



# 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

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## Minutes and Results of Voting Items

PSC/2021-11/22

### Notes to the Minutes

#### 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 meeting combined 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.

#### Voting Packages

The agenda contained easily identifiable grouping of voting items that were amendments to Resolutions and Recommended Practices. These items are grouped by subject, and for large changes in standards were presented as a package.

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

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

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

#### Editorial Corrections

Editorial corrections advised before 20 September were noted in the second transmittal of the agenda. **No such requests were received by IATA.** A record of any subsequent editorial corrections was published as Working Paper 1 (WP1) on the IATA Standard Setting Workspace. **All voting items are deemed to have been adopted as presented in the Agenda, and subject to the amendments noted in Working Paper 1 (if any).**



## Online voting

All voting items (including changes to Resolution and Recommended Practices, and other actions taken by the Conference) occurred by online ballot, separately from the digital event. The online ballot was hosted on the Standards Setting Workspace (SSW) platform. The online balloting period commenced on 30 September 2021 and closed at midnight Geneva time on 28 October 2021.

**For voting items relating to Resolutions 011 – 312, only individuals accredited as their airline's Passenger Tariffs Conference representative (or their alternate) have access to vote. The PSC voting Cycle 3 contained no Resolution voting items relating to Tariffs.**

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) voted.

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](mailto:standards@iata.org)

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

## Participation in the Conference

Even though the Conference meeting occurred through an online ballot and digital event, the procedures for meetings outlined in the Provisions for Conduct at IATA Traffic Conferences was followed. This means that a record of the Member airlines participating in the Conference proceedings was required.

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

Any member that was deemed to be participating in the Conference had their vote to all items recorded as **yes** unless they actively recorded their vote as **no** or **abstain**.



A [table of packaged voting items](#), which can be viewed in the [Agenda Second and final Transmittal](#), requiring the Passenger Standards Conference approval was endorsed in its entirety, with the exception of item C1.1.1 which was withdrawn with the expectation that it will be resubmitted in the 2022 Cycle 1 online ballots.

The voting proceeded in form of online ballot via the IATA Standards Settings Workspace (SSW) as follows.

### Passenger Services Conference Voting Summary

49 eligible organizations cast a vote to confirm their participation within indicated timeframe. Individual Items receiving comments are listed below.

- Aeroflot	- Avianca Costa Rica	- Hahn Air	- SAS
- Aeromexico	- Avianca Ecuador	- Hong Kong Airlines	- Shandong Airlines
- Air Canada	- British Airways	- Japan Airlines	- Singapore Airlines
- Air China	- Cathay Pacific	- Kenya Airways	- SWISS
- Air France	- China Airlines	- KLM	- TACA
- Air Serbia	- China Southern	- Korean Air	- Thai Airways International
- Air Transat	- Croatia Airlines	- LOT Polish Airlines	- Turkish Airlines
- American Airlines	- Czech Airlines	- Lufthansa	- United Airlines
- ANA	- Delta Air Lines	- Nouvelair	- Vietnam Airlines
- Austrian	- EL AL	- Philippine Airlines	- Virgin Australia
- Avianca	- Emirates	- Qantas	- Widerøe
	- Etihad Airways	- Qatar Airways	
	- EVA Air		

### Passenger Services Conference Voting Item Comments

The following comments were received through the online balloting platform and were addressed by the corresponding Secretary on a case-by-case basis.

Item	Organization	Voting Selection and Comments (quoted from IATA SSW)
<a href="#">C4.1.1</a>	SQ	Abstention - The item pertains to the development of a new CDS system in China which we don't have much clarity on especially on the commercial impact on how this may potentially affect settlement cost in China. Until now, the discussions are primarily between CDS and the local domestic carriers. Until more details are ready for the international airlines, we are not in favour of accelerating this solution.
<a href="#">C4.2.1a/P</a>	SQ	Abstention - We are not against it but it involves SOP changes and we have not encountered real issues with the current SOP yet.



## Passenger Tariffs Conference Voting Summary

31 eligible organizations cast a vote to confirm their participation within indicated timeframe.

- Air China	- China Southern Airlines	- KLM	- TACA
- ANA	- Croatia Airlines	- Korean Air	- Turkish Airlines
- Austrian	- Delta Air Lines	- LOT Polish Airlines	- United Airlines
- Avianca	- Etihad Airways	- Lufthansa	- Virgin Atlantic
- Avianca Costa Rica	- EVA Air	- Qatar Airways	- Virgin Australia
- Avianca Ecuador	- Hahn Air	- SAS	- Widerøe
- Bangkok Airways	- Icelandair	- Singapore Airlines	- Xiamen Airlines
- British Airways	- Japan Airlines	- SWISS	

## Passenger Tariffs Conference Voting Item Comments

As there were no Resolutions / Recommended Practice voting items raised in the online balloting Cycle 3, there were no comments documented on the Tariffs voting items.

The tally is simply to confirm that the conference quorum was achieved, allowing voting members to participate in the election of the Passenger Standards Conference Chair and Vice-Chair Positions.

## Passenger Standards Conference Election of Chair and Vice-Chair

Following the conclusion of the Conference ballots, we are pleased to announce the result of the Conference Chair and Vice-Chair positions as of 01 November 2021:

- Mr. Nobu Yamanouchi (LH) as the new Chair of the PSC and,
- Mr. James Sumers (UA) as the Vice-Chair of the PSC.

Please join us in congratulating the candidates in their new confirmed roles.



## Digital event summary

### Webinar Recording

Attendance at the digital event was open to all delegates from member airlines and eligible Strategic Partners. If you were unable to join us on the 12 and 13 October 2021, a recording of the Webinar can be found [here](#).

### Webinar Slides

The meeting documentation presented during the Webinar can be found on the IATA Standard Setting Workspace (SSW) platform [here](#). \*Please note: for all SSW links to redirect accurately, you should already be logged onto the platform. You may login via the [IATA Customer Portal](#).

### Comments to note and Questions raised during the Webinar

All Agenda items and Reports/Updates from the Management Boards were presented as outlined in the Agenda Second Transmittal. The following onsite comments are noted from the webinar:

#### A9.1 – PSC Steering Group Chair and Vice-Chair Positions

The election for conference Chair and Vice-Chair positions closed on the 28 October 2021. Congratulations to Nobu Yamanouchi, Senior Director Revenue Management, Joint Ventures and Alliance from Lufthansa who will hold the Chairman role, and James Summers, Director of Revenue Services from United Airlines who will hold the Vice-Chair role. Both positions are effective as of 01 November 2021.

#### A12 – Date and Place of Next Meeting

A poll initiated during the webinar indicated that there was interest across all three options for the 2022 Passenger Standards Conference. The items for consideration for the 2022 event are hosting another completely virtual event, hosting alongside the Digital Data Retailing Symposium (DDRS) as a hybrid event and or hosting a stand-alone hybrid or completely virtual event. These options will be taken into consideration and discussed during the next PSC Steering Group Call.

#### B4.2 – Interline Group

JL raised a question in relation to the Interline Groups presentation, stating that they were still quite reliant on industry standards for interline ET and questioned if there was any prospect from IATA and if so, how soon a “world without tickets” could be anticipated.

The IATA Secretary, David McEwen, responded stating that the broad ranging future of interline in the context of offer and order management, could look very different from what you see today with the classic artifacts of Tickets, EMDs and PNRs.

Whilst this change will not happen overnight, the activities are to prepare the industry for a future where you are able as an interline partner to continue enjoying your current close interline relationships along with looking beyond the classic artifacts of Tickets and EMD to explore a loser framework of opportunities to work with low-cost carriers and other transportation operators in the technology environment such as intermodal and other third-party transport operators.

For more details and future involvement in this discussion aspiring the future, please contact Oana Savu at [standards@iata.org](mailto:standards@iata.org) to join the interline group.

#### C1.1.1 – Taxonomy and Template for Incident Specific Policy Change

##### (New Recommended Practice 1735d)

IATA SOSB Secretary, Ionut Badea confirmed that this item was withdrawn from the Cycle 3 conference ballots and would be submitted again in the 2022 Cycle 1 online ballots.

If you wish to further discuss this item, prior to the next balloting cycle, please reach out to us at [standards@iata.org](mailto:standards@iata.org) in order that your questions may be raised at the next Ticketing Group Meeting.



## Webinar Attendance

The attendance list for both days of the Webinar can be found [here](#).

## Book of Finally Adopted Resolutions and Recommended Practices

The Book of Finally Adopted Resolutions and Recommended Practices is officially posted separately under Memorandum PSC/2021-12/23.

The filing period is established as 6 December 2021 – 6 February 2022. To ensure timely approval, Members are requested to file these agreements, where required with their Governments upon receipt of this document and to advise this office (via email: [standards@iata.org](mailto:standards@iata.org)) of their Government's action by the end of the filing period.

Filing formalities with the United States Department of Transportation (DoT) on behalf of IATA Members will be accomplished by IATA's Regional Vice President, North America.

The indented effective date is 1 June 2022.