAIM RECEIVING AIRLINE" is an Offer Responsible Airline or Participating Offer who receives and processes the Passenger's written demand for compensation for lost, damaged or delayed Baggage.
- 1.7 "CONNECTING POINT" means an intermediate point in an itinerary at which the Passenger deplanes from one flight and boards another flight either on the same Airline, or at which he transfers from the flight of one Airline to a flight of another Airline for continuation of the journey.
- △ 1.8 "DELAY" means a piece (or pieces) of Baggage that fails to arrive at the airport of destination on the same flight as the Passenger, but is subsequently delivered.
- △ 1.9 "DELIVERING AIRLINE" is a ~~party~~ Carrying Airline over whose routes a Passenger and his or her Baggage are transported or are to be transported from the point of origin or Stopover or a transfer point, to the next interline Connecting Point.
- 1.10 "DAMAGE" means physical damage to Baggage and/or its contents.
- △ 1.11 "ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)" is an ~~electronic miscellaneous document~~ corresponding to the form described in IATA Resolutions 725f, 725g and 725h and A4A Resolutions 20.63, 20.64 and 20.66 issued by a ~~party~~ Party which that provides for the issuance of ticket(s) and/or other services in exchange for such ~~order~~ EMD.
- 1.12 "IATA" means International Air Transport Association.
- △ 1.13 "INTERLINE BAGGAGE" means Checked Baggage to be transported over the lines of two or more Parties.
- △ 1.14 "INTERLINE BAGGAGE TAG" is the tag form currently approved by the A4A and/or IATA for interline use and issued by or on behalf and issued by the Originating Airline for the identification of through checked Interline Baggage.

△ 1.15 "ISSUING AIRLINE" is a ~~party~~ **Party** which issues a Ticket or EMD for transportation over the routes of one or more Parties to this Agreement. This Airline is the Offer Responsible Airline or an Airline engaged by them to issue documents on their behalf.

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

△ 1.17 "MISHANDLED BAGGAGE" means Baggage to which Damage, Delay, Loss or Pilferage occurs.

1.18 "OFFER RESPONSIBLE AIRLINE" means the Carrier who returns a combined Offer to a customer, using enhanced distribution capability, of one or more flights or services in response to a request from a customer. Such a request may be initiated by an agent or any other entity authorized by the Airline.

1.19 "ORDER" means a uniquely identified record containing details of all flights and/or services, together with specified terms and conditions, which have been offered by one Party and accepted by the other.

△ 1.20 "ORIGINATING AIRLINE" is a Party upon whose services the interline transportation of a Passenger and his or her Baggage either commences at the original place of departure or continues from place of Stopover.

1.21 "PARTICIPATING OFFER AIRLINE" means the Carrier who offers, using enhanced distribution capability, one or more flights and/or services in response to a request from another Airline.

△ 1.22 "PASSENGER" is a person to whom a Ticket covering through transportation over the services of two or more Parties has been issued.

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

△ 1.24 "RECEIVING AIRLINE" is a Party over whose routes the interline transportation of a Passenger and his or her Baggage is continued from a Connecting Point.

△ 1.25 "SALE" is the issuance of a Ticket.

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

1.27 "SETTLEMENT VALUE" means a value proposed by a Participating Offer Airline and accepted by an Offer Responsible Airline for the provision of a flight or services.

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

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

[New definitions. Note, if adopted these will be included in correct alphabetical order and all definitions will be renumbered prior to publication]

"PASSENGER STANDARDS CONFERENCE"

means the Traffic Conferences established by the IATA General Meeting whereby all airline members of IATA may accredit a delegate to vote upon Resolutions, Recommended Practices and other standards concerning passenger processes.

"RESOLUTION (IATA)"

means a document containing a binding agreement unanimously adopted by IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA.

"RECOMMENDED PRACTICE (IATA)"

means a document containing procedural guidance adopted by two-thirds majority of IATA member airlines voting at a duly convened IATA Traffic Conference and published by IATA

"ICAO ANNEX"

means an annex to the Chicago Convention on International Civil Aviation, adopted by states through the International Civil Aviation Organisation (ICAO).

"PARTY" means an airline which is a party to this agreement.

"MEMBER" means an airline member of IATA.

Article 2—Issuance of Tickets

2.1 ISSUANCE

△ 2.1.1 Subject to Article 10.4, each ~~party~~ **Party** is hereby authorised to issue or complete:

△ 2.1.1.1 Tickets for transportation of Passengers, all in the form approved by, and in accordance with the terms, provisions, and conditions of the Tickets, and of the ~~party~~ **Party** over whose routes the Passenger is to be carried. No Ticket will be issued or completed providing for space on a particular flight unless an offer for the particular flights has been accepted and a confirmed Order is held for the transportation.

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

2.2 ACCEPTANCE

△ **2.2.1** Subject to Article 10.4, each Party agrees to accept each such Ticket, issued by any other Party and to transport Passengers and Baggage as specified therein, subject to the conditions contained in the confirmed Order, and subject to the terms of this Agreement.

2.2.2 Flight coupons shall be honoured in sequence.

2.3 CHANGES TO TRAFFIC DOCUMENTS

△ The authority to perform any actions on Traffic documents e.g. refund, exchange, resides solely with the Offer Responsible Airline, unless the Offer Responsible Airline permits other Parties to perform these actions on their behalf. In changing, reissuing or refunding any Ticket issued by other Parties, the Party taking such action shall observe the procedures of the applicable IATA Resolution(s) governing such matters, as well as any restrictions imposed by the Original Issuing Party.

2.4 INVOLUNTARY REROUTING

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

2.5 SUBSTITUTION OF AIRLINE

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

Article 3—Interline Checking of Baggage

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

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

3.2.1 the Delivering Airline's flight is scheduled to arrive at the Connecting Point and the Receiving Airline's flight is scheduled to depart from the Connecting Point on the same day; or

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

△ **3.3** Each Party shall:

△ **3.3.1** accept and transport over its services all Interline Baggage as provided herein.

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

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

3.4 BAGGAGE ACCEPTANCE

The Originating Airline, prior to transportation of Interline Baggage on its services ~~will~~ shall:

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

3.4.2 issue for each piece of such Baggage an Interline Baggage Tag;

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

3.4.3.1 the first Stopover point,

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

3.4.3.3 a Connecting Point where transfer from one airport to another is necessary and where the Passenger is required to take possession of his Baggage,

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

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

3.4.5 For any Baggage in excess of the free allowance which the Originating Airline has received approval to apply to the place described in 3.4.3, it shall issue an EMD for excess Baggage to that place and shall charge for the excess Baggage at the rate which the Originating Airline has received approval to apply. If after commencement of journey, the Passenger increases the amount of his Baggage, it shall be the duty of the Airline at the point where the increase occurs to issue an EMD for such increase and collect the additional charges. Optionally and if facilities exist, the EMD coupons may be associated with the relevant flight coupons of the Ticket as described in Resolution 725f.

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

3.5 BAGGAGE CARRIAGE

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

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

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

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

△ **3.5.4** In the event customs clearance or government-imposed security measures necessitates the physical presentation of the interline passengers to the authorities concerned together with their interlined Baggage at an intermediate point en route where transfer of their interlined Baggage will take place, and such Baggage meets the conditions listed in 3.4.3, the Airline delivering baggage pursuant shall be responsible for informing the Passenger before or on arrival at the point of transfer (preferably immediately after disembarkation), but in any case prior to government clearance.

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

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

Article 4—Mishandled Baggage

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

4.1.1 The Airline on which the Passenger travelled to the point of stopover or final destination and where the Passenger is missing Baggage, shall be responsible for raising a Property Irregularity Report (PIR), tracing the missing Baggage and for its delivery to the passenger in accordance with Resolution 743a. Nevertheless, at the request of the Passenger, any Participating Offer Airline shall establish the tracing status from the carrier to whom the loss was originally reported. When a Passenger reports missing Baggage at the Connecting Point where the Passenger is required to submit through-Checked Baggage for customs clearance or government-imposed security check, without relieving the final Airline from its responsibility, the Delivering Airline to such connecting point shall be responsible for:

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

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

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

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

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

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

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

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

4.1.4.3 it is electronically and/or physically screened.

Note:

Some governments may require members to impose additional security controls.

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

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

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

4.1.6 There is no prorating on delivery expenses. Delivery costs from such airport to the Passenger may only be recharged by the delivering Carrier (not the delivering vendor) to the member responsible for the mishandling if they are in excess of US\$25 or its equivalent per delivery.

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

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

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

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

Article 5—Claims and Indemnities

5.1 GENERAL INDEMNITY

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

5.2 INDEMNITY DUE TO DOCUMENTATION

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

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

5.3 INDEMNITY FOR BAGGAGE

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

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

5.4 BAGGAGE CLAIMS AND PRORATION

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

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

5.4.3 When it is not established which Airline is responsible, each Participating Offer Airline that participated in the carriage of the Passenger shall share the Claim settlement on the basis of the flown mileage between all ticketed points of each Participating Offer Airline. Baggage transfer records do not count as proof of transfer/no transfer unless this is agreed on between the Airlines concerned. Reason for loss codes and fault stations are for in house use only, they do not constitute proof of error in proration claims and delivery charges.

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

△ **5.4.5** Within sixty (60) days of the date of the Claim settlement the Claim Receiving Airline will send a request for payment to the other participating or responsible Airline(s) at their baggage prorate office, providing them with relevant claim settlement documents. The IATA currency exchange rate on the date of flight should be applied in the calculation of the amount to prorate. When any type of marketing/commercial, partner, or code share agreement exists, the request for payment will be sent to the operating carrier (provided that it is an IATA carrier and thus subject to proration). The operating and marketing carrier may recharge depending on their established agreements. If prorate notice is not given in time by the Claim Receiving Airline, acceptance of any claim will be at the discretion of the participating or responsible Airline(s).

5.4.6 All requests for claim settlement shall be paid by the participating or responsible Airline(s) within sixty (60) days from the date of request for payment. Failure to respond will signify agreement to the recharge.

5.4.7 Requests for prorate and provision of supporting documentation shall be made directly to the baggage prorate office, not through the interline billing and settlement process, using the format shown in Appendix 'C' "PRORATE NOTICE" (published separately) as a cover sheet for the following documents which are required to support any claim under this agreement including requests for 100%:

5.4.7.1 the Passenger's Ticket number;

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

5.4.7.3 one copy of the Claim prepared by the Passenger, not required in connection with Interim Expenses;

△ **5.4.7.4** either (1) full computerised PIR output from a ~~Baggage-Tracing-System~~ **baggage tracing system** or (2) complete manual Property Irregularity Report together with copies of evidence of adequate tracing action (e.g. print screens from internal tracing system), except when the prorated shares amount to US\$100 or less and/or in case of Damage or Pilferage;

5.4.7.5 evidence of payment to the Passenger;

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

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

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

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

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

Article 6—Interline Service Charge

△ **6.1** No Interline service charge shall be paid by one Party to the other for any sale made pursuant to this Agreement except such Interline service charges as the Parties hereto may otherwise agree to. Nothing in this or any other Resolution shall prevent Parties from entering into separate bilateral agreements on the payment of Interline service charges.

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

Article 7—Legal, Regulatory and Dispute Resolution

7.1 CAPACITY OF ISSUING AIRLINE AS AGENT ONLY

On issuing or completing Tickets, or EMDs for transportation over the routes of other Parties, the Issuing Airline shall be deemed to act only as an Agent of the Participating Offer Airline(s).

7.2 AGENTS OF A PARTY

Any act which a Party is authorized or permitted by this Agreement to take may be taken through an Agent of that Party.

7.3 REPRESENTATIONS

Each Party agrees not to make any representations with regard to the Tickets of any other Party, or of the flight or journey for which these are sold or issued, except those representations specifically authorized by the other Party.

7.4 IATA RESOLUTIONS

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

7.5 DATA PROTECTION AND PRIVACY LAWS

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

7.6 ARBITRATION

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

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

7.6.2 If they do not so agree, the arbitral tribunal shall consist of three arbitrators appointed as hereinafter provided; if there are only two ~~parties~~ Parties involved in the dispute each ~~party~~ Party shall appoint one of the three arbitrators;

should either party fail to appoint its arbitrator such appointment shall be made by the IATA Director General. Should more than two ~~parties-Parties~~ be involved in the dispute they shall jointly agree on the appointment of two of the arbitrators; failing unanimous agreement thereon, such appointment shall be made by the IATA Director General. The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chair man. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the Director General.

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

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

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

7.6.6 The award shall be final and conclusively binding upon the ~~parties-Parties~~.

Article 8—General

8.1 CODE SHARING

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

8.2 GENERAL AGENTS AND GENERAL SALES AGENTS

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

Article 9—Interline Billing and Settlement

9.1 The Issuing Airline agrees to pay to the Participating Airline the transportation charges applicable to the transportation performed by such Participating Airline and any additional transportation or non-transportation charges collected by the Issuing Airline for the payment of which the Participating Airline is responsible.

9.2 Billing of amounts payable pursuant to this Agreement shall be in accordance with the rules contained in the IATA Revenue Accounting Manual and the Manual of Regulations and Procedures of the IATA Clearing House, or the Manual of Procedure of the Airlines Clearing House.

9.3 The right to payment hereunder arises at the time such services are rendered by a ~~party Party~~ or its agent, and the relevant ticket or EMD coupon is billed.

Article 10—Administrative Provisions

10.1 TERMINATION OF PRIOR AGREEMENTS

△ This Agreement supersedes all previous interline traffic agreements pertaining to transportation of Passengers and/or Baggage between the ~~parties-Parties~~.

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

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

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

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

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

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

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

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

10.3 WITHDRAWAL FROM AGREEMENT

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

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

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

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

10.4 CONCURRENCES

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

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

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

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

10.4.3.2 such transportation is provided for by a separate agreement.

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

10.5 WITHDRAWING A CONCURRENCE

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

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

10.6 AMENDMENTS TO THE AGREEMENT

☐ This Agreement may be amended from time to time by unanimous vote of IATA member airlines within the IATA Passenger Standards Conference. At least thirty (30) days prior to the effective date of any amendment to this Agreement, IATA shall advise all ~~parties-Parties~~ of such changes in writing. Unless any ~~parties-Parties~~ notify IATA of

their withdrawal from this agreement under Article 10.4, all ~~parties-Parties~~ shall be deemed to have agreed to the amendment on the effective date, and the Agreement as amended shall bind all ~~parties-Parties~~.

10.7 PRIOR OBLIGATIONS

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

10.8 ANNUAL FEE

△ **10.8.1** Non-IATA airlines ~~party Party~~ agree to pay an annual subscription fee in an amount to be determined by IATA. This amount is to cover administrative expenses.

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

10.9 EXECUTION AS AN AGREEMENT

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

Item B4.2.1b: Revised Standard Retailer Supplier Interline Agreement (presented individually)

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References:

New Recommended Practice 1780s
Interline Group Work Plan Item 2

Background

The MITA was established at a time when nearly all IATA itineraries were sold using IATA fares, which made many issues such as proration or the selection of one interline itinerary over another more procedural than commercial. Since this time, interline relationships have shifted to being more commercial, and airlines are increasingly using more bilateral agreements to support MITA relationships or to replace them. These include agreements supporting codeshare, special prorate agreements, seamless availability and interactive selling agreements.

The MITA references existing industry standards around reservations, ticketing and fares. As distribution shifts towards Offer and Order Management, and real-time request and response processes, new opportunities exist for interline without the use of filed fares, reservations and tickets.

Many interline models are also emerging in the market that provide an alternative to traditional IATA interlining. Examples of these models include Worldwide by Easyjet, where EasyJet flights are sold in conjunction with flights from other carriers, and where traditional interline services (such as processing of baggage, or protection in disruptions) are provided by third parties.

IATA member airlines are also increasingly pursuing interline relationships with non-IATA members, which may include low cost or carriers (LCCs), carriers that do not use IATA standard tickets, or surface transport operators. Beyond partnerships with transport operators, many airlines are also investigating moving distribution models towards more generic “retailer” and “supplier” models, with Offer and Orders combining the services of different transport operators together with non-transport suppliers.

In 2019 the Interline Group identified the need for changes to the MITA framework and the work on a new Standard Retailer Supplier Framework has been endorsed by the Plan Standard Board with the key objective to:

- Provide a common understanding of interlining using Offers and Orders (without traditional processes around filed fares, reservations and ticketing). While an Agreement for Interlining using Enhanced Distribution was adopted was adopted in 2015 as Recommended Practice 1780f, this has not been used, and was developed before wide-scale implementation of Offer and Order management at industry level.
- Support of more generic “retailer” and “supplier” relationships.
- Provide a common understanding of interlining between IATA member airlines using IATA standard ticketing processes, and airlines that do not use IATA standard ticketing processes.
- Support More flexibility beyond a single multi-lateral agreement, acknowledging that while there are some fundamental aspects of interline relationships, there are also many commercial and procedural aspects that will differ from partner to partner. While these points require separate agreements with each partner, a more consistent approach across the industry in defining terms and establishing template agreements would add value.

A new Recommended Practice 1780s, Standard Retailer and Supplier Interline Agreement (SRSIA) has been developed by the Interline Group in 2019 and endorsed by the Plan Standard Board. However due to the request from the IATA Legal Counsel, this initial Recommended Practice was not submitted to the Passenger Standards Conference.

Consequently, it has been proposed by the Legal the Advisory Council to work jointly with the Interline Group to review and update this framework in order to ensure that carriers are armed to deal with possible changes to their own exposure to tax and legal liability in the shift towards “Retailing”.

A dedicated working group of the Interline Group was established in 2021 to focus on this activity, with delegates from seven airlines.

IAG (Andrew Webster, representing group as delegate of Iberia)
Lufthansa Group (Eric Wirth, representing group as delegate of SWISS)
United Airlines (Sean McGuire)
Air France/KLM (Willem Kers, representing group as delegate of Air France)
Vueling (Charlotte Dumesnil)
Hahn Air (Chris Allison)
Hawaiian Airlines (Dan Collins)

Scope of this activity and main changes proposed

The scope of this activity is to amend the earlier proposal for a Recommended Practice (1780s) based on the feedback received from the Legal Advisory Council's Interline Modernisation Task Force (IMTF).

In 2021, the following scope has been agreed between the Interline Group and the IMTF to be included in the revised Recommended Practice 1780s:

- "Retailer" and "Supplier" concepts defined and used in the agreement
 - Scope focused on carrier-to-carrier (with surface segments by Supplier at option)
 - The "as agent for" formulation is retained from MITA to describe the capacity in which "Retailers" and "Suppliers" interact with each other, and issue contracts to consumers, under SRSIA
 - The content referred via "Products and Services" means flights or flight related services
 - "Offer" and "Order" concepts defined for legal purposes
-
- Allow for seamless customer experience and include the ability to make defined, real-time changes to "Products" and "Services" prior to the journey and mid-journey (with specific protocols to be agreed by the parties provided common technology)

The Recommended Practice is presented as a single template framework agreement that may be adapted by the parties to support "retailer" and "supplier" interline relationship. This could include:

- A self-connection interline relationship, where a Retailer presents to the customer several different flights from different Supplier airlines, where each Supplier provides their own contract with the Customer.
- An interline relationship where one or more elements of cooperation are established between the parties on a flexible basis (i.e. supported connections, baggage transfer, recognition of baggage policies)
- Interline relationships between airlines using IATA standard ticketing processes, and as well as between airlines that do not use IATA standard ticketing processes.
- Interline relationships between airlines and surface transport operators (where the elements of technical cooperation are defined specifically between the parties for the purpose of the individual relationship)

Based on the above considerations, the main changes proposed therein, comparing with the previous version of the proposal, consist in:

- Substantive drafting for key interactions 'rehoused' in main agreement to ensure the minimum basis for a legal agreement
- Annex 1 "Products and Services Available to Request" has been partially integrated in the main Agreement as a result of the changed scope ("Products and Services" becomes defined)

- Annex 2 (1) "Offer Request and response" has been transferred in the main Agreement
- Annex 2(3) "Calculation and presentation of taxes, fees and charges within Suppliers Offer" has been integrated in the main Agreement
- Annex 3 "Orders" has been partially integrated in the main Agreement
- Annex 7 "Customer Interaction" has been reconciled with the new scope and principles included into Clause 8 of the main Agreement
- Annex 8 "Order Changes" has been updated to align with the revised scope and becomes Annex 7
* A new Annex 8 allows the parties to specify insurance arrangements
- Annex 9 "Capacity of Each Party, and Indemnity" has been transferred in the main Agreement, with other legal matters to be specified in a revised Annex 9
- Update of the Annexes to match the agreed ("limited") scope for 2021
- Definitions and other legal/supporting provisions are also included in the main Agreement

Action

Conference to adopt the new PSC Recommended Practice 1780s (*Standard Retailer and Supplier Agreement*) as outlined in ***Attachment A_B4.2.1b***.

Attachment A_B4.2.1b

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NEW RECOMMENDED PRACTICE 1780s - STANDARD RETAILER AND SUPPLIER INTERLINE AGREEMENT

RECOMMENDED THAT:

Where Members desire to enter into commercial relationships with other airline or surface transport suppliers for the purposes of including the products and services of that supplier into an offer that will be presented to a customer (whether directly or using an intermediary), the Standard Retailer and Supplier Interline Agreement outlined in this Recommended Practice may be used.

Members may continue to use the Standard Interline Traffic Agreement – Passenger set forth in Attachment 'A' of Resolution 780, which is unaffected by this Recommended Practice.

In contrast to the Standard Interline Traffic Agreement – Passenger, the Standard Retailer and Supplier Interline Agreement is not a multilateral agreement and has no system of concurrences. It is a template that can be used between two parties and can be amended as desired having regard to the specifics of the intended transaction.

The Standard Retailer and Supplier Interline Agreement comprises one main part which constitutes the key provisions and a second part composed by a list of Annexes that are intended to complement the main Agreement with provisions that the parties can select or modify.

The adoption and effectiveness of this Recommended Practice shall in no event be deemed to change, alter or vary in any way the existing contractual relationships of Members.

STANDARD RETAILER AND SUPPLIER INTERLINE AGREEMENT

WHEREAS the Retailer is an air carrier and the Supplier is an air carrier or surface transport operator;

WHEREAS the parties wish to enter into arrangements for the interline sale of the Supplier's Products and Services in response to customer queries received by the Retailer;

WHEREAS the parties wish to establish an agreed framework of electronic interactions between Retailer and Supplier for such sales in line with offer and order principles;

WHEREAS the parties mutually desire to provide a single order confirmation to the customer under which the Retailer and Supplier will deliver products and services.

This agreement ("**Agreement**") is made between:

[____], a [____] corporation having its registered address at [____] ("**Retailer**"),

and

[____], a [____] corporation having its registered address at [____] ("**Supplier**").

IT IS HEREBY AGREED THAT:

1. Definitions and Interpretation

1.1. Capitalized terms within this Agreement have the following definitions:

- 1.1.1. **"Anti-Bribery Laws"** has the meaning in Article 20;
- 1.1.2. **"Catalogue"** means an electronic record of the Products and Services that Supplier has chosen to make available for sale by the Retailer, including any specified general conditions on their availability for sale;
- 1.1.3. **"Confidential Information"** means any information of a confidential or proprietary nature which is expressly designated as confidential by the disclosing party or which a reasonable person in receipt of such information would understand to be confidential or proprietary, which is disclosed pursuant to this Agreement and concerns the business, affairs, customers, clients or suppliers of the other party, including information relating to a party's operations, processes, plans, product information, know-how, designs, trade secrets, software and market opportunities;
- 1.1.4. **"Customer"** means a person who purchases, or seeks to purchase, Products and Services from the Retailer, regardless of whether they do so directly or through an agent, and includes a passenger identified in an Order Confirmation;
- 1.1.5. **"Customer-initiated Changes"** mean any voluntary change or modification on the part of the Customer to the Supplier's Products and Services in an Order Confirmation;
- 1.1.6. **"Offer"** means a presentation of Products and Services to the Customer by the Retailer in response to an electronic query, and may include the Retailer's own product offering and/or that of a third party in addition to the Supplier's Products and Services;
- 1.1.7. **"Order Acceptance"** means an electronic message that the Supplier sends to the Retailer confirming sale of the relevant Products and Services and its authority for the Retailer to issue a contract to the Customer by means of an Order Confirmation, in accordance with Article 6.2;
- 1.1.8. **"Order Confirmation"** means an electronic record of the Customer's purchase of and contractual entitlement to Products and Services, including the Retailer's own product offering and/or third party offerings as applicable, which is communicated to the Customer by the Retailer after an Order Acceptance is received;
- 1.1.9. **"Order Creation Request"** means an electronic message that the Retailer sends to the Supplier which (a) confirms the Customer's order for the relevant Products and Services as presented in an Offer and (b) confirms the Retailer's acceptance of the Settlement Conditions and Sale Conditions;
- 1.1.10. **"Product Pre-Sale Conditions"** mean any terms, important features and restrictions of a Product and Service that the Supplier specifies to be included with the Retailer's Offer for the Customer;
- 1.1.11. **"Product Post-Sale Conditions"** mean any terms, important features and restrictions of a Product and Service that the Supplier specifies to be included with the Retailer's Order Confirmation for the Customer;
- 1.1.12. **"Products and Services"** means the air and/or surface transportation segments to be provided on the part of the Supplier and other flight-related or surface transport-related services and amenities incidental to a Customer journey from one point to another point;

- 1.1.13. **"Retailer"** means an air carrier and the first party identified in this Agreement;
 - 1.1.14. **"Retailer Order ID"** means an alphanumeric reference or code assigned by the Retailer to an Order Confirmation and by which the Order Confirmation and the Customer can be identified;
 - 1.1.15. **"Sale Conditions"** mean any conditions governing sale of the Products and Services that the Supplier specifies in the Shopping Response for the Retailer to observe;
 - 1.1.16. **"Secondary Offer Selection Request"** means an electronic message that the Retailer sends to the Supplier, in accordance with Article 5.2 by which certain additional Products and Services and/or Customer selections are specified in connection with Offer;
 - 1.1.17. **"Secondary Offer Selection Response"** means an electronic message that the Supplier sends to the Retailer in response to a Secondary Offer Selection Request, in accordance with Article 5.3, either (a) to confirm the availability of additional Products and Services or certain Customer selections specified in connection with an Offer and including supplemental conditions or information under Article 5.3.1; or (b) to decline the Secondary Offer Selection Request.
 - 1.1.18. **"Settlement Conditions"** means any conditions governing the payment of the Settlement Value that the Supplier specifies in a Shopping Response or Secondary Offer Response for the Retailer to observe;
 - 1.1.19. **"Settlement Values"** mean the price specified by the Supplier with respect to Products and Services in a Shopping Response, Secondary Offer Selection Response or Order Acceptance, which is payable by the Retailer and includes any Supplier charges, surcharges or fees;
 - 1.1.20. **"Shopping Request"** means an electronic message that the Retailer sends to the Supplier to request Products and Services for a Customer in accordance with Article 4.1;
 - 1.1.21. **"Shopping Response"** means an electronic message that the Supplier sends to the Retailer in accordance with Article 4.2, which either (a) confirms the availability of Products and Services in reply to a Shopping Request and includes the additional information specified in Article 4.2.1 or (b) declines the Shopping Request;
 - 1.1.22. **"Supplier"** means an air carrier or surface transport operator and the second party identified in this Agreement;
 - 1.1.23. **"Supplier Order ID"** means an alphanumeric reference or code assigned by the Supplier to an Order Acceptance and by which the Order Acceptance and the Customer can be identified.
- 1.2. Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

2. Availability of Products and Services for Sale by Retailer

- 2.1. The Supplier may make its Products and Services available for sale by the Retailer. To do so, the Supplier shall publish these Products and Services in its Catalogue.
- 2.2. The Supplier may specify general conditions applicable to the sale of each Product and Service published in its Catalogue.
- 2.3. The Supplier makes its Catalogue accessible to the Retailer by electronic means.

3. Sale by Retailer

- 3.1. The Retailer may present for sale one or more Products and Services from the Supplier's Catalogue. Subject to Article 2.2, these may be presented for sale:
 - 3.1.1. on a standalone basis;
 - 3.1.2. together with the Retailer's own product offering;
 - 3.1.3. together with the product offerings of other suppliers with which the Retailer has an agreement; or
 - 3.1.4. as any combination of Article 3.1.2 and Article 3.1.3.
- 3.2. The Retailer presents the Supplier's Products and Services for sale in response to electronic queries made by Customers.
- 3.3. The Retailer shall observe any conditions specified by the Supplier under Article 2.2 and Annex 2(1).
- 3.4. In presenting the Supplier's Products and Services for sale under authority of Article 3.1, and for all related purposes under this Agreement, the Retailer acts as only as an agent of the Supplier.

4. Shopping Requests

- 4.1. When the Retailer receives an electronic query from a Customer corresponding to a Product and Service made available for sale under Article 2.1, the Retailer may send a Shopping Request to the Supplier. The Shopping Request shall include:
 - 4.1.1. an identification of the Retailer;
 - 4.1.2. an identification of the Products and Services requested;
 - 4.1.3. specific information as required on the Customer's parameters for each Product and Service requested; and
 - 4.1.4. any additional information specified in Annex 2(2).
- 4.2. When the Supplier receives a Shopping Request, it shall send a Shopping Response to the Retailer. The Shopping Response shall include:
 - 4.2.1. For an affirmative Shopping Response—
 - 4.2.1.1. a confirmation of the availability of Products and Services conforming to the Shopping Request and the Customer's parameters;
 - 4.2.1.2. the Settlement Value(s) for each of the Products and Services identified;
 - 4.2.1.3. any information on additional parameters for the Products and Services, where these are selectable by the Customer, including their associated Settlement Values;
 - 4.2.1.4. any taxes and charges as applicable for the Products and Services requested, and taxes and charges for any additional parameters;

- 4.2.1.5. any regulatory, contractual or disclosure information that the Supplier requires to be included with a presentation of its Products and Services, including any Product Pre-Sale Conditions;
- 4.2.1.6. the Settlement Conditions and Sale Conditions upon which the Supplier is willing to accept an Order Creation Request.
- 4.2.2. For a negative Shopping Response—
 - 4.2.2.1. an indication that the Shopping Request is declined;
 - 4.2.2.2. the reason the Shopping Request is declined, at the Supplier's option.

5. Offers and Secondary Offer Selection Requests

- 5.1. The Retailer may use information in an affirmative Shopping Response to prepare one or more Offers for the Customer.
- 5.2. The Retailer's Offer may include a presentation of choices or additional parameters for the Products and Services that are selectable by the Customer on the basis of the Shopping Response under Article 4.2.1.3. Where the Customer makes a selection of additional Products and Services or other parameters that require further information from, or confirmation with, the Supplier, the Retailer shall send a Secondary Offer Selection Request to the Supplier. This Secondary Offer Selection Request shall include:
 - 5.2.1. an identification of the Retailer;
 - 5.2.2. an identification of the Shopping Request to which the Secondary Offer Selection Request relates;
 - 5.2.3. an identification of the additional Products and Services or the Products and Services for which the Customer has selected one or more parameters; and
 - 5.2.4. the selections that the Customer has made.
- 5.3. When the Supplier receives a Secondary Offer Selection Request, it shall send a Secondary Offer Selection Response to the Retailer. This Secondary Offer Selection Response shall include:
 - 5.3.1. For an affirmative response—
 - 5.3.1.1. a confirmation of the availability of the selections that the Customer has made with regard to the Products and Services and their parameters;
 - 5.3.1.2. the Settlement Value(s) associated with the selections;
 - 5.3.1.3. the taxes and charges associated with the selections;
 - 5.3.1.4. any additional regulatory, contractual or disclosure information that the Supplier requires to be included with a presentation of its Products and Services, including any Product Pre-Sale Conditions, as relevant to the Customer's selections; and
 - 5.3.1.5. the Settlement Conditions and Sale Conditions upon which the Supplier is willing to accept an Order Creation Request, where these are varied as a result of the Customer's selections.

- 5.3.2. For a negative response—
 - 5.3.2.1. an indication that the Secondary Offer Selection Request is declined;
 - 5.3.2.2. the reason that Secondary Offer Selection Request is declined, at the Supplier's option.
- 5.4. The Retailer may use the information in an affirmative Secondary Offer Selection Response to update or revise its Offer to the Customer with regard to the Customer's selections, as appropriate.
- 5.5. When the Retailer communicates an Offer to the Customer, it shall include:
 - 5.5.1. any regulatory, contractual or disclosure information, including any Product Pre-Sale Conditions, specified by the Supplier in its Shopping Response under Article 4.2.1.5 or a Secondary Offer Selection Response under Article 5.3.1.4, where applicable to an updated or revised Offer;
 - 5.5.2. contractual terms to the effect that—
 - 5.5.2.1. the Retailer acts as an agent of the Supplier in the sale of the Products and Services to the Customer;
 - 5.5.2.2. the Customer will have a separate contract with the Supplier for the Products and Services;
 - 5.5.2.3. the presentation of the Supplier's Products and Services in an Offer constitutes an invitation to treat, rather than a contractual offer, and that a contractual relationship with the Supplier is formed at the time the Order Confirmation is communicated to the Customer;
 - 5.5.3. any other notice or disclosure required by applicable law or government regulations.

6. Orders and Order Confirmations

- 6.1. Where the Customer confirms their intention to purchase Products and Services in the Retailer's Offer, the Retailer shall send an Order Creation Request to the Supplier. The Order Creation Request shall include:
 - 6.1.1. an identification of the Retailer, Shopping Response and any Secondary Offer Selection Response to which the Order Creation Request relates;
 - 6.1.2. the Products and Services ordered by the Customer, their relevant selections or parameters as required by the Customer;
 - 6.1.3. such information with regard to the Customer's identity and other personal data as required for the Supplier's delivery of the Products and Services;
 - 6.1.4. such additional information, at the Retailer's option, with regard to other services the Customer has ordered from the Retailer, as is desirable for the improved coordination of the Customer's experience, and any additional information specified in Annex 3(1).
- 6.2. When the Supplier receives an Order Creation Request, it shall send the Retailer an Order Acceptance unless Article 6.3 applies. An Order Acceptance shall include:
 - 6.2.1. an identification of the Retailer and the Supplier;

- 6.2.2. the Supplier Order ID;
- 6.2.3. an itemized confirmation of—
 - 6.2.3.1. the Products and Services ordered for the Customer, their parameters as required by the Customer;
 - 6.2.3.2. the name of the Customer and such other important personal data elements as required for the delivery of the Products and Services;
 - 6.2.3.3. the Settlement Value(s) applicable;
 - 6.2.3.4. the taxes and charges applicable and specified for collection by the Retailer;
 - 6.2.3.5. the Settlement Condition and Sale Conditions applicable;
- 6.2.4. any regulatory, contractual or disclosure information that the Supplier requires to be included with a confirmed contract for its Products and Services, including any Product Post-Sale Conditions.
- 6.3. Where the Supplier receives an Order Creation Request that:
 - 6.3.1. does not conform to technical specifications as agreed between the Retailer and Supplier under Article 11;
 - 6.3.2. does not conform to the Supplier's Sale Conditions;
 - 6.3.3. relates to Products and Services that are no longer available, or otherwise cannot be provided by the Supplier, for exceptional reasons;the Supplier shall either—
 - 6.3.3.1. refuse the Order Creation Request by sending the Retailer a message to this effect by electronic means; or
 - 6.3.3.2. request the resubmission of the Shopping Request, Secondary Offer Selection Request or Order Creation Request, as appropriate, by sending the Retailer a message by electronic means.
- 6.4. The Retailer shall use the information contained in an Order Acceptance to prepare an Order Confirmation for the Customer and communicate this to the Customer.
- 6.5. When the Retailer communicates an Order Confirmation to the Customer, it shall include:
 - 6.5.1. the Retailer Order ID;
 - 6.5.2. an identification of the Supplier for any Products and Services to be provided by the Supplier;
 - 6.5.3. the name of the Customer and such other important personal data elements as required for the delivery of the Products and Services, so as to allow opportunity for verification of these elements as appropriate by the Customer;

- 6.5.4. any regulatory, contractual or disclosure information specified by the Supplier in its Order Acceptance, including any Product Post-Sale Conditions;
- 6.5.5. contractual terms to the effect that—
 - 6.5.5.1. the Retailer acts as an agent of the Supplier in the sale of the Products and Services to the Customer;
 - 6.5.5.2. the Customer has a separate contract with the Supplier for these Products and Services;
- 6.5.6. any other notice or disclosure required by applicable law or government regulations; and
- 6.5.7. where Article 8.2 applies, general information on Customer-initiated Changes.
- 6.6. Unless otherwise agreed, the Retailer shall confirm that it has communicated an Order Confirmation to the Customer by sending the Supplier a message by electronic means. This message shall include sufficient information identifying the Customer and the Order Acceptance to which it relates.
- 6.7. When an Order Creation Request is refused by the Supplier under Article 6.3, the Retailer shall:
 - 6.7.1. communicate the unavailability of the Supplier's Products and Services to the Customer;
 - 6.7.2. clearly indicate that no sale of the Supplier's Products and Services has been completed; and
 - 6.7.3. as the Retailer deems appropriate, return the Customer to an earlier stage of the Retailer's shopping process for a new or revised query.
- 6.8. In processing a Customer-initiated Change under Article 8, the Supplier shall recognize the Retailer Order ID as a means of identifying the Customer and their Products and Services in an Order Acceptance.
- 6.9. Where the Supplier has not received the Retailer's confirmation (as applicable) under Article 6.6 within a reasonable time, or such other time as it may specify in the Sale Conditions, the Supplier may cancel the Order Acceptance and send a message to this effect to the Retailer by electronic means.
- 6.10. An Order Creation Request sent under Article 6.1 constitutes:
 - 6.10.1. the Retailer's acceptance of the Settlement Value(s) for the relevant Products and Services; and
 - 6.10.2. the Retailer's acceptance of the Sale Conditions and the Settlement Conditions.

7. Tickets

- 7.1. This Agreement does not require that Products and Services are performed by the Supplier against a ticket conforming to standard industry specifications. The Supplier is at liberty to document a Customer's entitlement to Products and Services in any durable form that can be stored, retrieved and communicated electronically.
- 7.2. Where Product and Services specified in an Order Acceptance require the separate issuance of a ticket or other prescribed document evidencing a Customer's entitlement to transportation, by reason of government regulation or otherwise, the Supplier shall:
 - 7.2.1. issue such ticket or prescribed document to the Customer; or

- 7.2.2. make arrangements for the Retailer to issue such ticket or prescribed document to the Customer on its behalf by means of any agreed procedure.

8. Changes to Products and Services and Commercial Communications

- 8.1. The parties may agree in writing upon arrangements by which Customer-initiated Changes to Products and Services are processed by the Retailer and accepted by the Supplier, including the technical and settlement procedures to be observed. The parties may also agree in writing upon arrangements for Retailer and Supplier-initiated changes to Products and Services.
- 8.2. If there is no agreement between the parties as to Customer-initiated Changes to Products and Services, such changes shall be handled directly between the Customer and Supplier. Accordingly:
 - 8.2.1. the Supplier shall provide general information to the Retailer on the process by which the Customer may make Customer-initiated Changes; and
 - 8.2.2. the Retailer shall communicate such general information to the Customer in the Order Confirmation and, if contacted by the Customer with a Customer-initiated Change, refer the Customer to the Supplier when such requests are made.
- 8.3. The parties shall apply any selections made in Annex 7. Where such selections require an additional agreement—
 - 8.3.1. no obligation arises until the necessary agreement is entered into; and
 - 8.3.2. each party shall make commercially reasonable efforts to conclude such an agreement with the other party.
- 8.4. The parties may agree in writing upon arrangements on a protocol for communications with the Customer, including matters such as—
 - 8.4.1. the action to be taken by the Supplier when the Customer contacts the Supplier with respect to Products and Services in an Order Confirmation;
 - 8.4.2. the offer of additional commercial services to the Customer, on the part of the Supplier, prior to the delivery of Products and Services;
 - 8.4.3. the offer of additional commercial services to the Customer, on the part of the Supplier, during the delivery of Products and Services; and
 - 8.4.4. contact with the Customer, on the part of the Supplier, after delivery of the Products and Services.
- 8.5. Such an agreement is without prejudice to the other provisions of this Agreement that provide for communications with the Customer, unless such contrary operation is specifically agreed between the parties.

9. Settlement

- 9.1. The Retailer shall pay the Supplier the Settlement Value(s) specified in the Order Acceptance, including any taxes and charges the Supplier has specified for collection by the Retailer.

- 9.2. The Retailer shall apply the Supplier's Settlement Conditions and agreed billing and settlement procedures as specified in Annex 4.

10. Delivery and Performance of the Products and Services

- 10.1. The Supplier shall provide the Products and Services to the Customer by delivering or performing them in accordance with the Order Acceptance.
- 10.2. Where the Supplier is unable to deliver or perform one or more of the Products and Services, the Supplier shall:
- 10.2.1. arrange alternative Products and Services for the Customer; and
 - 10.2.2. inform the Retailer of these arrangements by sending the Retailer a message by electronic means.
- 10.3. Where the Products and Services unable to be delivered or performed are transportation services, the Supplier shall arrange carriage to the Customer's next destination as per their original itinerary.
- 10.4. Where the Supplier fulfills its obligation under Article 10.2.1 by engaging a third party, the identity of the third party provider and the fact of the substitution should be clearly disclosed by the Supplier to the Customer. For transportation services, the Supplier shall communicate to the Customer the substitution of carrier as soon as possible but in any event no later than:
- 10.4.1. the time of check-in; or
 - 10.4.2. the time when any boarding documents are issued, or otherwise at boarding (where no check-in is required).

11. Technical Procedures and Technology

- 11.1. The Parties may apply, by means of a joint manual or other mutually-approved document, any technical procedures and technology of their choosing to implement an electronic framework for the interactions and messages provided for in this Agreement.
- 11.2. The parties may specify, under Article 11.1, additional elements to be required as part of the following messages:
- 11.2.1. Shopping Request;
 - 11.2.2. Shopping Response;
 - 11.2.3. Secondary Offer Selection Request;
 - 11.2.4. Secondary Offer Selection Response;
 - 11.2.5. Order Creation Request;
 - 11.2.6. Order Acceptance; and
 - 11.2.7. any other messages referred to in this Agreement that either refuse a request or contain additional information for the benefit of the other party's processes.

- 11.3. The parties shall apply any selection made in Annex 1(1) as to the type of technology or format for Shopping Requests and Shopping Responses.
- 11.4. In the event of inconsistency between any procedure specified in a document referred to pursuant to under Article 11.1 and this Agreement, this Agreement shall prevail unless otherwise agreed to the contrary by a separate instrument in writing.

12. **Additional Procedures for Successive Segments**

- 12.1. The parties may agree in writing upon additional arrangements between them for the purpose of integrating the Retailer's product offering, any third party product offering, subject to Article 2.2, and the Supplier's Products and Services as connected transportation.
- 12.2. If agreed, the parties shall specify the procedures to be applied to provide for one or more of the following:
 - 12.2.1. through check-in of passengers for successive segments;
 - 12.2.2. recognition of cabin baggage provisions for successive segments;
 - 12.2.3. carriage and through processing of checked baggage for successive segments;
 - 12.2.4. the assessment and collection of excess baggage charges for successive segments; and
 - 12.2.5. reporting to the other party on the consumption or actual use of segments by the Customer.
- 12.3. The parties may also agree a framework for additional charges or fees with respect to the items identified in Articles 12.2.1 to 12.2.4, including the technical and settlement procedures to be observed.
- 12.4. The parties shall apply any selections made in Annexes 5 and 6. Where such selections require an additional agreement—
 - 12.4.1. no obligation arises until the necessary agreement is entered into; and
 - 12.4.2. each party shall make commercially reasonable efforts to conclude such an agreement with the other party.

13. **Commissions and Pricing**

- 13.1. Unless otherwise agreed, no commission is payable by the Supplier to the Retailer under this Agreement.
- 13.2. The Supplier expressly authorizes the Retailer to:
 - 13.2.1. price the Supplier's Products and Services as it wishes;
 - 13.2.2. retain such component of the price paid by the Customer for the Supplier's Products and Services that exceeds the Settlement Value.
- 13.3. The Retailer is not obligated by this Agreement to disclose information concerning Article 13.2.2 to the Supplier.
- 13.4. Where the Retailer prices Products and Services below the relevant Settlement Value, it shall nevertheless remit the full Settlement Value to the Supplier in accordance with Article 9.1.

14. Government Taxes and Charges Under Revenue Laws

- 14.1. The Supplier warrants that the taxes and charges specified as applicable to its Products and Services are correct under applicable revenue laws. The Supplier shall be solely responsible for accuracy of the calculation of these taxes and charges and for any resulting liability for taxes or charges.
- 14.2. The Supplier authorizes the Retailer to collect these taxes and charges on its behalf from the Customer and remit these to the Supplier as part of the Settlement Value and in accordance with the agreed billing and settlement procedures under Article 9.
- 14.3. Where the presentation of an Offer to the Customer, the circumstances of sale by the Retailer, the inclusion by the Retailer of other product offerings along with the Products and Services, pricing decisions by the Retailer, or any other aspect of the conduct of the Retailer gives rise to a liability for tax or charge under revenue laws:
 - 14.3.1. the Retailer is liable for the tax or charge due and the collection and remission of any tax or charge component to the relevant revenue authority; and
 - 14.3.2. the Supplier is not liable and the Retailer indemnifies the Supplier, its officers, employees and agents to the value of such tax or charge liability and against all claims, demands, costs and related liabilities.
- 14.4. The parties shall make commercially reasonable efforts to cooperate with each other in matters relating to the imposition, collection and remission of taxes and charges arising from the sale of Products and Services under this Agreement.

15. Codeshares

- 15.1. This Agreement:
 - 15.1.1. does not authorize or constitute a legal basis for a codeshare relationship between the Retailer and the Supplier;
 - 15.1.2. allows a Supplier to make available codeshare transportation services on a third party as part of its own Products and Services, where it is permitted to do so under such codeshare arrangements.
- 15.2. Where the Supplier makes available codeshare transportation services as part of its Products and Services, it shall be bound for the purposes of this Agreement as if it had actually provided the transportation.

16. Liability and Claims

- 16.1. Where not inconsistent with applicable law:
 - 16.1.1. any liability or obligation arising under law, including consumer protection law, transportation liability law or any liability treaty, with respect to the delivery or performance of Products and Services remains with the party that has the contract with the Customer or delivers or performs the Product and Service in question, and the incidence of such liability or obligation is not hereby transferred under this Agreement, unless otherwise specified; and

- 16.1.2. the Retailer shall comply with applicable law with regard to package travel, consumer protection and trade practices in addition to all other applicable laws concerning the presentation and sale of Products and Services to the Customer.
- 16.2. The parties may enter into an agreement under which each party will receive or process claims relating to Product and Services sold under this Agreement in coordination with the other party. Article 16.2.1 and Article 16.2.2 apply where no such agreement exists.
 - 16.2.1. Where the Retailer receives a claim that is properly addressed to the Supplier, it shall:
 - 16.2.1.1. refer the claim to the Supplier by sending a message by electronic means; and
 - 16.2.1.2. communicate to the Customer —
 - 16.2.1.2.1. that the claim is properly addressed to the Supplier;
 - 16.2.1.2.2. the contact details for the Supplier for claims processing.
 - 16.2.2. Where the Supplier receives a claim this is properly addressed to the Retailer, it shall:
 - 16.2.2.1. refer the claim to the Retailer by sending a message by electronic means; and
 - 16.2.2.2. communicate to the Customer —
 - 16.2.2.2.1. that the claim is properly addressed to the Supplier;
 - 16.2.2.2.2. the contact details for the Supplier for claims processing.
- 16.3. Each party holds harmless and indemnifies the other from all claims, demands, costs, expenses, penalties, fines, statutory damages and liabilities arising from or in connection with:
 - 16.3.1. the death of or injury to a Customer;
 - 16.3.2. the delay or cancellation of any flight or of any other means of transport, including a tarmac delay or any other event;
 - 16.3.3. the denial of boarding of any Customer; or
 - 16.3.4. the loss, damage to or delay to baggage or other property incurred while such Customer, baggage or other property that:
 - 16.3.4.1. is being transported by such party;
 - 16.3.4.2. was intended to be transport by such party; or
 - 16.3.4.3. is or was intended to be under the control or in the custody of such party.
- 16.4. Each party indemnifies the other, its officers, employees and agents from and against all claims, demands, costs, expenses, penalties, fines, statutory damages and liabilities arising from its improper or incomplete examination and assessment of immigration or government travel documentation presented by the Customer in connection with Products and Services sold under this Agreement.

- 16.5. The Retailer indemnifies the Supplier, its officers, employees and agents from and against all claims, demands, costs, expenses and liabilities arising from:
- 16.5.1. its improper issuance, presentation or documentation of any Offer or Order Confirmation, including (without limitation) a ticket or other entitlement to transportation;
 - 16.5.2. its negligence or breach of duty on the part of the Retailer; and/or
 - 16.5.3. any breach of the Retailer's obligations in Article 5.5, Article 6.5.4, Article 6.5.5, Article 6.5.6, Article 6.7 and Article 16.1.2.
- 16.6. Each party shall maintain adequate insurance with respect to its liabilities arising in connection with this Agreement. The insurance to be maintained by each party may be further specified in Annex 8. The parties shall apply such specification as to the insurance to be maintained.

17. Implementation Expenses

- 17.1. Each party bears its own costs and expenses of performance under this Agreement, including costs and expenses arising from the implementation of any technical procedures and technology as specified under Article 11 or additional procedures under Article 12.

18. Intellectual Property and Confidentiality

- 18.1. No title or proprietary interest to intellectual property, including but not limited to logos, trademarks and related branding materials, is transferred by this Agreement.
- 18.2. The Supplier grants a revocable, limited license to the Retailer to use and display the Supplier's logo, trademarks and related branding materials for the purpose of the sale of Products and Services under this Agreement.
- 18.3. The Retailer shall observe any directions given by the Supplier in writing with respect to the Retailer's use and display of its logo, trademarks and related branding materials.
- 18.4. Each party undertakes that it shall not at any time disclose to any person any Confidential Information, except as permitted by Article 18.5.
- 18.5. Each party may disclose the other party's Confidential Information:
- 18.5.1. to its employees, officers, representatives, contractors, subcontractors or advisers who need to know such Confidential Information for the sole purposes of exercising the party's rights or carrying out its obligations under or in connection with this Agreement. Each party shall ensure that its employees, officers, representatives, contractors, subcontractors or advisers to whom it discloses the other party's Confidential Information comply with the provisions of this Article 18; and
 - 18.5.2. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- 18.6. Each party reserves all rights in its Confidential Information. No rights or obligations in respect of a party's Confidential Information other than those expressly stated in Article 18.2.
- 18.7. Confidential Information is provided "as is" by the disclosing party and no representation or warranty as to accuracy, completeness or reliability is given.

19. **Data Protection and Privacy**

- 19.1. Each party shall comply with all applicable data protection and privacy laws.
- 19.2. Each party shall ensure it observes its obligations regarding technical and organizational measures for the security of personal data, appropriate consent, if required, and the transfer and use of personal data.
- 19.3. Where required by applicable law, the parties shall enter into a separate data protection agreement as a condition precedent to any obligation of performance with respect to the collection, processing or transmission of personal data.

20. **Anti-Bribery and Corruption Laws and other Applicable Law**

- 20.1. Each party shall:
 - 20.1.1. comply with all applicable laws and regulations that relate to anti-bribery and/or anti-corruption including the United Kingdom's Bribery Act and the United States of America's Foreign and Corrupt Practices Act (together the "**Anti-Bribery Laws**");
 - 20.1.2. without prejudice to Article 20.1.1, not do or omit to do any act or thing which causes or may cause the other party to be guilty of an offence under the Anti-Bribery Laws; and
 - 20.1.3. promptly report to the other party any request or demand for any undue financial or other advantage of any kind received in connection with the performance of this Agreement.
- 20.2. Either party may give written notice to the other party to cure any apparent breach of its obligations under this provision. Where such breach is not cured within thirty days of the notice, the party giving notice may terminate this Agreement immediately by giving written notice to that effect to the other party.
- 20.3. The Supplier shall include a provision equivalent to this provision in any sub-contract which it enters into in connection with its Products and Services.
- 20.4. Notwithstanding the specificity of the foregoing provisions, each party shall comply with all laws, rules and government regulations applicable to it in connection with the performance of its obligations under the Agreement. This includes all laws of any jurisdiction applicable to the relevant party including competition and antitrust laws, securities laws, tax laws, tariff and trade laws, ordinances, judgments, decrees, injunctions, writs and orders or like actions of any competent authority and the rules and regulations, orders, interpretations, licenses and permits of any competent authority.

21. **Term, Termination and Notices**

- 21.1. This Agreement commences and runs for a fixed term as specified in Annex 9.
- 21.2. This Agreement may be terminated by either party, by written notice to the other, in accordance with the provisions specified by Annex 9.
- 21.3. The manner of giving and receiving written notice between the parties is specified in Annex 9.
- 21.4. Where the matters above are not specified by the parties, the following provisions shall apply:
 - 21.4.1. The Agreement commences on the business day after it is signed by the second party and runs for a term of two years.

- 21.4.2. Either party may terminate the Agreement immediately for breach of any condition by the other party, or where the other party becomes insolvent, is subject to reorganization in favor of creditors or commits an act of bankruptcy.
- 21.4.3. Either party may terminate this Agreement upon sixty days' written notice to the other party.
- 21.4.4. Termination of this Agreement does not relieve the parties from obligations or liabilities arising prior to the effective date of such termination.
- 21.4.5. Written notice shall be given by letter addressed to the managing director of the recipient party at their corporate registered address and sent by registered letter. Such notice shall be deemed to be given on the date of receipt of the registered letter.

22. Representations and Warranties

- 22.1. The Retailer represents and warrants that:
 - 22.1.1. it is an air carrier and has its principal business as such;
 - 22.1.2. it has legal capacity to enter into this Agreement;
 - 22.1.3. it is not insolvent, bankrupt or subject to reorganization in favor of creditors;
 - 22.1.4. its representative(s) have authority to execute this Agreement on its behalf.
- 22.2. The Supplier represents and warrants that:
 - 22.2.1. it is an air carrier or surface transport operator and has its principal business as such;
 - 22.2.2. it has legal capacity to enter into this Agreement;
 - 22.2.3. it is not insolvent, bankrupt or subject to reorganization in favor of creditors;
 - 22.2.4. its representative(s) have authority to execute this Agreement on its behalf.
- 22.3. The Supplier makes no representation or warranty with respect to the availability of any Product and Service prior to the time it sends an Order Acceptance to the Retailer.

23. Other General Legal Provisions

- 23.1. This Agreement, together with its Annexes, constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 23.2. A waiver of any right or remedy under this Agreement or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy.
- 23.3. A failure or delay by a party to exercise any right or remedy provided under this Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under this Agreement or by law shall prevent or restrict the further exercise of that or any other right or remedy.

- 23.4. This Agreement may be signed in any number of counterparts.
- 23.5. This Agreement may only be amended by written agreement between the parties.
- 23.6. If any term, or provision of this Agreement shall be held illegal, unenforceable, or in conflict with any law of a government having jurisdiction over this Agreement, the validity of the remaining portions or provisions of the Agreement shall not be affected and shall remain in force.
- 23.7. Any rights arising on termination or expiration of this Agreement, including but not limited to indemnity, intellectual property and those related to the performance of Products and Services in favor of the Customer, shall survive the termination or expiration of the Agreement, as shall any other provision of this Agreement which, expressly or by implication from its nature, is intended to survive its termination or expiration.

24. Governing Law

- 24.1. This Agreement shall be governed by the laws of the jurisdiction set out in Annex 9, excluding that jurisdiction's conflict of law provisions.

25. Dispute Resolution

- 25.1. Any dispute arising out of or in connection with the performance of this Agreement shall be resolved in accordance with the procedures set out in Annex 9.

SIGNED AS AN AGREEMENT

[TO BE INSERTED BY THE PARTIES- SIGNING CLAUSES FOLLOW AS APPROPRIATE TO GOVERNING LAW]

PART II: ANNEXES

Annex 1: Products and Services (Data Format)

1. Transportation Products and Services (Data Format)

Party 1 as Retailer, Party 2 as Supplier
<p>(Strike any provisions that do not form part of agreement)</p> <p>A. Retailer may request Shopping Responses [Offers] from Supplier as indicated by the Supplier in the Product Catalogue, using the data exchange standards and process described in the IATA Enhanced and Simplified Distribution standards.</p> <p>B. Retailer may request Shopping Responses [Offers] from Supplier for any transportation services published by Supplier in the IATA Standard Schedule Information Manual (SSIM) format, shared directly with the Retailer. [The SSIM format shall be deemed to constitute the "Catalogue" unless otherwise agreed].</p> <p>C. Retailer may request Shopping Responses [Offers] from Supplier for any transportation services published by Supplier in the IATA Standard Schedule Information Manual (SSIM) format, as published to industry schedule aggregation sources. [The SSIM format shall be deemed to constitute the "Catalogue" unless otherwise agreed].</p> <p>D. Describe specific process agreed by parties:</p> <p><i>[Insert any agreed format and processes.]</i></p>

Annex 2: Offers

1. Embargoes

Party 1 as Retailer, Party 2 as Supplier
<p>Retailer will not include Supplier's Products and Services in any Customer Offer or Order Confirmation with any of the following characteristics:</p> <p><i>[Describe any characteristics that would prevent the Supplier's Products and Services from being included. This may include an Offer or Order that contains or will contain transport services arriving or departing from specific countries, Orders formed in specific points of sale, or the inclusion of Suppliers from specific countries. It may also include the inclusion of specific suppliers for commercial reasons.]</i></p>

2. Full Customer query shared at time of Shopping Request

Party 1 as Retailer, Party 2 as Supplier
<p>(Strike any provisions that do not form part of agreement)</p> <p>A. Retailer will include details of full Customer query [request] (as far as it is known) at the time of sending a Shopping Request to the Supplier. <i>(This may include, for example, the complete origin to destination request the Customer has made).</i></p> <p>B. Retailer will not include details of Customer query [request], and will only request of the Supplier the specific Product or Service that is to be delivered by the Supplier.</p>

C. Describe specific process agreed by parties:

Annex 3: Order Confirmation

1. Full Customer Order Confirmation shared with Supplier

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. At the time of sending an Order Creation Request to the Supplier, the Retailer will share details of the other product offerings or services that will be delivered in the Customer Order Confirmation, and the suppliers that will deliver them, but will not include any Settlement Values.
- B. At the time of sending an Order Creation Request to the Supplier, the Retailer will not share details of the Customer Order beyond the specific Product or Service that is to be delivered by the Supplier.
- C. Describe specific process agreed by parties:

Annex 4: Billing and settlement

1. Timing of billing and settlement

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Settlement will occur as soon as possible after the delivery of the Product and Service, regardless of when the Supplier's Order Acceptance was sent to the Retailer.
- B. Describe specific process agreed by parties:

(Parties may wish to describe specific timelines, number of days etc., for billing and settlement.)

2. Billing and settlement for non-consumed products and services

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Where a Product or Service is not consumed by the Customer, billing will not occur.
- B. Where a Product or Service is not consumed by the customer, billing will still occur on the Settlement Value(s) stated in the Order Acceptance.
- C. Describe specific process agreed by parties:

3. Settlement Currency

Party 1 as Retailer, Party 2 as Supplier
(Strike any provisions that do not form part of agreement)
A. Settlement will occur in the currency in which the Supplier's Shopping Response and/or Secondary Offer Selection Response was sent to the Retailer.
B. Describe specific process agreed by parties:

4. Administration

Party 1 as Retailer, Party 2 as Supplier
(Strike any provisions that do not form part of agreement, note these provisions are not mutually exclusive, and all may apply)
A. Billing and settlement will follow the rules contained in the IATA Revenue Accounting manual.
B. Invoicing will be made through the IATA Simplified Industry Settlement (SIS) platform, using the procedures and specifications required by that platform.
C. Settlement will occur using the IATA Clearing House, under the rules and procedures required by that platform.
D. Describe specific process agreed by parties:

Annex 5: Passenger Transport

1. Through check-in of passengers on connecting flights

Party 1 as Retailer, Party 2 as Supplier
(Strike any provisions that do not form part of agreement)
A. Where consecutive flights are sold as a connection, and this is identified to the Customer within their Order Confirmation, through check-in of Customers for successive flights will be processed wherever this is available and the necessary agreements between the parties exist.
B. Through check-in of Customers for successive flights will never be processed. Customers must always check-in for the Suppliers flights, wherever the Supplier makes this available. (This should be clearly disclosed to the Customer.)
C. Describe specific process agreed by parties:

2. Recording that Products and Serviced have been Consumed

Party 1 as Retailer, Party 2 as Supplier
--

(Strike any provisions that do not form part of agreement)

- A. Supplier will confirm to the Retailer that Products and Services have been consumed using the data exchange standards and processes described in IATA's Enhanced and Simplified Distribution standards.
- B. Supplier will not confirm to the Retailer that Products and Services have been consumed.
- C. Describe specific process agreed by parties:

Annex 6: Passenger Baggage

1. Cabin baggage provisions

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. The Supplier's own cabin baggage provisions will apply to the Services they will deliver (operate), and this will be reflected in any Shopping Response. The Retailer must ensure this is disclosed to the Customer in accordance with the Agreement.
- B. The Supplier's own cabin baggage provisions will apply to the Products and Services they will deliver (operate). This will not be reflected in any Offer they return, but will be separately published. The Retailer must ensure that actual provisions (or the published policy) is disclosed to the customer. *(Insert details of how / where the policy is published).*
- C. Describe specific process agreed by parties:

2. Carriage of checked baggage

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Supplier does not support carriage of checked baggage, all baggage accepted is as cabin baggage, and is loaded and unloaded by the passenger. *(This would, for example apply to a rail service where the passenger loaded their own baggage into a storage compartment within the passenger carriage in which they will travel.)*
- B. Supplier does support checked baggage, under the provisions described below in all subsequent sections of this Annex.
- C. Describe specific process agreed by parties:

3. Determining the baggage provisions for checked-bags (free baggage allowance, pre-paid baggage charges, excess baggage charges) that will apply to Products and Services within an Order Confirmation, in the absence of a specific regulatory requirement.

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Supplier will return Shopping Responses [Offers] with full information about baggage provisions that apply to the Supplier's Products and Services *(This must be fully disclosed to the Customer)*.
- B. Baggage provisions will be described within the Catalogue. These must be applied to the Supplier's Products and Services *(This must be fully disclosed to the Customer)*.
- C. Describe specific process agreed by parties:

(Insert details of alternative procedures as agreed between parties, which may include processing logic where regulatory requirements exist around baggage provision selection and disclosure).

4. Through processing of checked baggage

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Supplier will process checked baggage in compliance with Interline Checking of Baggage procedures outlined in IATA Resolution 780 Article 3.
- B. Supplier will only process checked baggage for each of their own operated Product or Service, and will not process checked baggage onto a successive Product or Service, or accept inward transfer bags. The Customer should be clearly informed that they must collect their own checked baggage on arrival, and proceed to land-side check in facilities for their checked baggage to be accepted onto Supplier's Service.
- C. Describe specific process agreed by parties:

5. Mishandled baggage

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Supplier will resolve issues of mishandled baggage in compliance with the procedures outlined in IATA Resolution 780 Article 4, and will comply with the procedures around indemnity, claims and proration of expenses outlined in IATA Resolution 780 Article 5 and Article 6.
- B. Supplier will only resolve issues of mishandled baggage relating to checked baggage accepted for its own operated service.
- C. Describe specific process agreed by parties:

6. Excess baggage, and collection of charges

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Where the necessary agreements exist, Supplier will accept excess baggage for through processing onto successive segments, and will apply excess charges according to the rates established at the time the Order Acceptance was sent. The Retailer will establish a common process across all Suppliers participating in the itinerary to ensure that any Supplier accepting a bag for which excess was charged will initiate a change to the Retailer. Supplies carrying the bag may bill for their share of revenue.
- B. Supplier will accept excess baggage on its own operated service only, and will always collect excess baggage charges following its own policy, regardless of charges collected by other suppliers for services in the Order Confirmation. *(This should be clearly disclosed to the customer).*
- C. Describe specific process agreed by parties:

Annex 7: Order Changes

1. Customer initiated changes requested by the Customer to the Supplier prior to or during delivery of the Supplier's Products and Services

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Supplier may allow Customer to make changes to the Supplier's own Products and Services, where this does not impact other products and services in the Order Confirmation, but must notify this change to the Retailer, and not proceed without the Retailer's positive response. This interaction will occur using the data exchange standards and processes described in IATA's Enhanced and Simplified Distribution standards.
- B. Supplier may allow Customer to make changes to the Supplier's own Products and Services, where this does not impact other products and services in the Order Confirmation and does not need to notify the Retailer.
- C. (Insert details of alternative procedures as agreed between parties).

2. Supplier initiated changes prior to or during delivery of the Supplier's Products and Services

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

- A. Supplier will notify the Retailer of any changes that must be made to any of the Supplier's Products or Services and will await further action to be taken by the Retailer. This interaction will follow the data exchange standards and processes described in IATA's Enhanced and Simplified Distribution standards. The Retailer will manage all contact or disclosure to the Customer.
- B. Describe specific process agreed by parties:

3. Retailer initiated changes prior to or during delivery of the Supplier's Products and Services

Party 1 as Retailer, Party 2 as Supplier
<p>(Strike any provisions that do not form part of agreement)</p> <p>A. For any changes that are required to the Supplier's Products and Services as confirmed in an Order Acceptance, the Retailer will initiate a re-shopping process. This interaction will follow the data exchange standards and processes described in IATA's Enhanced and Simplified Distribution standards. The Retailer will manage all contact or disclosure to the Customer.</p> <p>B. Describe specific process agreed by parties:</p>

Annex 8: Insurance

1. Adequate insurance

Party 1 as Retailer, Party 2 as Supplier
<p>(Strike any provisions that do not form part of agreement, note these are not mutually exclusive, and more than one may apply.)</p> <p>A. The Retailer shall maintain insurance conforming to the following minimum specifications:</p> <p><i>(Specify the insurance required and agreed between the parties.)</i></p> <p>B. The Supplier shall maintain insurance conforming to the following minimum specifications:</p> <p><i>(Specify the insurance required and agreed between the parties.)</i></p>

Annex 9: Term, Termination, Modification and Arbitration

1. Duration, Modification and Termination

Party 1 as Retailer, Party 2 as Supplier
<p>(Strike any provisions that do not form part of agreement, note these are not mutually exclusive, and more than one may apply.)</p> <p>C. This Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.</p> <p>D. Either Party may terminate this Agreement at any time with immediate effect if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganization or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.</p> <p>E. Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes:</p> <p>—labor disputes involving complete or partial stoppage of work or delay in the performance of work;</p>

—force majeure or any other cause beyond the control of either Party.

- F. In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.
- G. This Agreement is governed by the law of ... *(Insert jurisdiction chosen by the parties)*.
- H. *(Insert details of alternative terms as agreed between parties)*

2. Arbitration

Party 1 as Retailer, Party 2 as Supplier

(Strike any provisions that do not form part of agreement)

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

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

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

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

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

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

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

(Insert details of alternative terms/arbitration provisions as agreed between parties)

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

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

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 Resolution 765 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

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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

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Submitted by: Jeff Meyer, Chair of the Schedules Publication Group, under the Plan Standards Board

Steve Brown, Vice Chair of the Schedules Publication Group, under the Plan Standards Board

Isabella Ioannoni, Senior Manager Plan Standards, Secretary of the Schedules Publication Group

Background

The Schedules Publication Group was established under the Plan Standards Board with a mandate through to 1 November 2021, to develop proposals on standards related to:

1. Deal with matters concerning Airline schedule data standards used by airlines, GDSs and data aggregators including the associated business requirements.
2. Review and propose amendments to IATA codes, in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes, UTC-Local Time Comparisons, Inflight Service codes and Service Types.
3. Review and endorse proposals to create or amend Standard Schedules Information Manual (SSIM) standards governing these processes (RP 1761b). Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable.
4. Review and endorse proposals to amend data exchange schemas and Implementation Guides with updates of codes published as industry notifications and 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 as required.

Members of the Schedules Publication Group

The Terms of Reference of the Group allow for a core membership of at minimum 12 organizations from airlines, strategic partners and Airport Coordinators/Facilitators where required who commit to active participation on standards development. Members of the group can be found on the [SPG Standard Setting Workspace](#).

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 be 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

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ITEMS	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
1	Health data indication	<p>A new free format DEI for passenger health related information (volunteers to submit proposal to the SPG June meeting).</p> <p>Actions for the DEI800 study (refer to workplan item 3).</p> <p>SDEX to progress schema developments and update the Implementation Guide.</p>	<p>COMPLETED - Volunteers: AA, DL, WS, Amadeus, LHS, OAG, Sabre, Travelport</p> <p>ACTIVE - SDEX</p>
2	Traffic Restrictions	<p>Validation of Traffic Restrictions in SSIM by SPG volunteers to:</p> <ul style="list-style-type: none"> ○ Categorise outstanding issues and scenarios not covered by current traffic restrictions. ○ Improve processing across systems/providers. ○ Further define requirements so invalid schedules are not brought forward to pricing where itineraries run the risk of passing pricing validation when such itineraries should fail during schedules validation. ○ Provision of examples for all SSIM traffic restrictions. ○ Establish how schedules should be presented. ○ 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. ○ Identify opportunities to align TRs with different online/interline/intermodal/MCT (current and future) processes for industry consistency. <p>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.</p>	<p>ACTIVE</p> <p>Volunteers: AA, AY, DL, KE, LO, UX, Amadeus, Cirium, Google, Lufthansa Systems, OAG, Navitaire, Sabre, Travelport</p>
3	Redefine DEI 800 series	<p>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).</p> <p>Following a brief onsite review of DEI800s usage count, actions agreed by SPG for the DEI800 study were:</p> <ul style="list-style-type: none"> ○ DAs verify schedules of last 2-3 years for usage ○ Evaluate each DEI usage for tidying, release of unused items or misused free format space ○ Propose decertifying any 800s no longer needed ○ Review outdated character lengths require updating ○ Clarification of SSIM standards where required ○ 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
		<p>IATA will be scheduling a meeting in June with SDEX to initiate the BRD process for the data migration.</p> <p>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.</p>	
5	Dynamic Schedules & Industry Restart	<p>Plan Standards Board exploratory item - Evolution of scheduling practices to ensure alignment with new processes and future efficiencies.</p> <p>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.</p>	Pending Board & DAC recommendations
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	<p>Collaborating with the Industry Coding Group (ICG) in improving the availability of reference data between the scheduling and airline codes.</p> <p>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.</p> <p>Exploration in progress with IATA to more closely integrate ACD data with scheduling reference data.</p> <p>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.</p>	Reprioritized - dependency on SSIM API initiatives
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	<p>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.</p> <p>This item is no longer associated with industry restart emergency priorities and is reprioritized as a long term solution.</p>	<p>Parked for 2020-21</p> <p>Airline Volunteers: AA, AV, AY, DL, EK, FX, LH, UA</p> <p>Partner Volunteers where support required: ACL, Lufthansa Systems, OAG, Sabre</p>
10	SSIM ET Indicator	<p>The removal of the Electronic Ticketing indicator from the SSIM file was proposed by the SPG since all tickets are now electronic.</p> <p>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.</p>	COMPLETED

Attachment B_B4.4 Aircraft Type and Terminals Watchlists

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Summary of Terminal Considerations

Members are encouraged to assess the list with their onsite Station Managers, local reps and provide more accurate information to IATA at SSIM@iata.org.

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
NZ	AKL	2014		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	OVV		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 Qaqortok 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 October 2020 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 Fokker 130 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 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

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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 met 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

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ITEMS	SUBJECT	DESCRIPTION/ PROGRESS SUMMARY	STATUS
1	Waitlist Information - Additional Information Data Line Elements, Requested Aircraft / Seats / Terminal/ Arrival and Departure Route	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	Ongoing
2	JNUS (justified non-use of slots) Special Reference	<p>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</p> <p>Draft amendments to SSIM Section 6.9 (USE OF SPECIAL REFERENCE) to be submitted by volunteers to the next SMG in Nov2021.</p>	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	<p>Migration of current xml messages to the Airline Industry Data Model (AIDM).</p> <p>IATA will be scheduling a meeting in June with SLOTX to initiate the BRD process for the data migration.</p>	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	<p>The SMG requests IATA to make SSIM data codes available via APIs for transmission of codes for SSIM messages.</p> <p>IATA is progressing on creating use cases and scenarios for SSIM code set data.</p>	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

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Submitted by: Isabella Ioannoni, Senior Manager Plan Standards,
Secretary of the Exhaustion of Flight Numbers and Industry Codes Group

Background

This focus group was established by the Plan Standards Board in January 2020 following 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 and adoption.
6. Review and endorse proposals to amend:
 - a. Resolution 761 – Flight Numbers
 - b. Resolution 762 – Airline Designators
 - c. Resolution 763 – Location Identifiers
 - d. Resolution 767 – Airline Accounting Codes & Prefixes
7. Liaise with:
 - other process owning groups under any Conference
 - advisory groups under Industry Committees
 - business stakeholders in other impacted industry communities.
8. Explore changes to systems supporting new and evolving requirements of emerging initiatives.
9. Maintain a work plan and report regularly to Plan Standards Board.

Members of the Exhaustion of Flight Numbers and Industry Codes Group

The Terms of Reference of the Group allow for a core membership of at minimum 9 organizations from airlines and strategic partners who commit to active participation on standards development. Members of the group can be found on the EFNICG [Standard Setting Workspace](#).

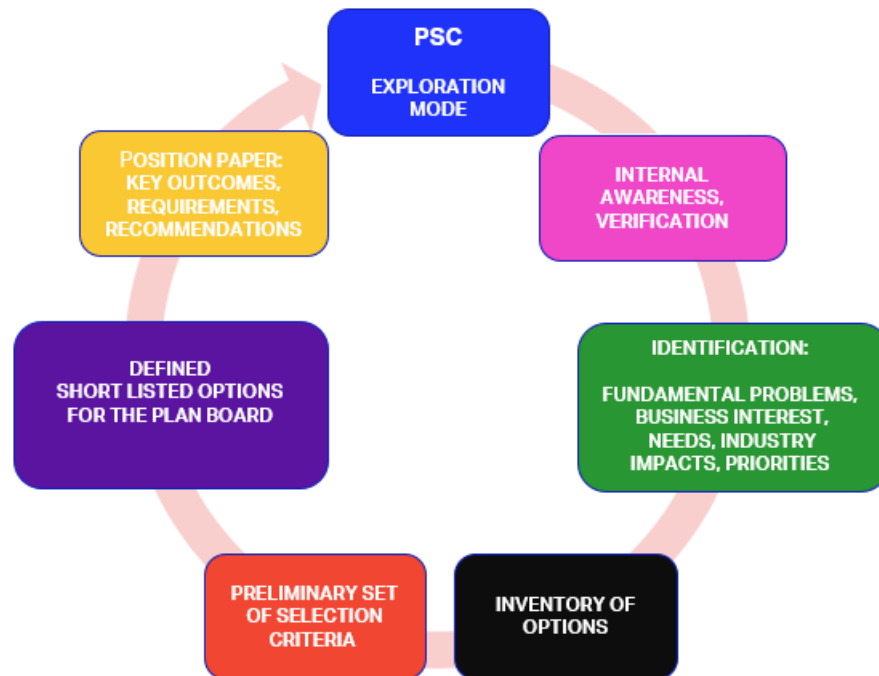
Chair and Vice-Chair

Due to COVID-19 circumstances, the first scheduled meetings 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

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Planned Agenda Workflow

Considerations

- From the Passenger Standards Conference perspective:
 - Today's limitations, needs and new considerations
 - Former study
- From IATA Coding operations perspective:
 - Designators
 - Location Identifiers
 - Airline Accounting/Prefix Codes

Discussions: Fundamental problems of Flight Numbers & Industry Codes

- Issues and quantification – spread across airlines
- Challenges
- Areas most exhausted
- Industry Impacts
- Time threshold

Current Business Needs

- Operational (Pax management, etc)
- Commercial
- Financial

Future Business Context: Digital Transformation and Future Initiatives

- Digitalization Vision (distribution/finance)
- ATM digitalization – ATC/Aircraft Communication, Flight plan
- Future of Interline
- Architecture Technology Standards ATSB
- Drones – UTM
- Inter-modal requirements (end to end journey – Pax centric)

Identification

- Strengths, weaknesses of the current flight# solution
- Opportunities, optimizations, allocation tools for change
- Best practices from other areas of business.

Industry approach

- Short term / long term solutions
- Impact
- Inventory of options

Section C:

Shop - Order Standards Board Items

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Agenda Item		Attachments
C1	Report of the Shop - Order Standards Board	
C1.1	Voting Items of the Shop-Order Standards Board	
C1.1.1	New Recommended Practice: Taxonomy and Template for Incident Specific Policy Change, presented individually	Attachment A_C1.1.1
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
C4.1.1	Voting Items of the Ticketing Group presented as a package	
C4.1.1a	Changes to the Form Code Table (1720a)	Attachment A_C4.1.1a
C4.1.1b	Reason for Issuance of Sub Codes (722f Attachment A)	Attachment A_C4.1.1b
C4.1.1c	Updating Payment Product Codes (728)	Attachment A_C4.1.1c
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		
C4.4	Report and Workplan of the Pricing Automation Group (PAG)	Attachment A_C4.4
Integration Group Items		
C4.5	Report and Workplan of the Integration Group	Attachment A_C4.5

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

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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

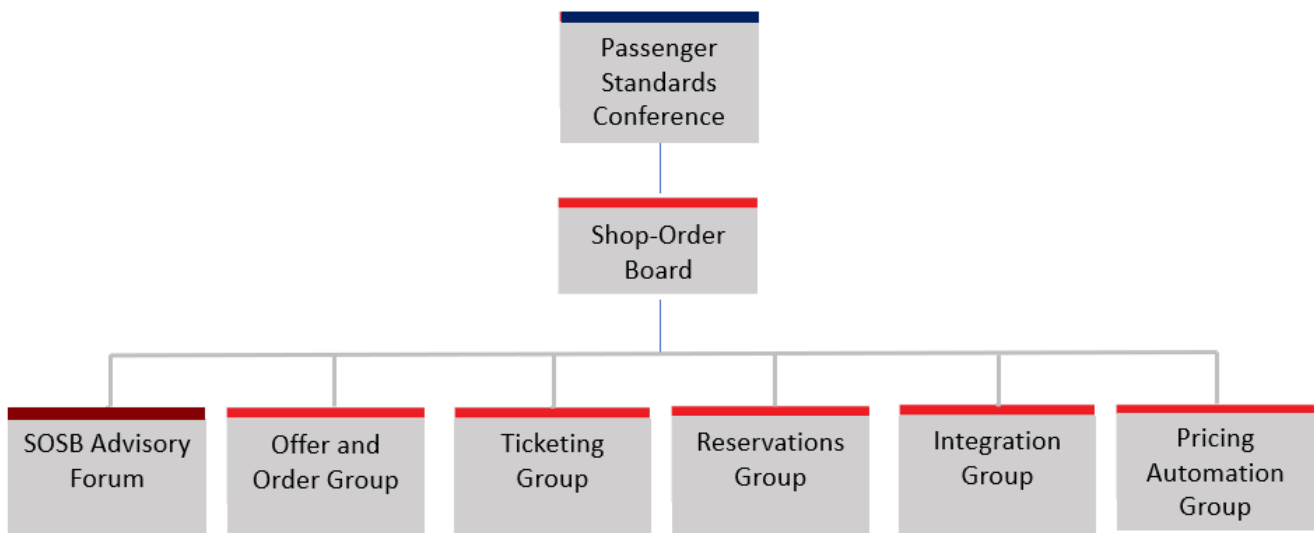
Chair and Vice-Chair

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 C1.1: Voting Items of the Shop – Order Standards Board presented individually

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Submitted by: Nathan Smeulders, Chair of the Shop – Order Standards Board

Ionut Badea, Senior Manager Shop – Order Standards, Secretary of the SOSB (badeai@iata.org)

Background

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

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

Under this provision, the Shop – Order Standards Board present the following items to the Conference as a single package.

A single vote will be held at the Conference.

Item name	Item number
New Recommended Practice - Taxonomy and Template for Incident Specific Policy Change	Attachment A_C1.1.1

Action

Conference to adopt New Recommended Practice as outlined in Attachment A_C1.1.1.

Item C1.1.1: Taxonomy and Template for Incident Specific Policy Change, New Recommended Practice presented individually

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Submitted by: Nathan Smeulders, Chair of the Shop – Order Standards Board

Ionut Badea, Senior Manager Shop – Order Standards, Secretary of the SOSB (badeai@iata.org)

Background

As per the decision recorded on the Shop Order Standards Board meeting held on June 16, 2020, a taskforce was set up to work on the standardization of incident-specific policy changes. The item, brought forward by Expedia, acknowledged the importance and benefits of having common definitions of terms used in airline policies.

The Recommended Practice, Taxonomy and Template hereby proposed for ballot represent the work produced by the taskforce, represented by both IATA member airlines and IATA Strategic Partners.

Action

Conference to adopt New Recommended Practice (Taxonomy and Template for Incident Specific Policy Change standardization) as outlined in Attachment A_C1.1.1.

Attachment A_C1.1.1

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IATA RECOMMENDED PRACTICE NNNN
Taxonomy and Template for Incident Specific Policy Change
(New)

PSC(43)NNNN

Recommended that:

Member Airlines and/or their systems providers may use the following guidelines for the dissemination of changes to conditions of carriage in situations as described hereafter.

1. Definitions

Policy: rules established by an airline that apply to ticket changes and refunds

Standard policy change: any planned (voluntary) change to an airline policy

Incident policy change: an un-planned change to an airline policy brought about by circumstances outside an airline's control (e.g. natural disaster)

2. Background

Since the end of 2019, the global health pandemic arising from COVID 19 has seriously impacted air passenger travel. Whilst external factors have always affected the ability of passengers to travel on a given flight on a given date, the impact COVID has had on passenger travel has highlighted those current practices designed to facilitate customer care for customers who have purchased via accredited agencies can break down when under stress.

In circumstances where an airline can no longer operate a scheduled flight, a process is enacted whereby an airline outlines how they will fulfill an obligation to a passenger holding a ticket. This information is then disseminated to those affected, which depends on two variables each with multiple dimensions within and outside the operational window.

Within the operational window, irregular operations procedures already have a significant number of recommended practices and resolutions. Outside of it, there is little guidance. Unexpected policy changes can already be communicated to agents so that:

- An airline can specify parameters of customers who are affected and outline their options, as well as specify additional requirements to ensure agencies identify actions taken to service affected customers.
- An agent knows how to identify and what to offer customers that are affected and knows how to identify actions taken to service affected new travel.
- The customer can choose the right outcome given the choices available.

Each airline has its own practice in constructing, wording, and communicating this information to its agents. In a situation where multiple airlines are affected by the same issue in similar time windows, an agent may receive multiple policy changes, all regarding the same issue, but using different terms in different ways. This can create an administrative burden on an agent that can ultimately lead to misinterpretation of intent, wrong application, delays in enacting, and errors in processing, to name a few.

Hence, by:

- Providing a Recommended Practice for communication of “unplanned” policy changes from airlines to agencies
Providing an outline template for airlines to use in communicating “unplanned” policy changes to agencies/sellers
- Developing a taxonomy of terms for airline use in communicating “unplanned” airline policy changes to agencies/sellers

We will create an opportunity to mitigate the issues outlined above and provide a platform for further alignment and standardization, and enablement of automation of processes.

3. Scope of application

3.1 General Scope

This Recommended Practice describes the procedure that allow member airlines to communicate critical information to parties involved in existing conditions of carriage such as a flight ticket and/or related ancillary service.

The scope of this Recommended Practice is limited to incident specific changes, also defined as “The un-planned changes brought about by circumstances outside of an airline’s control”. Examples of incident-specific changes relate to any disruption that is external, unpredictable, or unpreventable to any airline’s operations, such as, but not limited to:

- Natural events: adverse weather conditions, fires, explosions, earthquakes, floods, storms.
- Strikes or any other form of civil disturbance.
- War, hostilities, acts or threats of terrorism.
- Pandemics and general health crises.

Or other unforeseeable circumstances beyond the control of the airline which would have not been possible to be avoided.

Those events under the control of an airline such as schedule change or maintenance issues are not considered incident specific changes and are therefore not within scope of this recommended practice.

3.2 Application

The guidelines described in this recommended practice give guidance on how to write and structure incident-specific changes in an airline’s policy (conditions of carriage).

3.2.1 When to apply:

In the occurrence of such event, an airline may wish to generate an exception to their conditions of carriage to provide customers with an alternative to travel under certain pre-defined conditions due to:

- An airline’s capacity to operate a flight or provide the passenger with the contracted service might not be longer possible.
- Depending on the incident, passengers might also be reluctant to travel or redeem such service as a result.

These changes will be then published by the airline in their preferred communication channel to advise customers and travel agents on the new conditions that apply to those flights affected by the event.

3.2.1 How to apply:

This Recommended Practice gives guidance on how these policy exceptions should be created, and how its structure and content should be organized.

The focus is:

- Taxonomy of terms to be used as driver for content for a policy change.
- Policy template to illustrate the look and feel for a policy change.
- General guidance on how to create such policy changes.

3.2.2 Examples of Different Dimensions

There are different reasons for incident-specific policy changes, where they key dimensions geographical scope, duration, and uncertainty level around the event.

Examples of short duration and limited geographical scope example would be localized harsh meteorological conditions (e.g., extreme high temperatures in a region) or a strike.

Examples of long duration and wide geographical scope example would be a natural disaster (e.g., Tornado or a volcano) or a health crisis (Covid-19 pandemic)

3.3 Out of Scope of this Recommended Practice:

It is not in scope of this document to provide guidelines surrounding the process of a policy change, like, by the way of example:

- Setting a data standard for the communication of changes.
- Assess the impact of the policy change.
- Provide guidelines on how customers should be contacted.

Alternatively, it is out of scope of this RP to provide guidelines for policy changes applied under circumstances in control of the airline as defined previously, such as, but not limited to, schedule change or maintenance.

4. Policy Change Content and Structure

This section aims to provide guidance on how to construct and word incident-specific policy changes in a standardized manner. This is done with the support of a template for the structure and the taxonomy for its content.

4.1 Policy Content

The content of a policy change should reflect 4 different sections, first a Policy Overview to provide a summary of the policy in question, and to identify the issuer. Second, a policy change should identify the Scope of the policy, meaning, what is the extent of its applicability. And third, the policy application, which details how the policy should be applied in its context. A last section named other information should include any specificities not covered in either of the other sections.

Note: The extent of application of the policy content is further specified with the Taxonomy.

4.1.1 Policy Overview:

The policy overview provides a summary of the policy change in question. It indicates basic information about it such as when the policy was created (or updated), when it is effective from, or who is issuing this policy. As well as a short description regarding the reason for the policy change and additional information regarding refund, schedule, waiver, fee, or fare difference policy descriptions.

Content of the Policy Overview:

- **Airline Name / Code / Accounting Code:** used to identify the issuing airline
- **Policy Title:** Should briefly name the event which triggered the policy change
- **Policy Id/Version:** For version control and internal tracking of policies.
- **Policy Type:** Indicates the nature of the policy, (e.g. *Voluntary rebooking waiver*)
- **Geographic Scope:** Describes what areas are affected in the policy
- **Policy Effective from Date:** Specifies when the policy is effective from
- **Policy Effective to Date:** Specifies until when the policy is effective
- **Policy Description:** Brief description of the policy in question and its nature.
- **Policy Create Date:** Specifies when the policy was created
- **Policy Updated Date:** Specifies when and if the policy was updated (Blank otherwise)
- **Additional Overview Information:** Additional information or clarification referring to the overview section

4.1.2 Policy Scope:

The policy scope section defines detailed information regarding the extent of applicability of the policy, such as which flights or geographic areas are affected, what are original travel start and end dates or which marketing/operating airline(s) the policy change in question applies to.

Content of the Policy Scope:

- **Original Point of Sale:** Indicates which points of sale the policy should be applied to (Blank if it does not affect a particular point of sale/s).
- **Original Marketing airline:** Indicates the marketing airline/s for which the policy is applied
- **Original Operating airline:** Indicates the operating airline/s for which the policy is applied
- **Original Flight Number/Flight Number Range:** Indicates the flight number or numbers which the policy applies to (Blank if it does not affect a particular flight/flights).
- **Original Equipment Code:** Indicates to which equipment the policy applies to (Blank if it does not apply to a particular equipment).
- **Original Ticket Status:** Indicates the status of the ticket for which the policy is applied (*e.g., partially unused*)
- **Original Ticket Issued Start Date:** Indicates the ticket issued date for which the policy is applied
- **Original Ticket Issued End Date:** Indicates the last day a ticket was issued for which the policy is applied
- **Original Travel Start Date:** Indicates the original travel start date which the policy applies for.
- **Original Travel End Date:** Indicates the original travel end date which the policy applies for.
- **Airline Policy Application:** Indicates if the policy applies to all or only domestic or international flights.
- **Origin:** The origin the policy applies for.
- **Destination:** The destination the policy applies for.
- **Via:** The via city or cities the policy applies for (Blank if it does not apply)
- **Directionality:** Indicates directionality of policy (*e.g., Departing US to Canada*)
- **Additional Scope Information:** Additional information or clarification referring to the scope section

4.1.3 Policy Application:

The policy application section provides with the information necessary on how to employ the policy.

There are three sub-sections that can be used to represent a policy application, out of which one or more can be used to describe it, depending on the policy scope: Refund, Reissue and Exchange.

Content of the Policy Application for Refunds:

The policy application of refunds provides instructions on how and when to refund the ticket.

Period of validity: Elements that cover deadlines for when the refund should be done.

- Act By
- Cancel Original Travel By
- Refund Document By

Waiver actions: Elements that indicate whether the fees are refunded or not

- Waive non-refundable rule application
- Waive refund fee

Waiver code(s) and location(s): Elements that indicate what the waiver code is and where to place the waiver code (with the option of selecting multiple)

- Refund Waiver Box Code
- Refund OSI Code
- Refund SSR Code
- Refund Tour Code

Additional Refund Information: Any additional information or clarification not covered in the section

Content of the Policy Application for Reissues:

Instructions on how and when to reissue a ticket.

Period of validity: Elements that cover deadlines for when the reissue should be done.

- Act By
- Cancel Original Travel By

- Change Document By
- Book New Travel After
- Book New Travel By

Waiver actions:

- Waive non-changeable rule application
- Waive change fee
- Waive Fare Difference
- New Travel Start Date
- New Travel End date
- New Plus/Minus Days before/after dates
- New Travel completion date
- Residual value
- Change RBD/Inventory allowed
- Change Class of service/Cabin allowed

Routing restrictions: These are the elements that indicate the conditions of the routing for the reissued ticket.

- Change origin
- Change destination
- Change connection city
- Change stopover city
- New Marketing carrier(s)
- New Operating carrier(s)
- New Flight Number/range
- Nonstop/direct
- New Equipment Code
- New Route

Waiver code(s) and location(s): Elements that indicate what the waiver code is and where to place the waiver code (with the option of selecting multiple)

- Change SSR Code
- Change OSI Code
- Change Tour Code
- Change Endorsement Code
- Change Ticket Designator Code

Additional Reissue Information: any additional information or clarification not covered in the section

Content of the Policy Application for Exchanges:

Instructions on how and when to exchange a ticket.

Period of validity: Elements that cover deadlines for when the exchange should be done.

- Act By
- Cancel Original Travel By
- Change Document By
- Book New Travel After
- Book New Travel By

Waiver actions:

- Waive non-changeable rule application
- Waive change fee
- Waive Fare Difference
- New Travel Start Date
- New Travel End date
- New Plus/Minus Days before/after dates
- New Travel completion date
- Residual value

- Change RBD/Inventory allowed
- Change Class of service/Cabin allowed

Routing restrictions: These are the elements that indicate the conditions of the routing for the reissued ticket.

- Change origin
- Change destination
- Change connection city
- Change stopover city
- New Marketing carrier(s)
- New Operating carrier(s)
- New Flight Number/range
- Nonstop / Direct
- New Equipment Code
- New Route

Waiver code(s) and location(s): Elements that indicate what the waiver code is and where to place the waiver code (with the option of selecting multiple)

- Change SSR Code
- Change OSI Code
- Change Tour Code
- Change Endorsement Code
- Change Ticket Designator Code

Additional Exchange Information: any additional information or clarification not covered in the section

4.2 Policy Structure and Template:

Template Requirements:

The page should be a single page for input containing a structured table as described below, with easily identifiable sections and basic provisions. It should be clear where on the table we can look for information and it should support versioning-highlighting of the changes.

All fields should show irrespective whether they are empty or not for efficiency purposes. Leaving one blank means it is not applicable in the current policy.

4.2.1 Policy Overview:

Policy Overview (new):

OVERVIEW	
Airline Name/Code/Accounting Code	<i>e.g. Sunshine Airways/YY/000</i>
Policy Title (Airline Code EVENT)	<i>e.g. YY / EXCESSIVE HEAT WARNING</i>
Policy Id/Version	<i>e.g. 0000001 / v1</i>
Policy Type	<i>e.g. Voluntary rebooking waiver or involuntary refund</i>
Geographic Scope	<i>e.g. WASHINGTON STATE, IDAHO, OREGON, BRITISH COLUMBIA</i>
Policy Effective from Date (DD-MMM-YYY)	<i>e.g. 25-Jun-2021</i>
Policy Effective to Date (DD-MMM-YYYY)	<i>e.g. 26-Jun-2021</i>
Policy Description	<i>e.g. Change fee and fare difference waived for rebooking new departure dates within 5 days from original departure. Refund per fare rules unless involuntary cancellation by airline.</i>
Policy Create Date (DD-MMM-YYYY)	<i>e.g. 25-Jun-2021</i>
Policy Updated Date (DD-MMM-YYYY)	<i>e.g. blank = n/a</i>
Additional Overview Information	

Policy Overview (with update):

OVERVIEW	
Airline Name/Code/Accounting Code	<i>e.g. Sunshine Airways / YY / 000</i>
Policy Title (YY EVENT)	<i>e.g. UPDATE: YY / EXCESSIVE HEAT WARNING</i>
Policy Id/Version	<i>e.g. 0000001 / v2</i>
Policy Type	<i>e.g. Voluntary rebooking waiver or voluntary refund</i>
Geographic Scope	<i>e.g. WASHINGTON STATE, IDAHO, OREGON, BRITISH COLUMBIA, MONTANA, CALIFORNIA, UTAH, NEVADA</i>
Policy Effective from Date (DD-MMM-YYY)	<i>e.g. 25-Jun-2021</i>
Policy Effective to Date (DD-MMM-YYYY)	<i>e.g. 29-Jun-2021</i>
Policy Description	<i>e.g. Change fee and fare difference waived for rebooking new departure dates within 5 days from original departure. Refund penalty waived for voluntary refund.</i>
Policy Create Date (DD-MMM-YYYY)	<i>e.g. 25-Jun-2021</i>
Policy Updated Date (DD-MMM-YYYY)	<i>e.g. 26-Jun-2021</i>
Additional Information	

4.2.2 Policy Scope:

SCOPE	
Original Point of Sale	<i>e.g. Worldwide</i>
Marketing Airline/Operating Airline	
Original Flight Number / Flight Number Range	<i>e.g. N/A</i>
Original Ticket Status	<i>e.g. wholly or partially unused</i>
Original Ticket Issued Start Date	<i>e.g. 25-Jun-2021</i>
Original Ticket Issued End Date	<i>e.g. 26-Jun-2021</i>
Original Travel Start Date	<i>e.g. 25-Jun-2021</i>
Original Travel End Date	<i>e.g. 26-Jun-2021</i>
Origin	<i>e.g. All US</i>
Destination	<i>e.g. WASHINGTON STATE, IDAHO, OREGON, BRITISH COLUMBIA, MONTANA, CALIFORNIA, UTAH, NEVADA</i>
Via	<i>e.g. All US</i>
Directionality	<i>e.g. N/A</i>
Original Equipment code	<i>e.g. N/A</i>
Additional Information	

4.2.3 Policy Application:

REFUND:

REFUND APPLICATION	
Period of validity	
Act By	<i>e.g. Customer must request refund on/before 15-Jul-2021</i>
Cancel Original Travel By	<i>e.g. Must cancel all flight segments prior to original departure or on/before 15-Jul-2021, whichever comes first</i>
Refund Document By	<i>e.g. Agency must process refund on/before 01-Aug-2021</i>
Waiver action(s)	
Waive Refund Fee	<i>e.g. Yes</i>
Waiver code(s) and location(s)	
Refund Waiver Box Code	<i>e.g. COVID</i>
Refund OSI Code	<i>e.g. REFUND DUE TO COVID</i>
Refund SSR Code	
Refund Tour Code	<i>e.g. EGW206</i>
Refund Endorsement Code	
Additional Refund Information	
Additional Information	

REISSUE:

REISSUE APPLICATION	
<i>Period of validity</i>	
Act By	<i>e.g. Customer must request change prior to original departure or on/before 15-Jul-2021, whichever comes first</i>
Cancel Original Travel By	<i>e.g. Must cancel all flight segments prior to original departure or on/before 15-Jul-2021, whichever comes first</i>
Change Document By	<i>e.g. Tickets must be reissued within 12 months from original ticket issue date or on/before 31-Dec-2021, whichever comes first</i>
Book New Travel After	<i>e.g. (if not using the above "change document by") Original Departure Date</i>
Book New Travel By	<i>e.g. 18 months</i>
<i>Waiver action(s)</i>	
Waive Change Fee	<i>e.g. Yes</i>
Waive Fare Difference	<i>e.g. Yes</i>
New Travel Start Date	<i>e.g. Depart on/after 01-Jan-2022</i>
New Travel End Date	<i>e.g. Depart no later than 31-Mar-2022</i>
New Before/After Dates	<i>e.g. New travel dates are within 7 days before or 30 days after original departure date</i>
New Travel Completion Date	<i>e.g. All travel must be complete on/before 31-Dec-2022</i>
Residual Value	<i>e.g. Allowed as per fare rules</i>
Change RBD/Inventory Allowed	<i>e.g. Allowed; if same RBD/Inventory is not available, must rebook into next highest available</i>
Change Class of Service/Cabin Allowed	<i>e.g. Not allowed, must be same cabin</i>
<i>Routing restrictions</i>	
Change Origin	<i>e.g. Allowed within same country only</i>
Change Destination	<i>e.g. Allowed with no restrictions</i>
Change Connection City	<i>e.g. Allowed with no restrictions</i>
Change Stopover City	<i>e.g. If originally booked with stopover only, otherwise not allowed</i>
New Marketing Carrier(s)	<i>e.g. Marketed by Sunshine Airways/YY only</i>
New Operating Carrier(s)	<i>e.g. If Sunshine Airways/YY operated flight is not available, allowed only on Stormy Air/ZZ or Mist Rain Airlines/OA</i>
New Flight Number/Range	
Nonstop/Direct	
New Equipment Code	
New Route	<i>e.g. Change domestic travel to international travel allowed. Change international to domestic is NOT allowed</i>
<i>Waiver code(s) and location(s)</i>	
Change OSI Code	<i>e.g. CHANGE DUE COVID</i>
Change SSR Code	
Change Tour Code	<i>e.g. EGW206</i>
Change Endorsement Code	
Change Ticket Designator Code	
<i>Additional Reissue Information</i>	
Additional Information	

EXCHANGE:

EXCHANGE APPLICATION	
<i>Period of validity</i>	
Act By	<i>e.g. Customer must request change prior to original departure or on/before 15-Jul-2021, whichever comes first</i>
Cancel Original Travel By	<i>e.g. Must cancel all flight segments prior to original departure or on/before 15-Jul-2021, whichever comes first</i>
Change Document By	<i>e.g. Tickets must be reissued within 12 months from original ticket issue date or on/before 31-Dec-2021, whichever comes first</i>

Book New Travel After	<i>e.g. (if not using the above "change document by") Original Departure Date</i>
Book New Travel By	<i>e.g. 18 months</i>
Waiver action(s)	
Waive Change Fee	<i>e.g. Yes</i>
Waive Fare Difference	<i>e.g. No</i>
New Travel Start Date	
New Travel End Date	
New Before/After Dates	
New Travel Completion Date	<i>e.g. within 12 months from date of exchange</i>
Residual Value	<i>e.g. Allowed per fare rules of original ticket</i>
Change RBD/Inventory Allowed	<i>e.g. Allowed with no restrictions</i>
Change Class of Service/Cabin Allowed	<i>e.g. Allowed with no restrictions</i>
Routing restrictions	
Change Origin	<i>e.g. Allowed with no restrictions</i>
Change Destination	<i>e.g. Allowed with no restrictions</i>
Change Connection City	<i>e.g. Allowed with no restrictions</i>
Change Stopover City	<i>e.g. Only if allowed per fare rules of original ticket</i>
New Marketing Carrier(s)	<i>e.g. Marketed by Sunshine Airways/YY only</i>
New Operating Carrier(s)	<i>e.g. Allowed with no restrictions</i>
New Flight Number/Range	
Nonstop/Direct	
New Equipment Code	
New Route	<i>e.g. Allowed with no restrictions</i>
Waiver code(s) and location(s)	
Change OSI Code	<i>e.g. CHANGE DUE COVID</i>
Change SSR Code	
Change Tour Code	<i>e.g. EGW253</i>
Change Endorsement Code	
Change Ticket Designator Code	
Additional Exchange Information	
Additional Exchange Information	

Item C2: Endorsement of elections for open positions on Shop - Order Standards Board

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Submitted by: Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board

Background

Under the terms of Resolution 009, each year 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 were also sought with the first transmittal of the Conference Agenda. Nominations were open until 20 September 2021.

New nominations

No new nominations were received.

Composition of the Board

The composition of the Board from 1 November 2021 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Term commenced
1	Air Canada	Keith Wallis	1 November 2018
2	Air France	Sabine Isidore	1 November 2018
3	American Airlines	Shawn Zeak	1 November 2018
4	British Airways	Jerry Foran	1 November 2018
5	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

The Conference is asked to note that this composition of the Board would involve 20 airline members, which slightly exceeds the maximum of 18 airlines permitted by Resolution. The Conference is asked to approve this composition for 12 months from 18 November 2020, to simplify proceedings at this time. This is in acknowledgement that a proposal has been presented to change the nomination and election process of each Board, and that a full election would then occur next year.

Involvement in the Board for other member airlines

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

Action

Conference to endorse the composition of the Board as outlined above from 1 November 2021.

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

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Submitted by: Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board

Background

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

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

...

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

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Submitted by: Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of the Shop - Order Standards Board

Background

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

3.1 Establishment of Groups Reporting to Boards

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

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

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

3.1.4 The Board may disband a Group at any time.

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

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

The Shop – Order Standards Boards had the following Groups active during 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

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Ticketing Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Ticketing Group
Reports to	Shop-Order Standards Board
Role / Mandate	<p>Deal with matters concerning ticketing processes including the associated business requirements.</p> <p>Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements are documented with a corresponding change to Implementation Guidance where applicable.</p> <p>Review and endorse proposals to amend:</p> <ul style="list-style-type: none"> • Resolutions and Recommended Practices listed below this table; • Implementation Guides and other supporting documents. <p>Liaise with other process owning groups under any Conference, and advisory groups under Industry Groups (including Offer, Order and Integration and Intermodal groups) as required.</p> <p>Maintain a work plan and report regularly to the Shop-Order Board.</p>
Period of effectiveness	The group is effective from 1 November 2021 for a period of 12 months and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p>

	<p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>A4A Member Airlines</p> <p>Strategic Partners belonging to the Shop-Order Strategic Partnership program.</p> <p>Or any other organizations subject to the approval of the Chair, IATA and A4A.</p>
Meetings	<p>Monthly meetings will be scheduled of which one meeting may be face to face. Additional meetings may be scheduled as required by the work plan and in concurrence with the secretary.</p> <p>On behalf of the group officers, the secretary may restrict meeting participation for reasons such as the need for specific participant expertise or logistical constraints (i.e. room capacity).</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a minimum period of 12 months and maximum of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <ul style="list-style-type: none"> • Day to day involvement in Ticketing and EMDs processes, • Additional exposure in the following areas is desirable but not mandatory: <ul style="list-style-type: none"> ○ Distribution (including NDC and ONE Order programs) ○ Experience in Fares and Schedules
Quorum	<p>A quorum of 25% of members is required for the meeting to be valid.</p>
Voting	<p>Decision making is by majority vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p>

(Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at a face to face meeting or by online ballot. For online ballots, negative votes require a reason and a period for dispute resolution. Ballots will remain editable until the conclusion of the dispute resolution period.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, section 3.3).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, or 7 days before an online meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>A minimum of 6 votes is required for a decision to be valid</p>
Endorsement of standards	<p>Resolutions, Recommended Practices and Data Exchange Standards endorsed by a majority vote will be presented to the Shop-Order Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Changes to any other Resolutions, Recommended Practices or Data Exchange Standards not defined in Attachment A through D require endorsement by the owning group and adoption at the Conference as required.</p>

List of Resolutions and Recommended Practices under Ticketing Group:

- 722g Ticket-Neutral
- 725f Electronic Miscellaneous Document–Airline
- 725g Electronic Miscellaneous Document–Neutral
- 725h Electronic Miscellaneous Document–Ground Handling
- 735c Rerouting and Refund in Case of Death
- 735d Involuntary Change of Carrier, Routing, Class or Type of Fare (Involuntary Reroute)
- 737 Refunds
- 1721 Netting for Exchange/Reissue Transactions
- 1725 EMD Tax Collection Following an Upgrade
- 1728 Reservations and Ticket Coding Directory
- 1735 Planned Schedule Changes
- 1738 Application for Ship's Crew Fares
- 1790a Online Sales of Additional Services in Interline Scenarios
- 1790c Reservation Procedures for Chargeable Baggage Related Services and Service Reference Number
- 2725i Through/Change of Gauge Flight for EMD-A

Attachment B_C4: Terms of Reference: Reservation Group

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Reservations Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	A4A/IATA Reservations Group
Reports to	Shop-Order Standards Board
Role / Mandate	<p>Develop recommendations and take decisions on all procedures and policy issues relating to reservations rules and regulations, including transmission of reservations services for use by customers and agents.</p> <p>Review proposals and develop recommendations for additions, deletions and amendments to:</p> <p>Reservations-related data exchange standards in A4A/IATA Reservations Interline Message Procedures - Passenger (AIRIMP), XML and EDIFACT reservations messaging standards.</p> <p>Resolutions and Recommended Practices outlined in <i>Attachment</i>.</p> <p>Reservations Handbook</p> <p>Liaise with other process owning groups under the PSC, and advisory groups under Industry Committees as required.</p> <p>Maintain a work plan and report regularly to Shop-Order Board</p> <p>Develop and endorse other standards as directed by the Shop-Order Standards Board.</p>
Period of effectiveness	The group is effective from 1 November 2019 for a period of 12 months and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Member organizations must commit to active participation for a minimum of 12 months.</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Standards Board will elect members into available positions.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>

	Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	<p>IATA Member Airlines</p> <p>A4A Member Airlines</p> <p>Organizations participating in the Shop-Order Strategic Partnerships program.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Minimum 4 telephone / web meetings per year.</p> <p>Minimum 1 face to face meetings per year.</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>An airline Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Delegates should have experience and day-to-day involvement in the following, but not limited to, areas of reservations:</p> <ul style="list-style-type: none"> • Reservations and Distribution systems, • Reservations Business Process, and Business Analysis, • GDS operations.
Quorum	A quorum of 25% of members is required for a valid meeting.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Decision making is by unanimous vote of the Membership as well as any other IATA Member Airlines participating in the vote.</p> <p>A separate A4A vote will be held for applicable items.</p> <p>Changes to AIRIMP shall follow the procedure outlined in Resolution 760a.</p> <p>Each organization may exercise only one vote, and abstentions are not counted.</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	Standards endorsed by a valid vote will be presented to the Shop-Order Standards Board for endorsement for the proposals to be forwarded to PSC for final adoption.

	<p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by group requires endorsement by the owning group and adoption at the PSC as required.</p>
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List of Resolutions and Recommended Practices under A4A/IATA Reservations Group (AIRG):

- 760 Resolution Governing use of Reservations Interline Message Procedures—Passenger (AIRIMP)
- 760a Changes to Reservations Interline Message Procedures—Passenger (AIRIMP)
- 766 Interline Passenger Reservations Procedure
- 1764 Reservations Verification
- 1766 Publication of Reservations Information
- 1767 Quality Control
- 1767a Quality Control for Interline Messages
- 1768 Standard Reservations Telephone Conversations
- 1768a Mandatory Fare Quote and Enforced Ticket Time Limit
- 1769 Emergency/Strike Situation
- 1770 Code of Reservations Ethics
- 1771 Sell and Report or Free Sale Agreements
- 1772 Passenger Sales Agent Location Identification
- 1774 Protection of Privacy and Processing of Personal Data Used in International Air Transport of Passengers and Cargo
- 1776 Seamless Connectivity
- 1776a Seamless Availability and Selective Query
- 1777 Online Married Segment Control
- 1777a Interline Married Segment Control
- 1778 Automated Block Space Interface
- 1779 Journey Data
- 1782 Enhanced Availability Data
- 1783 Interactive Passive Validation
- 1787 Reservations Procedures for Free and Reduced Rate Transportation
- 1790b Reservations Procedures for Chargeable Ancillary Services
- 1790c Reservations Procedures for Chargeable Baggage Related Services

Attachment C_C4: Terms of Reference: Offer and Order Group

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Offer Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Offer and Order Group
Reports to:	Shop-Order Standards Board (SOSB)
Role / Mandate	<p>10. Deals with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797.</p> <p>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.</p> <p>12. Create and maintain all implementation guidance for the standard and related data exchange standards.</p> <p>13. Liaise with other process owning groups under any conference, and advisory groups under Industry Committees as required.</p> <p>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.</p> <p>15. Maintain a work plan and report regularly to SOSB</p>
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the SOSB.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group or participate as Observers.</p> <p>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.</p> <p>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.</p>

	Where this organization is an IATA Member Airline, they may also participate in any vote (online or in meetings) when attending as an observer.
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • IATA Strategic Partners • Or any other organizations subject to the approval of the Chair and IATA.
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary. Of these, two face to face meetings are expected per year, circumstances allowing.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <p>Delegates should have day to day experience in development or product management of current API implementations and understand data exchange structures and message orchestration.</p> <p>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).</p> <p>According to the standard setting methodology associated to the Airline Industry Data Model, the required working skills are:</p> <ul style="list-style-type: none"> • 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).	<p>Decision making is by 75% vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot</p>

	<p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a 75% positive vote will be presented to the Shop-Order Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment D_C4: Terms of Reference: Integration Group

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Integration Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Integration Group
Reports to	Shop-Order Standards Board (SOSB)
Role / Mandate	<p>Deal with matters concerning the integration of current and emerging distribution systems and capabilities, including the associated business requirements to manage integration and transition.</p> <p>Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements and are documented with a corresponding change to Implementation Guidance where applicable.</p> <p>Review and endorse proposals to amend Standards to support the integration and future compatibility of interlining between carriers in the transition between old and new processes.</p> <p>Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.</p> <p>Maintain a work plan and report regularly to the Shop-Order Board.</p>
Period of effectiveness	The group is effective from 1 November 2021, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airline</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organisation to attend meetings on their behalf.</p>

	<p>Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the Shop-Order Strategic Partnerships program.</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary. At least one meeting will be scheduled as a face to face meeting.</p> <p>Meeting participation may be restricted as required, by the secretary on behalf of the group officers, due to specific participant expertise, room capacity or other.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting and minutes may be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement as outlined in the Terms of Reference of any other group active under the Shop-Order Board, together with a public commitment of their organization to pursue an implementation of NDC or One Order.</p>
Quorum	<p>A quorum of 25% of members is required.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by 75% vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online</p>

	<p>ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a 75% positive vote will be presented to the Shop-Order Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Attachment E_C4: Terms of Reference: Pricing Automation Group

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Pricing Automation Group Terms of Reference

IATA passenger standards are established by the Passenger Standards Conference. IATA Resolution 009 establishes the governance structure for developing and adopting standards within this Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Pricing Automation Group
Reports to	Shop-Order Standards Board
Role / Mandate	<p>Discuss and develop uniform interpretations of existing pricing standards resolutions and procedures to standardize automation for pricing international fares and rules;</p> <p>Discuss developments in distribution channels and recommend changes to existing pricing standards resolutions as shown in <i>Attachment</i> and procedures to ensure consistent application and pricing of international fares and rules;</p> <p>Review and advise on the implementation strategy of adopted changes and interpretations to current tariff resolutions, procedures and methodologies.</p> <p>Liaise with other process owning groups under the Conferences, and advisory groups under Industry Committees as required.</p> <p>Maintain a work plan and report regularly to Shop-Order Standards Board</p> <p>Develop and endorse other standards as directed by the Shop-Order Standards Board.</p>
Period of effectiveness	The group is effective from 1 November 2021, for a period of 12 months, and may be disbanded by the Shop-Order Board at any time.
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers</p> <p>Members</p> <p>Minimum 10, maximum 18 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Member organizations must commit to active participation for a minimum of 12 months.</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p> <p>Where nominations exceed available vacant positions, the Shop-Order Board will elect members into vacant positions.</p> <p>Observers:</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>

	Where this organization is an IATA TC Member Airline, they may also participate in any vote when attending as an observer.
Eligibility for Participation	<p>IATA Member Airlines.</p> <p>Organisations participating in the Shop-Order Standards Strategic Partnerships program.</p> <p>Any other organization may attend meetings as required, with the prior approval of the Chair and Secretary.</p>
Meetings	<p>Minimum 4 telephone / web meetings per year.</p> <p>Minimum 2 face to face meetings per year.</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have experience and day-to-day involvement in the following areas of reservations:</p> <ul style="list-style-type: none"> • Revenue Management • Pricing • Fares Distribution • Fare filing
Quorum	A quorum of 25% of members is required for a valid meeting.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot.</p> <p>Implementation issues will be decided by consensus;</p> <p>PAG proposals regarding IATA Tariff Coordination (TC) resolutions will be agreed by unanimous vote for which only IATA TC members may vote.</p> <p>Recommendations regarding other IATA resolutions will be forwarded to the appropriate Groups for their consideration.</p> <p>Each airline may exercise only one vote, and abstentions are not counted.</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	Standards endorsed by a valid vote will be presented to the Shop-Order Board for endorsement for the proposals to be forwarded to the relevant Conference for final adoption.

	<p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice not owned by PRSG requires endorsement by the owning group and adoption at the relevant Conference as required.</p>
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List of Resolutions under Pricing Automation Group (PAG):

- 001 Permanent Effectiveness Resolution
- 001yy Special Provisions Resolution Acceptability of Currencies
- 004a Restriction of Applicability
- 006 Government Approvals
- 008 Adjustment of Effectiveness Dates
- 008a Extension of Expiry Dates
- 008z Hajj and Umrah Periods
- 009 Passenger Standards Governance (Intended Effect 1 November 2018)
- 011 Mileages and Routes for Tariff Purposes
- 011a Mileage Manual Non-TC Member/Non-IATA Carrier Sectors
- 011b Global Indicators
- 011c Multi Airport City
- 012 Glossary of Terms
- 012b Countries, Currencies, Codes Administrative Resolution
- 012c Fare Construction Rule Acronyms
- 017 Construction Rules
- 017a Construction Rules for Journeys
- 017b Construction Rules for Pricing Units
- 017c Construction Rules for Fare Components
- 017e Mixed Class
- 017f Exchange, Reissues and Refunds
- 017ha Fare Selection Criteria
- 017i Carrier Selection for Fare Construction Checks
- 024 Special Provisions Resolution Currency Adjustments
- 024a Establishing Passenger Fares and Related Charges
- 024c Conversion of Local Currency Amounts for Combination/Construction Purposes
- 024d Currency Names, Codes, Rounding Units and Acceptability of Currencies
- 024e Rules for Payment of Local Currency Fares
- 024k Currency Related Rules
- 040 Stopovers
- 040b Counting of Transfers
- 040c Surface Sectors
- 049a Changes in Fares—Gambia, Ghana, Sierra Leone, Zambia
- 049x Fare Changes
- 102 Passenger Expenses Enroute
- 121a Government Controlled Cost Factors Administrative Resolution
- 200g Procedures for Government Orders
- 201 Children and Infants
- 212 Charge for a Passenger Occupying Two Seats
- 302 Baggage Provisions Selection Criteria
- 312 Baggage Excess Value Charge

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

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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)	Setsuko Yokomizo
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 Ulrich
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	Deepika Nindra

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

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS	COMMENTS
1.1	Ticketing Group	Implementation of Document Number and Date of Issue in all industry systems.	<p>Effective date of 2026 adopted by JPSC, implementation discussion to occur within TKTCOM.</p> <p>YMQ TKTWG Meeting March 2017: Implementation discussion required. Agreed best approach would be a workshop to begin assessing these issues, with systems and airlines. Co- location with discussion on increasing character length of monetary fields (Work Plan as Item 32). Discussed possibility to align with TKTCOM June meeting, with one day for Monetary Data Elements and one day for Document Number Date of Issue. ACTION: IATA to schedule meeting in June.</p> <p>Workshop held in MAD 26-27 June 2017. Workshop discussed the size and scope of this item and the complexity to internal systems while noting that messaging updates would also have to occur. Other factors were noted which may change the document exhaustion date (i.e. ONE Order). The group drafted some major milestones and challenges for this project. Group concluded that a document should be created with a detailed implementation plan and roadmap to be presented at the PSC 2017. Workshop agreed no further meetings required in 2017. ACTION: Further input is sought from different standard setting Groups across the conference.</p> <p>Item has been put on hold for 2021. Further discussions to be held for PSC 2022.</p>	TKTWG Mar17	On-hold	
1.2	Ticketing Group	Increasing character length of monetary data elements.	<p>Effective date of 2026 adopted by JPSC, implementation discussion to occur within TKTCOM. linked with Integration Group; Data Field Expansion Group - ongoing.</p> <p>YMQ TKTWG Meeting March 2017: Implementation discussion required. Agreed best approach would be a workshop to begin assessing these issues, with systems and airlines. Co- location with discussion on implementation of document number / Date of Issue (added to Work Plan as Item 48). Discussed possibility to align with TKTCOM June meeting, with one day for Monetary Data Elements and one day for Document Number Date of Issue. ACTION: IATA to schedule meeting in June.</p> <p>Workshop in MAD 26-27 June. Item to be presented back to TKTCOM by DL/HR to re-open</p>	70/Jun15 B2/Mar16 F1/Jun16 TKTWG Mar17	On-hold	

			<p>this and defer action at PSC, as business case for change is not clear.</p> <p>Increasing the character length of monetary data elements would imply an upgrade of EDIFACT version at industry level. Feedback received from system providers on the potential cost and implementation timeline is indicating this is not feasible from an implementation perspective. Also, carriers advised they are focused on the implementation of newer messaging standards such as XML.</p> <p>Discussions to be had further to understand the next steps to happen in the Ticketing group for 2022 PSC.</p>			
1.3	Ticketing Group	Tax Code Expansion from 2 Characters	Tax code exhaustion analysis to be 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/Jun 16	On-hold	
1.6	Ticketing Group	Review of RP 1735 (Planned Schedule Changes)	<p>This item proposes the updates to RP 1735 and a small subgroup to summarize all inputs related to this RP.</p> <p>Activity has been paused and deferred to 2022</p>	TKT June 2019	On-hold	
1.7	Ticketing Group	Accountable Traffic Documents – Validity, Extension of Validity, Refundable Period	<p>This item proposes the updates to RP 1735 and a small subgroup to summarize all inputs related to this RP.</p> <p>Activity has been paused and deferred to 2022</p>	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	

			<p>The Integration Group raised the question around the need for these documents in the context of NDC. Clarifications were requested as to the exact Business purpose of some of these documents and if they would still be applicable in NDC, when the ORA is the issuing entity.</p> <p>Supporting documents (Agent Coupon, Audit Coupon, Tax-Fee- Change Coupon and Credit Card Charge Form) are still in use for the governmental regulation purpose in some markets (both by Airlines and Travel Agencies). Thus, removing those documents from Resolutions by considering them as editorial is not supported by AA and KL.</p> <p>Item to be further discussed in the Ticketing Group.</p>			
1.9	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)	<p>USDOT issued the Final Rule which finalized the proposed changes to §§ 221.105 and 106. Carriers must now include the "Advice to International Passengers on Limitations of Liability" written by USDOT on all e-ticket confirmations. The Final Rule gives carriers until May 16, 2019 to update the notice provided with the ticket. See page 15929, under § 221.105.</p> <p>The changes have been adopted on A4A side. A4A follows the old verbiage. For the tickets issued in the US a new verbiage has to be followed. The group discussed the US DOT regulation changes in verbiage. After review of the proposed wording, it has been noted that the meaning of the current notice does not change with the new verbiage proposed by the US DOT. Thus, the workstream is proposing to amend the IATA resolutions.</p>		On-hold	
			Item is currently parked at the request of A4A. Further clarification expected from A4A to progress with discussions.			
1.11	Ticketing Group	Identifying Frequent Flyer Tickets for IROPs	<p>Currently there are different interline billing rules relating to FFP Redemption tickets, as defined in the Revenue Accounting Manual (RAM). This relates to normal billings and also billing following irregular operations. A survey was taken (11th to the 25th August) to informally assess airlines current means to identify Frequent Flyer Redemption Tickets, and to understand if Resolution 722 (9.5) requires review.</p> <p>Option A: Standardize the first 2- 3 characters of ticket designators. (XX and YY are shown for illustrative purposes in the attached).</p>		On-hold	

			<p>Option B: Update the endorsement requirement to include a space and 'AWARD' following INVOL in endorsement field one.</p> <p>Results from the unofficial ballot: Option A: 7 votes Option B: 3 votes</p> <p>Comments: "Option B is not preferred as it involves significant PSS changes".</p> <p>Item on hold until next year due to most airlines not considering this high priority in the current industry context. This will also allow time to discuss internally within each airline. It was also mentioned that either Option A or B would need a development work.</p>			
1.12	Ticketing Group	System Provider Implementation Scorecard	<p>This Scorecard tracks the extent to which IATA Strategic Partners (who act as Passenger Service System providers or Ticketing System Providers) have implemented various IATA Standards. This Scorecard is overseen by the IATA Ticketing Group, under the authority of the Shop Order Standards Board, and is published on a quarterly basis on IATA Standards Setting Workspace (SSW). For more information on the Ticketing Group activities or how to register for IATA SSW, please visit www.standards.iata.org.</p>	N/A	On-going	
1.13	Ticketing Group	Free Baggage Allowance (FBAL) transactions	<p>FBAL element became mandatory for tickets in DISH22 in 2013-2014 as part of alignment exercise with Ticketing Resolutions. At the moment of DISH22 implementation FBAL is reported blank on a significant number of tickets. It turned out that the airlines did not pass the Baggage Allowance element to GDSs in the ticketing messages, so GDSs were not able to report it on the RET. As a consequence, RET validation RET-316 "FBAL CANNNOT BE BLANK" in the DPC system had to be switched off as there were too many warnings polluting the validation reports.</p> <p>Root cause identified by ATPCO and coordination with airlines for filing requirements ongoing.</p>	N/A	On-going	
1.14	Ticketing Group	Payment code updates	<p>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.</p>	N/A	On-going	Item included in voting package
1.15	Ticketing Group	Interline EMD adoption	<p>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.</p> <p>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.</p>	N/A	On-going	
1.16	Ticketing Group	Identifying fictitious ticket number	<p>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</p>	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 C4.1.1: Voting Items of the Ticketing Group, under the Shop – Order Standards Board presented as a package

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Submitted by: Margaret Brown, Chair of the Ticketing Group, under the Shop – Order Standards Board
Ionut Badea, Senior Manager Shop – Order Standards, Secretary of the Ticketing Group (badeai@iata.org)

Background

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

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

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

All other voting items submitted by the Shop – Order Standards Board developed by the Ticketing Group are presented separately and will be voted upon separately by the Conference.

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 20 September 2021, by email to standards@iata.org.

Item name	Item number
Changes to the Form Code Table (1720a)	C4.1.1a
Reason for Issuance of Sub Codes (722f Attachment A)	C4.1.1b
Updating Payment Product Codes (728)	C4.1.1c

Action

Conference to adopt all items in package.

Item C4.1.1a: Changes to the Form Code Table (presented individually)

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Background

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 China market. CDS supports both domestic and international tickets sold in China.

Proposal

For the purpose of global data standards unification, systems compatibility and data fusion, we, as a Chinese airline and a member airline of IATA, hereby submits a formal application, and requests 'Exclusive Form Code Range' for CDS according to Recommended Practice 1720a.

CDS 'Exclusive Form Code Range' will avoid duplicate document numbers and facilitate systems to distinguish and identify documents, including Off-Premise Electronic Ticket (OPET) and Off-Premise Electronic Miscellaneous Document (OPEMD). It will also provide great convenience for Chinese airlines, agents as well as foreign airlines

An initial 50 million Ticket range is requested to be allocated to CATA CDS, including 40 million OPET and 10 million OPEMD, with an expedited effectiveness date of January 2022 as per the below:

PASSENGER TRAFFIC DOCUMENT NUMBER ASSIGNMENTS						
FORM CODE	TYPE OF FORM	STOCK ISSUING PARTY (DISTRIBUTED BY)	RESOLUTION/ RECOMMENDED PRACTICE		No. OF COUPONS	CHECK DIGIT METHOD
			IATA	A4A		
2 0 0 Eff through 31MAY23	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
2 0 1 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP) CATA CDS	725g	-	C	3
2 0 2 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
0 3 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3
2 0 4 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 5 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3

2 0 6 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3
2 0 7 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3
2 0 8 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 9 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 Eff 1JUN23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3

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Table Legend

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5. When a stock is distributed by a different entity than the one issuing the stock, the entity responsible for the stock distribution is listed in parenthesis after the "Stock Issuing Party (Distributed By)". When the issuing entity is different than the distribution entity, the stock is referred to as "Off-Premise" stock. These entities may be:

- Airline
- BSP–Billing and Settlement Plans, operated by International Air Transport Association (IATA).
- ASP–the Area Settlement Plan, operated by Airlines Reporting Corporation (ARC) in the United States.
- ATSS–the Air Transport Settlement System (ATSS), operated by Transport Clearing House in Russia.
- **CATA CDS - China Distribution & Settlement Solution (CDS) led and constructed by China Air Transport Association (CATA) "**

Action

Conference to endorse the form codes allocation to CATA CDS as presented in the above proposal and adopt changes to IATA Recommended Practice 1720a Attachment A as outlined in ***Attachment A_ C4.1.1a.***

Attachment A_C4.1.1a

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IATA RECOMMENDED PRACTICE 1720a/A4A RESOLUTION 20.04
Standard Thirteen-Digit Numbering System for Traffic Documents
Attachment A
(amending)

PSC(4243)1720a

...

PASSENGER TRAFFIC DOCUMENT NUMBER ASSIGNMENTS						
FORM CODE	TYPE OF FORM	STOCK ISSUING PARTY (DISTRIBUTED BY)	RESOLUTION/RECOMMENDED PRACTICE		No. OF COUPONS	CHECK DIGIT METHOD
			IATA	A4A		
2 0 0 Eff through 31MAY23	Electronic Miscellaneous Document (EMD)	Airline	725f	20.63	C	3
2 0 1 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP) CATA CDS	725g	-	C	3
2 0 2 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
0 3 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3
2 0 4 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 5 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3
2 0 6 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3
2 0 7 Eff through 31MAY23 Eff 1JAN22	Off-Premise Electronic Ticket (OPET)	Agency (BSP) CATA CDS	722g	-	C	3
2 0 8 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 9 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3
2 0 Eff 1JUN23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	C	3

...

Table Legend

"...

5. When a stock is distributed by a different entity than the one issuing the stock, the entity responsible for the stock distribution is listed in parenthesis after the "Stock Issuing Party (Distributed By)". When the issuing entity is different than the distribution entity, the stock is referred to as "Off-Premise" stock. These entities may be:

- Airline
- BSP–Billing and Settlement Plans, operated by International Air Transport Association (IATA).
- ASP–the Area Settlement Plan, operated by Airlines Reporting Corporation (ARC) in the United States.
- ATSS–the Air Transport Settlement System (ATSS), operated by Transport Clearing House in Russia.
- CATA CDS - China Distribution & Settlement Solution (CDS) led and constructed by China Air Transport Association (CATA) "

Item C4.1.1b: Reason for Issuance of Sub Code (presented individually)

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Background

In reviewing Attachment A of 722f Glossary, the current description for Sub-codes 98E, 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.

There had also been some assumptions made on the usage of 98B and 98E but the subgroup wanted to validate them in hopes to provide clarity for their usage as well.

The current definitions for form codes 98B, 98E, 99I and 996 follows below:

Sub-Code (RFISC)	Definition	Reason for Issuance Code
98B	TRANSPORTATION CREDIT VOUCHER (May be used for customer service recovery and compensation)	D
98E	NONREFUNDABLE AMOUNT (May be used for amounts for non-refundable balances (not applicable to IATA BSP agents))	D
99I	RESIDUAL VALUE (Used for further air transportation which may also be refunded (not applicable to IATA BSP agents))	D
996	REFUNDABLE BALANCES (Shall be used when a residual value as a result of an exchange/reissue transaction cannot be used for further air transportation, e.g. in IATA BSPs)	D

The subgroup discussed each form code and the summary of the outcomes reflected in the proposed change is:

98B – no change identified or required

996 – the form code is to be used when there's refundable balance that cannot be used for further air transportation like usage tax when issuing agent doesn't support netting

98E – shall be used when an airline has a non-refundable fare/fee that permits exchange to a lower non-refundable fare/fee. It shall have a refundability indicator of R to allow for the amount to be applied to future travel. If the airline fare rule is that the amount is forfeit, it shall be marked as consumed at issuance. The group did not identify any reason for which this should be limited to IATA BSP.

99I – The group did not identify any reason for which this should be limited to IATA BSP

Action

Conference to adopt changes to IATA Resolution 722f Attachment A as outlined in **Attachment A_ C4.1.1b**

Attachment A_C4.1.1b

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IATA RESOLUTION 722f

Attachment A

Ticket and Electronic Miscellaneous Document Data Elements
 (amending)

REASON FOR ISSUANCE SUB CODE

(Applicable to [725f/20.63](#), [725g/20.64](#), [725h/20.66](#))

3 ALPHANUMERIC

A secondary three-character code which qualifies the REASON FOR ISSUANCE CODE as sourced from ATPCO for the optional/additional services.

The following are standard codes to be used in accordance with the associated definitions.

Sub-Code	Definition	Who can Issue Airline/GDS /Both	Reason for Issuance Code	Refundability Indicator Y, N, R, ?
98B	TRANSPORTATION CREDIT VOUCHER (May be used for customer service recovery and compensation)	Both	D	R
98E	NONREFUNDABLE AMOUNT (May be used for amounts for non-refundable balances and/or further air transportation (not applicable to IATA BSP agents)) Note: 98E shall be used when an airline has a non-refundable fare/fee that permits exchange to a lower non-refundable fare/fee. It shall have a refundability indicator of R to allow for the amount to be applied to future travel. If the airline fare rule is that the amount is forfeit, it shall be marked as consumed at issuance.	Both	D	R
99I	RESIDUAL VALUE (Used for further air transportation which may also be refunded (not applicable to IATA BSP agents)) Note: it shall have a refundability indicator of Y	Both	D	Y
996	REFUNDABLE BALANCES (Shall be used when a residual value as a result of an exchange/reissue transaction cannot be used for further air transportation, can only be refunded e.g. in IATA BSPs)	Both	D	Y

Item C4.1.1c: Updating Payment Product Codes (presented individually)

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Background

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.

Proposed Changes

Product code PR was set as 'reserved for future use, BSP Chile specific', in conjunction with the possible future acceptance of a local credit card brand called Presto. We have been advised that this card does no longer exists in the market. Hence it is recommended to remove that reference from R 728.

Product code NV was allocated to a Visa Naranja product, understood to be a 'BSP Argentina domestic card'. It has been clarified that a Visa card by issuer Naranja is no different than any Visa card offered by any another issuer. There is no expectation of a different processing of the transaction. A card product code is not meant to single out the product of a specific card issuer. Hence it is recommended to remove that reference from R 728.

Product code PT was allocated to Paga Todo payment, a BSP Mexico specific instrument. We have been advised that this product has been discontinued. Hence it is recommended to remove that reference from R 728.

Product code AM was allocated to Credito Directo payment, a BSP Mexico specific instrument. We have been advised that this product has been discontinued. Hence it is recommended to remove that reference from R 728.

Product code KA was allocated to cards issued by Woori bank, a BSP Korea specific product. We have been advised that this product has been discontinued. However, the local market would rather retain the availability of that code for future use. Hence it is recommended to update accordingly that reference in R 728.

Product code NT was allocated to Nativa, understood to be a BSP Argentina domestic card. It has been clarified that that such a product is now a MasterCard branded card. There is no expectation of a different processing of the transaction. Hence it is recommended to remove that reference from R 728.

Finally, it is proposed to move product code HC (Reserved for future use, BSP Brazil specific) to its proper alphabetical place in the list of codes.

Please see the attachment for the proposed changes. PASB has concurred on this proposal.

Action

Conference to adopt changes to IATA Resolution 728 as outlined in ***Attachment A_ C4.1.1c***

Attachment A_C4.1.1c

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IATA RESOLUTION 728
 Code Designators for Passenger Ticket
 (amending)

PSC(~~4243~~)728

Expiry: Indefinite

Type: B

...

7. FORM OF PAYMENT CODE (*mandatory*)

7.2.1 Customer Payment Cards

Payment instruments, domestic usage only

Credito Directo payment	AM BSP Mexico domestic voucher
Cards issued by Bank Card	BC BSP Korea specific ⁽¹⁾
Cards issued by KB	CN BSP Korea specific ⁽¹⁾
Cards issued by KEB	EB BSP Korea specific ⁽¹⁾
Elo	EL BSP Brazil domestic card
Reserved for future use	HC BSP Brazil specific
Cards issued by Hyundai Card	HD BSP Korea specific ⁽¹⁾
Hipercard	HP BSP Brazil Domestic Card
Cards issued by Woori bank Reserved for future use	KA BSP Korea specific ⁽¹⁾
Reserved for future use	KB BSP Korea specific ⁽¹⁾
Cards issued by Lotte	LC BSP Korea specific ⁽¹⁾
Cards issued by Nonghyup	NH BSP Korea specific ⁽¹⁾
Visa Naranja	NV BSP Argentina, domestic card

OCA	OC BSP Uruguay, domestic card
Domestic payment voucher	OV BSP Spain domestic voucher
Domestic payment voucher	OY BSP Spain domestic voucher
Domestic payment voucher	PC BSP Spain domestic voucher
Reserved for future use	PR BSP Chile specific
Paga Todo payment	PI BSP Mexico domestic voucher
Domestic payment voucher	RC BSP Spain domestic voucher
Cards issued by Shinhan	SH BSP Korea specific ⁽¹⁾
Cards issued by Hana	SK BSP Korea specific ⁽¹⁾
Cards issued by Samsung	SW BSP Korea specific ⁽¹⁾
Tierra del Fuego	TF BSP Argentina, domestic card
Tarjeta Naranja	TN BSP Argentina, domestic card
Nativa	NT BSP Argentina domestic card
Reserved for future use	HC BSP Brazil specific

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

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board
Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board
Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group
(oliveiral@iata.org)

Background

The Reservations Group was established under the Shop – Order Standards Board with a mandate 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)	Kumiko Ozawa
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

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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	<p>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.</p> <p>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.</p>	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	

			<p>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.</p> <p>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.</p> <p>The group was asked to consider creating a new bilateral SSR to transmit Branded Fare (Fare family).</p>			
1.7	AIRG	Special characters in email address	<p>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 (+).</p> <p>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.</p> <p>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.</p>	RES Jul21	Completed	
1.11	AIRG	Reservations Services Manual (RSM) Reservations Handbook (RHB)	<p>Developed new section on Chargeable Baggage Related Services and new section on GST, revised other sections referring to baggage. Re-branded as Reservations Handbook.</p>	N/A	On-going	<p>RSMTF to continue review process for RHB, items to be advised. Next meeting to be scheduled.</p>

1.12	AIRG	Exchange and Reissue – EMD	Based on discussion that took place at EMD Day for Reservations on 15 January 2013, RESWG/20 was requested to review the amendments made to PSC Resolution 725g at the last JPSC if this would impact the EMD messaging mechanism.	(RESWG/20 #9)	Paused	Pending until after the TKTWG makes further progress on 725g/20.64. Review PSC Resolution 736 and identify business needs for messaging. Activity is paused pending industry demand
1.13	AIRG	RESXML / Airline Industry Data Model	The RESXML group has been working on migration of RES messages into the data model.	(ResCom/28 #5) (RESWG/27 #8)	On-going	RESXML developed BRDs for PAOREQ/PAORES and presented to May 2018 PADIS meeting. RESXML to develop BRDs for other messages. The activity of the group is paused pending industry demand.
1.14	AIRG	Task Force for Passengers with Reduced Mobility and Distribution (PRMD)	IATA new project on the Passengers with Reduced Mobility and Distribution (PRMD) aims to create a task force that will support with the design of the procedures and standards for handling PRMD. IATA is seeking operations experts who would be willing to support the PRMD project.	N/A	On-going	Group to discuss on the next conference call to ask for more volunteers. Current volunteers: KL, LH, QR.

Item C4.2.1: Voting Items of the Reservations Group (AIRG), under the Shop – Order Standards Board (presented as a package)

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Submitted by: Rick Jacobs, Chair of the Reservations Group, under the Shop – Order Standards Board
Michelle Bryant, Vice-Chair of the Reservations Group, under the Shop – Order Standards Board
Leonor Oliveira, Manager Standards Development, Secretary of the Reservations Group
(oliveiral@iata.org)

Background

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

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

Under this provision, the Shop – Order Standards Board present the following Items of the Reservations Group (AIRG) to the Conference as a single package. A single vote will be held at the Conference.

All other voting items submitted by the Shop – Order Standards Board developed by the Reservations Group (AIRG) are presented separately and will be voted upon separately by the Conference.

Any member may request that any of these items is removed from the package to be voted upon separately. Such a request should be made to the Secretary of the Conference no later than 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 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)

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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

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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)

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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

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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)

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Background

The Passenger Accessibility Task Force (PAPTF) pointed out that the use of the code SP (Special Needs Passenger) to identify a PWD is obsolete, and use may be conceived as discriminatory. The code is optional and according to the PAPTF, it is not used to identify passengers with disabilities. There are various SSR codes available to the industry to help Members when passengers identify special needs or requests for assistance.

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 700.

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

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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

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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 Sevlund		
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	Antioniette 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

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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	Implementati on 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	<p>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.</p> <p>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.</p> <p>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.</p>	Pending	TBC
EASD-009	Greenhouse Gas Emissions Data	<p>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.</p> <p>Using French regulation 1431 as a reference, add a capability to handle Greenhouse Gas Emissions Data in the AIDM and Enhanced Distribution Standards</p> <p>Write implementation guidance to demonstrate its use in NDC transactions that fall under the scope of this regulation</p>	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

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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)	Hareesh 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

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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

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Submitted by: Sebastien Nicolas, Chair of the Integration Group, under the Shop – Order Standards Board

Margaret Brown, Vice Chair of the Integration Group, under the Shop – Order Standards Board

Ionut Badea, Senior Manager Shop-Order Standards Board, Secretary of the Integration Group
(badeai@iata.org)

Background

The Integration Group was established under the Shop – Order Standards Board with a mandate through to 2nd November 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_C4.6.***

Action

Conference to note report.

Attachment A_C4.5: Integration Group Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	STATUS	COMMENTS
1.1	Integration Group	Supporting documents	Group to review current NDC messages and validate that the data present is sufficient to produce an ITR based on the data requirements listed in the resolution.	On-hold	Supporting documents (Agent Coupon, Audit Coupon, Tax-Fee- Change Coupon and Credit Card Charge Form) may still be in use in some markets (both by Airlines and Travel Agencies). 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 the NDC 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 implementation of 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

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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

Item D1: Report of the Travel Standards Board

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

Pierre Charbonneau, Director Passenger Experience and Facilitation, IATA, Secretary of the Travel Standards Board,
(charbonnep@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

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

(charbonnep@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 were also sought with the first transmittal of the Conference Agenda. Nominations were open until 20 September 2021.

New nominations

No new nominations were received.

Composition of the Board

The composition of the Board from 1 November 2021 is presented to the Conference for endorsement as follows.

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 Slawewski	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

Involvement in the Board for other member airlines

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

Action

Conference to endorse the composition of the Board as outlined above from 1 November 2021.

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

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

(charbonnep@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)

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

[\(charbonnep@iata.org\)](mailto:charbonnep@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 Practice 1690b), and to the Airport Handling Manual (under the authority of Recommended Practice 1690a).

In 2018, under the new Governance structure of Resolution 009, this oversight was transferred to the Travel Standards Board, though delegated authority continued to be granted to the Ground Operations Group under the Operations Committee.

In June 2020, the IATA Annual General Meeting endorsed ten new Advisory Councils to replace the six Industry Committees. The Operations Committee has been superseded by the new Safety, Flight, Ground Operations Advisory Council (SFGOAC).

Accordingly, the Conference are asked to endorse that the following groups will continue to operate under the Ground Operations Group of the new SFGOAC, but with authority delegated from the Travel Standards Board.

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

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Submitted by: Joseph Suidan, Head of Ground Operations IATA

(suidanji@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 CO2 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 CO2 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 battery 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 inclusion 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

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

(charbonnep@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

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

Group name	Common Use Group (CUG)
Reports to	Travel Standards Board (TSB)
Role / Mandate	<p>Common Use will provide flexibility of choice to deploy services based on interfaces adhering to industry standards.</p> <ol style="list-style-type: none"> Deal with matters concerning: <ul style="list-style-type: none"> Common Use Self Service (CUSS), the specifications and standards for multiple airlines sharing one physical self-service kiosk. (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). Review and endorse proposals to create or amend standards governing these processes, including data exchange standards for passenger data. Review and approve proposed additions, changes and deletions to standards including RP1706c, RP1797, RP1741 and Resolution 792 on BCBP as well as any future standards relating to common use environment. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. Liaise closely with other bodies, including Airlines for America (A4A), Airports Council International (ACI) and IATA Committees impacting on Common Use Standards Maintain a work plan and report regularly to Travel Standards Board.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2021

Participation	<p>The Common Use Group is opened to all IATA airline members or organizations that are members of the Strategic Partnership program with the Passenger Experience or Common Use area of involvement.</p> <p>Members</p> <ul style="list-style-type: none"> • The CUG works closely with IATA member airlines, IATA Strategic Partners as well as Industry Associations with the Passenger Experience or Common Use area of involvement. • The CUG shall elect a Chairperson and a Vice-Chair (or Co-Chairs) that will propose to the Management Group any task forces or technical solution groups to work on tasks to meet its deliverables. • The CUG is currently composed of the following sub-groups: <ul style="list-style-type: none"> • Technical Solution Group CUSS • Technical Solution Group CUPPS • Technical Solution Group Common Use Web Services • IATA Technical Peripheral Specification • Bar Coded Boarding Pass (BCBP) group of experts
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Airports • Governments • Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience or Common Use. <p>Or any other organizations subject to the approval of the Chairs and IATA.</p>
Meetings	<p><i>*Due to the Covid-19 pandemic, no face-to-face meeting occurred in 2020-2021 and have been replaced by virtual sessions/calls.</i></p> <ul style="list-style-type: none"> • The CUG will meet at least twice annually on a face-to-face basis, coinciding with the PEMG meeting. • The CUG may arrange additional meetings outside of this schedule as required. • Each sub-group could also schedule some additional meetings if required. • Additionally, conference calls may be arranged at the CUG level and subgroup level to progress work streams as required. • The agenda for the meetings will be proposed by the IATA CUG facilitator and validated with the CUG at least 14 days prior each meeting. • All topics discussions and decisions reached shall be formalized in meeting minutes and circulated within a maximum of one month from the meeting date.
Working Groups	<p>The CUG may establish and disband temporary sub-groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>The CUG is currently composed of the following subgroups:</p> <ul style="list-style-type: none"> • Technical Solution Group Common Use Self Service (CUSS-TSG) • Technical Solution Group Common Use Passenger Processing Systems (CUPPS-TSG) • Technical Solution Group Common Use Web Services (CUWS-TSG) • IATA Technical Peripheral Specifications (ITPS-TSG) • Bar Coded Boarding Pass (BCBP) group of experts

<p>Officers</p>	<ul style="list-style-type: none"> • The CUG shall elect a Chairperson and a Vice-chairperson (or Co-Chairs) for a term up to two years by a simple majority vote. Membership is renewable. • IATA Airline members are eligible for the Chairperson and vice-chair positions. • IATA members, ACI member airports and IATA Strategic Partners may vote. • There needs to be one vote per organization and per category in order to be valid. • If a CUG Chairperson/Vice-chairperson cannot complete their term, a new election for a Chair or Vice-Chairperson would be held. • The CUG Chairperson and Vice-chairperson commit to attend: <ul style="list-style-type: none"> • At least half of the face-to-face meetings per annum to ensure continuity. • The majority of conference calls in a given calendar year. • Any member of the subgroups could be nominated for a lead and co-lead position. • Each subgroup will elect a lead and co-lead for a term up to two years that can be renewable. • The leads and co-leads of subgroups commit to attend the majority of meetings and conference calls. In case of low participation, new elections would be held. • The role of the lead/co-lead of a Common Use subgroup requires the following: <ul style="list-style-type: none"> • Propose an agenda for meetings and conference calls • Drive subgroup discussions during meetings and conference calls • Produce minutes of meetings and conference calls in a timely manner and • Report back on the subgroup activities during the CUG monthly (quarterly) conference call. • Leads and co-leads cannot cumulate roles and be a CUG chair/vice-chair.
<p>Profile of delegates</p>	<p>Named delegates should have current experience and day-to-day involvement in common use processes.</p>
<p>Quorum</p>	<p>n/a</p>
<p>Voting</p> <p>(Excluding the election of Chair and Vice-Chair).</p>	<p>Decision making is by majority.</p> <p>Each organization may exercise only one vote, and abstentions are not counted.</p> <p>IATA members and IATA Strategic Partners may vote. Where activity is joint with A4A, a separate A4A vote will be held for applicable items. The members of the CUG commit to attend the majority of meetings and conference calls. In case of low participation, the leads/co-chairs of the CUG can terminate a participant and find a new participant.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may also attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p>

	A minimum of 6 votes is required for a decision to be valid, with at least one vote per organization type represented amongst the named group members (airline, airport, Strategic Partner).
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Travel Standards Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

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

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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	<p>The Facilitation Group (FG) provides solutions to improve the current passenger process including in the area of efficiency, passenger data transmission, identity management, immigration, accessibility. Border management and other requirements related to police, custom, agriculture and health controls have an impact on airlines operations and passenger process time.</p> <ol style="list-style-type: none"> 1. Deal with matters concerning passenger facilitation, and the exchange of information between airlines and other stakeholders including airports and governments. 2. Review and endorse proposals to create or amend standards governing these processes, including data exchange standards for passenger data. 3. Streamline the passenger process from booking to destination. 4. Ensure passenger process is facilitated also for persons with reduced mobility and disabilities 5. Address situation of disruptions and provide guidance for carriers in such circumstances 6. Advocate for an effective regulatory framework which supports a sustainable aviation industry and promote safe, secure and seamless passenger travel. 7. Develop strategy and tools for effective communications and information sharing. 8. Develop a streamlined management of the passenger's identity through the process 9. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. <p>The group provides guidance to the travel board.</p>
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2021
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Airports • Governments

	<ul style="list-style-type: none"> Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience, Disruption management or Passenger Accessibility. <p>Or any other organizations subject to the approval of the Chairs and IATA.</p>
Meetings	Scheduled as required, minimum of one per year.
Working Groups	<p>The group may establish and disband temporary sub-groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>The following Working Groups are hereby established:</p> <ul style="list-style-type: none"> Control Authority sub-group One ID Advisory Group / One ID Expert Group PNRGOV sub-group PAXLST Sub-group Passenger Accessibility Process (Task Force) Disruption Management (Task Force) IGOM Chapter (Task Force)
Officers	<p>A Chair will be elected from a group member representing a Government.</p> <p>The Chair is elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of the Chair.</p> <p>IATA provides the secretariat.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in passenger facilitation.

Attachment C_D4: Baggage Working Group (BWG) (under Travel Standards Board) Terms of Reference

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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	<ol style="list-style-type: none"> 1. Deal with matters concerning passenger baggage processes. 2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements are documented with a corresponding change to Implementation Guidance where applicable. 3. Review and improve industry standards with respect to reducing interline baggage mishandling as regards to baggage messages, and bag tag construction. 4. Identify any cross-functional issues related to baggage messaging that need to be resolved outside the BWG and Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. 5. Review and endorse proposals to amend: Resolution 709, 739-746, 751-754; and Recommended Practice 1739-1740e, 1743a-1751, 1752a, and 1754. 6. Maintain a work plan and report regularly to Airport Services Group.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2021
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 members.</p> <p>Where nominations exceed available vacant positions, the Airport Services Group will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p>

	<p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Airports • Governments • Strategic Partners participating in the Strategic Partnerships program with the area of involvement of Passenger experience or Common Use. <p>Or any other organizations subject to the approval of the Chairs and IATA.</p>
Meetings	Scheduled as required, minimum of one per year.
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p> <p>Groups are established as follows:</p> <ul style="list-style-type: none"> • Baggage Information Exchange Group (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	<p>A Chair and Vice-Chair will be elected from group Members. The Chair and Vice-Chair will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>An IATA secretary will be provided by IATA Management and an A4A Secretary by A4A.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in airport services activities.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority of airline votes. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p>

	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may also attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Travel Standards Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

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

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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	<ol style="list-style-type: none"> 1. Deal with matters concerning passenger Departure Control System (DCS) processes. 2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements are documented with a corresponding change to Implementation Guidance where applicable. 3. Review and endorse proposals to amend: Resolution 708; and Recommended Practice 1706a, 1706b, 1707a-1719e (overseen by the DCS Messaging Working Group) 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. 5. Maintain a work plan and report regularly to Airport Services Group.
Period of effectiveness	Effectiveness extended for a further 12 months from 1 November 2021
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 6, maximum 18 members, with a minimum of 2 IATA or A4A airline members.</p> <p>Where nominations exceed available vacant positions, the Airport Services Group will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	IATA Member Airlines

	<p>A4A Member Airlines</p> <p>Strategic Partners in the Travel Standards Strategic Partnerships program.</p> <p>Or any other organizations subject to the approval of the Chair and IATA.</p>
Meetings	Scheduled as required, minimum of one per year.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The Chair and Vice-Chair will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>An IATA secretary will be provided by IATA Management and an A4A Secretary by A4A.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in airport services activities.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by majority of airline votes. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Where activity is joint with A4A, a separate A4A vote will be held for applicable items.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any Member airline may also attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the Travel Standards Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

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

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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.

	<p>Members</p> <p>Minimum 10, maximum 20 organizations will be elected as Members, of which a minimum of 6 must be IATA Member Airlines</p> <p>Membership of the Group is, subject to the discretion of the Group Chair and the IATA Secretary, to ensure a fair representation of airlines and other relevant industry partners. Application for membership to this Group can be made in written form or by e-mail to the IATA Secretary of the Group.</p> <p>Member organizations must commit to active participation of one designated and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during the term only when absolutely necessary.</p> <p>Any organization which fails to attend 2 consecutive meetings (including scheduled telephone calls without providing an alternate) may forfeit its membership in the Group, subject to the decision of the Group Chair and IATA Secretary.</p> <p>Observers</p> <p>Any organization eligible for participation but which is not a member may attend any meeting as an observer, and access any materials from meetings, subject to the approval of the Group Chair and IATA Secretary.</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>Strategic Partners participating in the areas of Fuel Services, Technical Fuel, or Aviation Support Services.</p> <p>Any other relevant organization subject to the approval of the Group Chair and IATA Secretary.</p>
Meetings	<p>Quarterly meetings will be scheduled (as required by the work plan and in concurrence with the IATA Secretary), of which at least two meetings are expected to be face to face.</p> <p>IATA shall have the responsibility to coordinate meetings of the Group including the preparation of the agenda for and reports of the meetings, and arrange for appropriate support services (for example, legal and technical support).</p>
Focus Groups	<p>The Group may establish and disband temporary focus groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the IATA Secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from Group Member delegates representing airlines. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a term of 3 years, with an expected rotation after 2 terms.</p> <p>All airlines which are members of the Group will be eligible to vote in the election of Chair and Vice-Chair.</p> <p>A Secretary will be provided by IATA Management.</p>

Profile of delegates	<p>Named delegates should have relevant experience and day-to-day involvement in the following areas:</p> <p>Fuel procurement/sales</p> <p>Fuel ticketing & invoicing</p> <p>Fuel operations</p> <p>IT services</p>
Quorum	<p>A quorum of 50% of airline members of the Group or five (5) airlines, whichever is higher, is required for voting to be valid.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any airline member of the Group may attend any meeting of the Group and may participate in any vote at meetings where they attend. Any airline member of the Group may participate in an online ballot by notifying the IATA Secretariat in advance.</p> <p>Decision making is by majority vote of member airlines of the Group participating in the vote. Each airline may exercise only one vote, and abstentions will not be counted.</p> <p>Each member of the Group shall be obliged to make a declaration of interest or conflict of interest if in its view a matter being deliberated or voted by the Group is a matter in which the member, in his personal capacity, or the organization he or she represents, has a personal or direct financial interest in the outcome. This obligation shall be without prejudice to the right of IATA to make an appropriate intervention and subsequent determination, if in its view, there was sufficient evidence of a potential conflict of interest. A member who makes such a declaration, or in whose respect an equivalent determination is made by IATA, shall not participate in the deliberation or voting of the relevant matter.</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 15 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all members of the Group.</p>
Endorsement of standards	<p>Standards endorsed by a valid vote will be presented to the Travel Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the Travel Standards Board and adoption at the Passenger Services Conference as required.</p>
Conditions for Use and Intellectual Property	<p>Conditions for use of the IATA fuel standards and associated materials, as well as intellectual property rights are described in Sub-item D4.7.2.</p>

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

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

Group name	Baggage Steering Group (BSG)
Reports to	Travel Standards Board (TSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deal with matters concerning passenger baggage processes. 2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements are documented with a corresponding change to Implementation Guidance where applicable. 3. Review and endorse proposals to amend: <ol style="list-style-type: none"> a. Resolution 709, 739-746, 751-754; and Recommended Practice 1739-1740e, 1743a-1751, 1752a, 1754 (overseen by the Baggage Working Group) 4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required. 5. Maintain a work plan and report regularly to Travel Standards Board.
Period of effectiveness	Effectiveness for a period of 12 months from 1 November 2021
Participation	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers.</p> <p>Members</p> <p>Minimum 9, maximum 18 IATA airlines.</p> <p>Where nominations exceed available vacant positions, the Travel Standards Board will elect members into vacant positions.</p> <p>Members will be elected for a period of 2 years, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may not appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p>

	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: <ul style="list-style-type: none"> • 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

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Group name	Aviation Information Data Exchange (AIDX)
Reports to	Travel Standards Board
Role / Mandate	<p>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.</p> <p>AIDX is endorsed as a standard by:</p> <ul style="list-style-type: none"> • IATA Recommended Practice 1797A • ACI Recommended Practice 501A07 • ATA Recommended Practice 30.201A <p>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).</p> <p>The mandate of the group is:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ AIDX data standard. ○ AIDX Implementation Guide. ○ AIDX Sample messages. • Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees including but not limited to: <ul style="list-style-type: none"> ○ Fuel Data Standards Group (FDSG) under Travel Standards Board. ○ Ground Operations Automation and Digitalization (GAD) Group under Travel Standards Board. ○ Total Airport Management (TAM) Working Group under Safety, Flight, and Ground Operations Advisory Council (SFGOAC). ○ Architecture and Technology Strategy Board (ATSB) under the Passenger Standards Conference (PSC). • Maintain a work plan and report regularly to the Travel Standards Board.

	<ul style="list-style-type: none"> 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	<p>Members</p> <p>Minimum 8, maximum 18 organizations will be elected as Members, of which a minimum participation of 51% must be IATA Members Airlines.</p> <p>Membership of the Group is subject to the discretion of the Group Chair and the IATA Secretary to ensure a fair representation of airlines and other relevant industry partners. Application for membership to this Group can be made by completing the online Nomination Form (link here).</p> <p>Member organizations must commit to active participation of one designated and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during the term only when necessary.</p> <p>Any organization which fails to attend 2 consecutive meetings (including scheduled telephone calls without providing an alternate) may forfeit its membership in the Group, subject to the decision of the Group Chair and IATA Secretary.</p> <p>Where nominations exceed available vacant positions, the Group Chair and the IATA Secretary will elect members to vacant positions as required.</p> <p>Observers</p> <p>Any organization eligible for participation but which is not a member may attend any meeting as an observer, and access any materials from meetings, subject to the approval of the Group Chair and IATA Secretary.</p> <p>Where this organization is an IATA Member Airline, they may also participate in any vote.</p>
Eligibility for Participation	<ul style="list-style-type: none"> 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	<p>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).</p> <p>IATA shall have the responsibility to coordinate meetings of the Group including the preparation of the agenda for and reports of the meetings, and arrange for appropriate support services (for example, legal and technical support), or to</p>

	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	<p>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.</p> <p>All airlines who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A Secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <ul style="list-style-type: none"> • 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).	<p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot.</p> <p>Any airline member of the Group may attend any meeting of the Group and may participate in any vote at meetings where they attend. Any airline member of the Group may participate in an online ballot by notifying the IATA Secretariat in advance.</p> <p>Decision-making is by majority vote of member airlines of the Group participating in the vote. Each airline may exercise only one vote, and abstentions will not be counted.</p> <p>Each member of the Group shall be obliged to make a declaration of interest or conflict of interest if in its view a matter being deliberated or voted by the Group is a matter in which the member, in his personal capacity, or the organization he or she represents, has a personal or direct financial interest in the outcome. This obligation shall be without prejudice to the right of IATA to make an appropriate intervention and subsequent determination, if in its view, there was sufficient evidence of a potential conflict of interest. A member who makes such a declaration, or in whose respect an equivalent determination is made by IATA, shall not participate in the deliberation or voting of the relevant matter.</p> <p>The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 15 days following the meeting. Such documentation (together with a record of attendees, and the outcome of</p>

	any voting action including individual votes) will be visible to all members of the Group.
Endorsement of standards	<p>Standards endorsed by a valid vote will be presented to the Travel Standards Board for approval.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p> <p>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.</p> <p>Change requests from the FDSG affecting the AIDX standard are submitted to the AIDX Group for voting.</p>

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

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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

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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

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Submitted by: Carole Rogotzke, Chair of the Departure Control Systems Message (DCSM) Working Group, under the Travel Standards Board

Ionut Badea, Senior Manager Shop – Order Standards, IATA (badeai@iata.org)

Secretary of Departure Control Systems Message (DCSM) Working Group

Background

The Departure Control Systems Message (DCSM) Working Group was established under the Travel Standards Board with a mandate to:

1. Deal with matters concerning passenger Departure Control System (DCS) processes.
2. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards, and that requirements are documented with a corresponding change to Implementation Guidance where applicable.
3. Review and endorse proposals to amend: Resolution 708; and Recommended Practice 1706a, 1706b, 1707a-1719e (overseen by the DCS Message Working Group)
4. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
5. Maintain a work plan and report regularly to Airport Services Group.

Members of the Departure Control Systems Message (DCSM) Working Group

The Terms of Reference of the Group allowed for a core membership of 11 delegates from airlines and Strategic Partners, who committed to active participation on standards development. Following the creation of this group, members were nominated and elected by the Board as follows.

Position	Organization	Delegate name
1	Amadeus	Peter Butler
2	Air Canada (AC)	Gillian Rehbohm
3	Air India (AI)	Preet Kaur Singh
4	Alaska Airlines (AS)	Rosalie Hallenbeck
5	American Airlines (AA)	Margaret Brown
6	Delta Air Lines (DL)	Carole Rogotzke
7	EL AL Israel Airlines (LY)	Donna Bahar
8	JSC Sirena-Travel	Alexey Barinov
9	KLM Royal Dutch Airlines (KL)	Eelco Folkertsma
10	Navitaire	Kevin Vandenberg
11	SITA	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)

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Submitted by: Tim McGraw and Thomas Jeske, Co-chairs of the CUG, under the Travel Standards Board
Sylvain Campeau, Senior Manager Passenger Process & Technology and Secretary of the CUG,
campeaus@iata.org

Background

The Common Use Group was established under the Travel Standards Board with a mandate to deal with matters concerning

1. Common Use Self Service (CUSS), the specifications and standards for multiple airlines sharing one physical self-service kiosk.
2. Common Use Passenger Processing Systems (CUPPS), the range of services, specifications and standards enacted to enable multiple airlines, service providers or other users to share physical check-in or gate podium positions whether simultaneously or consecutively.
3. Bar Coded Boarding Pass, the required characteristics of the data elements and format of the Bar Code on the Boarding Pass.
4. Common Use Web Services (CUWS), the standardization of data exchange supporting common use self-service bag drop and different touchpoints through the use of web services technology.
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

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

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

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 as a package

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Submitted by: Muriel Dahan, Secretariat of the Passenger Accessibility Process Task force (PAPTF), under the Travel Standards Board, dahanm@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 Travel Standards Board present the following Items of the Facilitation Group to the Conference as a single package. A single vote will be held at the Conference.

All other voting items submitted by the Travel Standards Board developed by the Facilitation 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	Item number
Update of Resolution 700 - Acceptance and Carriage of Passengers Requiring Special Assistance	Attachment A_D4.5.1a/P
Update of RP Practice 1700b – Carriage of Passengers with Reduced Mobility and Escorts	Attachment B_D4.5.1a/P
Update of RP 1700c - Seat Assignment for Passengers with Reduced Mobility and for Escorts	Attachment C_D4.5.1a/P
Update of RP 1700d - Passengers with Reduced Mobility Group Travel	Attachment E_D4.5.1a/P
Update of RP 1700e - Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility	Attachment F_D4.5.1a/P

Action

Conference to adopt all items in the voting package D4.5.1a/P.

Note: If the proposed changes to Resolution 700 are not adopted by the Conference, the suggested amendments to Recommended Practice 1700b, 1700c, 1700d, and 1700e, will be withdrawn.

Item D4.5.1a/P: Passenger with Disability (PWD) Changes to Resolution 700 and RP 1700b, 1700c, 1700d, 1700e

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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	Attachment A_D4.5.1a/P
Update of RP Practice 1700b – Carriage of Passengers with Reduced Mobility and Escorts	Attachment B_D4.5.1a/P
Update of RP 1700c - Seat Assignment for Passengers with Reduced Mobility and for Escorts	Attachment C_D4.5.1a/P
Update of RP 1700d - Passengers with Reduced Mobility Group Travel	Attachment E_D4.5.1a/P
Update of RP 1700e - Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility	Attachment F_D4.5.1a/P

Action

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

Note: If the proposed changes to Resolution 700 are not adopted by the Conference, the suggested amendments to Recommended Practice 1700b, 1700c, 1700d, and 1700e, will be withdrawn.

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

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RESOLUTION 700

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

PSC(403)700 (Except Canada and USA)	Expiry: Indefinite Type: B
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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.

1.1.24 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's disability~~, such Member shall require medical information for clearance purposes. **can complete the flight safely without requiring extraordinary medical assistance during the flight**

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, 2021
3.1.3.1 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.

4.2.23 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**, if 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** ~~ad~~ 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_D4.5.1a/P: Recommended Practice 1700b – Carriage of Passengers with Reduced Mobility and Escorts

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RECOMMENDED PRACTICE 1700b

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

PSC(3043)1700b	Expiry: Indefinite Type: B
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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 – 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	x	-	-
WCHR	Wheelchair for Ramp	-	-	x
WCHS	Wheelchair for Steps	-	-	x
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_D4.5.1a/P: Recommended Practice 1700c - Seat Assignment for Passengers with Reduced Mobility and for Escorts

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RECOMMENDED PRACTICE 1700c

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

PSC(30)1700c	Expiry: Indefinite Type: B
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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 Seats 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 specially 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 passengers ~~persons~~ 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_D4.5.1a/P: Recommended Practice 1700d - Passengers with Reduced Mobility Group Travel

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RECOMMENDED PRACTICE 1700d

Passengers with **Disabilities** ~~Reduced Mobility~~ Group Travel

PSC(30)1700d	Expiry: Indefinite Type: B
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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_D4.5.1a/P: Recommended Practice 1700e - Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Reduced Mobility

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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
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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

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Submitted by: Christian Mietz, Chair of the Fuel Data Standards Group, under the Travel Standards Board

Daniel Chereau, Secretary of the Fuel Data Standards Group, chereaud@iata.org.

Background

The Fuel Data Standards Group (FDSG) is established under the Travel Standards Board with a mandate to:

1. Deal with matters concerning the development and maintenance of data standards to facilitate aviation fuel processes in an efficient and effective manner, including the associated business requirements.
2. Review and endorse proposals to create or amend standards governing these processes, according to the methodology described in Appendix II to this document. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to the Implementation Guide where applicable.
3. Review and endorse proposals to maintain and/or amend:
 - a. Fuel Invoice Standard;
 - b. Fuel Transaction Standard;
 - c. Fuel Operational Standard (formerly known as Pre-Transaction Standard);
 - d. Fuel Tender/Bid Standard;
 - e. Fuel Code Directory
4. Identify digital transformation opportunities and drive industry movement towards leveraging these.
5. Steer fuel digital projects to ensure project completion and success.
6. Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees as required.
7. Maintain a work plan, report regularly to the Travel Standards Board, and inform the Commercial Fuel Working Group.

Members of the Group

The Terms of Reference of the Group allows for a core membership of 20 delegates from airlines and IATA Strategic Partners, who committed to active participation on standards development. The current membership is as follows:

Position	Airline / IATA Strategic Partner	Delegate name
1 Member (Airline)	Air France	Romain Aboucha
2 Member (Airline)	Alitalia	Gian Paolo Cantonetti
3 Vice Chair (Airline)	Atlas Air	Shakti Chopra
4 Member (Airline)	British Airways	Alan Goodman
5 Member (Airline)	Cathay Pacific	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

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Submitted by: Massimo Cicetti, Senior Manager Ground Operation Digitalization & Automation (cicettim@iata.org)
Joseph Suidan, Head Ground Operations, (suidanj@iata.org)

Background

The Ground Operations Automation and Digitization Technical Group (GAD) was established to investigate and participate in the growing need for standards in digitization and automation on the ramp. These fields encompass a large body of the work done by the previous Load Control and Aircraft 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 <i>Note: Input from GOS will be needed too.</i>	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 content Review 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/Digital Ramp	Work plan	Ongoing

Item D4.8: Report and Workplan of the Aviation Information Data Exchange Group

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Submitted by: Giorgio Camilleri, Manager Airport Operations and Technical Development, Giorgio Camilleri
(CamilleriG@iata.org)

Background

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).

After the interruption due to the COVID-19 pandemic, the AIDX Group is being re-established to deal with following matters:

- 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 AIDX data standard, AIDX Implementation Guide, AIDX Sample messages.
- Liaise with other process owning groups under any Conference, and advisory groups under Industry Committees including but not limited to:
 - Fuel Data Standards Group (FDSG) under Travel Standards Board.
 - Ground Operations Automation and Digitalization (GAD) Group under Travel Standards Board.
 - Total Airport Management (TAM) Working Group under Safety, Flight, and Ground Operations Advisory Council (SFGOAC).
 - 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).
- 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.

Members of the Group

The Terms of Reference (ToR) of the AIDX Group were endorsed in May 2021 by the Travel Standards Board (TSB). They allow for a core membership of 18 delegates from Airlines, Airports, Ground Handlers and Strategic Partners, of which a minimum participation of 51% must be IATA Members Airlines.

The nomination process is being finalized to ensure proper representation of IATA Members Airlines.

As of 06 September 2021, the following IATA Members have expressed interest in joining the group:

First Name	Last Name	Organization
Harrey Xiaorui	Hsun	Air China
Alan	Goodman	British Airways
Marcus	Wagner	Deutsche Lufthansa AG
Naveenan	Ramachandran	Etihad Airways
Tejas	Tamore	Etihad Airways
Farnush Anwar	Farnush Anwar	FlyDubai
Sean	Fernandes	FlyDubai
Patricio	Cereceda	LATAM
Mike	Riegler	Qantas
Jevan	Wong	Qantas
Leonard	Wee	Singapore Airlines
Sunil	Prasad	Spicejet LTD

In addition to the airline members, the following airport / association members, Ground Service Providers and Strategic Partners have also expressed interest to join and bring their expertise and viewpoints to the group:

First Name	Last Name	Organization
Andrew	Bailey	ADB Safegate
Rothna	Begum	OAG
Antonio	Correas	Skymantics
Yasemin	Gonenc Erdinc	TAV
Renato	Iannella	Air Service Australia
Ulf	Katzenberger	AFIS GmbH & Co. KG
Thomas	Kuhn	Inform
Bob (Robert)	Logan	RockportSoftwareLtd
Christopher	Nixon	SITA
Heribert	Roos	Inform
Jessica	Sanford	Port of Seattle
Igor	Suznjevic	Veovo
Chris	Watt	i6 Systems
Remco	Wulms	Vanderlande

Chair and Vice-Chair

Group Chair and Vice-Chair will be elected once the call for members is completed.

Group activity in 2021

As the AIDX group is being formed and memberships need to be finalized, so far the group has informally discussed the work that will be carried on as proposed in the Group Work Plan 2021/2022.

Action

Conference to note the report.

Attachment A_B4.8 Aviation Information Data Exchange Work Plan

Objective	Deliverable	Other IATA WG involved	Status
Coordinate with the Ground Operations Automation and Digitalization (GAD) Group for inclusion of delays codes in the AIDX standard	Inclusion of delay coding requirements in the AIDX schema	Ground Operations Automation and Digitalization (GAD) Group	Proposal
Developing a migration path for teletype messages such as MVT/MVA (and others as per AHM700) to AIDX standards to insure it can fully replace teletype messages	Migration path available. AIDX standard can replace the MVT/MVA teletype message (refer to AHM700)		Proposal
Publish the AIDX standard into the AHM	AIDX standard published in the AHM		Proposal
Aligning the AIDX standard with the IATA Airline Industry Data Model (AIDM) by modelling all AIDX data elements and attributes into the model	AIDX is aligned with the AIDM	Architecture and Technology Strategy Board (ATSB)	Proposal
Update the latest AIDX Implementation Guideline version V17.1	AIDX Implementation Guideline updated and published		Proposal
Finalize and publish the AIDX Implementation Guide - Ground Movement (towing) Addendum	AIDX Implementation Guide - Ground Movement Addendum updated and published		Proposal
Include eSignature in the AIDX standard	eSignature included in the AIDX standard	Fuel Data Standards Group (FDSG)	Proposal
Ensure coordination of the turnaround messaging with the Ground Operations Automation and Digitalization (GAD) Group	No overlapping in messaging standards	Ground Operations Automation and Digitalization (GAD) Group	Proposal
Incorporating change requests to meet changing and new business requirements (e.g. Supporting evolution of A-CDM towards Total Airport Management 'TAM')	Further development of AIDX XML Schema	Total Airport Management (TAM) WG	Proposal
Cross-domain alignment and harmonization with other information exchange data models (e.g., AIRM supporting the FIXM message)	Alignment amongst industry standards	As required	Proposal
Other activities as required			

Section E:

Pay-Account Standards Board (PASB) Items

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E4.2	Report and Workplan of the Order Payment Group	Attachment A_E4.2
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Item E1: Report of the Pay-Account Standards Board (PASB)

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Submitted by: Myriam Burget, Chair of the PASB

Altug Meydanli, Senior Manager, Pay-Account Standards], Secretary of the PASB

Background

The PASB is established under paragraph 2.3.4 of Resolution 009

2.3.4 Pay-Account Standards Board

The Pay-Account Standards Board manages the development of standards concerning any interaction between airlines and any other parties for the purpose of managing financial processes supporting the delivery of passenger services to the extent these are developed under the Passenger Services Conference.

This includes but is not limited to payment, settlement data exchange standards, and other related financial data exchange standards.

Members of the Pay Account Standards Board

Position	Airline	Delegate name	Term commenced
1	Air China	Wei Tian	1 November 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 (PACnf) governance and standard-setting structure to PASB and PASB agreed that there should be a close communication between the PSC and PACnf.
- 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.
- PFFPG (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 PFFPG 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

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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 E1.1.1: Voting Items from the Pay-Account Standards Board, presented individually

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Submitted by: Altug Meydanli, Senior Manager, Pay-Account Standards], Secretary of the PASB

Background

IATA proposes the deletion of part 16 “Specific BSP Country” of IATA RP 1791d (Payment Card Industry Data Security Standards (PCI DSS) and Strong Customer Authentication (SCA) Compliance).

Please see the below additional information;

Peru

SUNAT tax agency (Superintendencia Nacional de Aduanas y de Administración Tributaria) demanded to receive an airline card sales report displaying the first 6 and last 5 digits of the card number, which was a breach of the PCI DSS rules, which allow only to display the first 6 and last 4 digits. Given that regulation always trumps private industry rules, IATA BSP was producing the necessary file by exception and under the responsibility of each airline.

Thanks to IATA lobbying, SUNAT accepts now to receive a report of airline card sales that truncates the card number as per the PCI DSS standards, which has allowed removing the production of the special report.

As a consequence, the RP must be amended to remove text that is no longer relevant.

Italy

The description of the specific BSP Italy process regarding the systematic printing of a BSP card receipt does not present much interest as it does not raise any PCI DSS compliance issue. It is proposed to remove it, thus simplifying the RP by removing a perfunctory chapter.

Action

PSC to adopt the deletion of below copied whole part 16 “Specific BSP Country Issues” from IATA RP 1791d (PaymentCard Industry Data Security Standards (PCI DSS) and Strong Customer Authentication (SCA) Compliance) as outlined in E1.1.1 Attachment A.

Attachment A_E1.1.1: Recommended Practice 1791d - Payment Card Industry Data Security Standards (PCI DSS) and Strong Customer Authentication (SCA) Compliance

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PSC(423)1791d

...16. SPECIFIC BSP COUNTRY ISSUES

Italy

Italy has a local tax requirement that all sales be reported on paper. Consequently, a receipt of each BSP payment card transaction must be printed and forwarded to a service provider contracted by IATA, who sorts and dispatches the printed receipts to each relevant airline. The receipt printed from the ticketing system has a truncated payment card number in compliance with PCI DSS.

Peru

Airlines are required to forward to tax authorities a report of their payment card sales. To comply with this requirement the Data Processing Center produces a specific report which is forwarded to each airline or its contractor. Report R3087 has the information required for the declaration Sunat PDT3540. This report contains credit card numbers, which are partially masked/truncated (1234 56XX XXX7 8901 – first 6 and last 5 are in the clear), and is therefore in scope for PCI DSS compliance, as PCI rules allows only first 6 and last 4 to be in the clear (1234 56XX XXXX 7890).

Airlines having BSP card sales in Peru are invited to ensure that this special BSP country activity is enclosed in their individual PCI DSS compliance project.

Item E2: Endorsement of elections for open positions on Pay-Account Standards Board

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Submitted by: Altug Meydanli, Senior Manager, Pay-Account Standards, Secretary of the Pay-Account Standards Board

Background

Under the terms of Resolution 009, each year 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 were also sought with the first transmittal of the Conference Agenda. Nominations were open until 20 September 2021.

New nominations

The following new nominations were received.

Name	Company	Title	Expertise
He Jing	Air China	Senior Manager Interline Settlement	<p>Responsible for all the process of passenger revenue receivables and account payables, ancillary revenue settlement, FFP settlement, and other bilateral cooperation settlement. Is the leader of NDC & One Order working group of revenue accounting aspect in Air China. And is the Air China IATA FinDev member.</p> <p>I'm familiar with the complete process of passenger revenue accounting business. Good at revenue accounting related process optimization, system enhancement, risk control and quality control, etc.</p>
Signe Messeter	SAS	Manager Business Support, Sales, Revenue Accounting & Information	<p>Except for 9 years working in different areas within the industry, I have been in Revenue Accounting within Sales since 1983. Where I work as Business support to our Commercial, Product Management, Payment, Tax, Customer Care and Legal departments.</p> <p>Currently active in following IATA/Industry forums: APJC Scandinavia, Delegate incl. LFCAG LCAG Nordic & Baltic, Chair BDISG, Delegate ATPCO-IATA Joint Tax Governance Group, Vice Chair, Chair of Complex Taxes Subgroup</p>

Composition of the Board

The composition of the Board from 1 November 2021 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Term commenced
1	Air China	He Jing	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	Lufthansa German Airlines	Nadine Goebbels	1 November 2019
13	Qantas	Konda Reddy	1 November 2019
14	SAS	Signe Messeter	1 November 2021
15	Singapore Airlines	Boon Siong Ong	1 November 2019
16	Swiss International Airlines	Myriam Burget (Chair)	1 November 2019
17	United Airlines	Susan Wade	1 November 2019

Involvement in the Board for other member airlines

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

Action

Conference to endorse the composition of the Board as outlined above from November 2021.

Item E3: Delegation of authority to the Pay-Account Standards Board

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Background

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

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

...

2.7 Delegated Authority to Establish Standards

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

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

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

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

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

Proposed Delegation for 12 Month Period from 1 November 2021

The Board requests delegation from the Conference to adopt changes made to the following data exchange standards (under the concurrent process for development and adoption of data exchange standards with the Architecture and Technology Strategy Board), and the corresponding business standards contained within Implementation Guides.

PSC approved this delegation of authority between 18 November 2020-1 November 2021. The Board is now requesting to prolong this delegation for a further 12 months.

1. **BSP NDC API 1 for NDC Airlines reporting in the BSP- Agent Validation:** In the GDS BSP traditional model, the GDS/TSP collects from IATA in an automated way the Ticketing Authority File and the Ticketing Authority by FOP file every hour (push method from BSPLink to each system provider). The source data for the generation of these files is IATA's BSPLink. It gathers data from the IATA Agency Management System (AMS) and ticketing authority data given to agents by airlines and maintained by airlines in BSPLink. With this information, the GDS/TSP will activate/restrict an Agent's capability for transaction issuance based on IATA instructions.

In the NDC/One Order distribution channel, the airline is in control of the offer management of the order management and of the transaction issuance. The airline no longer relies on external system providers for the validation of Agency data and Agency risk management data.

2. **BSP NDC API 2 - Real Time Sales Monitoring (RTSM):** IATA API to enable Airlines to send real times sales monitoring data for BSP risk management purpose.

In the GDS BSP traditional model, the GDS/TSP report in a real-time manner, through XML messaging, 11 elements of sales instantly to IATA as quickly as the GDS transactions have been issued. This comes in addition to the submission of a BSP RET batch file daily containing all sales data (DISH standard).

The RTSM messaging enables IATA to detect, through its risk monitoring engine, any sudden / abnormal sales increases as well as any behaviour or pattern of form of payment usage (from Cash to credit card, from credit card to Cash). With the implementation of NDC sales for IATA travel agents and for the BSP processing, most NDC airlines are reporting on a daily basis an equivalent DISH file comprising all NDC sales data of last business day.

- 3. Transparency in Payment (TIP) Upfront Validation API:** The TIP Upfront Validation provides the Airline Industry relevant stakeholders an API (Webservice) to implement real-time validations at pre-ticketing stage. Based on a standard way of request/responses these can perform validation of payment cards used by IATA Accredited Agents against TIP consent database (Agents' Own Cards and Alternative Transfer Methods).
- 4. NDC Easypay Direct Authorization API:** Using this API an airline can verify if an agency (identified by its IATA number) is able to support an EasyPay financial transfer via the state of a transaction authorisation resource

The Conference should also note the delegation already provided within existing Recommended Practices 1791e and 1791f, which allow the Pay Account Standards Board to develop and adopt changes to the Card Fraud Prevention Best Practices and the Frequent Flier Program Fraud Prevention Best Practices separately. These best practice guides are non-binding.

Action

Conference to endorse the delegation of authority.

Item E4: Groups active under the Pay-Account Standards Board

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Background

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

3.1 Establishment of Groups Reporting to Boards

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

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

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

3.1.4 The Board may disband a Group at any time.

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

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

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. <u>Note:</u> 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)

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

Group name	BSP DATA INTERCHANGE SPECIFICATIONS GROUP (BDISG)
Reports to	Pay Account Standards Board
Role / Mandate	<ol style="list-style-type: none"> 1. Deals with matters concerning the development and maintaining data interchange specifications for the exchange of passenger ticketing and related data (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: <ul style="list-style-type: none"> - PSC Resolution 750 Attachment A - BSP Data Interchange Specifications Handbook. 7. Liaise with other process owning groups under the PSC, and advisory groups under Industry Committees as required, including the PAPG (Passenger Agency Programme). 8. Maintain a work plan and report regularly to PASB 9. Develop and endorse other standards as directed by the PASB
Period of effectiveness	The group is effective from 1 November 2020 to 1 November 2021 and will be renewed subject to the approval of the PASB.
Participation	<p>Members</p> <p>The meetings of the BDISG are open to all IATA Member airlines and to those BSP business partners within the IATA Strategic Partnerships programme that provide agent reporting data (RET) to a BSP,</p> <p>Revenue Accounting system providers authorized by at least one BDISG Member airlines and being part of the IATA Strategic Partnerships programme,</p> <p>A Member organization may have multiple delegates but may only exercise one vote per organization.</p>

	<p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer, and access any materials from meetings</p>
Eligibility for Participation	<p>IATA Member Airlines</p> <p>BSP business partners within the IATA Strategic Partnerships programme that provide agent reporting data (RET) to a BSP.</p>
Meetings	<p>The agenda of any face-to-face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>Meetings will be scheduled (as required by the work plan and in concurrence with the secretary), of which 1 face to face meeting is expected.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>Chair and Vice-Chair will be elected from group Members. Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, subject to the group's mandate continuing.</p> <p>All organizations who are members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas;</p> <ul style="list-style-type: none"> a. BSP Data interchange specifications b. DISH RET, HOT, CSI & CSP data formats c. Passenger Revenue Accounting rules and regulations d. Passenger Revenue Accounting Systems
Quorum	<p>The IATA Secretary and no less than six IATA Member airlines and two BSP business partners.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>The BDISG will act in the form of consensus in regard to proposals for technical specifications and implementation timetables.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot</p> <p>Any Member airline may attend any meeting of any Group, and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>

Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the PASB for approval.</p> <p>Changes to data BSP Data interchange specification standards require endorsement by the Passenger service Conference (PSC)</p> <p>Change to any other Resolution or Recommended Practice not owned by BDISG requires endorsement by the owning group and adoption at the Conference as required.</p>
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Attachment B_E4: Terms of Reference: Order Payment Group (OPG)

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

Group name	Order Payment Group (OPG)
Reports to:	Pay-Account Standards Board (PASB)
Role / Mandate	<ol style="list-style-type: none"> 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	<p>To participate in the group, IATA airlines must either elect to be Members of the group or participate as Observers.</p> <p>Members</p> <p>A minimum of 9, maximum of 18 airlines will be elected as Members.</p> <p>The Airline members will represent a geographical spread as follows:</p> <p>TC1 – Member Airlines Minimum 2, Maximum 6 TC2 – Member Airlines Minimum 2, Maximum 6 TC3 – Member Airlines Minimum 2, Maximum 6</p> <p>Where nominations exceed available vacant positions, the PASB will elect members into vacant positions.</p> <p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term only when necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend:</p> <ul style="list-style-type: none"> • One meeting out of the two annual face to face meetings OR • Two calls out of four twice monthly calls

	<p>will forfeit their position on the group.</p> <p>Observers</p> <p>Any airline eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. They may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • IATA Strategic Partners • Any other organizations in the field of customer payment and/or settlement subject to the approval of the Chair and IATA.
Meetings	<p>Meetings will be scheduled as required by the work plan and in concurrence with the secretary. Of these, 2 face to face meetings are expected per year, circumstances allowing.</p> <p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members.</p> <p>Only IATA member airlines are eligible to be elected as Chair or Vice-Chair. The election will occur by simple majority.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience in the following areas;</p> <ol style="list-style-type: none"> Customer payment processes (e.g. customer cards or e-wallets) Payment on account processes (e.g. BSP, ARC or EasyPay) Accounting and finance processes relating to offer and order payment Systems related with payment and accounting (e.g. ERP Systems, Passenger Revenue Accounting Systems) Payment and accounting parts of NDC and ONE Order programs.
Quorum	<p>The IATA Secretary and no less than six IATA Member airlines.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>Decision making is by 75% vote of IATA member airlines participating in the vote. Each airline may exercise only one vote, and abstentions are not counted.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting, or by online ballot</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline may participate in an online ballot by notifying the IATA Secretariat in advance. (Resolution 009, paragraph 2.3.1).</p> <p>A minimum of 6 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a 75% positive vote will be presented to the Pay-Account Standards Board for approval, before presentation to the Conference for adoption as required.</p>

	<p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p> <p>Before being presented at the Conference as required, a smooth communication will be established with related Fin-Com working groups, especially Fin-Dev and PMWG.</p>
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Attachment C_E4: Terms of Reference: Order Accounting Group (OAG)

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IATA passenger standards and standards setting activities are established and managed by the Passenger Standards Conference. IATA Resolution 009 sets the governance structure for developing and adopting standards within the Passenger Standards Conference. The provisions of Resolution 009 always take precedence over these Terms of Reference.

Group name	Order Accounting Group (OAG)
Reports to:	Pay-Account Standards Board (PASB)
Role / Mandate	<ol style="list-style-type: none"> 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	<p>To participate in the group, IATA airlines must either elect to be Members of the group or participate as Observers.</p> <p>Members</p> <p>A minimum of 9, maximum of 18 airlines will be elected as Members.</p> <p>The Airline members will represent a geographical spread as follows:</p> <p>TC1 – Member Airlines Minimum 2, Maximum 6 TC2 – Member Airlines Minimum 2, Maximum 6 TC3 – Member Airlines Minimum 2, Maximum 6</p> <p>Where nominations exceed available vacant positions, the PASB will elect members into vacant positions.</p> <p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term only when necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Any organization who fails to attend:</p>

	<ul style="list-style-type: none"> • One meeting out of the two annual face to face meetings OR • 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	<ul style="list-style-type: none"> • IATA Member Airlines • IATA Strategic Partners • Any other organizations in the field of customer payment and/or settlement subject to the approval of the Chair and IATA.
Meetings	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; <ul style="list-style-type: none"> 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	<p>Standards endorsed by a 75% positive vote will be presented to the Pay-Account Standards Board for approval, before presentation to the Conference for adoption as required.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p> <p>Before being presented at the Conference as required, a smooth communication will be established with related Fin-Com working groups, especially Fin-Dev and PMWG.</p>

Attachment D_E4: Terms of Reference: Settlement with Orders Group (SOG)

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

Group name	Settlement with Orders Group (SOG)
Reports to	Pay-Account Standards Board (PASB)
Role / Mandate	<ol style="list-style-type: none"> 1. Deals with all aspects of financial settlement between two parties – payer and payee – where at least one of the parties is an airline, and within the scope of IATA resolutions. 2. Gather information about and review exiting business processes related to settlement and financial accounting practices. 3. Review and endorse proposals to create new Order based settlement standards. 4. Create Order based settlement standards that will be agnostic in nature, with regards to the parties settling and the payment method. 5. While reviewing and endorsing proposals, liaise with other process owning groups to pursue changes to existing standards they manage that will have effect on the settlement process. 6. Review and endorse proposals to amend all Resolutions related with Order based settlement, payment and accounting. 7. Maintain a work plan and communicate it regularly. 8. Any standard that is proposed by this group shall take into consideration upcoming new technologies in the area of settlement, such as Blockchain and AI.
Period of effectiveness	The group is effective from 1 November 2021 to 1 November 2022 and will be renewed subject to the approval of the PASB.
Participation	<p>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</p> <p>Where nominations exceed available vacant positions, the PASB will elect members into vacant positions.</p> <p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member airlines must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only when absolutely necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p>

	<p>The delegate must be familiar with the settlement process, knowledgeable of their internal financial accounting process and have technical knowledge with regards to their financial systems and how they interact with their distribution and order management systems.</p> <p>Any organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers Any airline eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings. They may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • Or any other organizations subject to the approval of the Chair and IATA.
Meetings	<p>The agenda of any face to face meeting will be posted at least 14 days before the meeting, and minutes will be published within 30 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all Member airlines.</p> <p>Meetings will be scheduled (as required by the work plan and in concurrence with the secretary), of which 3 face to face meetings are expected.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from group Members. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 12 months, subject to the group's mandate continuing.</p> <p>A secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience in the following areas;</p> <ol style="list-style-type: none"> 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	<p>The IATA Secretary and no less than five IATA Member airlines.</p>
Voting (Excluding the election of Chair and Vice-Chair).	<p>The SOSG will accept with majority vote proposals for technical specifications, implementation guidelines, standard changes and changes in project timeline.</p> <p>Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot</p> <p>Any Member airline may attend any meeting of any Group and may participate in any vote at meetings where they attend. Any Member airline</p>

	<p>may participate in an online ballot by notifying the IATA Secretariat in advance.</p> <p>A minimum of 4 votes is required for a decision to be valid.</p>
Endorsement of standards	<p>Standards endorsed by a majority vote will be presented to the PASB for approval.</p> <p>Change to any other Resolution or Recommended Practice not owned by SOG requires endorsement by the owning group and adoption at the Conference as required.</p> <p>Before being presented at the Conference as required, a smooth communication will be established with related FinAC working groups, especially FinDev and PMWG.</p>

Attachment E_E4: Terms of Reference: IATA Tax Governance Group (TGG)

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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	<ol style="list-style-type: none"> 1. Coordinate TFC issues within different IATA domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing. Ensure open communication with all related IATA Industry Groups, such as Industry Taxation Working Group (ITWG), Interline Billing and Settlement Operations Working Group (IBS OPS WG). 2. Responsible for identifying differences between distribution and revenue accounting 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	<p>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.</p> <p>All organizations who are Members of the group will be eligible to vote for the election of Chair and Vice-Chair.</p> <p>A secretary will be provided by IATA.</p>

Profile of delegates	<p>Named delegates should have current experience in the any of the following areas:</p> <ul style="list-style-type: none"> • 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).	<p>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.</p> <p>A minimum of 50+1% votes is required for a recommendation to be carried to the related bodies for decision.</p>
Endorsement of standards	<p>If there are any suggestions for changing the IATA standards, the solution will be proposed to the related IATA WGs first. If the related IATA WG approves the suggestion, then this will be presented to the Pay-Accounts Board for approval. The solution will finally be presented to the Passenger Standards Conference (PSC) for approval.</p> <p>If there are any suggestion to change ATPCO tax data standards or processes, then a business request will be raised to ATPCO, sponsored by a member airline.</p> <p>Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.</p> <p>Changes to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required.</p>

Item E4.1: Report and Workplan of the Billing and Settlement Plan Data Interchange Specifications Group (BDISG), under the Pay-Account Standards Board

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Submitted by: Carsten Kemper, Chair of the BDISG, under the Pay-Account Standards Board

Altug Meydanli, Senior Manager, Pay-Account Standards, Secretary of the BDISG

Background

The BDISG was established under the Pay-Account Standards Board with a mandate through to develop and maintain data interchange specifications for the exchange of passenger ticketing and related data between Billing and Settlement Plan (BSP) business partners.

Members of the BDISG

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

Position	Airline	Delegate name
1	Lufthansa	Carsten Kemper (Chair)
2-	United	Donna Jackson (Vice-Chair)
3	British Airways	Kate Trepczynska
4	Air France	Sitty Dada
5	American Airlines	Cindy Clement
6	Delta	Angie Munoz
7	Hahn Air	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

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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

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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.

Attachment A_E4.2 Workplan of the Order Payment Group under the Pay-Account Standards Board

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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

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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 be 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

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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

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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

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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

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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 Joint Tax Governance Group) with the task for coordinating TFC (Tax, Fees and Charges) issues within different IATA domains including TTBS/RATD, reservations, pricing, ticketing, sales reporting, interline billing.

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	Ilike 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

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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

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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

Item F1: Report of the Architecture and Technology Strategy Board

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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

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Submitted by: Matt McKinley, Senior Manager Technology Standards, Secretary of the Architecture and Technology Strategy Board

Background

Under the terms of Resolution 009, each year 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 were also sought with the first transmittal of the Conference Agenda. Nominations were open until 20 September 2021.

New nominations

No new nominations were received.

Composition of the Board

The composition of the Board from 1 November 2021 is presented to the Conference for endorsement as follows.

Position	Airline	Delegate name	Title	Term commenced
1	Air China	Yufei Zhang	Manager - Application Control	1 November 2018
2	Air France	Michele Walter	Enterprise Solution Architect	1 November 2020
3	American Airlines	Austin Lorenzo	Principal Architect – Passenger Service System	1 November 2020
4	British Airways	Andrew Webster	Digital Business Transformation Manager – Shop Order Pay	1 November 2018
5	China Eastern Airlines	Yang Xin	Manager of NDC Project, Commercial Development Dept, Commercial Committee	1 November 2020
6	Delta Air Lines	Jeremy Schneider	Managing Director, IT	1 November 2018
7	Emirates Airline	Najmi 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 Group & Hub Architecture	1 November 2018
14	Turkish Airlines	Ismail Ozgur Baykal	Project Manager	1 November 2018
15	United Airlines	Erik Stogo	Director IT	1 November 2018

Involvement in the Board for other member airlines

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

Action

Conference to endorse the composition of the Board as outlined above from November 2021.

Item F3: Delegation of authority to the Architecture and Technology Strategy Board

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Background

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

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

...

2.7 Delegated Authority to Establish Standards

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

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

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

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

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

No delegation requested

Currently, the Board does not wish to request any delegation of authority under this provision.

Action

Conference to note.

Item F4: Groups active under the Architecture and Technology Strategy Board

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Submitted by: Matt McKinley, Senior Manager Technology Standards, Secretary of the Architecture and Technology Strategy Board

Background

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

3.1 Establishment of Groups Reporting to Boards

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

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

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

3.1.4 The Board may disband a Group at any time.

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

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

The Architecture and Technology Strategy Board had the following Groups active during 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 identify 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

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

Group name	Change Management and AIDM Integration Group (CMIG)
Reports to	Architecture and Technology Strategy Board (ATSB)
Role / Mandate	<ol style="list-style-type: none"> Oversee the maintenance of an integrated Airline Industry Data Model (AIDM) intended as a central repository to: <ul style="list-style-type: none"> 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 Review and endorse new data exchange standards and proposed changes to data exchange standards. This includes: <ul style="list-style-type: none"> 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 Maintain the methodology for developing data exchange standards and associated modelling guidance, best practices, templates and tools. This includes the following documents: <ul style="list-style-type: none"> AIDM Modeling Guidelines IATA XML Best Practices Open API Best Practices Liaise with other groups under any Conference, and Industry Committees as required, providing modeling, technical guidance, consulting and support to other groups as required 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	<p>To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers</p> <p>Members</p> <p>Minimum 14, maximum 20 organizations will be elected as Members, of which a minimum 10 must be IATA Member Airlines.</p> <p>Where nominations exceed available vacant positions, the Architecture and Technology Strategy Board will elect members into vacant positions.</p>

	<p>Members will be elected for a minimum period of 12 months, subject to the group's mandate continuing.</p> <p>Member organizations must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months.</p> <p>The named delegate may be changed during term, only if necessary.</p> <p>The named delegate may appoint a proxy from within their organization to attend meetings on their behalf.</p> <p>Any member organization who fails to attend 2 meetings (including scheduled telephone calls without providing an alternate) will forfeit their position on the group.</p> <p>Observers</p> <p>Any organization eligible for participation who is not a member may attend any meeting as an observer and access any materials from meetings.</p> <p>Where an organization is an IATA Member Airline, they may also participate in any vote when attending as an observer.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • A4A Member Airlines • Strategic Partners participating in the any IATA program already permitting participation in another group under the governance of the Passenger Services Conference and Passenger Tariffs Conference with an ongoing Data Exchange Standards related activity. <p>Any other organization invited to participate subject to the approval of the Chair and Secretary.</p>
Meetings	<p>Monthly meetings will be scheduled (as required by the work plan and in concurrence with the Secretary), of which two meetings are expected to be face to face.</p>
Working Groups	<p>The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Secretary.</p>
Officers	<p>A Chair and Vice-Chair will be elected from Group Members. Only IATA member airlines are eligible to be elected as Chair and other members (Strategic Partners) of the group are eligible to be elected as Vice-Chair.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 2 years, subject to their Organization remaining a member of the Group.</p> <p>All organizations who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. The election will occur by simple majority vote.</p> <p>Secretary will be provided by IATA Management.</p>
Profile of delegates	<p>Named delegates should have current experience and day-to-day involvement in the following areas:</p> <ul style="list-style-type: none"> • 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).	<p>The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties.</p> <p>If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting (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)</p> <p>Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2).</p> <p>Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.</p>
Endorsement of standards	<p>Standards endorsed by the Group will be presented to the ATSB for approval and eventual submission for approval by the Conference as required by the Provisions for the Conduct of Traffic Conferences.</p> <p>To propose a Change to Resolution or Recommended Practice not managed by this Group, the Group will seek an endorsement by the owning group prior to the submission to the ATSB.</p>

Attachment B_F4: Terms of Reference: Identity Management Group

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

Group Name	Identity Management Group
Reports to	Architecture and Technology Strategy Board (ATSB)
Scope	<ol style="list-style-type: none"> 1. Develop technical standards supporting coding regimes governed by IATA passenger standards, building on use cases referred to the group by the ATSB. Examples of use cases include, but are not limited to: <ul style="list-style-type: none"> • Identity management of Sellers/Travel Agents in support of distribution standards • Identity management of Airlines/Airports and service providers in case of operations standards • Identity management of passengers in support of distribution and passenger processing 2. Analyze existing identity management technology standards to identify if any standards can be reused or extended against use cases identified in the ATSB workplan. 3. Leverage work and recommendations accompanying use cases from business groups as part of the standard. 4. Create a detailed architecture of how the selected technical standard will be applied and implemented across the airline industry (including the creation of implementation guides and updates of the Reference Communication Model if necessary). 5. Ensure any selected standards comply with the Digital Transformation Advisory Council's identity management strategy and principles established by the ATSB detailed in the guidance paper. <p><i>Note: Once the Group completes the project, ATSB expects to disband the Group and transfer the maintenance of resulting standards and associated documentation such as Best Practice and Guidelines to the Technology Architecture Group.</i></p>
Period	12 months from the date of adoption, renewable by the ATSB.
Membership	<p>Any A4A/IATA Member or IATA Strategic Partner where they wish to actively participate in the development of standards, Best Practices and Guidelines may participate in Group's activities.</p> <p>Failure to participate in two consecutive meetings may result in your status being changed from active member to observer of the Group.</p> <p>Other stakeholders may be invited by approval of the Group Chair and Secretary.</p> <p>Any eligible organization commits to active participation with a named and suitably qualified delegate for a minimum of 12 months.</p>
Meetings	<p>Minimum month telephone / web meeting.</p> <p>Minimum one face to face meeting per year.</p>
Sub-Groups	The group may establish and disband temporary sub-groups to investigate or develop proposals on specific issues
Observers and access to materials	Any organization eligible for membership may attend any meeting as an observer and access any materials from Group.

Officers and Secretary	<p>A Chair and Vice-Chair will be elected from Group Members. Only Member Airlines are eligible to be elected as Chair.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 2 years, subject to their Organization remaining a member of the Group.</p> <p>All organizations who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. The election will occur by simple majority vote. Secretary will be provided by IATA Management.</p>
Voting	<p>The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties.</p> <p>If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting (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)</p> <p>Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2).</p> <p>Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.</p>
Endorsement of standards	<p>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.</p>

Attachment C_F4: Terms of Reference: Technology Architecture Group

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

Group name	Technology Architecture Group (TAG)
Reports to	Architecture and Technology Strategy Board (ATSB)
Role / Mandate	<ol style="list-style-type: none"> 1. Maintains Reference Communications Model (RCM) intended as a common point of reference for implementation of communications protocols and related technologies supporting common non-functional requirements including data exchange security, handling of personally identifiable data or industry-wide use of Application Programming Interfaces (APIs) or similar standards and best practices necessary for consistent and interoperable implementation of Data Exchange Standards. 2. Liaise with other groups under any Conference, and Industry Committees as required. 3. Maintain a work plan and report regularly to ATSB. 4. Develop and agree industry REST/JSON standards and best practices as part of former Open Air group responsibilities. 5. Support business groups developing standards under the PSC with Technology guidance, including all areas defined in point 1 above.
Period of effectiveness	The Group is effective from 1 November 2018 for a period of 12 months and may be disbanded by the ATSB any time.
Participation	<p>To participate in the Group, any organization eligible for participation must either elect to be Member of the Group or to participate as Observer.</p> <p>Members 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.</p> <p>Observers Any organization eligible for participation who is not a member may attend any meeting as an Observer and access any materials from meetings.</p>
Eligibility for Participation	<ul style="list-style-type: none"> • IATA Member Airlines • A4A Member Airlines • Strategic Partners participating in the any IATA program already permitting participation in another group under the governance of the Passenger Services Conference and Passenger Tariffs Conference with an ongoing Data Exchange Standards related activity. <p>Any other organization invited to participate subject to the approval of the Chair and Secretary.</p>

Meetings	Bi-monthly meetings will be scheduled (as required by the work plan and in concurrence with the Secretary), of which two meetings are expected to be face to face.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Secretary.
Officers	<p>A Chair and Vice-Chair will be elected from Group Members. Only Member Airlines are eligible to be elected as Chair.</p> <p>The Chair and Vice-Chair will be elected for a maximum period of 2 years, subject to their Organization remaining a member of the Group.</p> <p>All organizations who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. The election will occur by simple majority vote.</p> <p>Secretary will be provided by IATA Management.</p>
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: Information Technology and Architecture, Enterprise Architecture, Application Messaging, Identity Management.
Quorum	A quorum of 25% of members is required.
Voting (Excluding the election of Chair and Vice-Chair).	<p>The group will work on the basis of forming consensus among all members including Airline Members, Strategic Partners and invited parties.</p> <p>If a consensus cannot be reached, decisions will be made by simple majority vote of Member Airlines.</p> <p>Any required action to be voted on by the Group may take place at an in person meeting (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)</p> <p>Any Member Airline may attend any meeting of the Group as an Observer and vote on any item. (Resolution 009, paragraph 3.2.2).</p> <p>Any Member Airline that is not a Group member may participate in an online ballot by notifying the Secretary in advance.</p>
Endorsement of standards	<p>Standards endorsed by the Group will be presented to the ATSB for approval and eventual submission for approval by the Conference as required by the Provisions for the Conduct of Traffic Conferences.</p> <p>To propose a Change to Resolution or Recommended Practice not managed by this Group, the Group will seek an endorsement by the owning group prior to the submission to the ATSB.</p>

Item F4.1: Report and Workplan of the Change Management and AIDM Integration Group, under the Architecture and Technology Strategy Board

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Submitted by: Dave Weghorst, Chair of the Change Management and AIDM Integration Group, under the Architecture and Technology Strategy Board

Jean-Christophe Cornu, Manager Data & Business Modeling, Secretary of the CMIG

Background

The Change Management and AIDM Integration Group (CMIG) was established under the Architecture and Technology Strategy Board 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

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Submitted by: Matt McKinley, Senior Manager Technology Standards, Secretary of the EDIFACT group, under the Architecture and Technology Strategy Board

Background

The EDIFACT Group was established under the Architecture and Technology Standards Board in order to:

- Maintain EDIFACT Messages in PADIS Message Directory and coordinates the issuance of PADIS Reservations and Airports EDIFACT Implementation Guides.

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

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Submitted by: Matt McKinley, Secretary of the Identity Management Group

Background

The Identity Management Group was established under the Architecture and Technology Standards Board in order to:

Develop an industry-wide identity management technical standard (airline industry specific implementation of W3C's verifiable credentials standard 1.0) building on use cases referred to the group by the ATSB and following guidance from DTAC.

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

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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

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The group work plan can be found on the [Standard Setting Workspace](#). An excerpt of the plan can be found below:

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.

Section G: Information Items

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

Item G1: Report of the Passenger Agency Conference

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Submitted by: Marco Alvarenga, Secretariat, Passenger Agency Conference

(alvarengam@iata.org)

Background

The IATA Passenger Agency 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 (PACConf) activity ensures that every member airline has the opportunity to influence the development of standards. At the PACConf 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 PACConf meets annually, however, due to the impact of COVID-19, the 43rd meeting (PACConf/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 preceded 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:

- PACConf/43 Preparation Workshop took place on 7 April 2021, which served as an introduction to PACConf, 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 PACConf/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

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Submitted by: Brendan Sullivan, Head, E-Commerce and Cargo Operations, CSC Secretary
sullivanb@iata.org

Background

The 42nd Cargo Services Conference (CSC/42) was not held as planned in Istanbul, Turkey due the COVID-19 situation and WCS Postponement. 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)	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Ensure that industry friendly global standards are implemented and monitored for PLACI Programs.
3.	Emerging Threats, (CSWG)	<ul style="list-style-type: none"> Guidance material, workshops, awareness raising, human factor. Continue to advocate benefits to regulators. Support initiatives and tasks undertaken and led by SAC. Guidance on application of CSD usage.
4.	SeMS (CSWG)	<ul style="list-style-type: none"> Investigate SeMS actions on air cargo supply chain. Priorities to be established in coordination with the Security Group. Advocate mutual recognition of specification, certification and operating standards of security equipment and processes for cargo.
5.	IATA C-XML roll out following the sunset of C-IMP (CCWG)	<ul style="list-style-type: none"> Assist 4+ countries introduce IATA C-XML standards. Support e-commerce solutions rather than paper based.
6.	IATA UPU/Postal Collaboration (ACI and e-CSD in mail); (CCWG & CSWG)	<ul style="list-style-type: none"> Commence 1 pilot on ACI for mail. Continue European on-going pilot. Assess feasibility for additional pilots in other regions than Europe. Implement solutions that support the growth in e-commerce.
7.	Cargo Screening Technology of the future that is now a priority for industry and member states; (CSWG)	<ul style="list-style-type: none"> Recognition that the needs for Air Cargo are different to PAX. Determination of Air Cargo requirements. Assess suitability of current screening technology/methods for Air Cargo. Promote the development of innovation of new Technology/methods for air cargo. Common testing/certification methodologies that are mutually 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)	<ul style="list-style-type: none"> Development of training materials. Workshops. Sharing best practices. CBM bulletins. Bolster information sharing capability to perform risk assessments.
9.	CBM Capacity Building (CCWG)	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none">• Maintain active and coordinated participation in ICAO AVSEC Panel and dedicated WGs:<ul style="list-style-type: none">◦ WGACS = Cargo Security,◦ WGGM = Guidance Material,◦ WGA17 = Annex 17, <p>ICAO Doc 8973 Guidance Material.</p>
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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:
 - 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.
 - 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.
 - The container requirements for the transport of cats, dogs and horses.
 - The LAR includes also amendments related to:
 - the latest government and carrier requirements;
 - updates marking requirements;
 - 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
2 nd 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

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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

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Submitted by: Antonio La Verghetta

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Background

The IATA Strategic Partnerships program is a platform for aviation solution providers to build as well as strengthen relationships with key industry stakeholders. Through their participation in various IATA work groups, Strategic Partners gain a unique insight into airlines' priorities and have the opportunity to be recognized for working together with IATA in serving the air transport industry.

The IATA Strategic Partnerships program covers over 40 Areas of Involvement.

Becoming a Strategic Partner for one of the Management Boards gives you the opportunity to participate in the Boards Advisory Forum.

By joining one of the following areas, you can contribute to Passenger Standards Conference activities:

- Shop Order
- Plan Standards
- Pay Account
- Architecture and Technology
- Revenue Accounting
- Passenger Experience
- 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)

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Submitted by: Altug Meydanli- Senior Manager, Pay Account Standards

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Background

The IBS OPS WG consists of 15 members and 2 Official Observers and act as advisor to the Financial 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.