



5th IATA Passenger Standards Conference

Geneva, Switzerland, 8-9 November 2023

Agenda

Second Transmittal

Under the provisions of IATA Resolution 009, this Conference will be a single meeting, combining the 45th IATA Passenger Services Conference, and the 2023 meeting of the IATA Passenger Tariff Composite Conference.

This is the second and final agenda transmittal. Voting on Agenda items will occur in person only during the conference and will commence on 8 November 2023.



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 30 June 2023 by [Memorandum PSC/2023-06/89](#).

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 45th IATA Passenger Services Conference, and the 2023 meeting of the Passenger Tariff Composite Conference.

The Agenda of the Conference will include updates from the activity of each Standards Management Board, and the proposals to adopt changes to Resolutions and Recommended Practices which have been developed by Groups under each Board.

Meeting and Voting Items

Registration for the event

Attendance at the event is open to all delegates from member airlines or from eligible Strategic Partners. Please [register your attendance for the event here](#).

Balloting

All voting items (including changes to Resolution and Recommended Practices, and other actions taken by the Conference) will occur onsite during the conference on 8 and 9 November 2023. Each ballot **may take place by simple show of hands or online**. In the event the Conference holds an online ballot during the meeting, the ballot will be **hosted** on the Standards Setting Workspace (SSW) platform. Only airline's accredited representative or their designated alternates **present in person** will be allowed to vote.

Please ensure your [Accredited or Alternate Representative](#) is up-to-date and present to participate in the voting items. The current accredited and alternate airline representative list can be viewed [here](#). Changes to and applications for airline representatives may be made by contacting standards@iata.org. Please also make sure that you have access to the Standards Setting Workspace as shown below.

Standards Setting Workspace (SSW) Access

During the Conference, online balloting is open only to each member airline's accredited representative or their designated alternates attending the meeting. Accredited representatives or designated alternates should ensure that they have access to the Standard Setting Workspace (SSW) group corresponding to their accreditation – **Passenger Services Conference Voting Items and/or Passenger Tariff 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, both accredited representatives (or their designated alternates) need to be present to vote on across the relevant conference items.

Members may view their accredited representatives at

<https://www.iata.org/contentassets/c33c192da39a42fcac34cb5ac81fd2ea/accredited-reps.pdf>

Members may make changes to these accreditations by contacting standards@iata.org

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

Voting Packages

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

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

Members are asked to carefully review these 'packaged' agenda items. To assist in identifying these items, they are identified in the table of contents and the agenda item number is lengthened with the addition of "/P".

Members may request that any item contained within the grouped agenda items be removed from the package for discussion or other action. To facilitate this procedure, Members are asked to advise the Secretary (via email to standards@iata.org) not later than **31 October 2023** of any item they wish to remove from a package.

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

Editorial Corrections

Any editorial corrections to the agenda should be submitted to the IATA Secretariat (via email to standards@iata.org). Editorial corrections advised **before 4 October** will be noted in the second transmittal of the agenda. A record of any subsequent editorial corrections will be maintained on the IATA Standard Setting Workspace.

Items B2, C2, D2, E2, and F2

Items B2, C2, D2, E2 and F2 have intentionally been left out of this Agenda transmittal as the Boards were re-elected for a 2-year period in accordance with the updated Resolution 009's new structure. The new members are reflected in the Reports of each Board and stand elected as of 05 June 2023.



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

The Passenger Standards Conference (PSC) Steering Group is seeking nominations for the role of PSC Chair and Vice-Chair positions to serve for a 2-year term 2023-2025.

Members were asked to confirm their airline's interest in either of the open positions by 02 October 2023. A list of eligible candidates can be seen in Agenda item A5.2

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 meet four to six times per year, at least one of which shall be in person. Decisions of the Steering Group, where required, are made by a simple majority. In the case of multiple Vice Chairs within a Board, only one shall be eligible to vote. The Steering Group will ensure that each Management Board is acting within its scope as described in this Resolution.

Implementation of changes in Resolution 009

In Cycle 1 of 2023, the Passenger Standards Conference (PSC) approved changes in Resolution 009 modifying the organizational structure and working procedures of the Conference effective 4 June 2023.

Following nominations and elections by the PSC, new Board members were seated on 5 June. Resolution 009 ensures that any IATA Member Airline, irrespective of their airline being elected a Board Member, may take an active role in the activities of any Board, and vote on any item (except the election of board chairs and vice-chairs). Active participation of airlines from all regions and with diverse business models is crucial to ensure the industry agenda meets the needs of all Members. Members joining the Board in such capacity are shown as non-elected active Board members.

All Boards then proceeded with full scale review of Working Groups under their responsibility. Wherever possible, this Agenda has been structured around the new organizational structure of the Conference and includes Terms of Reference of new Working Groups created by Boards.

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. Grey highlight 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/44; and Passenger Tariffs Composite Coordinating Conference 2022	
A4	Effectiveness of Amendments to Industry Standards	
A5	Report of the Passenger Standards Conference Steering Group	
A5.1	Report and Workplan of the Interline Working Group	Attachment A_A5.1
A5.1.1	Interline Working Group Voting Items	
A5.1.1a/P	Revised Interline Traffic Agreement - Resolution 780	Attachment A_A5.1.1a/P
A5.1.1b/P	Revised Interline Traffic Agreement - Resolution 780e	Attachment A_A5.1.1b/P
A5.2	Election of Conference Chair and Vice-Chair	Attachment A_A5.2
A6	Ratification of new Taxes, Fees and Charges Codes	Attachment A_A6
A7	Status of Industry Codes	
A8	Status of BSP Form Codes	
A9	Governance Voting Cycles and 2024 Calendar	
A9.1	Changes to Resolution 009, Attachments A and B	Attachment A_A9.1 Attachment B_A9.1
A9.2	PSCRM Editorial Changes	Attachment A_A9.2 Attachment B_A9.2 Attachment C_A9.2
A9.3	References to A4A in IATA Standards	
A10	Any Other Business	
A11	Date and Place of Next Meeting (no documents)	

Section B: Plan Standards Board Items

Agenda Item		Attachments
B1	Report of the Plan Standards Board (PSB)	
B1.1	Slots Update and Changes to Worldwide Airport Slot guidelines (WASG) - Recommended Practice 1761a	
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
Airline Product Management Working Group Items		
B4.1	Report and Workplan of Airline Product Management Working Group	Attachment A_B4.1
B4.1.1	Airline Product Management Working Group Voting items	
B4.1.1a	Product Management Information Standard for Offers and Orders new RP1730	Attachment A_B4.1.1a
Industry Coding Group Items		
B4.2	Report and Workplan of the Industry Coding Group	Attachment A_B4.2
B4.2.1	Industry Coding Group Voting items	
B4.2.1a	Location Identifier Changes	Attachment A_B4.2.1a
B4.2.2a	Airline Designator Changes	Attachment A_B4.2.2a
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
B4.4.1	Schedules Publication Group Voting item	
B4.4.1a	Voting Item: Recommended Practice 1761b	Attachment A_B4.4.1a
Slot Messaging Group Items		
B4.5	Report and Workplan of Slot Messaging Group	Attachment A_B4.5

Section C: Shop-Order-Pay Standards Board Items

Agenda Item		Attachments
C1	Report of the Shop-Order-Pay Standards Board (SOPSB)	
C3	Delegation of authority to the Shop-Order-Pay Standards Board	
C4	Groups active under Shop-Order-Pay Standards Board	Attachment A_C4 Attachment B_C4 Attachment C_C4 Attachment D_C4 Attachment E_C4 Attachment F_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/P	Resolution 722 – Ticket General	Attachment A_C4.1.1a/P Attachment B_C4.1.1a/P Attachment C_C4.1.1a/P
C4.1.1b/P	Ticketing Ground Handling Messaging Updates – Resolution 722f and 722h (Intended Effective Date 01 Jan 2024)	Attachment A_C4.1.1b/P Attachment B_C4.1.1b/P
C4.1.1c/P	Relocation of Form Code to EMD Stock	Attachment A_C4.1.1c/P
C4.1.1d/P	Updates to Payment Codes in Resolution 728 (adopted by SASB)	Attachment A_C4.1.1d/P
Reservations Group Items		
C4.2	Report and Workplan of the Reservations Working Group (RWG)	Attachment A_C4.2
C4.2.1	Voting Items of the Reservations Group (AIRWG) presented as a package	
C4.2.1a/P	AIRIMP Chapter 3.30 - Electric Bikes and Sports Equipment (pending SOPSB Ballot)	Attachment A_C4.2.1a
Offer and Order Working Group Items		
C4.3	Report and Workplan of the Offer and Order Working Group	Attachment A_C4.3
Pricing Automation Group Items		
C4.4	Report and Workplan of the Pricing Automation Working Group (PAG)	Attachment A_C4.4
C4.4.1a	Voting Item from PAG:Resolution 024d – Currency Names, Codes, Rounding Units and Acceptability of Currencies	Attachment A_C4.4.1a
Order Payment Working Group Items		
C4.5	Report and Workplan of the Order Payment Working Group	Attachment A_C4.5

Section D: Travel Standards Board Items

Agenda Item		Attachments
D1	Report of the Travel Standards Board (TSB)	
D3	Delegation of authority to the Travel Standards Board	
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 Attachment H_D4
D4.1	Report and Workplan of the Baggage Steering and Working Group, under the Travel Standards Board	
D4.1.1	Voting items from the Baggage Working Group	
D4.1.1a/P	Resolution 740 - Forms of Interline Bag Tag	Attachment A_D4.1.1a/P
D4.1.1b/P	Resolution 754 – Profiles of Interline Baggage Claims and Proof of Fault for Baggage Prorates	Attachment A_D4.1.1b/P
D4.1.1c/P	Resolution 755 – Reflight Message	Attachment A_D4.1.1c/P
D4.1.1d/P	Recommended Practice 1745 – Baggage Information Messages	Attachment A_D4.1.1d/P
D4.1.1e/P	Recommended Practice 1745a – Automated Baggage Handling based on the messaging of RP1745	Attachment A_D4.1.1e/P
D4.1.1f/P	Recommended Practice 1754 – Form and Function of the Electronic Bag Tag	Attachment A_D4.1.1f/P
D4.2	Report of the Departure Control Systems Message (DCSM) Working Group	
D4.3	Report of the Common Use Group	
D4.3.1	Voting items from the Common Use Group submitted as a package	
D4.3.1a/P	Changes to Recommended Practice 1706c	Attachment A_D4.3.1a/P
	Rescission of Recommended Practice 1706d, 1706e, 1706f	Attachment B_D4.3.1a/P
D4.4	Report and Workplan of the Ground Operations Automation and Digitalization Technical Group	Attachment A_D4.4
D4.5	Report of the Facilitation Working Group	
D4.5.1	Report and Workplan of the One ID Working Group	
D4.5.2	Report and Workplan of the PAXLST Working Group	
D4.5.3	Report and Workplan of the PNRGOV Working Group	
D4.5.4	Control Authorities Working Group	
D4.6	Report and Workplan of the Fuel Data Standards Group	
D4.7	Report and Workplan of the Aviation Information Data Exchange Group	Attachment A_D4.7

Section E: Settlement and Accounting Standards Board Items

Agenda item		Attachments
E1	Report of the Settlement and Accounting Standards Board (SASB)	
E1.1	Settlement and Accounting Advisory Forum	
E3	Delegation of authority to the Settlement and Accounting Standards Board	
E4	Groups active under Settlement and Accounting Standards Board	Attachment A_E4 Attachment B_E4 Attachment C_E4
E4.1	Report and Workplan of the Billing and Settlement Plan Data Specifications Interchange Group (BDISG)	
E4.2	Report and Workplan of the Airline Billing and Settlement Working Group	Attachment A_E4.2
E4.2.1a/P E4.2.1b/P	Voting items from the Airline Billing and Settlement Working Group (RAM A2) Voting items from the Airline Billing and Settlement Working Group (RAM Intro Paragraph 3)	Attachment A_E4.2.1a/P Attachment A_E4.2.1b/P
E4.3	Report and Workplan of the Order Accounting Group	Attachment A_E4.3

Section F: Architecture and Technology Strategy Board Items

Agenda Item		Attachments
F1	Report of the Architecture and Technology Strategy Board (ATSB)	
F1.1.a	Voting item from the ATSB - Business Reference Architecture - RP1786	Attachment A_F1.1.a
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
F4.1	Report and Workplan of the Change Management and AIDM Integration Group (CMIG)	
F4.2	Report and Workplan of the Identity Management Group	Attachment A_F4.2
F4.3	Report and Workplan of the Open API Group	Attachment A_F4.3

Section G: Information Items

Agenda Item	
G1	Report of the Passenger Agency Conference
G2	Report of the Cargo Services Conference
G3	Report of the IATAs Innovation Forum Activities
G4	Report of the IATA Strategic Partnership Program



Section A:

Administration Items

Item A1: Opening of Meeting

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@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.

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 behaviour, 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: Marie Masserey, Head Passenger Standards, IATA (massereym@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/44; and Passenger Tariffs Composite Coordinating Conference 2022

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

The [Minutes of the 2022 Passenger Standards Conference](#) under cover of Memorandum PSC/2023-01/67 can be found on the IATA Standard Setting Workspace (SSW) platform.

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 4th Passenger Standard Conference which combines the 44th IATA Passenger Services Conference; and the 2022 Tariff Composite Coordinating Conference.

Item A4: Effectiveness of Amendments to Industry Standards

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@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 2024 (unless otherwise specified in the agenda item).

Item A5: Report of the Passenger Standards Conference Steering Group

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@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(s) of each Management Board, together with the Chair and Vice Chair(s) of the Conference. The Steering Group shall steer the activity of the Conference across the year, and manage standard setting activity that crosses domains. The Steering Group shall meet four to six times per year, at least one of which shall be in person. Decisions of the Steering Group, where required, are made by a simple majority. In the case of multiple Vice Chairs within a Board, only one shall be eligible to vote.

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.

2.2.4 The Steering Group shall support the relevant Management Board(s) to assign resources to work on standards related to any requirements identified by Working Groups.

2.2.5 The Steering Group may directly oversee activities of Working Groups, as it deems necessary, such as the Interline Working Group, and maintain the Multilateral Interline Traffic Agreement and Standard Retailer Supplier Interline Agreement.

As of 6 September 2023, the composition of the Steering Group was as follows.

Role in Steering Group	Delegate	Airline
Conference Chair (and Chair of the Steering Group)	Nobu Yamanouchi	Lufthansa
Conference Vice Chair (and Vice-Chair of the Steering Group)	James Sumers	United Airlines
Plan Standards Board Chair	Glen Bell	Delta Air Lines
Plan Standards Board Vice-Chair	Sander van Noorloos	British Airways
Shop-Order-Pay Standards Board Chair	Nathan Smeulders	Qantas
Shop-Order-Pay Standards Board Vice Chair	TBA	
Travel Standards Board Chair	David Kendell	United Airlines
Travel Standards Board Vice Chair*	Adrijana Trinajstic Pazman	Croatia Airlines
Travel Standards Board Vice Chair*	Rami El Samra	Emirates
Settlement and Accounting Standards Board Chair	Myriam Burget	SWISS
Settlement and Accounting Standards Board Vice Chair	Jerome Boyer	Air France
Architecture and Technology Strategy Board Chair	Michele Walter	Air France
Architecture and Technology Strategy Board Vice Chair	Najmi Mansoor Ahmed	Emirates

*As per Resolution 009, Paragraph 2.21 Boards may have multiple vice chairs, however, in the case of multiple vice chairs, only one shall be eligible to vote.

On behalf of Members and industry partners, IATA thanks those delegates that have left the steering group for their service:

- Jerry Foran (BA), former Vice Chair of the Shop-Order Standards Board (SOSB)
- Edwin Garcia (LA), former Chair of the Travel Standards Board (TSB)

And welcome the following recently elected delegates to their new positions:

- David Kendell (UA), Chair of the Travel Standards Board (TSB)
- Adrijana Trinajstić Pazman (OU), Vice-Chair of the Travel Standards Board (TSB)
- Rami El Samra (EK), Vice- Chair of the Travel Standards Board (TSB)

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.

Activity of the Steering Group

Across 2023, the Steering Group met by Conference call on 19 January, 23 March and, 20 June and 8 June. Two more meetings are scheduled on 19 September and 8 November before the start of the Conference.

The Steering Group coordinated the Conference activity and governance cycles. Much of the focus of 2023 discussions were around the implementation of changes in Resolution 009 and re-alignment of Conference activity to support development of new standards.

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.

The Steering Group will also host two webinars on 12 September and 26 September to brief IATA Members and Strategic Partners about the new structure under each Boars.

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 A5.1: Report and Workplan of the Interline Working Group

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Submitted by: Florian Waldvogel, British Airways (florian.waldvogel@ba.com)

Chair of the Interline Working Group

Background

Interline Working Group (IWG) is a transversal group reporting directly to the PSC SG. It is responsible for interline agreements in both the traditional world (MITA) and in the world of offers and orders (SRSIA). Its priority is to develop full end-to-end view for interlining with offers and orders only. Attachment **A_A5.1** shows the Terms of Reference.

Membership

Active organizations, attending at one least meeting in the past year, included the following organizations:

IATA Members	Observers
Air Astana	ACCA
Air Canada	ATPCO
Air France	Accelya
American Airlines	Amadeus
Blue Air	IBS Software Private Limited
British Airways	Navitaire
Delta Air Lines	PROS
El Al	Sabre GLOB Inc
Finnair	
Gulf Air	
Hahn Air	
Iberia	
KLM	
LOT	
Lufthansa	
S7 Airlines	
SAS	
Singapore Airlines	
SunExpress	
SWISS	
TAP Air Portugal	
United Airlines	

Chair and Vice-Chair, Secretary

Florian Waldvogel, BA, was elected Chair in May 2022 for a term of 24 months.

Luuk de Greeff, KL, was elected Vice Chair in February 2023 for a term of 24 months.

Ad-interim, Conference secretary acts as the Secretary of Interline WG and its Intermodal sub-working group.

Interline Working Group activity in 2023 and workplan

IWG meets monthly over conference calls and it is scheduled to meet face to face in Geneva on 18 and 19 October 2023.

Group activities have been structured under the following main areas:

- Interline agreements framework - Multilateral Interline Traffic Agreement (MITA) and Standard Retailer and Supplier Interline Agreement (SRSIA);
- Interline standards with focus on Offers and Orders; and
- Intermodal, including a common working framework established with UIC (International Union of Railways) and its members and explorations of a list of topics of common interest.

Interline Agreements Framework

The IWG developed clarification concerning the actions that MITA Administrator is expected to take when an airline is suspended from IATA Clearing House; and proposed changes to MITA agreement.

Currently, there is no specific workplan item to develop further changes in interline agreements. However, the group expects further evolution of RP1780s Standard Retailer and Supplier Interline Agreement (SRSIA) as first implementation experiences arrive with the transition to Offers and Orders.

Interline Standards

Earlier this year, the group developed initial requirements for supplier product catalogue and handed them for detailed development to the Airline Product Management Working Group (APMWG). Later it also provided feedback concerning the proposed RP1730 Product Management Information Standards.

More recently, the group has completed high level business requirements for baggage as ancillary in the world of Offers and Orders. Business requirements were provided to APMWG, Airline Billing and Settlement WG and Baggage WG for further development of specific topics.

The group also reviewed pilot feedback from TK and SAP highlighting missing Order ID data element and expressing concern about significant inconsistencies between the established set of Offer and Order messages intended for distribution and piloted Interline Offer and Order Messages. It requested assistance from Change Management and Integration Group under ATSB to add the missing element and provide technology guidance to address the concern the inconsistencies (including a consideration of merging the two message sets).

Focus on the development of business-level implementation guide

While the work on business requirements has been well received, there was a notable absence of a business-level deliverable that would provide initial guidance to carriers planning to implement the Standards Supplier and Retailer Interline Agreement. Also, there was lack of visibility how the IWG activity links to the work of individual functional groups under business boards.

To that end, the IWG created a task force which proposed working methodology to develop a business-level implementation guide for SRSIA. Details are being currently discussed but the general idea is to convert existing business requirements documents (baggage, seat as ancillary) as well as relevant parts of an earlier more technical inter=line implementation guide into a business-level implementation guide showing key considerations across the entire process from planning to settlement; and referencing standards development work of individual functional working groups. It is hoped that such a document will provide more transparency how individual standards link to each other and it will serve as a reference point for new carriers considering the journey to offers and orders with their partners.

Consistently with the renewed focus on business-level implementation guidance and acting on the concern of inconsistencies with regular Offer and Order messages, the IWG expects to hand over the responsibility over the development of Interline Offer and Order Messages to Offer and Order Working Group.

Intermodal

As one of the objectives of the Interline Group is to support airlines in establishing new types of partnerships including 3rd party transport operators, the intermodal activities have been included as part of the Interline WG working plan since the beginning of 2021 and they are carried out by Intermodal Group, a sub-working of Interline WG. Intermodal Group met four times over conference call and plans to hold a face to face meeting in Geneva on 17 October.

A common working framework established with UIC (International Union of Railways) was established in 2021. In 2022 the group developed mapping of key concepts between IATA and UIC standards.

Intermodal group is currently exploring the following topics with a view to provide implementation guidance for air and rail operators and identify areas where air and rail standards should evolve for better interoperability:

- Booking window between AIR & RAIL
- 3 letter codes & location codes (flight number and location)
- Baggage provisions
- Seat assignment
- Check-in considerations and minimum set of requirements
- Facilitating revenue settlement
- Key elements for service delivery
- Essential product understanding and service levels

Action

Conference to note.

Attachment A_A5.1

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Interline Working Group Terms of Reference

Subject to adoption by the PSC SG on 19 September 2023

This document is established pursuant to the provision of IATA Resolution 009 which establishes the governance structure and working procedures for developing and adopting standards by Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Interline Working Group (IWG)
Reports to	PSC Steering Group (PSC SG)
Role / Mandate	• Deal with matters concerning the interline system and 3rd party transportation operator agreements and ensure the integrity end-to-end. • Explore changes in PSC standards required for airlines to provide 3rd party transportation operator services with Offers and Orders only, using Supplier Retailer Interline Agreement. • Develop business requirements and proposals to amend PSC standards accordingly and liaise, via the PSC Steering Group, with process owning groups to implement identified changes. • Develop and maintain the integrity of Retailer Supplier Implementation Guide. • Develop and review proposals to amend: ○ Resolution 780 ○ Resolution 780b, c, d, e ○ Resolution 788 ○ Recommended Practice 1780a, 1780b, 1780e, 1780f, 1780s, 1788 • Liaise with other IATA industry governance groups as required. • Maintain a work plan and report regularly to the PSC SG
Period of effectiveness	The group is effective for a period of 24 months and will be renewed subject to the oversight approval of the PSC Steering Group.
Participation	Members Membership in the group is open to IATA Members. Minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member may participate as an Observer subject to the approval of the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 24 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.

Meetings

Meetings will be scheduled by Secretary as required.

Sub-working groups

The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.

Officers

A Chair and Vice-Chair will be elected from IATA Member airlines. 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.

A Secretary will be provided by IATA Management.

Profile of delegates

Named delegates should have current experience and involvement in interline traffic agreements and/or development and implementation of airline strategy of distributing 3rd party transportation operator services with Offers and Orders.

Quorum

A quorum of 4 members is required to hold a meeting.

Voting

The group will aim to make decisions by consensus of all participants.

Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority.

Any required voting action may take place during any IWG meeting by all IATA Member airlines present either in person or online.

Endorsement of standards

Proposed standards endorsed by the Group will be presented to the PSC Steering Group for approval, prior to presentation at the Conference for adoption as required.

Voting Item A5.1.1: Interline Working Group, package voted under the PSC Steering Group

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Submitted by: Florian Waldvogel, British Airways, Chair of the Interline Working Group (florian.waldvogel@ba.com)

Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

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 following Items of the Interline Group are presented to the Conference as a single package. A single vote will be held at the Conference on all voting items developed by the Interline Group.

Proposal

Item name (with links)	Item number (with links)
A5.1.1a/P Revised Interline Traffic Agreement - Resolution 780	Attachment A A5.1.1a/P
A5.1.1b/P Revised Interline Traffic Agreement - Resolution 780e	Attachment A A5.1.1b/P

Action

Conference to adopt all items in package.

Voting Item A5.1.1a/P: Withdrawal of MITA concurrence during ICH suspension (Resolution 780)

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Submitted by: Florian Waldvogel, British Airways, Chair of the Interline Working Group (florian.waldvogel@ba.com)
Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)
Secretary of the Passenger Standards Conference

Background

In 2022, IATA Management received several inquiries from MITA carriers about potential termination of carriers as MITA participants following their suspension from IATA Clearing House (ICH) due to economic sanctions.

It was suggested that IATA should automatically terminate MITA membership (i.e. the commercial agreement between interline partners) upon suspension from the ICH since the party no longer satisfies the requirement of Article 10.2.1. and is deemed to have withdrawn from the agreement.

Business Problem

IATA, as administrator of MITA and ICH programs, took the position that the language in paragraph 10.2.1.3 of the MITA does not allow IATA to automatically suspend from MITA a member who is unable settle through the ICH due to suspension which can be temporary.

Interline Working Group (IWG), upon request by the Steering Group, confirmed the interpretation of MITA administrator. Considering that MITA is an agreement between members, in the event of a suspension from ICH the intent was to give individual members the option to withdraw their concurrence with immediate effect by notifying IATA.

Proposed Solution

To avoid misinterpretation, the IWG in consultation with Interline Modernisation Task Force of the Legal Advisory Council tasked by the IATA DG to provide specialist legal input on risks and opportunities with respect to routine amendments for MITA, proposed the following changes to Resolution 780 and Resolution 780e:

- Paragraph 10.2.1.3 referencing ICH eligibility should be excluded from the reasons where a party is deemed to have withdrawn from MITA entirely.
- Paragraph 10.5.3 already allowing any party to withdraw their concurrence with immediate effect should be enhanced to also allow for a withdrawal using a notice in a form prescribed by IATA.

Process changes associated with the above interpretation have been already implemented. In the event a member is suspended from ICH and while the member remains suspended, it is possible to withdraw concurrence with immediate effect by notifying IATA in a prescribed form. All MITA subscribers have been notified about the new procedure. It was also agreed that eventual extension of this procedure to any other scenario would require advance consultation with the IWG.

The above proposal has been endorsed by the PSC Steering Group on 19 September 2023.

Equivalent changes to IATA Resolution 780e are outline in separate agenda item **A5.1.1b/P**.

Action

Conference to adopt changes to IATA Resolution 780 as outlined in **Attachment A_ A5.1.1a/P**.

Attachment A_A5.1.1a/P

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Resolution 780

Form of Interline Traffic Agreement—Passenger and Baggage

PSC(~~4344~~)780

.../

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.

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

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

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

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

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

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

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

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

10.3 WITHDRAWAL FROM AGREEMENT

10.3.1 If any Party to this Agreement no longer satisfies the requirements of Article 10.2.1.1, 10.2.1.2 or 10.2.1.4, that Party shall be deemed to have withdrawn from this Agreement with respect to all other Parties, effective from the date IATA notifies all other Parties of this fact.

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

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

...

10.5 WITHDRAWING A CONCURRENCE

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

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

10.5.3 Any Party may terminate a concurrence with immediate effect for commercial, operational or other reasons. The terminating Party must provide written notice to the other Party, or provide notice in such form as IATA may prescribe from time to time, 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.

Voting Item A5.1.1b/P: Withdrawal of MITA concurrence during ICH suspension (Resolution 780e)

[Return to Main Contents Page](#)

Submitted by: Florian Waldvogel, British Airways, Chair of the Interline Working Group (florian.waldvogel@ba.com)

Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

Background

See agenda item **A5.1.1a** for details.

Action

Conference to adopt changes to IATA Resolution 780e as outlined in **Attachment A_ A5.1.1b/P**.

Attachment A_A5.1.1b/P

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Resolution 780e Form of Interline Traffic Agreement—Passenger

PSC(~~4344~~)780e

.../

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.

10.2 ELIGIBILITY AS A PARTY AND EFFECTIVENESS DATE

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

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

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10.3.1 If any Party to this Agreement no longer satisfies the requirements of Article 10.2.1.1, 10.2.1.2 or 10.2.1.4, that Party shall be deemed to have withdrawn from this Agreement with respect to all other Parties, effective from the date IATA notifies all other Parties of this fact.

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

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

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

10.5.3 Any Party may terminate a concurrence with immediate effect for commercial, operational or other reasons. The terminating Party must provide written notice to the other Party, or provide notice in such form as IATA may prescribe from time to time, 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.

Voting Item A5.2: Election of Conference Chair and Vice-Chair

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

Background

The Passenger Standards Conference (PSC) Steering Group is seeking nominations for the role of PSC Chair and Vice-Chair positions to serve for a 2-year term 2023-2025. We welcome nominations from Member airlines who are interested in serving in either of these positions.

Please confirm your airline's interest to standards@iata.org no later than **2 October 2023** with the name and title of your nominee.

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

Action

1. Conference to elect a Chairperson from the list of nominees shown in [Attachment A_A5.2](#)
2. Conference to elect a Vice-Chair from the following list of nominees shown in [Attachment A_A5.2](#)

Attachment A_A5.2: Election of PSC Chair and Vice-Chair

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The following candidate wishes to stand for election to the position of Passenger Standards Conference Chair:

Nobu Yamanouchi (Deutsche Lufthansa)



Nobu Yamanouchi is Senior Director of Commercial Offer/Revenue Management at Lufthansa, handling Lufthansa Group's joint-venture programmes as well as irregular flight operations in the revenue management operations. His industry experience started rather coincidentally 30-years ago 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. 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 at the TC1-South Pacific TC conference as a member of the delegation from Northwest Airlines. Since then, he has participated in numerous TC meetings & working groups and served also as the Chair of Passenger Tariff Coordinating Conference Composite meetings, eventually leading to the current position as the Chair of the PSC since 2022. He is also a member of the ATPCO Board of Directors and ATPCO Board Finance Committee.

The following candidate wishes to stand for election to the position of Passenger Standards Conference Vice-Chair:

James Summers (United Airlines)



James Summers is the Director of Revenue Services at United Airlines. He leads United's Revenue Integrity team, responsible for fraud prevention as it relates to inventory abuse, manipulation, and revenue leakage. He also heads United's Interline Pricing team responsible for negotiating Special Prorate and Protection agreements with partner carriers. Until last year, he led United's ancillary pricing team responsible for maximizing revenue performance of ancillary seat products. Previously, James served as Director of Customer Recovery Operations in United's Network Operations Center, where he managed a 24/7 operational team responsible for Customer Recovery 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. He has an MBA from Harvard Business School and a BA from Northwestern University and has completed continuing education courses at Harvard Law School and the Stanford Graduate School of Business.

Item A6: Ratification of new Taxes, Fees and Charges Codes

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

Background

During the period 01 January 2023 to 05 October 2023 the IATA Ticket Tax Box Services (TTBS) has assigned 17 codes for new TFCs in accordance with the provisions of Resolution 728.

Action

Conference to note, and to ratify new Taxes, Fees and Charges codes as outlined in ***Attachment A_A6***.

Attachment A_A6 NEW TAXES, FEES AND CHARGES CODES

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Taxes, Fees and Charges Codes

	Aug 2020	Aug 2021	Oct 2022	Oct 2023	Var.
Alpha - Alpha					
Assigned	622	624	624	624	0
Industry Blocked: (CP/DU/DV/MF/OA/OB/OC/OD/OE/OF/TX/YQ/YR/XP/XT/ZZ)	16	16	16	16	0
ISO country codes unassigned	35	33	33	33	0
Generic codes available	3	3	3	3	0
Total (26X26)	676	676	676	676	

	Aug 2020	Aug 2021	Oct 2022	Oct 2023	Var.
Alpha - Numeric					
Assigned	138	151	161	167	6
Industry blocked for VAT on Ancillaries (F5/H3/H7/K9/L9/M8/O8/Q9 /TH)	7	9	9	9	0
Available	89	74	64	58	-6
Total (9X26)	234	234	234	234	0

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

	Aug 2020	Aug 2021	Oct 2022	Oct 2023	Var.
Numeric - Alpha					
Assigned	0	0	0	0	0
Industry Blocked Series 6A to 6Z Reserved for internal airline own use	26	26	26	26	0
Available	208	208	208	208	0
Total (9X26)	234	234	234	234	0

NEW TAXES, FEES, AND CHARGES
(since Nov 2022)

Code	Name	Country	Date	PURPOSE / DETAILS
F2	Value Added Tax	NC	16-03-23	To collect the Government imposed VAT on domestic sectors in New Caledonia
HO	Air Transportation Charge	MR	15-04-23	Levied on passengers for all domestic departures from any airport in Mauritania, irrespective of place of ticket issuance.
I7	Destination Management Fee	TC	26-07-23	Levied to stimulate the development of tourism.
JN	International Advanced Passenger Information Fee	KZ	14-06-23	Collected to cover the costs of the Advanced Passenger Information electronic system.
MR	Security Tax	MR	15-04-23	Levied for each domestic departure from Mauritania, regardless of place of ticket issue.
OO	Airport Security Infrastructure Fees	SS	17-03-23	Collected to enhance safety measures of South Sudan Civil Aviation Authority.
PQ	Civil Aviation Development Charge	SO	04-09-23	Levied for the development of airport infrastructure by the Civil aviation authorities.
RP	Non-Intrusive Quarantine Inspection Fee	BZ	21-06-23	Levied to fund agriculture programs.
S7	Aviation Security Fee - PSA	AR	11-01-23	The Aviation Security Fee is imposed on passenger air transport to raise funds for the Airport Security Police.
S8	Passenger Security Charge	BW	01-02-23	Collected to recover the cost of providing airport security services.
S9	Common Use Passenger Processing Systems Fee	GH	10-02-23	To supply and manage the passenger processing systems.
T1	Alternate Airport Passenger Fee	IS	05-07-23	Levied to fund the development of infrastructure at domestic airports.
T2	GACA Services Charge	SA	20-07-23	Levied to cover GACA Services; to supervise and monitor the activities related to passengers.
T3	Air Navigation Services Fee	SL	05-09-23	Levied to finance the provision of Air Navigation Services.
T4	Airport Safety Fee	SL	05-09-23	Levied for the development of the safety at Sierra Leone airports.
T5	Value Added Tax	KR	15-09-23	To collect the Government imposed VAT levied on passengers for travel originating in Korea.
T6	Value Added Tax	NP	27-09-23	To collect the Government imposed VAT
LQ	Passengers with Disabilities Charge	EE	12-10-22	For the purpose of providing service and infrastructure for passengers with reduced mobility

M6	Flights Security Charge	TR	17-12-22	Levied on Domestic Departure Passengers to cover security costs associated to the provision of security services at the highest level.
S5	Fiscal Tax - AFIP RG 5272	AR	15-10-22	The Fiscal Tax - AFIP RG 5272 is imposed on passenger air transport in order to raise funds for the Government.
S6	Infrastructure charge	OM	21-11-22	Collected to cover the costs of passenger/bag processing infrastructure and equipment

CODES RESCINDED, WITHDRAWN OR EXPIRED
(since Nov 2022)

Code	Name	Country	Date	PURPOSE / DETAILS
DP	Goods & Services Tax (GST)	ST	22-11-02	Levied on passengers departing on International flights. Applied on Goods and Services sold in Sao Tome and Principe.
XL	Stamp Tax (Excess Baggage)	EG	06-05-94	Levied on passengers for excess baggage tickets on international flights commencing in Egypt.
I8	Common Use Passenger Processing System (CUPPS)	OM	03/06/2027	Applicable to Domestic and International Departures, to implement ongoing maintenance of vital passenger and operations

Item A7: Status of Industry Codes

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Submitted by: Tony Pietrangelo, Head Airline Participation (pietranget@iata.org)

Background

The below table summarizes current code availability trends for each of the IATA Designator, Accounting, Prefix and Location codes, as at 30 August 2023. A steady decline in the different IATA codes inventory(s) was observed in the last 12 months. While no major change in pace was seen in the last 12 months, it should be noted that specifically for the IATA Designator, the available inventory of codes is being controlled by: (1) a regular flow of code recalls and (2) the use of Controlled Duplicate Designator codes. Without these countering forces the IATA Designator code inventory would have been depleted.

									Aug-23 vs Aug-22	% Available
Airline Designator Codes	Aug-16	Aug-17	Aug-18	Jul-19	Aug-20	Aug-21	Aug-22	Aug-23		
Assigned Primary Designators	854	858	882	900	882	897	908	952	44	14.5%**
Blocked (Industry & Dormant)	42	43	38	71	65	75	93	70	-23	
Available (Primary Designators)	300	295	276	225	249	213	195	174	-21	
Total initial Designator Code inventory	1196	1196	1196	1196	1196	1196	1196	1196	-	
Assigned Controlled Duplicate Designators	207	197	235	241	250	271	269	268	1	77.6%
Available (Controlled Duplicates)	989	999	961	955	946	925	927	928	-1	
Airline Accounting & Prefix Codes	Aug-16	Aug-17	Aug-18	Jul-19	Aug-20	Aug-21	Aug-22	Aug-23	Aug-23 vs Aug-22	
Assigned (net of recalls)	-	-	-	804	784	797	827	842	15	11.0%
Blocked (Industry & Dormant)	-	-	-	66	90	78	55	47	-8	
Available	-	-	-	129	125	124	117	110	-7	
Total initial Code inventory	-	-	-	999	999	999	999	999	-	
Location Identifiers	Aug-16	Aug-17	Aug-18	Jul-19	Aug-20	Aug-21	Aug-22	Aug-23	Aug-23 vs Aug-22	
Assigned	11,354	11,387	11,138	11,242	11,222	11,277	11,327	11,371	44	35.0%
Blocked (Industry)	53	53	52	9	53	55	56	59	3	
Available	6,169	6,136	6,386	6,325	6,304	6,244	6,193	6,146	-47	
Total initial Code inventory	17,576	17,576	17,576	17,576	17,576	17,576	17,576	17,576	-	
Note:										
** Percentage % available figure, in respect of Designator Code availability, does not take into account any restrictions on										
issuing certain available Designator codes due to potential conflicts with an existing, assigned Controlled Duplicate code.										
Therefore, the actual available designator code figure is lower than stated. It is estimated to be only approx. 9%.										

Related Airline Coding Updates

- Work continues on the IATA airline codes inventory depletion problem. A more holistic approach has been introduced in 2023 with the Industry Coding Working Group (ICWG) where IATA and the ICWG would be focusing on evaluating and transitioning the current legacy airline codes to new Digital Identification standards and protocols as is being developed for modern airline retailing. Refer to PSC Agenda Item B4.1 for further details.

- An increase in requests to issue IATA Location Identifier codes to Bus Stop locations, instead of Bus Station terminals typically seen in the past. IATA is ensuring that these requests meet current Location code assignment criteria and will also include this topic in the next ICWG meeting agenda in order to review if any change is needed in the applicable Resolutions to accommodate this growing airline need.
- A proposal to amend Resolution 763, section 9.1, regarding Location Identifier changes, is being voted on by the Industry Coding Working Group and will be submitted to the Plan Standards Board (PSB) for endorsement. It is intended to include this amendment within the 2nd PSC Agenda transmittal for PSC adoption.

Action

Conference to note the code availability report and related updates.

Item A8: Status of BSP Form Codes

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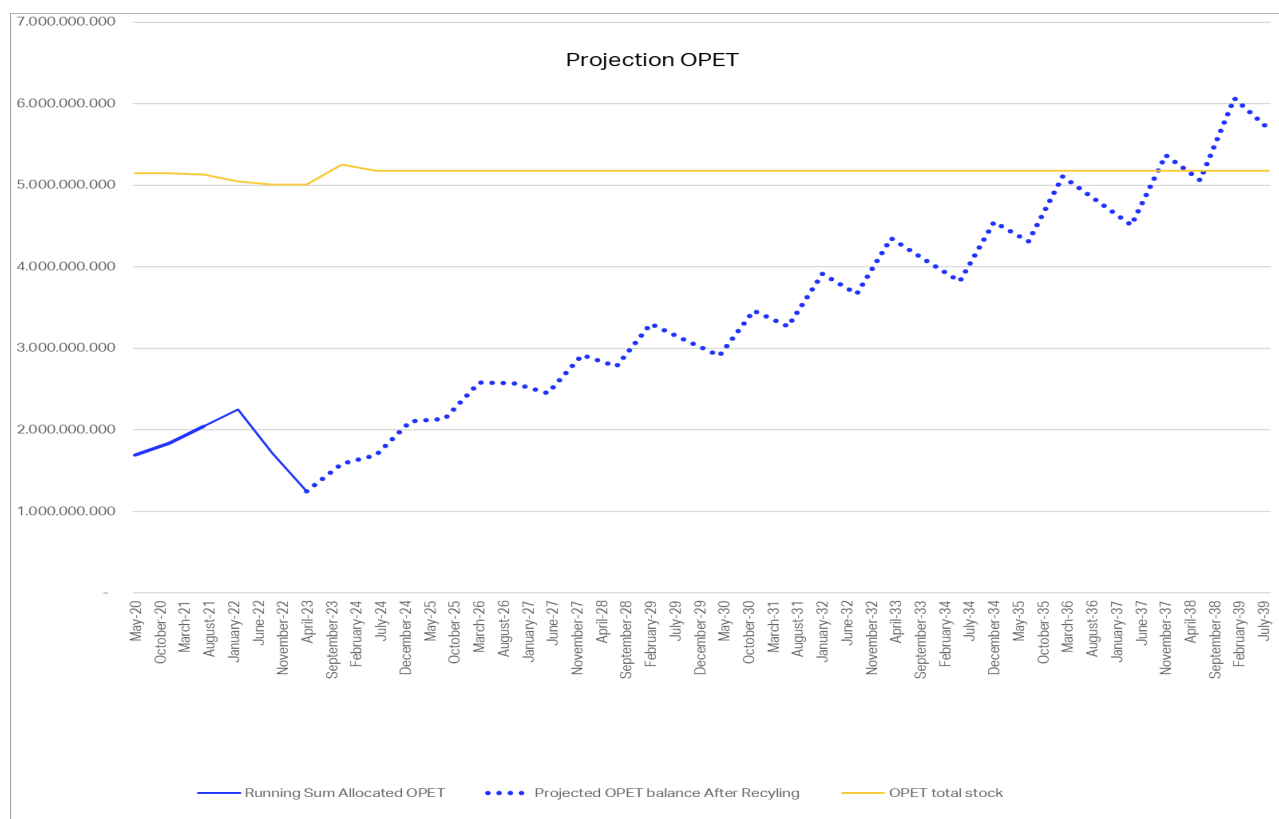
Submitted by: Milagros Jiménez, IATA Operational Performance FSDS-GDC- Platforms and Data Operations

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.

In the projection of the usage of the OPET, the following assumptions and considerations have taken:

1. That 100% of the stock proposed for recycling is effectively recycled. However, this is not always the case; the percentage may be altered by different possible scenarios, especially due to some GDS reporting to the BSP their assigned stock beyond the agreed deadlines. Controls are being designed to detect those situations, however, currently, what is here presented is an optimistic scenario.
2. That the estimated industry growth is 10.4% in 2024, 9.45% in 2025 and 6.46% in 2026 (figures facilitated by the IATA Economics department).



The current situation of OPET volumes by status in:

	Total RP 1720	Allocated	Available*
OPET	5,250,000,000	1.483.006.300	3.766.993.700
		28.2%	71,8%

*Effective 15th Sep 2023

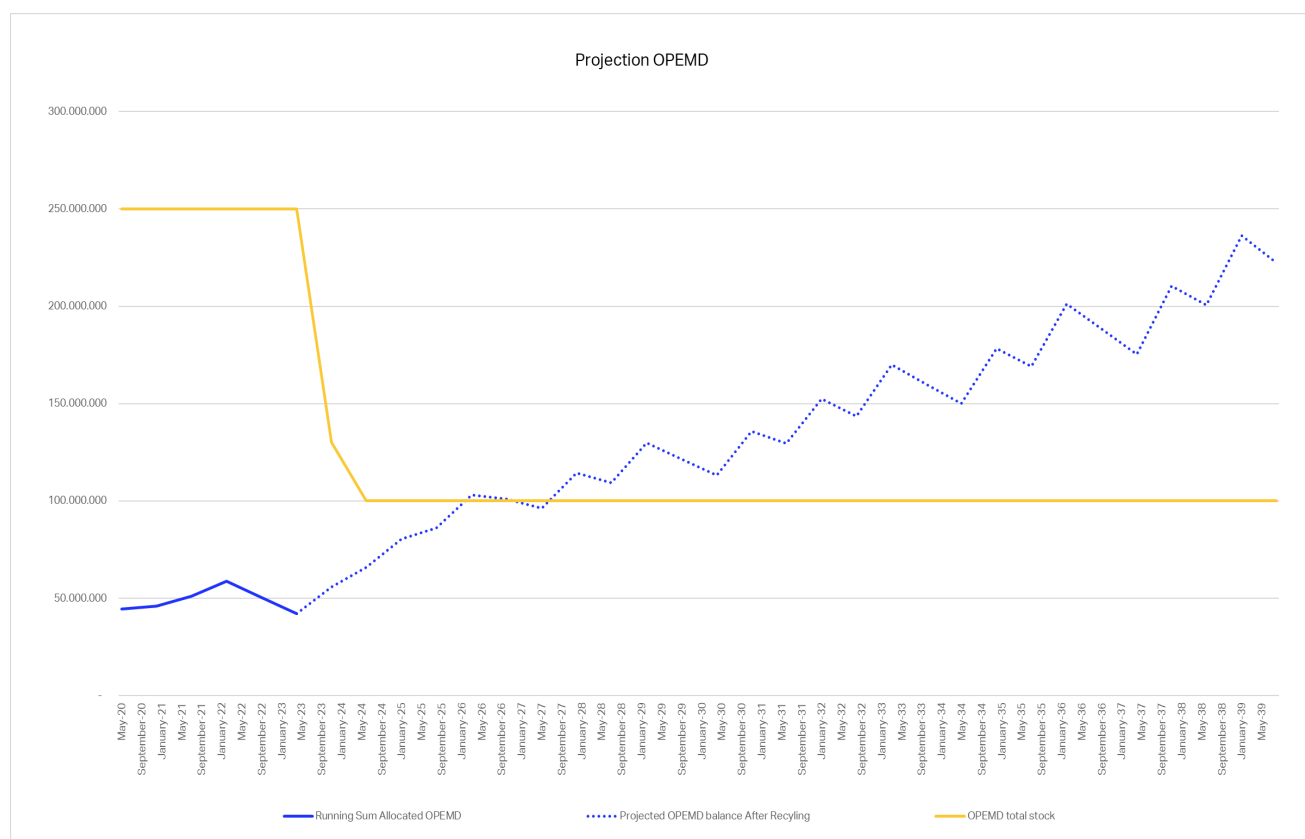
Electronic Miscellaneous Document Stock and Form Codes General Updates

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

In the projection of the usage of the OPEMD, the following assumptions and considerations have taken:

1. That 100% of the stock proposed for recycling is effectively recycled. As explained in the OPET section, it might not be possible to recycle all the proposed form codes, therefore, what is presented here is an **optimistic scenario**.
2. That the estimated industry growth is 10.4% in 2024, 9.45% in 2025 and 6.46% in 2026 (figures facilitated by the IATA Economics department).

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



OPEMD stock volume situation by status, effective 15th of Sep 2023:

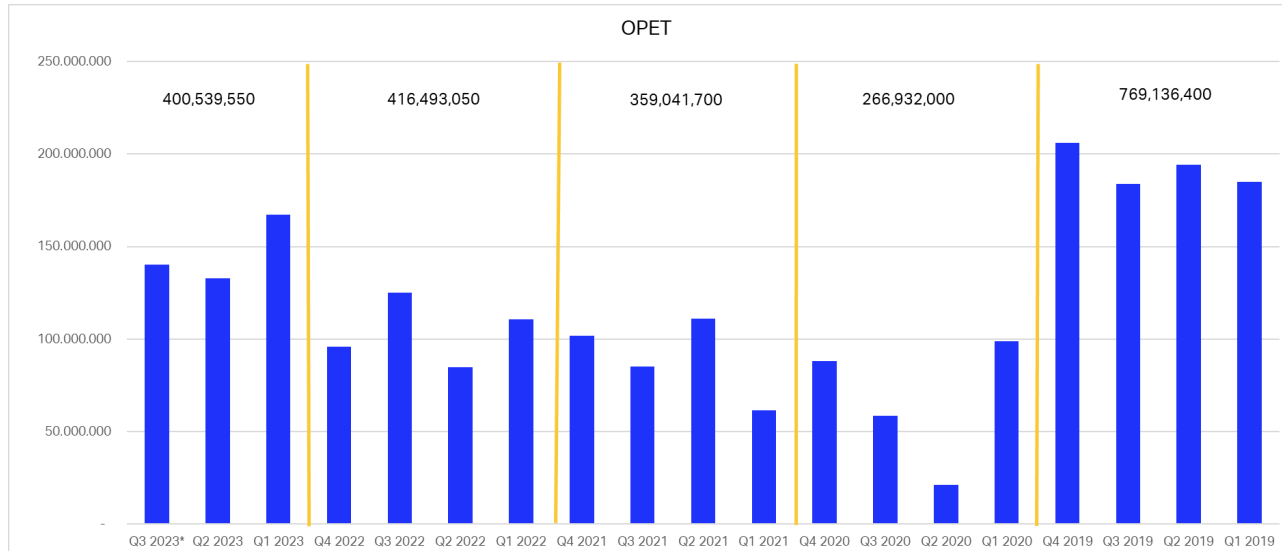
	Total RP 1720	Allocated	Available
OPEMD	130.000.000	51,983,220	78,061,780
		39.95%	60.05 %

Stock Balance Projection Updates

Projected OPET Balance

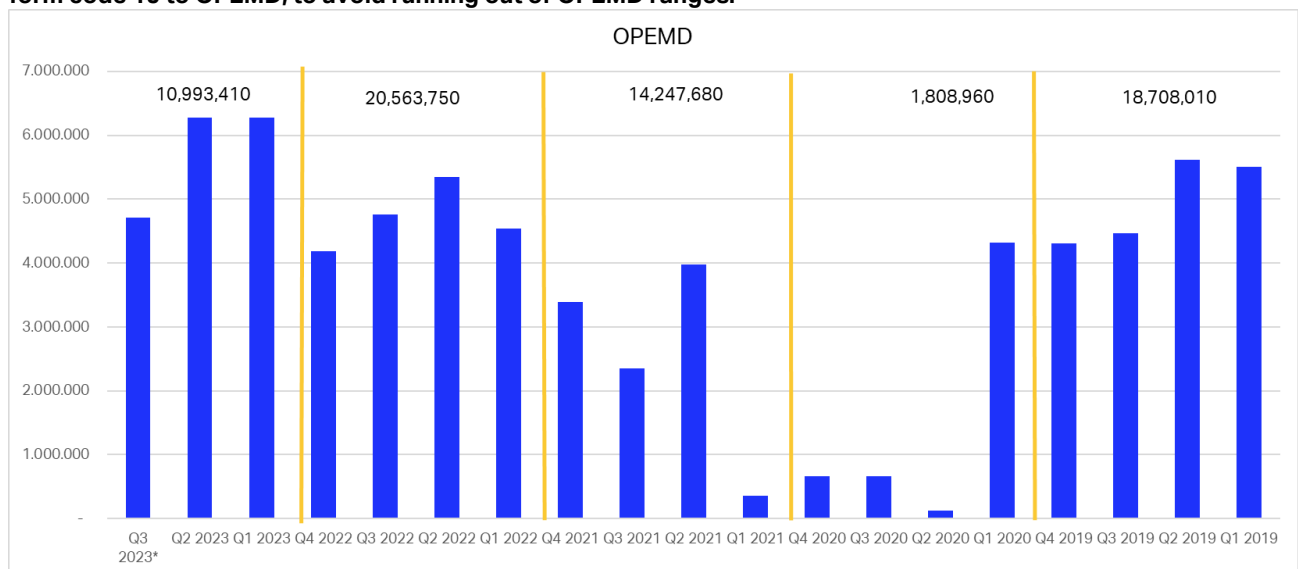
After including the latest allocation data and considering the form code trading agreed in the Ticketing Committee, we project that current process could assure OPET availability of serial number allocations until **March 2036**.

Please note that according to last year projection, the OPET availability was ensured until February 2031 (the actual stock allocation was lower as estimated)



Projected OPEMD 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 **February 2026**. **Therefore, we strongly recommend increasing OPEMD stock. An official request has been submitted to allocate the unassigned form code 19 to OPEMD, to avoid running out of OPEMD ranges.**



Action

Conference to note the report.

Item A9: 2023 Governance Voting Cycles and 2024 Calendar

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

Background

Since the December 2022 Passenger Standards Conference (PSC4) the following items were successfully voted on during the 2022 and 2023 Governance Cycles via online ballot. Adopted changes were included in the PSC and PTC Manuals accordingly.

2022 Cycle 4 – PSC/2023-01/68

Resolution / Recommended Practice	Title	Ballot Reference & Approving Board	Ballot Reference
009, Att A	List of Resolutions and Recommended Practices by Responsible Board	PSC Voting Package: Steering Group (PSC SG)	PSC/2022-11/61
009, Att B	List of Data Exchange Standards by Responsible Board	PSC Voting Package: Steering Group (PSC SG)	PSC/2022-11/61
728	Code Designators for Passenger Ticket	PSC Voting Package: Ticketing Group item (SOPSB)	PSC/2022-11/64
762	Airline Designators	PSC Voting Package: Industry Coding Group item (PSB)	PSC/2022-11/63
767	Assignment of Airline Accounting Codes and Airline Prefixes	PSC Voting Package: Industry Coding Group item (PSB)	PSC/2022-11/63
788	Interline Recognition of Free and Reduced Fare or Rate Transportation	PSC Voting Package: Ticketing Group item (SOPSB)	PSC/2022-11/65
791	Specifications for Airline Industry Integrated Circuit Card (ICC) — Version 03	PSC Voting Package: Steering Group (SASB/PSC)	PSC/2022-11/61
1752	Numeric Location Codes	PSC Voting Package: Steering Group (PSB/PSC)	PSC/2022-11/61
1780s	Standard Retailer and Supplier Interline Agreement	PSC Voting Package: Interline Group (PSC SG)	PSC/2022-11/60
1780s, Att A	Standard Retailer and Supplier Interline Agreement	PSC Voting Package: Interline Group (PSC SG)	PSC/2022-11/60
1788	Ticketing and Baggage Regulations for Free and Reduced Transportation	PSC Voting Package: Ticketing Group item (SOPSB)	PSC/2022-11/64
1791	Standard Specifications for Airline Issued Credit Cards	PSC Voting Package: Steering Group (SASB/PSC)	PSC/2022-11/61
1791b	Standardised Format for Financial Transaction Messages	PSC Voting Package: Steering Group (SASB/PSC)	PSC/2022-11/61

2023 Cycle 1 – PSC/2023-03/75

Resolution / Recommended Practice	Title	Ballot Reference & Approving Board	Ballot Reference
009	Passenger Standards Governance	PSC Voting Package: Steering Group (PSC SG)	PSC/2022-03/74
009, Att A	List of Resolutions and Recommended Practices by Responsible Board	PSC Voting Package: Steering Group (PSC SG)	PSC/2022-03/74
1735	Planned Schedule Changes	PSC Voting Package: Ticketing Group item (SOPSB)	PSC/2023-03/73

2023 Cycle 2 – PSC/2023-08/90

Resolution / Recommended Practice	Title	Ballot Reference & Approving Board	Ballot Reference
017a	Construction Rules for Journeys	PTC Voting Package: Pricing Automation Group items (SOPSB)	PSC/2023-03/87
017b	Construction Rules for Pricing Units	PTC Voting Package: Pricing Automation Group items (SOPSB)	PSC/2023-03/87
017c	Construction Rules for Fare Components	PTC Voting Package: Pricing Automation Group items (SOPSB)	PSC/2023-03/87
1701o	Contactless Travel	PSC Voting Package: One ID Group items (TSB)	PSC/2023-06/88
1720a	Standard Thirteen Digit Numbering System for Traffic Documents	PSC Voting Package: Ticketing Group item (SOSB)	PSC/2023-06/86

2024 Conference Voting Cycles

	Last date to start 14 day group ballot	Data exchange standards only			Publication of data exchange release	Resolution, RP and Conference decisions only	
		Data model freeze date	Planned Industry QA start	Date of Board Ballot		Start of 21 day Conference ballot	Included in PSCM publication
Cycle 1 (24.1)	11-Jan-24	29-Jan-24	05-Feb-24	15-Feb-24	01-Mar-24	07-Mar-24	01-Jun-24
Cycle 2 (24.2)	09-Apr-24	26-Apr-24	03-May-24	15-May-24	01-Jun-24	05-Jun-24	01-Jun-24 v1
Cycle 3 (24.3)	11-Jul-24	28-Jul-24	04-Aug-24	15-Aug-24	01-Sep-24	30-Sep-24	01-Jun-24 v2
Cycle 4 (24.4)	11-Oct-24	28-Oct-24	04-Nov-24	14-Nov-24	01-Dec-24	05-Dec-24	01-Jun-24 v3

Note: The above voting cycles may be amended by the PSC Steering Group.

Action

Conference to note.

Voting Item A9.1: Resolution 009, Attachments A and B

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)
Secretary of the Passenger Standards Conference

Background

Modification of Resolution 009 Attachment A and Attachment B - administrative improvement

Resolution 009 Attachment A contains a list of Resolutions and RPs by responsible Board. Attachment B contains a list of Data Exchange Standards by responsible Board. All changes in those lists currently require a full vote by the Conference.

This appears to be an unnecessary administrative overhead since responsibility for Resolutions, RPs and Data Exchange Standards are in most cases implied in the text of Resolution 009, text of individual Resolutions or RPs or other decisions of the Conference. Also, Resolution 009 already delegates the responsibility for managing standard setting activity that crosses domains to the Steering Group.

Proposed Solution

To streamline the process of maintaining these attachments, it is proposed to add the following text at the beginning of both Attachments A and B:

"Conference Secretary is authorized to amend the below list in concurrence with the Steering Group."

Action

Conference to endorse the amendment of Resolution 009, Attachment A as proposed in the **Attachment A_A9.1**.

Conference to endorse the amendment of Resolution 009, Attachment B as proposed in the **Attachment B_A9.1**

Attachment A_A9.1: Changes to Resolution 009, Attachment A

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Resolution 009, Attachment A

LIST OF RESOLUTIONS AND RECOMMENDED PRACTICES BY RESPONSIBLE BOARD

Conference Secretary is authorized to amend the below list in concurrence with the Steering Group.

Passenger Standards 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

.../

Attachment B_A9.1: Changes to Resolution 009, Attachment B

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Resolution 009, Attachment B

LIST OF DATA EXCHANGE STANDARDS BY RESPONSIBLE BOARD

An inventory of messages and the Management Board responsible can be found on the IATA Developer Portal [here](#).

Conference Secretary is authorized to amend the published list in concurrence with the Steering Group.

Voting Item A9.2: PSCRM Editorial changes

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

Background

The following items have been highlighted as editorial changes in the Passenger Services Conference Resolution Manual:

Board Name Changes

Due to the recent Board restructure/rename, references in the manual to the Shop-Order Standards Board, should be updated to Shop-Order-Pay Standards Board. The impacted Resolutions and Recommended Practices are as follows:

- Resolution 760a
- Resolution 787
- Resolution 787, Attachment A
- Resolution 797
- Recommended Practice 1786, Attachment A

The same applies to the Pay-Account Standards Board, which should be updated to the Settlement and Accounting Standards Board. The impacted Resolutions and Recommended Practices are as follows:

- Resolution 750
- Recommended Practice 1791e
- Recommended Practice 1791f

The proposed changes can be seen in ***Agenda Item A9.2, Attachment A***.

Resolution 009, Attachment A

Changes endorsed by the Conference during the merged Cycle 3/Cycle 4 ballot should be reflected in Resolution 009 Attachment A. The proposed changes can be seen in ***Agenda Item A9.2, Attachment B***

Recommended Practice 1761a Editorial Update

Updating the link in Recommended Practice 1761a to align with the Worldwide Airport Slot Guidelines (WASG).

The proposed change can be seen in ***Agenda Item A9.2, Attachment C***

Editorial Changes to Reference Tables

Based on the changes endorsed by the conference the following reference tables should be updated accordingly:

- Effectiveness Status of Resolutions and Recommended Practices
- List of Conferences, Committees and Meetings
- Numerical Index
- Index of Resolutions and Recommended Practices by Responsible Committee
- Alphabetical Index by Subject Matter

Action

Conference to endorse the editorial updates to Board Name Changes as proposed in ***Attachment A_A9.2***.

Conference to endorse the amendment of Resolution 009, Attachment A as proposed in ***Attachment B_A9.2***

Conference to endorse the amendments of Recommended Practice 1761a and 1761b as proposed in ***Attachment C_A9.2***

Attachment A_A9.2: Editorial Update to Board Names

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Shop-Order-Pay Standards Board

Resolution 760a

3.3 unless such recommended additions or changes have been protested by an A4A Passenger Council or IATA Reservations Group Member within the specific 14-day period, IATA's Head, Airline Distribution Standards shall arrange for validation with the IATA Shop-Order-Pay Standard Board and their interim effectiveness on a date mutually agreed upon by A4A and IATA. Final ratification for publication in AIRIMP will be made at the next meeting of the JPSC.

3.2 all such recommended changes shall be circulated by the IATA's Head, Airline Distribution Standards to the Members of the A4A Passenger Council/IATA Shop-Order-Pay Standards Board and the CRS delegates to such committees for comment within fourteen (14) days after the date of the initial notification. Both A4A and IATA to send results to all Members of the A4A Passenger Council/IATA Shop-Order-Pay Standards Board and the CRS delegates to such groups on the 15th day;

3.3 unless such recommended additions or changes have been protested by an A4A Passenger Council or IATA Shop-Order-Pay Standards Board Member within the specific 14-day period, IATA's Head, Airline Distribution Standards shall arrange for their interim effectiveness on a date mutually agreed upon by A4A and IATA. Final ratification for publication in AIRIMP will be made at the next meeting of the JPSC;

Resolution 787

1. GENERAL

IATA standards and procedures allow airlines to better manage the distribution of their range of products and services that they wish to provide in an effective way, irrespective of the distribution channel. Enhanced standards are necessary to enable airlines to move to a dynamic content distribution model. This model recognizes that airlines and their customers need more real time dynamic interaction between all parties: airlines, distributors and travel agents so they can offer an intelligent response for all products based on who is asking. Acknowledging that a management group is required to oversee the development of new passenger distribution processes and standards, the Shop-Order-Pay Standards Board is established in accordance with the provisions as published in [Attachment "A"](#) and [Resolution 009](#).

Resolution 787, Attachment A

1. ESTABLISHMENT OF THE MANAGEMENT GROUP

A Passenger Distribution Management Group (under the authority of the Shop-Order-Pay Standards Board) hereinafter referred to as the Management Group is established for managing the development of passenger distribution processes and standards as published in IATA Resolutions and Recommended Practices, and the development of modern technology messaging standards (e.g. XML) under the provisions of [Resolution 009](#).

Resolution 797

5. TECHNICAL SPECIFICATIONS

5.1 The responsibility for managing the development of passenger distribution processes and standards as published in IATA Resolutions and Recommended Practices, and the development of messaging standards (following the provisions of [Resolution 009](#)) rests with the Shop-Order-Pay Standards Board.

6. ONE ORDER MANUAL

6.1 Whilst developing and enhancing the resolutions and messaging standards for the implementation of the processes referenced in this resolution ("One Order"), it is acknowledged that there are a number of technical implementation items that, whilst not appropriate for inclusion in resolution text, are fundamental to obtaining a clear understanding of how ONE Order is implemented. Accordingly, the Shop-Order-Pay Standards Board may also issue any of the following documents:

Recommended Practice 1786, Attachment A

3.3 Shopping, Search and Comparison

3.3.1 Shop-Order-Pay Standards Board is responsible for the development of standards that support Offer management, allowing greater product transparency that enhances existing functionality to create an enhanced approach to shopping and comparison that goes beyond the existing methodologies based on price and schedule alone.

3.4 Booking/Reservation

3.4.1 The Shop–Order–~~Pay~~ Standards Board is responsible for the development of recommendations on all procedures and policy issues relating to reservations rules and regulations, including the transmission of reservations services for use by customers and agents.

3.5.3 In the single Conference Structure, proposals for the Tariff Composite Conference under the authority of the Shop–Order–~~Pay~~ Standards Board. Groups under this Board:

3.7 Ticketing

3.7.1 The Shop–Order–~~Pay~~ Standards Board (jointly with A4A) has oversight for standards and procedures related to interline tickets and electronic miscellaneous documents. The committee is responsible for the development of standards including Resolutions and Recommended Practices published in the Passenger Services Conference Manual (PSCRM).

3.8.4 In addition standards for the voluntary and involuntary refunds are also covered in the Passenger Services Conference Resolution manual under the oversight of the Shop–Order–~~Pay~~ Standards Board.

3.8.5 Rules for the servicing, exchange/reissue of tickets in an involuntary rerouting scenario as a result of irregular operations are covered by [Resolution 735d](#) under the oversight of the Shop–Order–~~Pay~~ Standards Board.

Settlement and Accounting Standards Board

[Resolution 750](#)

For the exchange of passenger ticketing and related data, Members and BSP business partners use the specifications set out in the Data Interchange Specifications Handbook (DISH), developed by the ~~Pay–Account~~ [Settlement and Accounting](#) Standards Board (under the authority of [Resolution 009](#)) and set forth in [Attachment 'A'](#).

[Recommended Practice 1791e](#)

This Guide is developed under the authority of the ~~Pay–Account~~ [Settlement and Accounting](#) Standards Board, and is available upon request at standards@iata.org.

[Recommended Practice 1791f](#)

This Guide is developed under the authority of the ~~Pay–Account~~ [Settlement and Accounting](#) Standards Board, and is available upon request at standards@iata.org.

Attachment B_A9.2: Editorial update to Resolution 009, Attachment A

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LIST OF RESOLUTIONS AND RECOMMENDED PRACTICES BY RESPONSIBLE BOARD

Passenger Standards 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
	780	Form of Interline Traffic Agreement–Passenger and Baggage (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
	1008	Glossary of Commonly Used Air Passenger Terms
	1704	Office Function Designators for Passenger and Baggage Handling
	1780a	Baseline Checklist for Implementing New Interline Partnerships–Passenger
	1780b	Interline Framework between Ticketed and Ticketless Carriers
	1780e	IATA Intermodal Interline Traffic Agreement–Passenger (Joint with Travel Standards Board)
	1780f	IATA Interline Traffic Agreement for Enhanced Distribution Capability—Passenger and Baggage (Joint with Travel Standards Board)
	1780s	Standard Retailer and Supplier Interline Agreement (SRSIA)
	1786	Passenger Distribution Lifecycle
	1792	Standards Irregularity Notice (SIN)
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	Assignment of Airline Accounting Codes and Airline Prefixes
	769	Baggage Tag Issuer Codes (BTIC)
	789a	Responsibility for Handling Functions
	1730	Product Management Information Standards for Offers and Orders
	1761a	Guidelines for the Allocation of Airport Slots
	1761b	Form of Exchange of Schedule Information
	1775	Hotel Accommodation, Meals and Surface Transport Multilateral Agreement
Shop-Order-Pay Standards Board	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 ⁰	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 ^u	Enhanced Airline Distribution
	789	Responsibility for Travel at the Correct Fare
	797	One Order
	1708a ^u	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
	1726	Passenger CO2 Calculation Methodology
	1728	Reservations and Ticket Coding Directory
	1735	Planned Schedule Changes
	1735d	Incident Specific Policy Change
	1738	Application for Ship's Crew Fares
	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
	1782	Enhanced Availability Data
	1783	Interactive Passive Validation
	1787	Reservations Procedures for Free and Reduced Rate Transportation
	1788	Ticketing and Baggage Regulations for Free and Reduced Transportation
	1790a	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 ⁰	Acceptance and Carriage of Passengers with Disabilities Requiring 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 ⁰	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
	755	Reflighting Messaging
	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 ⁰	Carriage of Passengers with Disabilities and Safety Assistant Requirement
	1700c ⁰	Seat Assignment for Passengers with Disabilities and for Safety Assistants
	1700d ⁰	Passengers with Disabilities Group Travel
	1700e ⁰	Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Disabilities
	1701	End to End Passenger Process
	1701a	Passenger Data Harmonization
	1701d	Self Service Electronic Document Check
	1701f	Self Service Baggage Check-In
	1701h	Security Checkpoint Access and Egress
	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	Contactless Travel
	1701p	Digitalization of Admissibility
	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 Use Self-Service (CUSS) Kiosk
	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
	1726	Passenger CO2 Calculation Methodology
	1739	Passenger/Baggage Reconciliation Procedures
	1740a	Baggage Tag Media Quality Guidelines
	1740b	Licence Plate Fallback Sortation Tag
	1740c	Radio Frequency Identification (RFID) Specifications for Interline Baggage
	1740d	Read and Sortation Rate in Baggage Handling Systems
	1740e	Baggage Taken in Error–Notice to Passengers
	1740f	Carriage of Prohibited Wildlife in Baggage
	1741	Passenger and Baggage Conformance Services
	1743a	Tracing Procedure for Missing Checked Baggage
	1743b	Tracing Unchecked Baggage and Handling Damage to Checked and Unchecked Baggage
	1743c	Exchange of Information on Interline Baggage Tagging Errors
	1743d	Baggage Theft, Pilferage and Fraudulent Claim Prevention
	1743e	Baggage Irregularity Report
	1744	Local Baggage Committee Bylaws, Terms of Reference and Operating Rules
	1745	Baggage Information Messages
	1745a	Automated Baggage Handling Based on the Messaging of RP 1745
	1746	Baggage System Interface (BSI)
	1747	Passengers' Electronic Equipment
	1748	Baggage Construction Standards
	1749 ⁰	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
	1780e	IATA Intermodal Interline Traffic Agreement-Passenger (Joint with Plan Standards Board)
	1780f	IATA Interline Traffic Agreement for Enhanced Distribution Capability-Passenger (Joint with Plan 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 ⁰	Denied Boarding Compensation
<u>Pay-Account Settlement and Accounting Standards Board</u>	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
	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
Architecture and Technology Strategy Board	1784	Structured Domain Names
	<u>1786</u>	<u>Reference Business Architecture for Passenger Distribution with Offers and Orders</u>

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-Pay 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
	1040	Stopovers and Transfers
	1201	Children and Infants

Notes:

(1): This passenger service Resolution or Recommended Practice is submitted to the U.S. Department of Transportation for approval, or approval and antitrust immunity.

(2): This passenger service Resolution or Recommended Practice is submitted to the U.S. Department of Transportation for review and appropriate action before declarations of effectiveness by IATA and implementation by carriers.

RESOLUTION 009 Attachment 'B'

Attachment C_A9.2: Recommended Practice 1761a Editorial Update

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RECOMMENDED PRACTICE 1761a Guidelines for the Allocation of Airport Slots

PSC(4244)1761a	Expiry: Indefinite Type: B
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The management of airport slots is required at some airports where the available airport infrastructure is insufficient to meet the demand of airlines and other aircraft operators. The Worldwide Airport Slot Guidelines (WASG) is jointly published by IATA, Airports Council International (ACI), and the Worldwide Airport Coordinators Group (WWACG) to provide the global air transport community with a single set of standards to facilitate the management of airport slots.

The WASG is overseen by the Worldwide Airport Slot Board, comprised of an equal number of airlines airports, and airport coordinators.

The WASB meets regularly to agree on proposals for changes to the WASG, address slot-related matters and regulatory developments related to slot coordination and allocation to foster a globally consistent implementation of the WASG. It is recommended that Members use the WASG as published in Attachment 'A'. Attachment 'A' is published separately and can be found at <https://www.iata.org/en/policy/slots/slot-guidelines/>. <https://www.iata.org/en/programs/ops-infra/slots/slot-guidelines/>.

Voting Item A9.3: References to A4A in IATA Standards

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Submitted by: Marie Masserey, Head Passenger Standards, IATA (massereym@iata.org)

Secretary of the Passenger Standards Conference

Background

Airlines for America (A4A) has advised IATA that they are no longer supporting the joint IATA/A4A passenger standards setting activities and we have been advised that the A4A Passenger Processing Council (PPC) has not convened since their last meeting held in 2019.

Accordingly, all standards amendments that have been adopted by the IATA Passenger Services Conference from 2020 onwards cannot be referenced as applied jointly by A4A until such time as A4A may formally adopt them. This similarly means any reference to A4A in IATA resolutions and recommended practices and other standards publications (e.g. AIRIMP), implementation guidance materials and other publications needs to be reviewed for references to A4A.

IATA has conducted a thorough impact analysis of all references to A4A and which Resolutions, Recommended Practices and other standards publications may require amendment.

Accordingly, the PSCRM already includes a disclaimer which states:

"Many of the Resolutions and Recommended Practices published in this manual make reference to the joint standards setting activities that have taken place between IATA and the A4A. Throughout this book there are many references to A4A and references to standards processes applicable only to A4A Members.

A4A has subsequently advised IATA that they no longer set standards in the Passenger Domain. There has been no joint action on changes to any standards published in the Passenger Services Conference Resolution Manual (PSCRM) since 2019. Accordingly, standards in this publication shall henceforth be considered only applicable to IATA Member airlines and published only on behalf of IATA. For information regarding standards affecting A4A carriers kindly refer to the A4A".

Proposed Solution

It is proposed to remove references to A4A standards listed in the Passenger Services Conference Resolutions Manual where such removal does not impact the business meaning. In addition, the following Resolutions and Recommended Practice will be referred to the relevant working groups for formal discussion and review with possible rewrite and future individual vote:

- 760
- 760a
- 762
- 763
- 767
- 769
- 1795

Action

Conference to authorize Secretary to make editorial changes accordingly and request responsible Boards to review and action the Resolutions and Recommended Practices listed above.

Item A10: Any Other Business

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



Section B:

Plan Standards Board Items

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 (PSB)

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 schedules publication standards, slot messaging standards minimum connecting time standards, industry coding, and airline product management standards.

As per Resolution 009, the scope of the board has been increased to include Airline Product management standards.

A call for nomination for the new membership of the PSB resulted in new participants elected. The composition of the Board from 1 November 2023 has been endorsed by the Conference as follows. All nominated members for PSB are active PSB Members (21 airlines in total including the 18 elected member airlines).

Members of the Plan Standards Board

Position	Airline	Delegate name	Term commenced
1	Aerolineas Argentinas	Leandro Serino	5 June 2023
2	Air Canada	Pamela Soueidan	5 June 2023
3	Air China	Peng Liu	5 June 2023
4	Air France	Elise Blanchard	5 June 2023
5	American Airlines	James Gargas	5 June 2023
6	British Airways	Sander Van Noorloos	5 June 2023
7	Czech Airlines	Krystof Palenicek	5 June 2023
8	Delta Air Lines	Glen Bell	5 June 2023
9	Deutsche Lufthansa	Ulrike Steinmann-Schudra	5 June 2023
10	Emirates	Shrikant Kiran Yadery	5 June 2023
11	Hahn Air	Alexander Proschka	5 June 2023
12	ITA Airways	Stefano Rizzo	5 June 2023
13	KLM	George Voorman	5 June 2023
14	LOT Polish Airlines	Robert Ludera	5 June 2023
15	Malaysian Airlines	Mohd Hasrul Abd Lah Halim	5 June 2023
16	Qatar Airways	Mandar Prakash Pradhan	5 June 2023
17	Turkish Airlines	Murat Baş	5 June 2023

18	United Airlines	Michele Boyce	5 June 2023
19	China Eastern*	Tian Jun	5 June 2023
20	China Southern Airlines*	Xu Qiaolin	5 June 2023
21	Okay Airways*	Tian Yuchen	5 June 2023

* Indicates non-elected active participants.

Chair and Vice-Chair

Glen Bell (Delta Air Lines) and Sander Van Noorloos (British Airways) maintain their PSB Chair and Vice Chair term and positions respectively until the new PSB Chairs will be elected for the next period in 2024.

Plan Standards Board (PSB) activity in 2023

The Board held an online meeting jointly with all Working Group (WG) Chairs under the PSB in Dec2022 following the PSC meeting, and in Apr2023 and Jul2023. The PSB decided to merge the planned October in-person meeting and December Call meeting into one joint PSB/16 in-person meeting with WG Chairs on **6-7 November** in GVA in an effort to co-locate and join sessions with other Management Boards during the PSC week.

The Board engaged in extensive discussions towards the future role of the PSB and their involvement across the new PSC structure to supporting the end-to-end digital customer experience and efficient airline processes based on the Modern Airline Retailing (MAR) program, and industry priorities impacting plan standards business domain and the Board's ambitions within the capacity of schedules, industry coding/identification and product management.

The Board will continue prioritizing efforts where more immediate value can be provided in this area of business throughout the course of this year and beyond, with a broader transversal collaboration across the PSC groups and Boards' areas of expertise.

Key Board Highlights

PSC Board Restructure

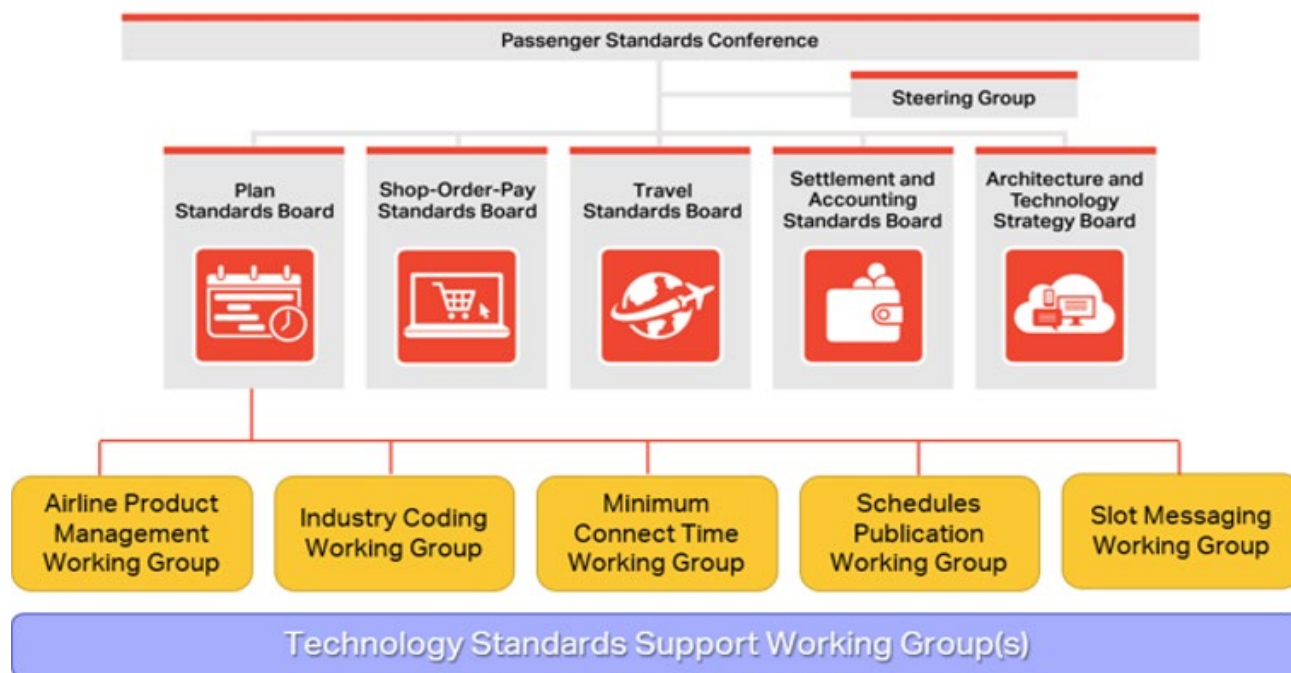
As proposed by the PSCSG, IATA provided the PSB an overview into the transition strategy of Interline, the business Reference Architecture model developed by Consortium, and changes from new processes of Offers & Orders for the Board's further understanding and engagement touching plan standards.

The Board focused on reorganizing the PSB Structure and working methods for all the Business WGs and Technology support Groups reporting to the PSB in achieving an optimal agile structure and value within the new governance and framework. Specifically ensuring involvement for principles and capabilities in the areas of Customer Identification (*Digital identity of value chain partners*) and Retailing with Offers (*Creating products and building new partnerships including supplier catalogues and itinerary information*). WG activities were defined between business-critical standards required vs those activities recognizing the ambition to move to the new world of offers and orders. All WGs and new Terms of References have been endorsed for 1 Nov 2023 effectiveness.

Conference is to specially note that the PSB:

- o Has oversight of the voting of Interline Working Group Resolutions and Recommended Practices (this WG reports to the PSCSG).
- o Is responsible for the new Airline Product Management Working Group and development of activities (product management framework - relationship between Airline Profile, Schedule, Taxonomy and Product Catalogue).
- o Will be considering other future efficiencies such as merging the MCTG with SPG working methods.

The PSB will continue to have strong oversight on new activities affecting Customer and Offer management principles while closely monitoring ongoing standards development activities by the various functional standards groups and the ability of airlines to contribute. The PSB additionally intends to collaborate closer with the Shop-Order-Pay Board and Interline Working Group on certain airline needs related to flight number exhaustion, interline and codeshare relationships, in ensuring a smooth transition to Offers and Orders.



Evolution of Coding

The PSB is exploring new identification strategies and paradigms driven by intermodal and airline retailing as it positions its focus towards solutioning how services are identified with new technologies in a digital airline environment, while mitigating limitations from current coding structures and assignment principles in particular for Airline Designators, Accounting/Prefix, and Location codes.

The PSB and the Industry Coding Working Group (in collaboration with the Identity Management Working Group) continue to commit efforts on customer identification capabilities where airlines can identify all customers and partners distributing and delivering content, and new concepts fit for purpose to support future coding requirements and all locations/intermodal connections (and to eventually replace legacy coding and resolutions) that will:

- o allow participation by all industry stakeholders within a new digital airline ecosystem.
- o mitigate current urgencies, increasing challenges, and risks the industry faces from availability and rising demands of airline codes and location identifiers using legacy coding.
- o support industry growth and the transition to modern airline retailing with offers and orders.

The Board moreover closely monitors identification needs highlighted in the IATA Aircraft Watchlist ([Attachment B B4.4](#)) which already registers 17 known Alternative Fuel Aircrafts currently under development for commercial airlines with the majority being urban mobility vehicles under six seats envisaged to be extended to the passenger itinerary as associated feeder services to the airline schedules, as well as standard air taxi and general aviation operations operating to all levels of airports including Level 3 slot coordinated ones, also creating the need to identify new urban airports servicing eVTOL/Drone activity and locations.

PSB 2023 Upcoming Ballots

All PSB ballots since Nov2022 requiring PSC endorsement were adopted except the following topics that are being submitted to the PSB for endorsement in September and will be included within the PSC 2nd Transmittal for PSC endorsement:

- o Resolution 763 – Location Identifier Changes: Amendment proposed to reduce the risk of recurrent location code change requests due to fast-evolving geopolitical environment.
- o New Recommended Practice 1730 - Product Management Information Standards for Offers and Orders: Product Management practices from planning to offer creation, fulfilment, and accounting.

Action

Conference to note Board report and convey further guidance.

Item B1.1: Slots Update and Changes to Worldwide Airport Slot Guidelines (WASG) - Recommended Practice 1761a

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Submitted by: John Middleton, Head, Worldwide Airport Slots, IATA (middletonj@iata.org)

Background

Worldwide Airport Slot Board (WASB) – update

- The WASB is comprised of seven airports, seven airlines, and seven facilitators/slot coordinators appointed by ACI World, IATA and WWACG for a three-year term. Current membership is available [here](#).
- The WASB work programme (2022-2025) comprises or topics related to a review of policies and procedures in the Worldwide Airport Slot guidelines (WASG) and providing the airports, airlines and coordinators with guidance and best practices that support the global slot allocation process.
- The topics the WASB is working on include evaluation of the Minimum Series Length, review of the Series Return Deadline (SRD) by conducting a trial of an early SRD, monitoring late slot handbacks, overbidding, assessment of the application of the revised New Entrant definition that was implemented in 2019 and a campaign for the implementation of Coordination Committees at Level 3 airports.

Recommended Practice 1761a delegates the authority to WASB to update the WASG. Changes to the WASG that are being put forward for the next Edition 3 of the guidelines will include updated provisions on schedule/slot information data that is made available by the coordinator to the airport upon request, after SAL and prior to the Slot conference. There is no anticipated requirement for changes to the SSIM as a result of this.

Slot Regulation reviews

United Kingdom

- The UK Department for Transport (DfT) has consulted stakeholders on a few initial changes to the Slot Regulation that could be adopted this year if the political framework allows as they amend legislation following the EU exit. The changes identified relate to justified nonuse of slots, adopting the new WASG New Entrant definition and separately, a proposal to eliminate the Traffic Distribution Rule that limits historic eligibility at three London airports for cargo operators. It is not yet known if the changes anticipated will proceed. It's also expected the UK will announce a broader consultation across the whole slot regulation later this year.

European Union

- The European Commission (EC) has put forward a range of ideas for changes to the Regulation containing a wide-ranging set of policies that significantly diverge from the WASG. IATA with the support of the other associations has provided a detailed response opposing the suggested policies that diverge from the WASG, backed by evidence and data. The EC had the ambition to publish a proposal for revising the Regulation before summer and proceed with the legislative procedure with the Council and Parliament. It is understood that at the moment the EC is likely to postpone the process, which might be resumed by the newly appointed Commission in early 2025.

Saudi Arabia

- IATA is working with the Saudi Civil Aviation Authority to provide feedback and advice on the proposed Slot Regulation which will be first of its kind in the Middle East.

Action

Conference to note.

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 2023

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, Service Types, Additional Information codes and Coordinator Reason codes. 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 Working Groups Reporting to Management Boards

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

3.1.2 The Board shall grant the Working Group a mandate for a specific period of time based on their assessment of the work required to complete the assignment, after which the Working Group shall be disbanded.

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

3.1.4 A Working 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 Working Groups should maximize efficiency and reduce duplication.

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

3.1.6 Working Groups shall not be established unless there are volunteers from Members for the positions of Chair and Vice-Chair for the group.

The Plan Standards Boards had the following Groups active during 2022-2023.

Group name	Scope
Airline Product Management Working Group	Deal with matters concerning airline product management including product catalogue, service attributes, product lifecycle, airline profile and product taxonomy. Develop and maintain modern standards to identify business requirements with respect to data exchange messaging requirements required to enable airline publication of a Product Catalogue and/or airline accessing a 3rd party airline Product Catalogue and propose relevant industry standards.
Industry Coding Working Group	Deals with matters concerning industry coding, but not limited to airline designators, accounting codes and prefixes, location codes, flight numbers, and baggage tag issuance codes. Involved in areas dealing with scheduling, distribution, industry data exchange, messaging, industry affairs, interline and other business areas touching such code identifiers. Explores changes to industry coding systems to support sustainability and support new and evolving coding requirements of emerging standards.
Minimum Connect Time Working Group	Deals with matters concerning the presentation, application, and transfer of MCT data between airlines, data aggregators, and system providers used for for schedules creation, publication, and distribution processes.
Schedules Publication Working Group	Deal with matters concerning Airline schedule data standards, including the associated business requirements, used by airlines, GDSs and data aggregators, for schedules creation, publication, and distribution processes. Support, develop, and maintain modern standards to facilitate changes impacting the future of schedules standards and to enhance IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. Manage Meal and Inflight Service codes and Service Type codes.

Slot Messaging Working Group	Deal with matters concerning information exchange and standards related to Airport slot/schedule coordination between airlines, airport coordinators, and facilitators, including the associated business requirements and management of Service Type codes, Additional Information codes and Coordinator Reason codes.
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The reports and work plans of each of these groups are included later within the Plan Standards board package.

Continuation of Groups

The Board has endorsed the continuation of all groups for a further 12 months, from 1 November 2023. The Terms of Reference of the Groups are provided as Attachments to this item as follows.

Group name	Terms of Reference Attachment
Airline Product Management Working Group	A B4
Industry Coding Working Group	B B4
Minimum Connect Time Working Group	C B4
Schedules Publication Working Group	D B4
Slot Messaging Working Group	E 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: Airline Product Management Working Group

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Adopted by the Plan Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Airlines Product Management Working Group (APMWG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	1. Deal with matters concerning airline product management including product catalogue, service attributes, product lifecycle, airline profile and product taxonomy. 2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to identify business requirements with respect to data exchange messaging requirements required to enable airline publication of a Product Catalogue and/or airline accessing a 3rd party airline Product Catalogue and propose relevant industry standards. 3. Document business requirements, propose additions or changes in functional and non-functional requirements and required business data using the AIDM methodology. Work with the Technology Support Group which will take care of the Implementation Guide development and validate that the proposed technical solutions meet the identified business requirements. 4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend the Product Management RP Framework. 5. Liaise with the Interline Working Group (IWG), Schedules Publication Working Group (SPG), Offers and Order Working Group (OOWG), and other groups and boards as deemed necessary. 6. Maintain a work plan and report regularly to the PSB.
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the PSB.

Attachment B_B4: Terms of Reference: Industry Coding Working Group

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Adopted by the Plan Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Industry Coding Working Group (ICWG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	- Deal with matters concerning industry coding, and the associated business requirements including, but not limited to, airline designators, accounting codes/prefixes, location codes, and baggage tag issuance codes. Involved in areas dealing with scheduling, distribution, industry data exchange, messaging, industry affairs, interline and other business areas touching such code identifiers. Explores changes to industry coding systems to support sustainability and support the new and evolving coding requirements of emerging standards. - Recognizing the industry's ambition to move to the world of offers and orders, develop and maintain modern standards which support current industry requirements while enabling Digital Identity to provide transformative future-proof solutions. - Document business requirements, propose additions or changes in required business data using the AIDM methodology where applicable and work with a Technology Support Group as needed. - As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Resolutions 762, 763, 767 and 769. - Liaise with the Identity Management Working Group, Schedules Publication Working Group and with other process owning groups, boards and advisory groups under Industry Committees as required. - Maintain a work plan and report regularly to the Plan Standards Board.
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.

	Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement in the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Each airline may exercise one vote and abstentions are not counted in establishing majority. Any required voting action may take place during any ICWG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the Plan Standards Board for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment C_B4: Terms of Reference: Minimum Connect Time Working Group

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Adopted by the Plan Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Minimum Connect Time Working Group (MCTWG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	- Deal with matters concerning the presentation, application, and transfer of MCT data between airlines data aggregators and system providers including the associated business requirements for schedule creation/publication & distribution processes. - Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to fully align with other industry initiatives. Optimize the MCT application standards to benefit carriers. - Document business requirements, propose additions or changes to MCT Data Elements and their application while keeping existing data elements under continuous review. Ensure that proposals align with existing standards and that requirements are documented with corresponding changes to Implementation Guidance where applicable. Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices. - As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Recommended Practices 1761b, Standard Schedules Information publication (SSIM), Resolution 765, MCT User and Technical Guides. - Liaise with the Airline Product Management Working Group (APMWG), Interline Working Group (IWG), Schedules Publication Working Group (SPG) and with other groups and boards as required. - Maintain a work plan and report regularly to the PSB.
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the PSB.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may

	appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. A rapporteur will be established to provide liaison for non-IATA airlines participating in the Slot Conferences.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary. One Working Group is automatically created by these ToR: • Minimum Connect Time Data Exchange Sub-Working Group (MCTX)
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement in the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Each airline may exercise one vote and abstentions are not counted in establishing majority. Any required voting action may take place during any MCTWG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board. Changes to SSIM shall follow the procedure outlined in Recommended Practice 1761b.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the PSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment D_B4: Terms of Reference: Schedules Publication Working Group

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Adopted by the Plan Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Schedules Publication Working Group (SPG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	1. Deal with matters concerning Airline schedule data standards used by airlines, GDSs and supporting systems including the associated business requirements for schedules creation/publication and distribution processes. 2. Recognizing the industry's ambition to move to the world of offers and orders, the SPG will support, develop, and maintain modern standards to facilitate changes impacting the future of schedules standards. 3. Document business requirements, propose additions or changes to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. Manage Meal and Inflight Service codes and Service Type codes. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to implementation Guidance where applicable. Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices. 4. As, and when, necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Recommended Practices 1761b, Standard Schedules Publication (SSIM) and Schedules Messages Implementation Guides and XML Schemas. 5. Liaise with the Airline Product Management Working Group (APMWG), Industry Coding Working Group (ICWG), Minimum Connect Time Working Group (MCTWG), Interline Working Group, Slot Messaging Working Group (SMWG) and with other process owning groups under the PSC and advisory groups under Industry Committees as required. 6. Maintain a work plan and report regularly to the Plan Standards Board.
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the Plan standards Board.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Member Airlines is required for the group to remain active.

	Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. A rapporteur will be established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences. Airport Coordinators participating in the IATA Slot Conferences.
Meetings	Meetings will be scheduled by an IATA Secretary as required. One meeting is expected to be in-person at the June Slot Conferences.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary. One Sub-Working Group is automatically created by these ToR due to the direct technical relationship with SPG: • Schedules Data Exchange Sub-Working Group (SDEX)
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement in the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 IATA Member Airlines is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Each airline may exercise one vote and abstentions are not counted in establishing majority. Any required voting action may take place during any SPG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board. Changes to SSIM will follow the procedure outlined in Recommended Practice 1761b

Endorsement of standards	Proposed standards endorsed by the Group will be presented to the Plan Standards Board for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.
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Attachment E_B4: Terms of Reference: Slot Messaging Working Group

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Adopted by the Plan Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Slot Messaging Working Group (SMWG)
Reports to	Plan Standards Board (PSB)
Role / Mandate	- 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. - Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to support digital identification and scheduling initiatives as required. - Document business requirements, propose additions or changes to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. Manage Service Type codes, Additional Information codes and Coordinator Reason codes. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to implementation Guidance where applicable. Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices. - Maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse new proposals to amend: Recommended Practices 1761b, Standard Schedules Publication (SSIM) and Slot Messages Implementation Guides and Schemas. - Liaise with the Industry Coding Working Group (ICWG), Schedules Publication Working Group (SPG), Slot Policy Working Group (SPWG), Worldwide Airport Slot Board (WASB) and with other process owning groups under the PSC and advisory groups under Industry Committees as required. - Maintain a work plan and report regularly to the Plan Standards Board.
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the Plan Standards Board.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.

	Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. A rapporteur will be established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences. Airport Coordinators participating in the IATA Slot Conferences.
Meetings	Meetings will be scheduled by an IATA Secretary as required. One meeting is expected to be in-person at the June Slot Conferences.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary. One Sub-Working Group is automatically created by these ToR: Slot Data Exchange Sub-Working Group (SLOTX)
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement in the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Each airline may exercise one vote and abstentions are not counted in establishing majority. Any required voting action may take place during any SMWG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board. Changes to SSIM will follow the procedure outlined in Recommended Practice 1761b
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the Plan Standards Board for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Item B4.1: Report and Work Plan of the Airline Product Management Working Group

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Submitted by: Sebastien Nicolas, Chair of Airline Product Management Working Group, under the Plan Standards Board
Ronald Fiebig, Vice Chair of Airline Product Management Working Group, under the Plan Standards Board
Anca Dolocan, Senior Manager Dynamic Offers, Secretary of Airline Product Management Working Group

Background

The Airline Product Management Working Group was established under the Plan Standards Board with a mandate through 1 November 2023, to develop proposals on standards related to:

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

Members of the Airline Product Management Working Group

The Terms of Reference of the Group allowed for a membership of airlines and observers, who committed to active participation on standards development.

Position	Airline	Delegate Name
1	Air France/ AF-KLM	Koffler Louise
2	Air Canada	Adam Bockelie
3	American Airlines	Ron Fiebig
4	British Airways	Deirdre O'Callaghan
5	China Southern Airlines	Bonnie Ling
6	Delta Air Lines	John Grubbs
7	El Al	Linda Grienfield
8	Emirates	Brandon Erickson
9	Finnair	Korhonen Kalle
10	Hahn Air	Agne Olsson
11	Iberia	De La Cuadra Venegas Marisol
12	Japan Airlines	Arakawa Kenta
13	Lufthansa/ LHG	Jost Daft

14	SWISS/ LHG	Sebastien Nicolas
15	Turkish Airlines	Lokman Ayas

Chair and Vice-Chair

Sebastien Nicolas from SWISS/ LHG and Ron Fiebig 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 24 months, subject to the group's mandate continuing.

Airline Product Management Working Group (APMWG) activity in 2023

The APMWG was created by IATA PSCSG and PSB in Dec 2022 to support airlines in matters related to Product Management in a world of Offers and Orders. The Group has started its activities as of January 2023.

The Group has split the main deliverables into 3 pillars:

1. **Product Management Information Standard for Offers and Orders:** a future Recommended Practice 1730 that will support Members who introduce Product Management practices in their organizations from planning to offer creation, fulfillment and accounting, to be aware of which standards to apply.
2. **Retailer-Supplier Standard:** create the business requirements document for the Supplier Catalogue including development of the data requirements and technical communication standards.
3. **Gap analysis:** identify product management processes needed in a world of offers and orders and assess their fit for purpose status including the revision of the Airline Profile standard.

1. Product Management Information Standard for Offers and Orders

The creation, distribution, and delivery of airline products involves many business partners. As the industry moves towards retailing with Offers and Orders, common Product Management Information Standards will facilitate the sharing of data about Products and Services across all parties and enable rapid introduction of products and services to markets.

Main benefits are expected to include:

- Agile integration of Supplier Products and Services into Retailer's offering
- Streamlined execution of contracts between Retailers and Suppliers
- Efficient and targeted distribution of information about Product and Services across all distribution channels
- Reduced amount of unnecessary or undesirable requests received by Retailer and Suppliers

The Product Management Information Standards shall recognize that Product Management capabilities are agnostic of the sales channels, touch points and type of Offering (e.g., airline own products and services, any 3rd party products and services and transportation services delivered together with suppliers).

The Product Catalogue shall be the central concept of the Product Information Management Standards. The Product Catalogue is an electronic record of the Products and Services that an airline has chosen to make available for sale by themselves or by the Retailer including any specified term and conditions and containing the product definitions in an extensible and configurable way.

Product Management Information Standards recognize three variants of a Product Catalogue as follows:

- a. **Airline Own Catalogue:** used for airline's own business purposes such as Offer creation.
- b. **Supplier Catalogue:** who facilitates sharing of information about Products and Services between Retailer and Supplier.
- c. **Airline Profile:** who facilitates the distribution of information about Products and Services to airline distribution channels.

The APMWG plans to submit the 'Product Management Information Standards for Offers and Orders' document as a new Recommended Practice for the 2nd PSC Agenda transmittal for PSC adoption, subject to the endorsement by the PSB.

2. Retailer-Supplier Standard

Under this pillar, the Group is working to create the business requirements document for the Supplier Catalogue including the development of the data requirements and technical communication standards. This work shall be done in close cooperation with ATPCO/ IT Vendors and members of the Technical IATA Standards Boards.

The Supplier Catalogue standard facilitates sharing of information about Products and Services between the Retailer and the Supplier.

It contains information about Products and Services that the Supplier has chosen to make available for sale by the Retailer, including but not limited to information about where the Products and Services are available (i.e., location, market, schedules, miscellaneous information, etc.) and any specified general conditions of sale.

The Supplier Catalogue standard shall enable the Retailer to acquire data about Products and Services necessary for the Retailer to determine to what potential Suppliers to send a request to and to enable the alignment of own and Supplier's Products and Services descriptions to achieve a consistent presentation of Offers to Customers. This may include the use of agreed service taxonomy or agreed data dictionaries.

The content of the Supplier Catalogue may be established by bilateral agreements such as the Standard Retailer Supplier Interline Agreement (SRSIA) described in Recommended Practice 1780s.

3. Gap analysis

This third pillar refers to identifying those Product Management processes needed in a world of Offers and Orders and assess their fit for purpose status including the revision of the Airline Profile standard.

This piece of work is crucial to understand what the gaps between the legacy and the new world are and who the right groups to solve those are, to ensure a smooth transition to a world of retailing with Offers and Orders.

Airline Product Management Working Group adoption of standards

The APMWG proposes the *Product Management Information Standards for Offers and Orders* document be formed as a new Recommended Practice 1730 and be submitted as part of the 2nd PSC Agenda transmittal for PSC adoption, subject to the review by the PSCSG and endorsement by the PSB.

Airline Product Management Working Group Work Plan

The work plan of the Airline Product Management Working 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 Airline Product Management Working Group

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The Working Group's work plan is highlighted below:

ITEM	SUBJECT	DESCRIPTION/ PROGRESS SUMMARY	STATUS
1	Product Management Information Standard for Offers and Orders	APMWG Action and Next steps for the new PSC Recommended Practice (RP): • APMWG to review feedback from the PSC SG & Boards • APMWG to submit the RP document to PSB for ballot. • APMWG to submit RP document to PSC for adoption	Ongoing
2	Retailer -Supplier Standard	APMWG Action and Next steps: • APMWG to finalize the BRD including the product development model definition. • APMWG to start working on the Data req/ tech. standard development with Standards Technical Board This pillar shall be developed in joint cooperation with the Standards Technical Board and other relevant Working Groups such as Scheduling, Interline, Offers and Orders, etc.	Ongoing
3.	Gap analysis	APMWG Action and Next steps: • APMWG to identify the new world vs. legacy world product management processes. • APMWG assess the fit for purpose status of the processes identified and draft a gap analysis. • Assess the need and review Airline Profile standard.	Not started yet Activity planned to start during the 10-12 Oct 2023 APMWG face to face meeting.

Voting Item B4.1.1a: Product Management Information Standard for Offers and Orders new RP1730

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Submitted by: The Airline Product Management Working Group (APMWG) and the Plan Standards Board (PSB)

Background

The Airline Product Management Working Group (APMWG) was established by the PSB in January 2023 to support airlines in matters related to Product Management in a world of Offers and Orders.

Business need

The APMWG has identified 3 business areas that needs to be investigated, and has split the main business deliverables into 3 pillars:

Pillar 1: Product Management Information Standard for Offers and Orders:

- There is a need for a Recommended Practice to support Members who introduce Product Management practices in their organizations from planning to offer creation, fulfillment and accounting, to be aware of which standards to apply.

Pillar 2: Retailer-Supplier Standard:

- There is a need to create the communication standard and the Group shall create the Business Requirements Document for the Supplier Catalogue including the development of the data requirements and technical communication standards.

Pillar 3: Gap analysis:

- There is a need to identify those product management processes needed in a world of offers and orders and assess their fit for purpose status including the revision of the Airline Profile standard.

Proposal

The APMWG proposes the *Product Management Information Standards for Offers and Orders* document to be formed as a new Recommended Practice (RP) 1730 so that when members introduce product management practices in their organizations from planning to offer creation, fulfillment and accounting, the standards described in this Recommended Practice are applied.

The proposal has been approved by the APMWG and endorsed by the PSB.

Actions

Conference to adopt the new Recommended Practice 1730 as outlined in ***Attachment A_ B4.1.1a***.

Attachment A_B4.1.1a: New Recommended Practice 1730

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RECOMMENDED PRACTICE 1730

Product Management Information Standards for Offers and Orders

PSC44(1730)

IT IS RECOMMENDED that:

when Members introduce Product Management practices in their organizations from planning to offer creation, fulfillment and accounting, the standards described in this Recommended Practice are applied.

1. OBJECTIVES

Creation, distribution, and delivery of airline products involves many business partners. As the industry moves towards retailing with Offers and Orders, common Product Management Information Standards will facilitate the sharing of data about Products and Services across all parties and enable rapid introduction of products and services to markets.

Main benefits are expected to include:

- Agile integration of Supplier Products and Services into Retailer's offering
- Streamlined execution of contracts between Retailers and Suppliers
- Efficient and targeted distribution of information about Product and Services across all distribution channels
- Reduced amount of unnecessary or undesirable requests received by Retailer and Suppliers

2. SCOPE AND PRINCIPLES

Product Management Information Standards shall define the key capabilities of creating, updating, deleting, and exchanging information about Products and Services between an airline and its business partners.

Product Management Information Standards consider applicable requirements from airline business domains where product data is used, including:

- Customer Management
- Marketing
- Procurement
- Offer Management
- Order Management
- Fulfillment/ Delivery – e.g., any product condition applicable to the delivery
- Accounting and Settlement

Product Management Information Standards shall recognize that Product Management capabilities are agnostic of the sales channels, touch points and type of Offering (e.g., airline own products and services, any 3rd party products and services and transportation services delivered together with suppliers).

Product Catalogue as defined in section 4 below, shall be the central concept of Product Management Information Standards.

Product Management Information Standards shall provide for an extensible and configurable Product Catalogue allowing airlines to introduce new products and services on the market and/or extend and amend existing products and services attributes without additional software development efforts. It is up to each airline to decide whether to apply the Product Management Information Standards to the Airline Own Catalogue (see 4.1.1 below).

3. DEFINITIONS

For the purpose of this Recommended Practice, the following definitions apply:

Customer means a person/legal entity who purchases, or seeks to purchase, Products and Services from the Retailer, regardless of whether they do so directly or through an agent and may or may not be a consumer.

Product Lifetime is the length of time from when a Product is first introduced to the market until it is not needed anymore and removed from the Product Catalogue or made inactive.

Product Management is an organizational function that aims to maximize the value of a product by optimizing every step of the Product Lifetime

Products and Services means any item that can be offered to a Customer (such as air and/or other types of transportation, transportation portions, any goods, and amenities, etc.)

Retailer means an airline that sells Products and Services directly to customers or through agreed Sellers. These Services may be owned by the Retailer or may be obtained from the Supplier and sold to the Customer, either individually or as part of a bundle, as an Offer (as defined in Resolution 787 Enhanced Airline Distribution) constructed by the Retailer.

Seller means a company that sells Products and Services to Customers for and on behalf of Retailer. The price of the Offer remains determined by the Retailer as governed in Resolution 787 Enhanced Airline Distribution

Supplier means a company that has chosen to make its Products and Services available for sale by Retailer and is responsible for the delivery of those Products and Services.

4. PRODUCT CATALOGUE

4.1 Description

Product Catalogue is an electronic record of the Products and Services that an airline has chosen to make available for sale by themselves or by the Retailer including any specified term and conditions and containing the product definitions in an extensible and configurable way.

Product Catalogue contains master data about Products and Services for airline and 3rd party consumption.

Product Catalogue data will be made available to internal airline users and 3rd parties (e.g., the general public, business partners with specific agreements) in accordance with their specific requirements, needs, rights and obligations.

This Recommended Practices recognizes three variants of a Product Catalogue as follows:

4.1.1 Airline Own Catalogue

Airline Own Catalogue is used for airline's own business purposes such as Offer creation.

It contains information about Products and Services that an airline offers. The depth and level of detail provided in this Catalogue depends on each individual airline's requirements and use cases.

For the purpose of this Recommended Practice, the Airline Own Catalogue is assumed to be the single source of all Products and Services master data required for distribution and delivery of any Products and Services offered by the airline, including all Products and Services data that may be distributed by the airline to any third parties.

4.1.2 Supplier Catalogue

Supplier Catalogue facilitates sharing of information about Products and Services between the Supplier and the Retailer.

It contains information about Products and Services that the Supplier has chosen to make available for sale by the Retailer, including but not limited to information about where the Products and Services are available (i.e., location, market, schedules, miscellaneous information, etc.) and any specified general conditions of sale.

The Supplier Catalogue shall enable the Retailer to acquire data about Products and Services necessary for the Retailer to determine to what potential Suppliers to send a request to and to enable the combination of own and Supplier's Products and Services descriptions to achieve a consistent presentation of Offers to Customers. This may include the use of agreed service taxonomy or bilaterally agreed data.

The content of Supplier Catalogue may be established by bilateral agreements such as the Standard Retailer Supplier Interline Agreement (SRSIA) described in Recommended Practice 1780s.

4.1.3 Airline Profile

Airline Profile facilitates the distribution of information about Products and Services to airline distribution channels.

It contains information about Products and Services that the Retailer has chosen to make available to Sellers for distribution, including but not limited to information about where the products and services are available (i.e., location, market, schedules, miscellaneous information, etc.) and any specified general conditions of sale.

Airline Profile allows Retailers to communicate to Sellers the information about Products and Services for which the airline wishes to receive requests for Offers and facilitates filtering out queries that cannot be fulfilled.

Resolution 787 Enhanced Airline Distribution governs the distribution of Offers.

4.2 Product Catalogue restrictions

Product Catalogue shall not contain information about

- prices of Product and Services, except where such data is required by government regulation;
- available inventory or stock levels;

Complete airline schedule may or may not be part of the Airline Own Catalogue and shall not be part of the Supplier Catalogue nor the Airline Profile.

Product Catalogue cannot be used by any 3rd party to establish the airline Offer or key components of such Offer such as the final composition of Products and Services in the Offer or the Offer price.

5. TECHNICAL SPECIFICATIONS AND IMPLEMENTATION GUIDE

IATA Plan Standards Board will maintain the Product Management Implementation Guide. Associated data exchange specifications will be maintained by the IATA Architecture and Technology Strategy Board and published at:

www.iata.org/atsb.

Item B4.2: Report and Work Plan of the Industry Coding Working Group, under the Plan Standards Board

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

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

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

Background

The Industry Coding Working Group was established under the Plan Standards Board with a mandate through to 1 November 2023, to:

1. Deal with matters concerning industry coding, and the associated business requirements including, but not limited to, airline designators, accounting codes/prefixes, location codes, flight numbers, and baggage tag issuance codes. Involved in areas dealing with scheduling, distribution, industry data exchange, messaging, industry affairs, interline and other business areas touching such code identifiers.

Explores changes to industry coding systems to support sustainability and support the new and evolving coding requirements of emerging standards.
2. Recognizing the industry's ambition to move to the world of offers and orders, develop and maintain modern standards which support current industry requirements while enabling Digital Identity to provide transformative future-proof solutions.
3. Document business requirements, propose additions or changes in required business data using the AIDM methodology where applicable and work with a Technology Support Group as needed.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Resolutions 761, 762, 763, 767 and 769.
5. Liaise with the Identity Management Working Group, Schedules Publication Working Group and with other process owning groups, boards and advisory groups under Industry Committees as required.
6. Maintain a work plan and report regularly to the Plan Standards Board.

Members of the Industry Coding Working Group

Members of the group can be found on the [ICWG Standard Setting Workspace](#).

PSC Members are requested to encourage their experts to engage in these standards activities. **Interested parties are invited to contact Standards@iata.org.**

Chair and Vice-Chair

Sarah Goodman from OAG and Michelle Bryant from Deutsche Lufthansa are currently elected as Chair and Vice Chair respectively. Under the new Terms of Reference of the Group, these officers must be elected from IATA Member airlines only and hold their positions for 24 months, subject to the group's mandate continuing. New elections will be held at the next meeting.

Industry Coding Working Group (ICWG) activity in 2023

The ICWG has held numerous discussions on topics impacted by the diminution of IATA industry codes availabilities and focused on exploring future identification technology solutions that would enable new business relationships and support all business and operational areas.

Additionally, Conference is to note that IATA and the Working Group Officers continue to manage and support emerging industry coding needs from members on an adhoc basis throughout the year.

The next ICWG meeting will be held on 19 October 2023.

Key Highlights

- **Digital Identity** - In view of limitations from current coding structures and rising risks concerning the availability of IATA Airline Designators, Accounting/Prefix Codes, Location Identifiers in inventory and Flight numbers, the ICWG continues to maintain a close relation with activities involving movements from analog coding to digital identity management, services and common standards that will be required by the industry's vision and digital transformation strategy touching all areas of business for the need for interoperability of identity.

The ICWG have commenced brainstorming over the purpose of codes in tomorrow's world of Modern Airline Retailing, and considering new Coding concepts with potential digital identity solutions (from examples used by various industries today).

Working Group members joined an Intermodal Working Group meeting with UIC where discussions focused on the evolution of travel search and associated use of unique identifiers (ie, location codes for future intermodal travel), while reviewing the current use of location codes and flight numbers in airline intermodal itineraries.

A possible solution noted is applying a futuristic approach in transitioning legacy coding to an internet readable (new longer code range format structure that is fit for purpose, preferably also compatible for Designators and Location codes).

Next steps: The ICWG airlines and IATA Coding Operations will be identifying use cases with different business models and work with the Identity Management Task Force for assessment of use and requirements (commercial and operational).

- **Urban Air Mobility** - ICG discussions continue surrounding the demand in identification and needs of potential new air/verti ports coding with requirements to identify new urban airports. PSC Airline members are requested to inform the Secretary of their intentions, logistics and specifics towards the planning, scheduling, distribution, and operational requirements for further understanding of any implications within Resolutions, legacy coding or digital identity regimes.
- **Fictitious and Offline Points** - IATA has been maintaining fictitious/offline points historically assigned for scheduling processes or to support reservations/ticketing functions for specific payment purposes and revenue reconciliations built on legacy teletype coding and used for sending messages to non-existing unassigned locations (such as the identification of hotel properties and car rentals). The ICWG determined to no longer have any new points assigned by IATA, specifically as they inadequately associate with airline retailing requirements and there is no current Resolutions referencing the assignments or usage for such offline location codes.

Industry Coding Working Group adoption of standards

There are no proposed enhancements for Conference at the time of this transmittal. However, it is intended to submit an enhancement to Resolution 763, section 9.1, regarding Location Identifier changes, as part of the 2nd PSC Agenda transmittal for PSC adoption, subject to the PSB endorsement.

Industry Coding Working Group Work Plan

The work plan of the Industry Coding Working 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 Industry Coding Working Group

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The Working Group's work plan is highlighted below:

ITEM	SUBJECT	DESCRIPTION/ PROGRESS SUMMARY	STATUS
1	Depletion of IATA Codes & Digital Identity	Code availability limitations of IATA Airline Designators, Accounting/Prefix Codes, Location Identifiers and Flight numbers vs the industry's vision digital identity management. Current Codes: - OAG & Cirium to notify IATA on a continuous basis when airlines are changing categories (sched, non sched) so that further action is taken by IATA for those airlines not following current assignment requirements. - Both Data Aggregators submit a new analysis of segmenting data into Cargo and Passenger with category movement. That is, those airlines that are categorized as non-scheduled but are publishing schedules and vice versa (Sched carriers no longer filing schedules) in an effort to possibly free up some Designator codes in the interim. - Revise and link requirements between Resolutions 762 and 763 in mitigating code assignment difficulties. Future Codes: - Consider new coding concepts with potential digital identity solutions for retailing and other business. - ICWG airlines and IATA Coding Operations to identify use cases with different business models and work with the Identity Management Task Force for assessment of requirements (commercial and operational) and need for interoperability of identity.	ACTIVE
2	Fictitious vs Offline Points	Assessment - complete listing of Points resides on the ICWG workspace under the Documents/ ICG4folder. ICWG to consider those unused off-line codes for potential reassignment (and change their category as needed). Analysis findings to date - Some carriers are using fictitious points to file schedules. Many are being used for identifying hotel properties and car rentals to enable ticketing where locations are not assigned. Consider historical assignment purposes. Next steps - IATA to stop issuing Fictitious/Offline points. IATA Coding Team and ICWG to determine whether to retire any codes and request direction from the PSB.	PARKED (Dependency with item 1)

ITEM	SUBJECT	DESCRIPTION/ PROGRESS SUMMARY	STATUS
3	Clarification and Assessment of Assignment Criteria: Designator Codes	Duplication of airline designator codes and airline databases. a) Revise Resolutions to ensure rules pertaining to controlled duplicates for carriers filing non-scheduled vs scheduled are clarified b) Review codes used versus published schedules c) Consider US legalities/ transport government ruling and regional operations Duplicate code data analysis: - o Adding an effective date (or restriction) to the proposed Reso 762 change was not an option - o Survey results considered - some airlines reported regulatory requirements to obtain a code even if they were not publishing schedules. - o Resolution 762 amendments and IATA investigation with regulatory bodies to remain on hold until further details are reported to IATA and considered by the ICWG.	PARKED (Dependency with item 1)
4	Status of Industry Codes	Revise assignment of non-airport locations ACD criteria for consistency.	PARKED (Dependency with item 1)
5	Management of City Code - process enhancements impacting Coding Resolutions	An ACD/City Code taskforce identifies 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). Dependency on PAG results impacting Resolution 763 procedures.	Ongoing
6	Evaluate data structures for association of ACD and SSIM industry codes with any other reference data	Unification between SSIM Aircraft types, Airport Terminal identification, UTC/DST and Region reference data with IATA Airline Coding Directory (ACD) for product delivery. • Exploration in progress within IATA to more closely integrate ACD data with scheduling reference data. IATA will provide any further updates on new ACD data file applications, API capabilities etc. Rebrand the 'Industry Coding' group naming convention to reflect a more evolving role.	Ongoing (Dependency on SSIM API initiatives) For consideration as part of the new PSC structure in 2024.
7	Addition of Carrier Type specifications.	IATA to add Carrier Type to the eACD. IATA has relaunched the review of this enhancement to the eACD following a freeze on IT development budget in 2020. Delivery of enhancement is planned during 2023.	Ongoing

8	Urban Air Mobility	Potential new requirements to identify new urban airports. ICWG discussions continue surrounding the identification and needs of potential new air/verti ports coding. Airline members to inform their intentions, logistics and specifics towards the planning, scheduling, distribution, and operational requirements for further understanding of any implications within Resolutions, legacy coding and new digital identity regimes.	ACTIVE (Dependency with item 1)
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Voting Item B4.2.1a: Location Identifier Changes from the Industry Coding Working Group, under the Plan Standards Board

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Submitted by: The Industry Coding Working Group (ICWG) and the Plan Standards Board (PSB)

Background

Location codes are allocated by IATA Management pursuant to Resolution 763. Once assigned, three-letter location identifiers are considered permanent.

Changing a location code is a major undertaking impacting all industry systems and the Resolution in its introductory paragraphs states that: "They shall not be changed without strong justification primarily concerning air safety."

Business need

In 2020, Resolution 763, section 8, dealing with identifier changes, was added to provide for an additional reason for an identifier change as follows:

"8.1 Assigned three-letter location identifiers shall not be changed without strong justification primarily concerning air safety or an association to a historical geographic name that is now considered offensive..." (*Note: section 8.1 is now referred as 9.1*).

It was believed that such requests would be extremely rare.

Since this Resolution change, three requests to change location identifiers have been already received and processed (or being processed). None of these requests were made on the grounds of air safety.

Current text of the Resolution does not provide the administrator with any means to objectively validate the strength of justification concerning the offensive nature of the local name. Therefore, IATA relies on a statement of the fact from a Civil Aviation Authority.

Current geopolitical situation is likely to further increase the pace of change.

Proposal

The amendment to Resolution 763 will reduce the risk of recurrent changes due to fast evolving geopolitical environment.

The change has been approved by the ICWG and endorsed by the PSB.

Actions

Conference to adopt the enhancement to Resolution 763, Section 9.1 as outlined in ***Attachment A_ B4.2.1a***.

Attachment A_B4.2.1a: Resolution 763 Amendments

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RESOLUTION 763

Location Identifiers

PSC(4244)763	Expiry: Indefinite Type: B

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9. CHANGES TO LOCATION IDENTIFIER CODES

9.1 Assigned three-letter location identifiers shall not be changed without strong justification primarily concerning air safety or an association to a historical geographic name that is now considered offensive as expressed by a legislative act of the relevant government body. An exception to this will be made in circumstances where a new airport opens to become the primary airport servicing the area. Where IATA Members operating to the new and existing airports agree, the new airport will be reassigned the location identifier of the existing airport and the existing airport will be assigned a new location identifier. In either of these situations, application to change the code may be made by any member with scheduled operations at the location concerned, outlining the justification. The changes will not be made without a majority support from all members operating to the indicated airport, together with the airport operator and civil aviation authority.

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Voting Item B4.2.2a: Addition of a Reserved Code in Resolution 762

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Submitted by: China Southern Airlines (CZ)

IATA Management

Background

IATA Management was recently informed by the Government of China about their plan to develop a new domestic service by the government itself to cover small and remote airports and cities.

Marketing of the service by the government as well as carriers and airports in China will involve using a two-character code in a manner that is at times similar to using an airline designator.

While it is expected that all local actors will be informed about the new service and develop their systems accordingly, there is a residual risk of collision in systems processing data for both national and international air transport services.

Following the consultations with IATA Management, the Government of China has agreed to use for marketing of the new service, a code that does not overlap with any airline designator currently in use; and therefore minimize the risk to existing international air transport operations relying on airline designators.

For abundance of caution, it is proposed to include the **XV** code in the reserved section of Reso 762. This is to signal that the code is used for different purposes than those agreed and generally expected by IATA members; and to ensure that any future collision is avoided.

This agenda item is currently being reviewed with the Industry Coding WG and the Plan Standards Board.

Action

Conference to adopt changes to IATA Resolution 762 as outlined in ***Attachment A_ B4.2.2a***.

Attachment A_B4.2.2a: Resolution 762 Amendments

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RESOLUTION 762

Airline Designators

PSC(4244)762	Expiry: Indefinite Type: B

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6. DESIGNATORS NOT AVAILABLE FOR ASSIGNMENT

The following combinations shall not be assigned to individual airlines or companies qualifying for airline designator:

6.1 these designators are to be used for communications purposes only:

		Commercial Category	Designator
	a.	Car Rental Companies/ Miscellaneous	CR
	b.	Hotel/Motel Companies	HL
	c.	Aeronautical Radio, Inc. (ARINC)	XA
	d.	International Air Transport Association (IATA)	XB
	e.	Airlines for America (A4A)	XD
	f.	Special Ground Handling Service	XH
	g.	International Aeradio Ltd. (IAL)	XI
	h.	SITA	XS
	i.	Government Civil Aviation Authorities	YA
	j.	General Addressing	YY
	k.	Computer Tests	ZZ
	l.	Miscellaneous (reserved for industry use)	2X, 6X, 7X, 8X
	m.	General Aviation	GN

6.2 When IATA starts assigning three-letter codes, the following combinations shall not be assigned to individual airlines or companies qualifying for an airline designator:

6.2.1 three-letter designators—CAF, COR, DPC, EEE, EXO, HDQ, NAC, NIL, PAN, PDM, QAA, QAB, QFP, QMK, QQQ, QTA, QTB, QTE, RDT, RET, RPT, RQR, RTA, RTC, RTP, RTX, SOS, STP, SVC, UNO, XCR, XHL, XXD, XXH, YXA to YZZ and ZXA to ZZZ, ATX, CAR, CCR, HHL, HTL, OSI, PTA, SSR, SUR, TTO, TUR, YYY, WWW;

6.2.2 three-letter combinations with CZ, NN or ZC;

6.2.3 an airline's or CRS's three-letter designator shall not be the same as the location identifier for that airline's or CRS's head office location.

6.3. This designator is reserved for specific use by the Government of China in national air transport: XV.

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

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Submitted by: Sarah Goodman, Chair of the Minimum Connect Working Time Group, under the Plan Standards Board
Kent Parsons, Vice Chair of the Minimum Connect Working Time Group, under the Plan Standards Board
Teresa Mentone, Assistant Manager Plan Standards, Secretary of the Minimum Connect Working Time Group

Background

The Minimum Connect Time Group (MCTG) was established under the Plan Standards Board with a mandate through to 1 November 2022, to develop proposals on standards related to:

1. Matters concerning the presentation, application, and transfer of MCT data between airlines data aggregators and system providers including the associated business requirements for schedule creation/publication & distribution processes.
2. Future modifications to MCT standards and required Guides in supporting the industry with new standards. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to fully align with other industry initiatives. Optimize the MCT application standards to benefit carriers.
3. Document business requirements, propose additions or changes to MCT Data Elements and their application while keeping existing data elements under continuous review.

Ensure that proposals align with existing standards and that requirements are documented with corresponding changes to Implementation Guidance where applicable.

Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices.
4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Recommended Practices 1761b, Standard Schedules Information publication (SSIM), Resolution 765, MCT User and Technical Guides.

Members of the Minimum Connect Time Group

Members of the group can be found on the [MCTG Standard Setting Workspace](#).

PSC Members are requested to encourage their experts to engage in these standards activities. **Interested parties are invited to contact** Standards@iata.org.

Chair and Vice-Chair

Sarah Goodman from OAG and Kent Parsons from American Airlines are elected as Chair and Vice Chair respectively. Under the new Terms of Reference of the Group, these officers must be elected from IATA Member airlines only and hold their positions for 24 months, subject to the group's mandate continuing. New elections will be held at the next meeting.

Minimum Connect Time Group (MCTG) activity in 2023

The MCTG held a meeting in May to progress active work plan items.

No major issues were reported by airlines following the implementation cutover and roll out of the new Connection Building Filter (CBF). The CBF is optional and may to be used by carriers requiring a more efficient way to file suppressions for carriers they do not have ticketing/baggage agreements.

The upcoming Sept 2023 MCTG meeting will focus on progressing the following topics:

- Connection Building and use of Schedule Time of Aircraft Arrival/Departure (STA/STD)
- Discuss new areas of exploration such as building connections with new MCT hierarchy fields, and future of MCTs in a world of Offer and orders.
- Address industry issues requiring additional clarifications to the MCT Technical and User guides (currently available on the [Plan Standards site](#)).

The Group paused introducing an MCT Education program for establishing, presenting, and applying MCTs for industry-wide processing. However, the MCTG intends to explore this activity at the upcoming September 2023.

Station Standard MCTs Single Source

The PSC and the Plan Standards Board endorsed the mandate for 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 the MCTs to airline operations.

This activity is scheduled to begin in Q1 2024, alongside IATA's continuity of administering day to day updates to current station standard MCTs as needed by the industry.

The IATA worldwide campaign for delivering the data collection process is planned to commence in early 2024, 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 1761b and Resolution 765.

To date there are no proposed enhancements for Conference to note.

Minimum Connect Time Working Group Work Plan

The work plan of the Minimum Connect Time Working 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	DECIPTION SUMMARY	STATUS
1	Station Standard MCTs	IATA mandated by the MCTG, PSB and PSC to be single source of Station Standard MCT - delivery of data collection process. Includes confirmation of Station Standards misalignments between Data Aggregators.	ACTIVE IATA Campaign TBC-2023 Q4
2	Data exchange Development and AIMD	-MCTX workgroup re-evaluate business needs - Complete BRD2 and develop capability for data exchange Standards. (MCTX WG: AA, DL, OAG, LHS, Sabre, Amadeus)	PARKED
3	MCT Education Training	Identification of MCT Standards (Chap 8) training requirements, objectives, and content for IATA training Development.	PARKED
4	MCT Technical and User Guides Update	Maintain Technical and User Guides to date with changes to Chapter 8 Adhoc updates made as needed.	ACTIVE
5	Areas of exploration	Identify areas to expand/ improve the MCT standard. - 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. - Explore areas to further align the data distributed by the Data Aggregators. Future proof MCT: enable 3- character airline code.	ACTIVE
6	Connection building based on Passenger STD/STA vs Aircraft STD/STA	Clarification on the times to be used for connection building, Passenger arrival/departure vs Aircraft arrival departure. Working group discussed use of the two elements in connection building. Result - Aircraft STA/STD not commonly used for MCT. WG to proposed amendments for chap 8 on their use. Actions: SSIM chapter 8 text proposal on use for next MCTG12 meeting.	ACTIVE
7	Connection-Building Filter (CBF) / Airline Partners- Record type 3	Standards to prevent displaying connections with airlines that do not have ticketing and/or baggage agreements. Actions: Airlines to reduce/remove suppressions following cut over 01MAR23. Group to report of potential increase of concurrence requests with the removal of suppressions.	COMPLETE

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

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Submitted by: Jeff Meyer, Chair of the Schedules Publication Working Group, under the Plan Standards Board

Thomas Kullmann, Vice Chair of the Schedules Publication Working Group, under the Plan Standards Board

Isabella Ioannoni, Senior Manager Plan Standards, Secretary of the Schedules Publication Working Group

Background

The Schedules Publication Working Group was established under the Plan Standards Board with a mandate through to 1 November 2023, to:

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

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

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

Members of the Schedules Publication Working Group

Members of the group can be found on the [SPG Standard Setting Workspace](#).

Rapporteur - As per the Terms of Reference, a rapporteur is established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences. Jody Garcia (Southwest Airlines) is the Working Group Rapporteur.

PSC Members are requested to encourage their experts to engage in these standards activities and for those joining the Slot Conference to attend the onsite SPG June meetings. **Interested parties are invited to contact** Standards@iata.org.

Chair and Vice-Chair

Jeff Meyer from United Airlines and Thomas Kullman from Lufthansa Systems are elected as Chair and Vice Chair respectively. Under the new Terms of Reference of the Group, these officers must be elected from IATA Member airlines

only and hold their positions for 24 months, subject to the group's mandate continuing. New elections will be held at the next meeting.

Schedules Publication Working Group (SPG) activity in 2023

To date, the SPG has held a virtual meeting in March and an in-person meeting in June (during the IATA Slot Conference event in DUB) this year to progress active work plan items and to support any pressing industry requirements. The next SPG meeting will be held on 26 October 2023.

Conference is to note that IATA and the Working Group Officers continue to manage and support emerging code assignment needs from members on an adhoc basis throughout the year.

An introduction to modern airline retailing with highlights on future implications touching schedules was presented to the SPG community by IATA. Specifically covering the customer identification (Digital Identity and evolution of coding) and retailing with offers (product creation and building new partnerships) program capabilities.

The Airline Product Management Working Group (APMWG) Chairs also provided the SPG with an overview of topics and activities in scope related to the Supplier Catalogue, Airline Profile, Product Taxonomy, seeing that experts from these two Working Groups will work closely together in future.

Below highlights are presented to Conference.

Enhanced Interline Displays

Schedule Distribution continues to endure significant issues with the airlines' ability to expand codeshare marketed schedules across operating and partner marketed schedules, necessitating the **urgency** of evolving codeshare schedules and how carriers interact with each other. Moreover, as the industry transitions to airline retailing and digital priorities.

The SPG has been exploring new flexible concepts to adapt schedule publishing of codeshare flights due to - Flight number exhaustion - Synchronization - Transition to retailing. One example relies on the use of an alliance indicator in operating carrier schedule to define enhanced interline partner. Analysis conducted to date reveals airline impacts on Schedule display and regulations, Married segment control, Existing revenue management logics, Cascading and block space, etc. SPG members continue to evaluate other scenarios, possible solutions or challenges. Meantime, IATA and the SPG intends to interact with the Interline Working Group to further understand initiatives in this area and continue discussions between both expertise (and with the APMWG) on potential solutions and methods in line with the future of airline retailing vision.

New Aircraft Category Introduced

The SPG approved the assignment of a cargo drone that will be flying commercially by end 2023 within Europe. As a result of the new aircraft, a new category 'D (unmanned Aerial Vehicle)' was also added to SSIM standards. These additions are pending PSB endorsement for effectiveness 1 March 2024, alongside the new and revised aircraft types also proposed by the SPG.

Scheduling 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 Scheduling community for IATA's industry codes (such as aircrafts, airport passenger terminals and UTC data) to be made available via API's for transmission using SSIM schedules standards and integration with certain airline codes. IATA is progressing this development and the creation of use cases for SSIM code set data.

Schedules Data Standards Attributes

The SPG is working on reflecting the attribute for each of the Schedule data elements listed in the SSIM standards Glossary Section 2.6 by adding reference to 'Maximum Field Length' for visibility at the field level and in other applicable SSIM standards. This undertaking is planned for completion by April 2024 for SPG approval in June 2024.

Schedules Data Exchange (SDEX) Workgroup Activities

The SPG and the SDEX subgroup supports existing schedules business rules from SSIM while increasing flexibility for data exchange in schema and implementation guide.

Scheduling schemas and Implementation Guides are accessible [here](#). SDEX intends to migrate schedules standards to the Airline Industry Data Model (AIDM) when progressing significant industry change/business requirements. All schemas and Implementation Guide are up to date. Airlines, GDSs or system providers wishing to join this Group are to email ssim@iata.org.

SSIM Codes, Watchlists and Industry Notifications

With the support of the SPG, SMWG, and its Officers, 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, now migrated to the IATA digital publication format Bookshelf, receives updates throughout the year. As the new platform currently does not support content export to csv format, an alternative solution will be made available in Q3. Notifications of updates are located on the Standard setting workspace (SSW) under the [Industry Notifications - Plan Standards](#) community. 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.

Schedules Publication Working Group Adoption of Standards

The Plan Standards Board currently has authority to adopt changes made to the SSIM standards described in RP 1761b. Proposed enhancements to SSIM standards from the SPG are submitted to the Plan Standards Board for endorsement and effectiveness in SSIM standards as of 1 March 2024.

Schedules Publication Working Group Work Plan

The work plan of the Schedules Publication Working 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 Working Group

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ITEM	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
1	Redefine DEI 800 series	Analysis of the free format DEI 800 series (assigned by the carriers and used for bilateral purposes) for tidying that will allow additional bandwidth for more frequent airline usage such as Traffic Restrictions information (not bilateral). Next steps: - DEI 8xx passed through from carrier's filing to be coordinated and aligned between both DAs to ensure identical intended results. - Clarify purpose of DEIs and review character lengths where required. - Evaluate each DEI usage for tidying, release of unused items or misused free format space. - Addition of free flow text DEI for traffic restrictions information (not bilateral), check-in information or others identified. - Repurpose certain 800s so airlines have more flexibility. - OAG removal of restriction from their process/systems and confirm decommission date. - Update SSIM entries - example 'in flight movie' is misleading	ACTIVE
2	Attributes per SSIM Data elements	Inclusion of attributes for each of the data elements listed in the Glossary Section 2.6 by reference of a new 'Maximum Field Length' column for visibility at the field level and applicable SSIM chapters. Appropriate attributes have been validated and populated for each of the data elements itemized in Section 2.4.1 which have also been validated by GDSs. Next steps: Elements with unclear attribute values have been identified. SPG and SMWG volunteers will validate these values and propose additional clarification to the data elements where required at the next meetings.	ACTIVE
3	Evolving Scheduling practices as part of the modern airline retailing program - SPG Workgroup: Enhanced Interline Schedule Displays	Development of new scheduling practices and processes with the industry's focus towards Modern Airline Retailing and evolving Interline/Intermodal capabilities/efficiencies. Exploration of new concepts in redefining codeshare relationships as the industry transitions to modern airline retailing and digital priorities. SPG considered concepts that can mitigate flight number issues while enabling enhanced interline schedule displays in a shopping environment. The process would complement work currently ongoing in the retailing/offers & orders space and likely address rising demands from the intermodal and aviation ecosystem. key highlights and benefits assessed by the WG are outlined within the SPG/8 Agenda, Item 6 (Att.E). A slide deck of examples has been presented onsite by Travelport which can be found on the SPG workspace under folder SPG7 (use this link once you are in the IATA Standard Setting Workspace (SSW) and a	ACTIVE WG Volunteers: AA, DL, EK, QR, UA, WN, Amadeus, Cirium, LH System, Navitaire, OAG, Sabre, Travelport.

ITEM	SUBJECT	DESCRIPTION SUMMARY	PROGRESS STATUS
		presentation from Amadeus on technical research and airline impacts is located under the SPG/10 folder). Next steps: Consider Airline input from downline systems with internal retail/interline experts, impacted depts and customers. Discuss potential solutions with colleagues from other impacted industry group experts (ie, Interline, airline product, offer & order groups) for alignment and support in transitioning process to an airline retailing environment with long term benefits for offers and orders.	
4	Schedules messages migration to AIDM	Migration of current schedules data exchange xml message information to the Airline Industry Data Model (AIDM). The SDEX recommend migrating/implementing the AIDM when progressing significant industry change/business requirements. Airlines, GDSs or system providers wishing to join this Group are to email ssim@iata.org.	PARKED – migration to occur with significant industry business requirements.
5	SSIM Scheduling Education Program	Defining requirements for the creation of IATA educational programs. Specifically in distributing schedules, operational procedures, IT methods, and broadening the accessibility/availability of data. Next steps: Industry survey to capture needs/gaps and engagement of subject matter experts for content development. Interested course instructors are to advise SSIM@iata.org. Details on becoming an instructor are available here.	Continuity on industry availability
6	Streamline data code sources	Collaborating with the Industry Coding Working Group (ICWG) in improving the availability and integration of reference data between the scheduling and airline codes. The SPG and the Slot Messaging Working Group (SMWG) have requested IATA to make SSIM data codes available via APIs for transmission of codes for SSIM messages. IATA is progressing this development and the creation of use cases for SSIM code set data.	Reprioritized - dependency on SSIM API initiatives
7	Aircraft and Terminal Watchlists	Support of IATA Watchlists on new upcoming Aircraft types and new Passenger multi-terminal airports for industry consideration and IATA notification/updates. Any known updates on these are to be forwarded to IATA at ssim@iata.org.	Ongoing
8	Communication/collection of slot/schedule data required by Level 1 airports	A consistent process has been explored for Scheduling and Slot data requirements to be defined as SSIM standards for certain airport entities due to rise in demand. The SPG, SMWG and SPWG established airline volunteers for the analysis exercise. However, following considerations of airports needs from the Worldwide Airport Slots Board (WASB), Airlines and Airport Coordinators/facilitators have agreed that SSIM SMA messages should be maintained for collection of information for Level1 airports as automation has been built to support this.	COMPLETED

Attachment B_B4.4 Aircraft Type and Terminals Watchlists

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Summary of Aircrafts for Considerations

Members are encouraged to assess the list internally and provide more accurate 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. Looking at design option as of May 2023	
Airbus	A330 Trinitair wingtip		New wing-tip design branded Trinitair. A330 being used as testbed for wing-tip modification. Hi Fly launch customer but nothing further found on project since 2021.	
Airbus	A350 Freighter	2026	A350 freighter order book now 36 and delivery planned for 2026.	
Airbus	C295		Two aircrafts delivered for humanitarian flights in Africa to DAC Aviation.	
Airbus	Neo Freighters		Continue to monitor. None seen as yet beyond in cabin conversions during COVID	
Airbus	Older Beluga Freighter Variants		Monitor service withdrawal and then cancel designator	
Boeing	777X	2025	B777-8X, B777X-FRT First flight January 2020 with three airframes for test program built by August 2020. In April 2022 Boeing delayed deliveries to 2025 with 777-8F launch customer as Qatar anticipating deliveries in 2027.	
Bombardier	Global 8000	2025	Aircraft is now on Bombardier website with specification. Planned delivery 2025 and then have a retrofit available for Bombardier 7500.	
Boom	Overture	2029	August 2022 AA signed order for 20 aircrafts and options on 40. Production still planned for 2029.	

Manufacturer Name	Aircraft Type /Version	Delivery Year	Remarks	Recommended action
Comac	ARJ21F, Business Versions of ARJ21 and ARJ-900		All delayed currently following delays with ARJ21. May 2022 - around 400 deliveries outstanding for ARJ21.	
Comac	C939		Super Long-Haul airliner. Concept stage as of 2021 and nothing since found.	
CRAIC	CR929 (previously COMAC C929)	2023	Ramp up in production schedule and looking at first deliveries now (as of early 2021) in 2023.	
Dassault	Falcon 10X	2025	10X- large, long range business jet under development.	
Dronamics	Black Swan (cargo drone)		May 2023 completed first flight. Built for biofuel, moving to hydrogen-based and synthetic fuel solutions (Cargo capacity 350 kg, 2500 km/1550 mi)	Assigned
Embraer	New Turboprop	2027	Concept pictures published in October 2020, and planned program launch 2022.	
Gulfstream Aerospace	G400	2025	The first flight expected late 2023. Gulfstream anticipates entry into service in 2025.	
Indian Regional Jet	(IJR)-RTA 70	2026	Revamped 90-seater aircraft at design stage (April 2021)	Monitor
SE Aeronautics	SE200 and SE300		New generation wide-body aircraft concept as of 2023, still drawing board stage.	
Stratos Aircraft	Stratos 714 and 716X		Proof of concept aircraft continue to fly for these small 6 seaters. Nothing further found on certification.	
Xian	Modern Ark 700 (MA700)		Nothing new found beyond test flight 2021.	
Yakovlev, Irkut	MC-21, 200,300, and 400 variants to be developed		Certification program continues during 2023.	
Alternative Fuel Aircrafts				

Manufacturer Name	Aircraft Type /Version	Delivery Year	Remarks	Recommended action
Airbus Helicopters	CityAirbus NextGen	2025	All electric, 4-seater, equipped with fixed wings, V shape tail and 8 electrical powered propellers, eVTOL. First flight of prototype planned for 2023 and certification expected around 2025.	
Airflow Aero	M200		Electric propulsion eSTOL (Short takeoff and landing) aircraft, 9 passengers. The aircraft can also be fitted with both fixed gear and floats.	
Archer	eVTOL air taxi		All electric and hybrid-electric powered vertical takeoff and landing aircraft.	
ATR	ATR 72's Hydrogen	2025	Conversion kits developed by Universal Hydrogen for ATR 72-500 and 600- Jul 2022 airplane's powertrain converted from a turboprop to electric motor powered by hydrogen fuel cells.	
Aura Aero	Electrical Regional Aircraft (ERA)	2026	Plans for hybrid-electric 19 seat airliner for commercial service by 2026. MAR21	Monitor
Bye Aerospace	eFlyer 800		Announcement of the development of an eight-seater all-electric twin turbo aircraft. APR21	
De Havilland	Dash 8-300 Hydrogen	2025	Conversion kit being developed by Universal Hydrogen.	
De Havilland	DCH-2 eBeaver		Electric powered DCH-2, certification expected by mid-2025.	
Ehang Holdings	EH216-5 (passenger)		Autonomous Areal vehicle (AVV) solution for intercity transport.	
Ehang Holdings	VT-30		Long range eVtol aircraft	
Embraer	E19-H2FC Hydrogen Fuel Cell Powered	2035	19-seater Hydrogen Fuel Cell Powered aircraft	
Embraer	E9-FE Fully Electric	2035	Fully electric aircraft, 9-seater.	
Embraer	E9-HE Hybrid-Electric	2030	Hybrid- Electric aircraft, 9-seater.	

Manufacturer Name	Aircraft Type /Version	Delivery Year	Remarks	Recommended action
Eve Urban Air Mobility Solutions	eVtol	2026	50 Eve electric vertical take-off and landing (eVTOL) 4-seater aircraft with progressive deliveries as of 2026. Electric air taxi and commuter flights. Certification expected end 2025.	
Eviation Aircraft	Alice	2027	Nine-passenger fully electric aircraft, first test flight SEP2022. Certification by 2025 and aircraft deliveries by 2027.	
Eviation Aircraft	Alice eCargo	2024	Alice model for freight operations. Planned to be capable of carrying 1.2t of freight, with a maximum range of 440nm.	
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.	
Heart Aerospace	ES-19	2026	19-seater electric turbo prop. Finnair signed letter of intent for type.	
Jody Aviation	eVtol	2024	All electric aircraft designed to transport a pilot and 4 passengers.	
Natilus	Kona (cargo drone)	2024	Commercial air cargo drone targeted to fly in 2024. Successful flight- APR2023 (3.8T payload, short haul UAV)	
Natilus	Aliso (cargo drone)		60T payload medium/long range UAV	
Natilus	Nordes (cargo drone)		(100T payload long-range UAV)	
Tecnam	P-Volt	2026	All electric P-Volt aircraft based on the Tecnam P2012 Traveller.	
Vertical Aerospace	VA_X4	2025	Electrical vertical take - off (eVTOL) aircraft, commercial 4 passenger. Potential deliveries starting mid 2025.	
Volocopter	VoloCity air taxi		All-electric aircraft (18 rotors) with the ability to vertically take off and land, 2-seater.	

Manufacturer Name	Aircraft Type /Version	Delivery Year	Remarks	Recommended action
Wright Electric	Wright 1	2030	Zero-emission passenger aircraft. A 186-seat airliner with 800-mile range. Testing has begun on 2MW of propulsion power to support a zero-emission aircraft. Wright will use 10 2MW motors for the Wright 1.	

Summary of Terminal for 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
SA	AJF		2023	Al-Jawf Airport	New international terminal.	IATA to follow up with the Region.
NZ	AKL	2014	2029	Auckland Airport	New Domestic Terminal to be integrated with the international terminal, currently in design stage. To be completed 2028-2029 (APR2023)	
KZ	ALA		2024	Almaty International	New international terminal to be commissioned in 2024. Old terminal will manage domestic flights.	
NL	AMS	2026	2032	Amsterdam Schiphol	New Terminal - architect appointed. Construction was postponed due to pandemic. June 2023- Construction to start in 2026 with completion in 2032.	
DE	BER		2029	Berlin Brandenburg Airport	Continue monitor Terminals 3 and 4 planned for 2029. Terminals 1-2 & 5 in SSIM.	
TH	BKK		2023	Suvarnabhumi Airport Bangkok	Currently single terminal: new Satellite Terminal SAT 1 is completed. Opening expected late September 2023.	IATA to follow up with the Region.
AU	BNE		2032	Brisbane International	New Terminal 3 to be built, connected to current domestic terminal. (April 2023)	
ID	BTH		2024	Batam Hang Nadim Airport	New second terminal. (APR2023)	
HU	BUD		2024	Budapest, Liszt Ferenc International	Terminal to re-open Summer 2024 and New Terminal 3 to be built for opening in 2024.	
CN	CAN	2021	2025	Guangzhou, Baiyun International	Construction of Terminal 3 scheduled to be completed in 2025 (APR2023)	
ID	CGK		2024	Jakarta, Soekarno-Hatta International	Terminal 4 expected for 2024, Construction to begin 2022.	
CN	CKG	2020	2024	Chongqing Jiangbei International	It is expected that by the end of 2024, the T3B terminal building will be fully completed (April 2023)	
LK	CMB	2019	2024	Bandaranaike Int'l Colombo	New second passenger terminal to be constructed (April 2023)	
CN	CSX	2020	2025	Changsha Huanghua International	New third terminal and additional runway under construction, estimated completion 2025 (April 2023).	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
BD	DAC	2019	2024	Dhaka, Hazrat Shahjalal International	New Terminal 3 expected to be 97% completed by October 2023 and then start limited operations. Final completion and full opening targeted for April 2024.	
VN	DAD		2030	Da Nang International	Third Terminal investment agreed with government. Plans to expand T1 and T2 first with T3 construction after 2030.	
US	DFW	2024	2026	Dallas/Fort Worth International	New terminal F is delayed and now expected to be completed in 2026 (JUN2023)	
AE	DXB		2026	Dubai International	Concept design presented for a vertiport terminal. Future electric vertical take-off and landing infrastructure. (April 2023)	
UG	EBB	2015	2033	Entebbe International	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.	
DE	FRA		2026	Frankfurt International	New Terminal 3 now planned to open 2026.	
MV	HAQ	2023	2024	Hanimaadhoo Island Airport	New passenger terminal.	
SA	HAS			Hail International	Development to target capacity of 3 million passengers annually. No details disclosed. (APR2023)	
CN	HRB	2020		Harbin Taiping International	Architects appointed to design 3rd terminal and have project date is 2030 for completion.	
US	JFK	2022	2026	New York, John F. Kennedy Int'l	Plan to move to five terminals in total with new builds and renovation. New Terminal One (NTO) will be built in phases, projected to open in 2026.	
CN	KMG	2022	2025	Kunming Changshui International	T2 construction started NOV22 with completion by 2025.	
KW	KWI	2017	2024	Kuwait International Airport	New Terminal 2, construction started, completion delayed to 2024.	
US	LAX		2027	Los Angeles International	New Terminal 9 to open in 2027 for Olympics following year.	
IN	LKO		2023	Lucknow, Chaudhary Charan Singh Int'l	New terminals T3 and T4. T3 to be completed end of 2023 (April 2023)	IATA to follow up with the Region.

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
GB	MAN	2015	2025	Manchester Airport	Transformation Program with extension of Terminal 2 complete although COVID disruption means old part of Terminal 2 refurbishment still in progress (APR21). Plans for T1 demolition on hold until airport can assess post COVID. Project to be completed by 2025.	
MV	MLE	2020	2025	Malé's Velana International Airport	New terminal construction started but no indication if replacement or addition. New seaplane terminal	
RU	MMK		2025	Murmansk Airport	New domestic terminal. Now planned for 2025 according to press article in Feb2023.	
FR	MRS		2024	Marseille, Provence Airport	New terminal connecting the current terminals 1 and 2.	
AU	NTL	2023	2028	Newcastle Airport	Newcastle Airport in New South Wales has launched an expansion plan which will include a new international terminal.	
US	OAK			Oakland International	Airport modernization project to include new passenger terminal connected to existing terminals - Planning stage JUL2023	
US	ORD		2030	Chicago, O'Hare International	New Global Terminal to replace current Terminal 2. Demolition of T2 will be in phases starting in 2026. Project completion scheduled for 2030.	
RU	OVB		2023	Novosibirsk Tolmachevo Airport	Plans of reconstructing existing pax terminal and construction of new pax terminal.	IATA to follow up with the Region.
IN	PNQ		2023	Pune Lohegaon	New integrated terminal expected completion Sep2023.	IATA to follow up with the Region.
DO	PUJ	2020		Punta Cana International	Design stage for third terminal started.	
CN	PVG		2025	Shanghai, Pudong International	New Terminal 3, currently in planning stage. (JUN23)	
LV	RIX		2027	Riga International	New passenger terminal, connection to railway system (June2023)	
US	SAT	2024	2030	San Antonio International	New Terminal C to be completed in 2030 (April 2023)	
DO	SDQ		2026	Santo Domingo/Las Americas International	New passenger terminal to be completed in 2026 (April 2023)	
VN	SGN	2021	2026	Ho chi Minh, Tan Son Nhat International	New Terminal to begin construction in late 2021 and is scheduled for completion in 2023.	IATA to follow up with the Region.
SG	SIN			Singapore, Changi	Terminal 5. Construction paused for two years. No revised completion date found.	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
BG	SOF	2026	2030	Sofia	New terminal 3 to be completed by 2030. (April 2023)	
TT	TAB	2022		Tobago, A.N.R Robinson Int'l	New Terminal - Gov't has approved construction of new terminal building. #1090.26	
TW	TPE	2017	2024	Taiwan Taoyuan International	New T3 - Completion of terminal delayed. Will open in phases between 2024 and 2026. (April 2023)	
CN	TSN	2022		Tianjin-Binhai International	Terminal 3 construction to start in 2022. (April 2023)	
LT	VNO	2023	2025	Vilnius Airport	New departure Terminal now planned for operation in Q1 2025.	
CN	XIY		2025	Xi'an-Xianyang International	New East terminal to be completed in 2025 (April 2023)	
CN	XNN		2025	Xining Cao Jiabao Airport	Third passenger terminal to be completed in 2025 (April 2023)	
CN	ZUH		2023	Zhuhai-Jinwan Airport	New Terminal 2 to be completed summer of 2023 (April 2023)	IATA to follow up with the Region.
New Airports						
AO			2023	Luanda, Angola International Airport	New airport under construction since 2008 delayed completion to end of 2023.	
AU		2019	2026	Sydney Western Airport	New airport, construction is underway.	
CN			2025	Xiamen Xiang'an International Airport	New airport under construction, to be completed in 2025, with planning for future addition of 2 passenger terminals. (April 2023).	
CN		2023		Nantong new Airport	CAAC approved site for the new airport 100km north Shanghai. Airport to replace Nantong Xindon Airport Construction to begin in 2023.	
CN			2026	Dalian Jinzhouwan International	New offshore airport to replace Dalian Zhoushuizi Int'l (DLC), phase 1 of terminal to be completed by 2026 (April 2023).	
CN		2023	2027	Guangzhou New Airport	Pearl River Delta Hub" or "Guangzhou New Airport, which will replace current Foshan airport and will serve both Guangzhou and Foshan (April 2023)	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
CN			2030	New Chongqing Airport	New airport to supplement Jiangbei, phase 1 to be completed between 2026 and 2030 (April 2023)	
CR			2027	Alajuela New International Airport	Planning stage, replacement for Juan Santamaria airport at San Juan.	
GL			2025	New Qaqortork Airport	Project retendered and now anticipate completion 2025.	
GR		2021	2026	Crete, Kastelli Airport	Replacement for Heraklion Airport. €850 million project started and planned completion 2024/25.	
ID		2020		Karawang New International Airport	Government expects to hold tender process in early 2024	
ID			2023	Kediri Airport	The new Kediri airport on East Java, to supplement Juanda International Airport, will be completed by the end of 2023. (April 2023)	
ID		2028		New Jakarta Airport	New airport to supplement current Soekarno-Hatta Airport (April 2023)	
IN		2023	2025	New Ahmedabad-Dholera Airport	New airport as alternative to Sardar Vallabhbhai Patel International Airport (April 2023)	
IN		2023		New Bhogapuram airport	New airport construction to start 2023 (April 2023)	
IN			2028	New Chennai – Parandur airport	Studies under preparation for new airport for Chennai near Parandur, 59 km southwest of the existing airport. (April 2023)	
IN		2020	2024	Delhi, Jewar Noida International	Plan approved for new airport project for Delhi. Phase 1 operational in 2024 (April 2023)	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
IN		2022	2025	Navi Mumbai International	New airport under construction with plan to start operations in 2025	
IQ		2014		Middle Euphrates Airport, Karbala Iraq	Under a tender process. Initial paperwork describes multi terminal airport.	
KH			2024	New Pnomh Penh Airport	New airport to supplement existing airport (April 2023)	
KH				New Koh Rong Island Airport	New tourist focused airport, was reported in January 2023 that construction will start soon (April 2023)	
KR		2024	2028	Saemangeum	New airport on South Korea's southwestern coast (April 2023)	
KR		2024	2029	Busan-Gadeok	New offshore floating airport called Gadeok-do International Airport, to supplement Gimhae Airport which will become domestic only (April 2023)	
KR		2028	2030	Daegu	New airport to replace current Daegu Airport, additional terminals can be added (April 2023)	
MY			2026	New Kuantan Airport	New airport to replace current Sultan Ahmad Shah Airport (April 2023)	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
PE		2018	2025	Chincheró International Airport	Chincheró international airport will replace the current Alejandro Velasco Astete international airport in Peru.	
PH			2026	New Manila Balucan Airport	New offshore airport for Manila (April 2023)	
PH			2026	New Hanthawaddy Airport	New airport to replace Yangon airport (April 2023)	
PH		2023	2026	New Bukidnon Airport	New airport in Bukidnon province, near town of Maraymaray village (June 2023)	
PH			2030	New Dumaguete Airport	New airport to replace the current Dumaguete airport (April 2023)	
PK		2023		New Gwadar Airport	New airport on Gwadar peninsula, replacing existing airport (April 2023)	
PL		2021	2028	New airport in Lodz	New airport planned, construction to begin in 2021.	
RO				Constantin Brancusi Airport	Private airport to be developed in Bucharest. #1120.17	
SA		2021	2023	Red Sea International	New airport expected to open by end 2023 (April 2023)	
SD				New Khartoum Airport	New airport planned to replace KRT airport. Construction on hold as of 2020.	

Ctry	IATA Code	Start Date	Due Date	Airport Terminal	Inquiry	IATA Actions
VN				Tien Lang New International Airport	New airport will be replacing the current Cat Bi Airport (HPH)- Continue to Monitor	

Voting Item B4.4.1: Recommended Practice 1761b from the Schedule Publications Group, under the Plan Standards Board (pending Board endorsement)

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Submitted by: Isabella Ioannoni, Senior Manager Plan Standards, Secretary of the Schedules Publication Working Group

Background

Updates to text in Recommended Practice 1761b aligns with the Standard Schedules Information Manual (SSIM).

The proposed changes also introduce the Working Groups that set and maintain the standards for those wishing to actively participate, and clarify the assignment of codes that are currently part of SSIM standards.

Action

Conference to adopt changes to IATA Recommended Practice 1761b as outlined in ***Attachment A_B4.4.1a***.

Attachment A_B4.4.1a: Recommended Practice 1761b Amendments

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RECOMMENDED PRACTICE 1761b Form of Exchange of Schedule Information

PSC(40 44)1761b	Expiry: Indefinite Type: B
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RECOMMENDED that, for the purpose of exchanging schedules information with other carriers or for communicating schedules, slot and minimum connecting times related information to governments, airports, system providers and other ~~parties~~ business partners, ~~Members should use~~ the official set of industry standards comprising of recommended practices, messaging formats and data processing procedures specified in the IATA Standard Schedules Information Manual (SSIM) are to be used.

The Planning Standards Board (under the authority of Resolution 009) is responsible for the development of SSIM standards made available at www.iata.org/ssim.

The Schedules Publication Working Group (SPG), in collaboration with the Slot Messaging Working Group (SMWG), set and maintain SSIM standards. Please contact standards@iata.org to be actively involved with SSIM standard setting activities.

The SSIM is published annually in March and the Digital version receives automatic updated content throughout the year, including Aircraft Types, Terminal Indicators, UTC/Local time data, Region Codes, Aircraft and Terminal Watchlists (www.iata.org/ssim).

SSIM requirements and recommendations for the Board, SPG and SMWG can be forwarded to SSIM@iata.org.

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

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

Steve Wolage, Vice Chair of the Slot Messaging Working Group, under the Plan Standards Board

Isabella Ioannoni, Senior Manager Plan Standards, Secretary of the Slot Messaging Working Group

Background

The Slot Messaging Working Group was established under the Plan Standards Board with a mandate through to 01 November 2023, 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. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to support digital identification and scheduling initiatives as required.
3. Document business requirements, propose additions or changes to IATA codes in particular the Aircraft Types, Passenger Terminal Indicators, Region Codes and UTC-Local Time Comparisons. Manage Service Type codes, Additional Information codes and Coordinator Reason codes.

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

Review proposals and develop recommendations to amend other related Resolutions and Recommended Practices.

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

Members of the Slot Messaging Working Group

Members of the group can be found on the SMWG [Standard Setting Workspace](#).

The Terms of Reference of the Group allow for a core membership formed Airlines, Airport Coordinators/Facilitators participating in the IATA Slot Conferences and Strategic partners who commit to active participation on standards development.

Rapporteur - As per the Terms of Reference, a rapporteur is established to provide liaison for non-IATA airlines participating in the IATA Slot Conferences. Mark Milligan (Southwest Airlines) is the Working Group Rapporteur.

PSC Members are requested to encourage their experts and alliances joining the slot conferences to also engage in these standards activities and onsite SMWG June meetings. **Interested parties are invited to contact Standards@iata.org.**

Chair and Vice-Chair

Denise Scafidi from ITA Airways and Steven Wolage from COHOR are elected as Chair and Vice Chair respectively. Under the new Terms of Reference of the Group, these officers must be elected from IATA Member airlines only and hold their positions for 24 months, subject to the group's mandate continuing. New elections will be held at the next meeting.

Slot Messaging Working Group (SMWG) activity in 2023

The SMWG met in June to progress priorities. Additional information related to Slots policy updates are referred in [Agenda Item B1.1](#).

Below highlights are presented to Conference.

Elimination of E Action Code

Action Code E is used in SLOT CLEARANCE REQUEST/REPLY (SCR), SCHEDULE MOVEMENT ADVISE/REPLY (SMA), and WAITLIST CHANGE/REPLY (WCR) messages to permanently delete/eliminate; a) all allocated slots (SCR) or planned operations (SMA) for specific flights; or b) all allocated slots (SCR) or planned operations (SMA) for one airline designator; or c) all Waitlist Data or other Waitlist procedures in SSIM standards.

Airlines have expressed concern and indicated they would not use the 'Eliminate' option even when ceasing operations at an airport in order to clearly document the effects of the schedule change. Some Airport Coordinators also confirmed they do not accept in practice the 'Eliminate' code for automatic processing seeing that if misused, it could wipe-out a carrier's entire slot portfolio at an airport. As neither party accepts or uses Action Code E, and the industry agrees there is significant risk of misuse, the SMWG has approved proposed SSIM amendments to remove this functionality and references throughout SSIM standards. These changes are subject to the PSB endorsement and are to be made effective by 1 March 2024. As amendments will have significant impact to the slot community and system processes, this decision will be broadcasted to all Heads of Delegation of the IATA Slot Conference.

Update on Waitlist Information with Requested Routing

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 Airport 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 it's historic details and indicate it is on the waitlist for the route element.

The SMWG approved to update SSIM Chapter 6 standards and the SMWG worked jointly with the Slot Policy Workgroup of volunteers to include additional information data line elements and allocation criteria to maintain the Required Routing of a flight and finalized the technical solutions that have been subsequently endorsed by the PSB with a **31OCT 2023 effectiveness** for these new SSIM standards and implemented in slot schemas 23.1 Release. The SMWG has well noted that in order for the Slot Schemas to be aligned with SSIM standards, this needs to be extended to include the 'Requested Origin/Destination and Previous/Next Stop'.

Update on Additional Availability Criteria with Seat Count

The Airport Restriction Availability message request allows the user to specify additional information to allow the Airport Coordinator to respond with more accurate availability information for a restriction held at the airport (for example terminal availability). The SMWG has requested this additional criterion to be extended to the Slot Schemas to include the seat count enabling the user to request the availability for an aircraft with a particular number of seats. With efforts from the SLOTX subgroup, approval of SMWG and PSB endorsement, this requirement is now implemented in slot schemas 23.1 Release.

Airport Data Requirements

Due to rise in demand, a consistent process has been explored for Scheduling and Slot data requirements to be defined as SSIM standards for certain airport entities. The SPG, SMWG and SPWG established airline volunteers for the analysis exercise. However, following considerations of airports needs from the Worldwide Airport Slots Board (WASB), Airlines and Airport Coordinators/facilitators have agreed that SSIM SCHEDULE MOVEMENT ADVISE/REPLY (SMA) messages should be maintained for collection of information for Level1 airports as automation has been built to support this. As a result, this analysis is now closed.

Slots Data Exchange (SLOTX) Workgroup Activities

The SLOTX subgroup reports to the SMWG and identifies the types of information that could be transmitted from the airline to the coordinator/facilitator and vice-versa in support of existing airport coordination business rules from SSIM standards while increasing flexibility for data exchange in schema and implementation guide.

Schemas and Implementation Guides are accessible [here](#). SLOTX is considering migrating current slot data exchange xml messages information to the Airline Industry Data Model (AIDM) and a kick-off with SLOTX was held to initiate the BRD process for the data migration. All schemas and Implementation Guide are up to date.

The SLOTX urgently needs participation from experts within the Airline community to progress and fulfil Slot information exchange related requirements. Interested parties are invited to contact [SSIM@iata.org](mailto:ssim@iata.org).

Slot Data Standards Attributes

The SMWG is working on reflecting the attribute for each of the Slot data elements listed in the SSIM standards Glossary Section 2.6 by adding reference to 'Maximum Field Length' for visibility at the field level and in other applicable SSIM standards. This undertaking is planned for completion by April 2024 for SMWG approval in June 2024.

Slot Messaging Reference Data and Open API

As advised within the SPG report, the need for airlines and airports to share data is increasing every year. There is very high interest within the SMWG community for IATA's industry codes (such as aircrafts, airport passenger terminals and UTC data), to be made available via API's for the transmission of data codes used for slot SSIM messaging standards. IATA is progressing this development and the creation of use cases for SSIM code set data.

SSIM Codes, Watchlists and Industry Notifications

With the support of the SMWG, slot policy community, SPG, and its Officers, 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. As referred under the SPG report, 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 the standard setting workspace (SSW). Any known updates on these are to be forwarded to IATA at ssim@iata.org.

Slot Messaging Working Group Adoption of Standards

The Plan Standards Board currently has authority to adopt changes made to the SSIM standards described in RP 1761b. Proposed enhancements to SSIM standards from the SMWG are submitted to the Plan Standards Board for endorsement and effectiveness in SSIM standards as of 1 March 2024.

Slot Messaging Working Group Work Plan

The work plan of the Slot Messaging Working 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 Working Group

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ITEMS	SUBJECT	DECRPTION/ PROGRESS SUMMARY	STATUS
1	Slots messages migration to AIDM	Migrating current slot data exchange xml messages information to the Airline Industry Data Model (AIDM). The kick-off with SLOTX was held to initiate the BRD process for the data migration – SMWG and SLOTX agreed to use the AIDM methodology for any new message flows that are identified and then use this experience to inform the future migration of the existing messages to the AIDM. SLOTX to define user cases from prototype. Airlines, GDSs or system providers wishing to join the SLOTX subgroup are to email ssim@iata.org.	ACTIVE
2	Removal of Action Code "E" in SSIM standards	Misuse and non-use of the Eliminate option requires deletion of standards in SCR, SMA and WCR messages and procedures. Proposed amendments to be endorsed by the Board and be broadcasted to the HOD slot conference community.	In progress for inclusion in SSIM MAR2024
3	Electric Vehicles Aircrafts	With the assignment of the new alternative fuel aircraft type code AFA, the SMWG agreed to pursue requirements of rising electric vehicles for possible future code assignment.	ACTIVE
4	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. Any known updates on these are to be forwarded to IATA at ssim@iata.org.	Ongoing
5	Slot Messaging Reference Data and Open API	The SMWG requests IATA to make SSIM data codes available via APIs for transmission of codes for SSIM messages. IATA is progressing this development and the creation of use cases for SSIM code set data.	ACTIVE
6	Communication/Collection of Slot/schedule data required by Level 1 airports	Due to rise in demand, a consistent process has been explored for Scheduling and Slot data requirements to be defined as SSIM standards for certain airport entities. The SPG, SMWG and SPWG established airline volunteers for the analysis exercise. However, following considerations of airports needs from the Worldwide Airport Slots Board (WASB), Airlines and Airport Coordinators/facilitators have agreed that SSIM SCHEDULE MOVEMENT ADVISE/REPLY (SMA) messages should be maintained for collection of information for Level1 airports as automation has been built to support this.	COMPLETED



Section C:

Shop-Order-Pay Standards

Board Items

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

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Submitted by: Nathan Smeulders (Qantas), Chair of the Shop-Order-Pay Standards Board
Ionut Badea, Head Industry Architecture, IATA (badeai@iata.org)
Secretary of the Shop-Order-Pay Standards Board

Background

The Shop-Order-Pay Standards Board is established under paragraph 2.3.2 of Resolution 009:

2.3.2 Shop-Order-Pay Standards Board

The Shop-Order-Pay Standards Board manages the development of standards concerning any interaction between airlines and any other parties for the purpose of offering, ordering and paying for 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 enhanced and simplified distribution (offer and order standards and payment standards for completion of the order). Additionally, this Board is responsible for fare construction, currency, reservations, and ticketing standards when required.

The Board operated under the designation of Shop Order Standards Board until 4 June 2023 at which point the changes to IATA Resolution 009 took effect. The scope of the Board has been increased to include the Payment domain (coming from the previous Pay Account Standards Board, now the Settlement and Accounting Standards Board or SASB).

Members of the Shop-Order-Pay Standards Board

A call for nomination for the new membership of the newly created SOPSB resulted in the following participants elected:

Position	Airline	Delegate name	Term commenced
1	Aerolineas Argentinas*	Pablo Damigella	5 June 2023
2	Air Canada	Rania Chehade	5 June 2023
3	Air China*	Zhu Mengmeng	5 June 2023
4	Air France	Maxime Boussard	5 June 2023
5	All Nippon Airways	Hironobu Kondo	5 June 2023
6	American Airlines	Shawn Zeak	5 June 2023
7	British Airways	Matt Kelso	5 June 2023
8	China Eastern*	Fu Jian	5 June 2023
9	China Southern Airlines	Bai Wenjing	5 June 2023
10	Delta Air Lines	Mark Cutler	5 June 2023
11	Emirates	Anil Bhatia	5 June 2023
12	Finnair	Zoran Radosavljevic	5 June 2023
13	Hahn Air Lines	Frederick Nowotny	5 June 2023
14	Qantas	Nathan Smeulders	5 June 2023
15	Qatar Airways	Thomas Lee Scruby	5 June 2023
16	Scandinavian Airlines	Gustav Bolinder	5 June 2023
17	Schenzhen Airlines*	Ying Wang	5 June 2023
18	Singapore Airlines	Charlene Wee	5 June 2023
19	Swiss International Air Lines	José Pereira	5 June 2023
20	Turkish Airlines	Semih Kartaloglu	5 June 2023
21	United Airlines	Andrew O'Connell	5 June 2023
22	Virgin Australia	Timmo Rol	5 June 2023
21	Xiamen Airlines*	Zhao Xibo	5 June 2023

*indicates non-elected active participant.

Chair and Vice-Chair

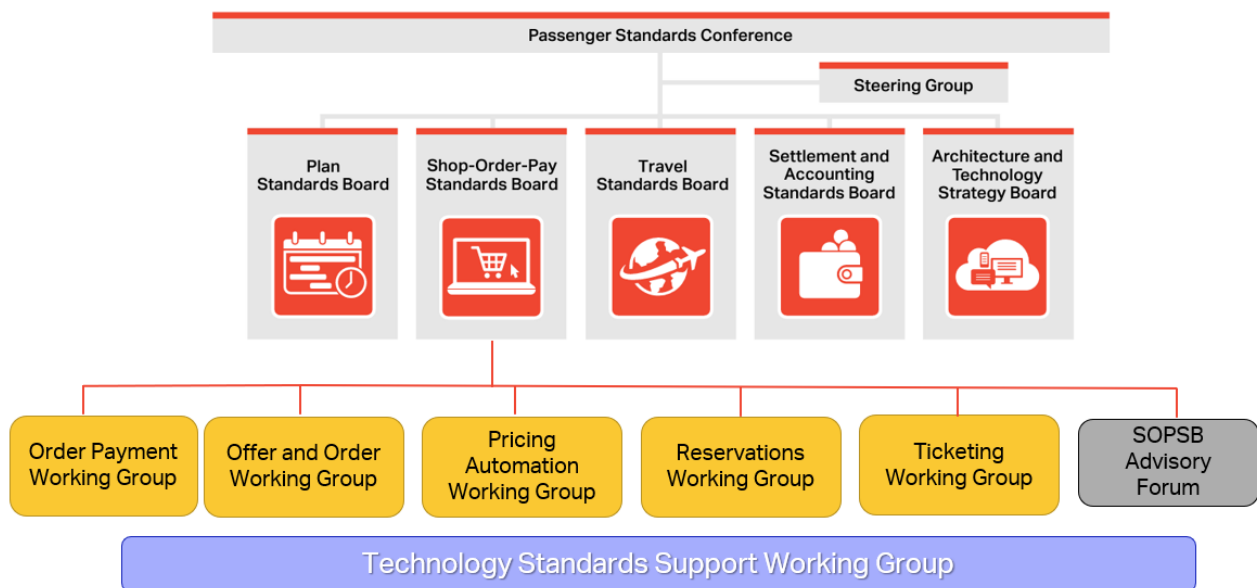
The Shop-Order-Pay Board is being chaired by Nathan Smeulders (Qantas). Vice Chair position is currently vacant.

Shop-Order-Pay Standards Board activity in 2022-2023

Group Structure

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

PSC – Shop-Order-Pay Standards Board



Activity overview in 2023

Since the last PSC report, the Board has met in a hybrid setup in November 2022 at IATA's offices in Madrid, held an online meeting via Microsoft Teams in March 2023 and another hybrid meeting at IATA's offices in Geneva in June 2023. Another online meeting is planned for September 2023.

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

- Implementation guidance of the 21.3 schema convergence release
- Adoption activities for retailing standards
- Identity management in distribution
- Review of engagement model and strategy approach at board level
- Inputs into the standards development restructure proposal

Shop-Order-Pay Standards Advisory Forum

The Shop-Order-Pay Standards Board Advisory Forum is being chaired by Nicola (Nikki) Ping (Flight Centre Travel Group) and Paul Butcher – Vice-Chair (Expedia)

The Advisory Forum meets on the day before the Shop-Order-Pay Board.

The areas where the Advisory Forum recommends that the industry keep focus to increase the adoption of the standards under the SOPSB:

- Accelerating standard delivery
- Addressing the issue of scalability and variations in airline implementations
- Addressing the blockers to adoption especially in the managed travel area
- Airline Product Management and transitional interline in NDC channel

Action

Conference to note report.

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

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Submitted by: Ionut Badea, Head Industry Architecture, IATA (badeai@iata.org)

Secretary of the Shop-Order-Pay 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 2023

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-Pay Board continues to have oversight and authority over all activities outlined in Resolution 787, Attachment A.

Item C4: Groups active under the Shop-Order-Pay Standards Board

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Submitted by: Ionut Badea, Head Industry Architecture, IATA (badeai@iata.org)

Secretary of the Shop-Order-Pay 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 Working Groups Reporting to Management Boards

- 3.1.1** Such Working Groups shall exist only where these have been established by a Board.
- 3.1.2** The Board shall grant the Working Group a mandate for a specific period of time based on their assessment of the work required to complete the assignment, after which the Working Group shall be disbanded.
- 3.1.3** Each Working Group shall have a Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.
- 3.1.4** A Working 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 Working Groups should maximize efficiency and reduce duplication.
- 3.1.5** Each Working Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.
- 3.1.6** Working Groups shall not be established unless there are volunteers from Members for the positions of Chair and Vice-Chair for the group.

The Shop-Order-Pay Standards Board had the following Groups active during 2022-2023.

Group name	Scope
Ticketing Working Group	Deal with matters concerning ticketing processes including the associated business requirements.
Reservations Working 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 Working Group	Deal with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797.
Pricing Automation Working 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-Pay Board package.

The Board has also endorsed the creation of a Technology Standards Support Group and is currently balloting the Terms of Reference for this newly created group. They have been included for reference in attachment F-C4

Also, the Conference is to note the transfer of the Order Payment Working Group from the Settlement and Accounting Standards Board (SASB) to SOPSB as result of the change to IATA Resolution 009.

Group name	Scope
Order Payment Working Group	Deal with matters concerning payment for offers and orders and financial processes related to order payment including the associated business requirements, provided that they are related with IATA Resolutions 787 and 797 taking into account end-to-end processes.

Offers and Orders Technology Standards Support Working Group	This group is a technology standards support group established in accordance with the provisions of section 5 of Resolution 009 to support the shared responsibilities between the Management Boards and ATSB. It reports to • Shop-Order-Pay Standards Board with respect to relevant Business Requirements that the data exchange fulfils; • Settlement Account Standards Board with respect to relevant Business Requirements that the data exchange fulfils; • ATSB with respect to development of data exchange standards in accordance with applicable architectural and technology strategy guidance and in accordance with the established methodology.
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Continuation of Groups

The Board has endorsed the continuation of all groups for a further 12 or 24 months, from 1 November 2023. The Terms of Reference of the Groups are provided as Attachments to this item as follows and are being balloted by the SOPSB at the time of this first transmittal.

Group name	Scope	Terms of Reference Attachment
Ticketing Working Group	Deal with matters concerning ticketing processes including the associated business requirements.	A C4
Reservations Working 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 Working Group	Deals with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797	C C4
Pricing Automation Working Group	Discuss and develop uniform interpretations of existing pricing standards resolutions and procedures to standardize automation for pricing international fares and rules;	D C4
Order Payment Working Group	Deal with matters concerning ticketing processes including the associated business requirements.	E C4
Technology Standards Support Working 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.	F 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 Working Group

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Adopted by the Shop-Order-Pay Standards Board to take effect on 1 November 2023

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 Working Group
Reports to	Shop-Order-Pay Standards Board
Role / Mandate	Deal with matters concerning ticketing processes including the associated business requirements. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to create or amend standards shown on the List of resolutions below, governing these processes. Ensure that proposals align with existing standards, and that requirements are documented with a corresponding change to Implementation Guidance where applicable. Review and endorse proposals to amend: - Resolutions and Recommended Practices listed below this table; - Implementation Guides and other supporting documents. Liaise with ATSB CMIG to ensure that XML and EDIFACT messages impacted by the above changes are also modified Liaise with other process owning groups under any Conference, and advisory groups under Industry Groups (including Offer and Order, Order Payment, Order Accounting, Delivery on Orders groups) as required. Maintain a work plan and report regularly to the Shop-Order-Pay Standards Board.
Period of effectiveness	The group is effective from 1 November 2023 for a period of 12 months and may be disbanded by the Shop-Order-Pay Standards Board at any time.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months.

	The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-Working Groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
(Excluding the election of Chair and Vice-Chair).	
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the SOPSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

List of Resolutions and Recommended Practices under Ticketing Group:

- 722g Ticket-Neutrals
- 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 Working Group

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Adopted by the Shop-Order-Pay Standards Board to take effect on 1 November 2023

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	IATA Reservations Working Group
Reports to	Shop-Order-Pay Standards Board
Role / Mandate	As and when necessary to maintain business continuity during the transition to the world of offers and orders; Develop recommendations and take decisions on all procedures and policy issues relating to reservations rules and regulations, including transmission of reservations services for use by customers and agents. Review proposals and develop recommendations for additions, deletions and amendments to: Reservations-related data exchange standards in A4A/IATA Reservations Interline Message Procedures - Passenger (AIRIMP), XML and EDIFACT reservations messaging standards. Resolutions and Recommended Practices outlined in <i>Attachment</i>. Reservations Handbook Liaise with other process owning groups under any Conference, and advisory groups under Industry Groups (including Offer and Order, Order Payment, Order Accounting, Delivery on Orders groups) as required. Maintain a work plan and report regularly to Shop-Order-Pay Standards Board Develop and endorse other standards as directed by the Shop-Order-Pay Standards Board.
Period of effectiveness	The group is effective from 1 November 2023 for a period of 12 months and may be disbanded by the Shop-Order-Pay Standards Board at any time.
Participation	To participate in the group, organizations must either elect to be Members of the group, or to participate as Observers Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The

	named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-Working Groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting (Excluding the election of Chair and Vice-Chair).	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the SOPSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.
Period of effectiveness	The group is effective from 1 November 2023 for a period of 12 months and may be disbanded by the Shop-Order-Pay Standards Board at any time.

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 Working Group

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Adopted by the Shop-Order-Pay Standards Board to take effect on 1 November 2023

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 Working Group
Reports to:	Shop-Order-Pay Standards Board (SOPSB)
Role / Mandate	1. Deal with matters concerning Offer and Order Management processes and associated business requirements, relating to IATA Resolutions 787 and 797 taking into account end-to-end processes. 2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to and data exchange standards governing offer and order processes taking into account end-to-end process. 3. Document business requirements, propose additions or changes in messages defined under Resolution 787 and maintain associated Implementation Guide. Group may propose changes to messages defined under Reso 797 subject to review of the Order Accounting Working Group. Offers and Orders Working group will develop BRD using AIMD methodology to and will need Technology Support Group to propose technical solution and write implementation guide based on produced solution for the respective BRD. 4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to amend: : IATA Reso 797, 787, Implementation Guidance for distribution processes. 5. Liaise with Order Payment Working Group, Order Accounting Working Group, Interline Working Group as well as with other process owning groups under SOPSB. 6. Maintain a work plan and report regularly to the SOPSB.
Period of effectiveness	The group is effective for a period of 24 months and will be renewed subject to the oversight approval of the SOPSB.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.

	Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-Working Groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting (Excluding the election of Chair and Vice-Chair).	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the SOPSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment D_C4: Terms of Reference: Pricing Automation Working Group

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Adopted by the Shop-Order-Pay Standards Board to take effect on 1 November 2023

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 Working Group
Reports to	Shop-Order-Pay Standards Board
Role / Mandate	As and when necessary to maintain business continuity during the transition to the world of offers and orders; Discuss and develop uniform interpretations of existing pricing standards resolutions and procedures to standardize automation for pricing international fares and rules; Discuss developments in distribution channels and recommend changes to existing pricing standards resolutions as shown in the <i>List of Resolutions</i> below and establish procedures to ensure consistent application and pricing of international fares and rules; Review and advise on the implementation strategy of adopted changes and interpretations to current tariff resolutions, procedures and methodologies. Liaise with other process owning groups under any Conference including Offer and Order, Order Payment, Order Accounting, Delivery on Orders working groups) as required. Maintain a work plan and report regularly to Shop-Order-Pay Standards Board Develop and endorse other standards as directed by the Shop-Order-Pay Standards Board .
Period of effectiveness	The group is effective from 1 November 2023 for a period of 12 months and may be disbanded by the Shop-Order-Pay Standards Board at any time.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.

Sub-Working Groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting (Excluding the election of Chair and Vice-Chair).	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the SOPSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.
Period of effectiveness	The group is effective from 1 November 2023 for a period of 12 months and may be disbanded by the Shop-Order-Pay Standards Board at any time.

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
- 212 Charge for a Passenger Occupying Two Seats
- 302 Baggage Provisions Selection Criteria
- 1040 Stopovers and Transfers
- 1201 Children and Infants

Attachment E_C4: Terms of Reference: Order Payment Working Group

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Adopted by the Shop-Order-Pay Standards Board to take effect on 01 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Order Payment Working Group (OPWG)
Reports to	Shop-Order-Pay Standards Board (SOPSB)
Role / Mandate	1. Deal with matters concerning payment for offers and orders and financial processes related to order payment including the associated business requirements, provided that they are related with IATA Resolutions 787 and 797 taking into account end-to-end processes. 2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to emerging payment methods for offers and orders where SOPSB will set criteria for creating or revising the standards. 3. Document business requirements, propose additions or changes in messages defined under Reso 797 and maintain associated Implementation Guide. Group may propose changes to messages containing payment method elements defined under Reso 787 and 797 subject to review of the Offer and Order Working Group as well as Order Accounting Working Group. Order Payment Working group will develop BRDs using AIDM methodology related to payment subject to and will need Technology Support Group to propose technical solution and write implementation guide based on produced solution for the respective BRD. 4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to amend: IATA Reso 797, 787, Implementation Guidance for Order Accounting. 5. Liaise with Offer and Order Working Group, Order Accounting Working Group, Interline Working Group as well as with other process owning groups under SASB and SOPSB 6. Maintain a work plan and report regularly to the SOPSB.
Period of effectiveness	The group is effective for a period of 24 months and will be renewed subject to the oversight approval of the SOPSB.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active.

	Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the SOPSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment F_C4: Terms of Reference: Offers and Orders Technology Standards Support Working Group

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Adopted by the Shop-Order-Pay Standards Board to take effect on 01 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Offers and Orders Technology Standards Support Working Group (OOTWG)
Reports to	This group is <i>a technology standards support group</i> established in accordance with the provisions of section 5 of Resolution 009 to support the shared responsibilities between the Management Boards and ATSB. It reports to • Shop-Order-Pay Standards Board with respect to relevant Business Requirements that the data exchange fulfils; • Settlement Account Standards Board with respect to relevant Business Requirements that the data exchange fulfils; • ATSB with respect to development of data exchange standards in accordance with applicable architectural and technology strategy guidance and in accordance with the established methodology.
Role / Mandate	1. Develop data exchange standards meeting the Business requirements established by the following Working Groups : • Offer and Order Distribution Working Group under SOPSB • Order Payment Working Group under SOPSB • Order Accounting Group under SASB ; and • Airline Billing and Settlement Working Group under SASB (limited to Offer and Order-related billing and settlement requirements) 2. Develop implementation guide describing the use of the above data exchange standards. 3. Ensure the integrity of proposed Offer and Order data exchange standards with respect to all (already known) business requirements; 4. Ensure that the development of data exchange standards follows all applicable ATSB methodology; collaborate with CMIG to integrate all relevant artefacts in the AIDM. 5. Liaise with groups defining business requirements and with ATSB CMIG 6. Maintain a work plan and report regularly to the above Boards.
Period of effectiveness	The group is effective for a period of 24 months and will be renewed subject to the oversight approval of the Standard Setting Boards it reports to.
Participation	Members

	Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to relevant Business Board for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

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-Pay Standards Board
Michal Juranka, Vice Chair of the Ticketing Group, under the Shop-Order-Pay Standards Board
Ionut Badea, Head Industry Architecture, Secretary of the Ticketing Group (badeai@iata.org)

Background

The Ticketing Group was established under the Shop-Order-Pay 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-Pay Standards Board.

Members and Observers of the Ticketing Working Group

The following IATA Members and Strategic Partners committed to active participation in standards development.

Position	Organization	Delegate name
1	Aegean Airlines (A3)	Mirsini Vlachou
2 (Observer)	Airlines Reporting Corporation	Andrew Bolton
3	All Nippon Airways (NH)	Kumiko Ozawa
4 (Observer)	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 (Observer)	SITA	Sandeep Kumar

17	South African Airways (SA)	Madelein Vorster
18 (Observer	Travelport	Mike Walker

Chair and Vice-Chair

Margaret Brown from American Airlines (AA) is chairing the group and Michal Juranka from Qatar Airways (QR) is the vice-chair. Under the Terms of Reference of the Group, these officers hold their positions for a maximum period of 24 months, subject to the group's mandate continuing.

Ticketing Group activity in 2022-2023

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. The Group was unable to meet face-to-face in 2022-2023.

Ticketing Group adoption of standards

The proposed changes to standards from the Ticketing Group were approved by Shop-Order-Pay 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.	Effective date of 2026 adopted by JPSC, implementation discussion to occur within TKTCOM. YMQ TKTWG Meeting March 2017: Implementation discussion required. Agreed best approach would be a workshop to begin assessing these issues, with systems and airlines. Co- location with discussion on increasing character length of monetary fields (Work Plan as Item 32). Discussed possibility to align with TKTCOM June meeting, with one day for Monetary Data Elements and one day for Document Number Date of Issue. ACTION: IATA to schedule meeting in June. Workshop held in MAD 26-27 June 2017. Workshop 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. Item has been put on hold for 2022. Further discussions to be held for PSC 2023.	TKTWG Mar17	On-hold	
1.2	Ticketing Group	Increasing character length of monetary data elements.	Effective date of 2026 adopted by JPSC, implementation discussion to occur within TKTCOM. linked with Integration Group; Data Field Expansion Group - ongoing. YMQ TKTWG Meeting March 2017: Implementation discussion required. Agreed best approach would be a workshop to begin assessing these issues, with systems and airlines. Co- location with discussion on implementation of document number / Date of Issue (added to Work Plan as Item 48). Discussed possibility to align with TKTCOM June meeting, with one day for Monetary Data Elements and one day for Document Number Date of Issue. ACTION: IATA to schedule meeting in June. Workshop in MAD 26-27 June. Item to be presented back to TKTCOM by DL/HR to re-open	70/Jun15 B2/Mar16 F1/Jun16 TKTWG Mar17	On-hold	

			this and defer action at PSC, as business case for change is not clear. Increasing the character length of monetary data elements would imply an upgrade of EDIFACT version at industry level. Feedback received from system providers on the potential cost and implementation timeline is indicating this is not feasible from an implementation perspective. Also, carriers advised they are focused on the implementation of newer messaging standards such as XML. Discussions to be had further to understand the next steps to happen in the Ticketing group for 2024 PSC.			
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)	This item proposes the updates to RP 1735 and a small subgroup to summarize all inputs related to this RP. Activity has been paused and deferred to 2024	TKT June 2019	On-hold	
1.7	Ticketing Group	Accountable Traffic Documents – Validity, Extension of Validity, Refundable Period	This item proposes to update the definitions of ticket validity in various scenarios (issuance, exchange, reissue) across a number of IATA resolutions. Activity has been restarted in 2023 and a taskforce has been formed to progress the activity. Taskforce lead is QR.	TKT June 2019	On-going	
1.8	Ticketing Group	Supporting Documents	Supporting documents are identified in several Resolutions e.g., ITR, Agent Coupon etc.		On-hold	

			These documents were left in the Resolutions (many are optional) even after the two consecutive Industry Paper Out reviews.			
			The Integration Group raised the question around the need for these documents in the context of NDC. Clarifications were requested as to the exact Business purpose of some of these documents and if they would still be applicable in NDC, when the ORA is the issuing entity. Supporting documents (Agent Coupon, Audit Coupon, Tax-Fee- Change Coupon and Credit Card Charge Form) are still in use for the governmental regulation purpose in some markets (both by Airlines and Travel Agencies). Thus, removing those documents from Resolutions by considering them as editorial is not supported by AA and KL. Item to be further discussed in the Ticketing Group.			
1.9	Ticketing Group	Taskforce to review implications of ticket validity extension on form code recycling	A taskforce is to be formed to review the implications that extending the ticket validity might have on the form code recycling process consisting of the members of the Form Code Trades Planning Working Group as well as new participants such as ACH.		On-going	
1.10	Ticketing Group	Identifying Frequent Flyer Tickets for IROPs	Currently there are different interline billing rules relating to FFP Redemption tickets, as defined in the Revenue Accounting Manual (RAM). This relates to normal billings and also billing following irregular operations. A survey was taken (11th to the 25th August) to informally assess airlines current means to identify Frequent Flyer Redemption Tickets, and to understand if Resolution 722 (9.5) requires review. Option A: Standardize the first 2- 3 characters of ticket designators. (XX and YY are shown for illustrative purposes in the attached). Option B: Update the endorsement requirement to include a space and 'AWARD' following INVOL in endorsement field one. Results from the unofficial ballot: Option A: 7 votes Option B: 3 votes Comments: "Option B is not preferred as it involves significant PSS changes". Item on hold until next year due to most airlines not considering this high priority in the current industry context. This will also allow time to discuss internally within each airline. It was also mentioned that either Option A or B would need a development work.		On-hold	

1.11	Ticketing Group	System Provider Implementation Scorecard	This Scorecard tracks the extent to which IATA Strategic Partners (who act as Passenger Service System providers or Ticketing System Providers) have implemented various IATA Standards. This Scorecard is overseen by the IATA Ticketing Group, under the authority of the Shop-Order-Pay 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. The activity has been paused due to resource constraints on IATA.	N/A	On-hold	
1.12	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	The initial proposal obtained endorsement from the Ticketing and SOPSB, however was defeated with a negative vote by DL in 2022 PSC ballot. DL was not able to participate in any Ticketing Group meeting to provide clarification on their opposition and have now confirmed, upon further internal investigations, the proposal will not be defeated. Item included in voting package
1.13	Ticketing Group	New fee code to support SAF	Discussions on-going on the possibility to create new or reassign existing fee codes to support the offset of SAF use. Item submitted by ATPCO on behalf of AF/KL.	N/A	On-going	
1.14	Ticketing Group	Ticket Ground Handling	During the course of an investigation of a report by one of our carriers, it was discovered that there is an inconsistency between systems in control messages that are sent in a Ground Handling partnership when only one of the GH control functions are supported. In some circumstances, the GH carrier will call the Operating Carrier to ask for the ticket to be pushed. Since that function (MSG element 1225, code 733)	N/A	On-going	Item included in voting package

			is not supported, then the IET Unsolicited Airport Control (MSG element 1225, code 107) is used to send a copy of the ticket to the Ground Handler. This action ultimately causes issues in Reporting. Ticketing Group to endorse the proposed changes: Update Resolution 722f with additional verbiage stating that Interline Ticket messaging should not be used with Ground Handling processes. Intended effective date is 1st of January 2024			
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Voting Item C4.1.1a: from the Ticketing Group, under the Shop-Order-Pay Standards Board presented as a package

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Submitted by: Ionut Badea, Head Industry Architecture, 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 following Items of the Ticketing Group are presented to the Conference as a single package. A single vote will be held at the Conference on all voting items developed by the Ticketing Group.

Proposal

Item number and name (with links)	Attachment (with links)
C4.1.1a/P Large Currency Proposals	Attachment A C4.1.1a/P Attachment B C4.1.1a/P Attachment C C41.1a/P
C4.1.1b/P Ticketing Ground Handling Messaging Updates	Attachment A C4.1.1b/P Attachment B C4.1.1b/P
C4.1.1c/P Relocation of Form Code to EMD Stock	Attachment A C4.1.1c/P
C4.1.1d/P Updates to Payment Codes in Resolution 728 (adopted by SASB)	Attachment A C4.1.1d/P

Action

Conference to adopt all items in package.

Voting Item C4.1.1a/P: Large Currency – Resolution 722, 725 and 722 Attachment A Glossary

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Submitted by: Margaret Brown, American Airlines
Ionut Badea, Head Industry Architecture, Secretary of the Ticketing Group (badeai@iata.org)

Background

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.

When we reviewed this item from PAG in June 2021, the example is Argentina where the ARS is a two-decimal currency, a BSR of 98.0 from the filing currency and with the high percentage O5 and Q1 taxes, can easily price into a 10 digit total amount.

BASE FARE: USD6279.00
EQV FARE: ARS615342.00
TAXES: ARS47189.90AR, ARS5586.00XR, ARS784.00TQ, ARS980.00QO, ARS58800.00YQ, ARS1871.80US, ARS587.00YC, ARS686.00XY, ARS388.10XA, ARS202242.60O5, ARS235949.70Q1 - *(TAX TOTAL IS 555065.10)*
TOTAL AMOUNT: ARS1170407.10

The total ARS amount is ten digits including the decimal plus the three alpha currency code and cannot be issued in a single transaction today.

Unfortunately the example today for half the filed fare amount with a BSR of 167.5 from the filing currency and with the high percentage O5 and Q1 taxes and a new S5 tax effectively doubling the price of the base fare, prices into a 10 digit total amount much at an even lower price point.

BASE FARE: USD3000.00
EQV FARE: ARS 502500.00
TAXES: ARS35175.00AR, ARS1340.00TQ, ARS1675.00QO, ARS9547.50XR, ARS6599.60US, ARS1092.10YC, ARS1172.50XY, ARS663.30XA, ARS938.00AY, ARS125625.00S5, ARS226125.00Q1, ARS150750.00O5, ARS753.80XF - *(TAX TOTAL IS 561456.80)*
TOTAL AMOUNT: ARS 1063956.80

The total ARS amount is ten digits including the decimal plus the three alpha currency code and cannot be issued in a single transaction today.

Today the ATPCO TCN supports the ability to pass eleven alpha-numeric in the Record 3 and 11 numeric in the corresponding Record 4. And systems have been applying this method for sales in ARS for more than a year and longer for sales in Indonesia (the was the solution for IDR when raised in 2015).

Proposal

Modify IATA Resolutions 722 TICKET – GENERAL PROCEDURES AND DEFINITIONS and 725 ELECTRONIC MISCELLANEOUS DOCUMENT (EMD) – GENERAL PROCEDURES AND DEFINITIONS to formally reintroduce the process to be used when the amount is larger than the amount fields for FARE, EQUIVALENT FARE, TAXES and TOTAL. Update the definitions in the Glossary shared by Resolutions 722 and 725.

Allowing the three places for the currency code to include numerics in these circumstances will improve the ability for airlines and agencies to issue tickets at a higher price point. In this same example, allowing the currency code to be omitted and the full amount would fit in the ticketing message.

BASE FARE: USD3000.00

EQV FARE: ARS 502500.00

TAXES: ARS35175.00AR, ARS1340.00TQ, ARS1675.00QO, ARS9547.50XR, ARS6599.60US, ARS1092.10YC,
ARS1172.50XY, ARS663.30XA, ARS938.00AY, ARS125625.00S5, ARS226125.00Q1, ARS150750.00O5, ARS753.80XF -
(TAX TOTAL IS 561456.80)

TOTAL AMOUNT: ARS 1063956.80

In preparing agenda items, it would greatly help the discussion if you could consider in your submission a high level 'implementation plan' for all changes going forward, when applicable. For example:-

- Does this change require an EDIFACT upgrade? No
- Does this change impact existing documents as well as new documents? Yes
- Can this change be implemented in a timely manner? Yes
- Does anyone need extra lead time to implement this change? Maybe
- How great is the cost to implement this change? Unknown
- Are we sunsetting an existing process when implementing this new one? If so, how do we coordinate this change between all impacted parties?] No

Action

Conference to adopt changes in Attachment A_C4.1.1a/P, Attachment B_C4.1.1a/P and Attachment C_C4.1.1a/P.

Attachment A_C4.1.1a/P: Resolution 722 – Ticket General

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IATA RESOLUTION 722 TICKET – GENERAL PROCEDURES AND DEFINITIONS (amending)

PSC(44)722

Expiry: Indefinite
Type: B

...

9. FARE

9.1 The total fare (excluding tax/fee/charge) for the complete itinerary covered by the ticket or conjunction tickets shall be contained in the "Fare". The fare shall be shown in the currency of the country of commencement of international transportation, unless otherwise provided by applicable currency regulations. The fare amount shall be preceded by the applicable currency code, and furthermore provided that:

9.2 The currency code is not required when transportation is entirely within the country of sale, with the exception that the currency code is required for tickets issued within the countries of the Economic and Monetary Union.

9.3 If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

...

10. EQUIVALENT FARE PAID

10.1 The total fare (excluding tax/fee/charge) in the currency of payment, preceded by the official three character currency code, as listed in the IATA Resolution 024d, shall be reflected when payment is in a currency other than that shown in the "Fare";

10.2 If the equivalent fare paid is greater than the space available, the currency code shall be omitted.

...

12. TOTAL TICKET/DOCUMENT AMOUNT

12.1 Use the applicable currency code and sum of amount shown in "Fare" and "Tax/fee/charge"; provided that when there is an entry in the "Equivalent Fare Paid", then the total TICKET/DOCUMENT AMOUNT shall be the sum of the equivalent fare paid plus tax/fee/charge if any.

12.2 If the total amount is greater than the space available, the currency code shall be omitted.

12.3 If the ticket is for a bulk inclusive tour fare (BT) or an inclusive tour fare (IT) or for a combination of fare components and a carrier's product offer (OP) where "BT", "IT" or "OP" is shown in the "FARE", use the applicable currency code identifying the currency of payment, followed by at least a space and "BT", "IT" or "OP".

Attachment B_C4.1.1a/P: Resolution 725 – Electronic Miscellaneous Document

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RESOLUTION 725 ELECTRONIC MISCELLANEOUS DOCUMENT (amending)

PSC(44)725

Expiry: Indefinite
Type: B

Insert new Fare and renumber the rest.

2.2.4 BASE FARE AMOUNT

The total fare (excluding tax/fee/charge) for the ancillaries sold or residual value shall be contained in the "Fare". The fare shall be shown in the currency of the country of commencement for the fees, unless otherwise provided by applicable currency regulations. The fare amount shall be preceded by the applicable currency code, and furthermore provided that:

The currency code is not required when transportation is entirely within the country of sale, with the exception that the currency code is required for tickets issued within the countries of the Economic and Monetary Union. If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

2.2.45 Equivalent Amount Paid

When payment is in a currency other than that shown in the Value for Exchange, or in a currency other than the national currency of the country of sale enter the exchange value in the currency actually collected, preceded by the applicable IATA currency code. If the equivalent fare paid is greater than the space available, the currency code shall be omitted.

2.2.67 Total

Enter total amount paid, preceded by the applicable IATA currency code of the country of payment. If the total amount is greater than the space available, the currency code shall be omitted.

Attachment C_C4.1.1a/P: Glossary – Electronic Ticket and Miscellaneous Documents

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ELECTRONIC TICKET AND ELECTRONIC MISCELLANEOUS DOCUMENTS GLOSSARY EXHIBIT/ATTACHMENT A

BASE FARE AMOUNT

12 ALPHANUMERIC

The amount (excluding tax) preceded by the applicable ISO currency code for the complete itinerary /service covered by the primary and conjunction documents, if any. This amount shall be in the currency of commencement of travel unless otherwise provided by applicable currency regulations.

If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

BASE FARE NET AMOUNT

12 ALPHANUMERIC

In a net fare ticketing scheme, this is the applicable amount (excluding taxes) remitted to the Validating Carrier. This amount is preceded by the applicable ISO currency code for the complete itinerary/service covered by the primary and conjunction documents, if any. This amount shall be in the currency of commencement of travel unless otherwise provided by applicable currency regulations.

If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

Applicable to A4A – This data element shall not be included in the Information Message (Transaction Action Code I).

BASE FARE SELL AMOUNT

12 ALPHANUMERIC

The applicable fare/amount (excluding tax[es]) where different from the BASE FARE AMOUNT. This amount is preceded by the applicable ISO currency code for the complete itinerary/service covered by the primary and conjunction documents, if any. This amount shall be in the currency of commencement of travel unless otherwise provided by applicable currency regulations. This is the amount paid by the passenger.

If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

Applicable to A4A – This data element shall not be included in the Information Message (Transaction Action Code I).

...

EQUIVALENT FARE PAID

12 ALPHANUMERIC

This amount is preceded by the applicable 3-letter ISO currency code of the currency of payment when different from the currency of the country of commencement of transportation.

If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

EQUIVALEN FARE PAID NET AMOUNT

12 ALPHANUMERIC

In a net fare ticketing scheme, this is the applicable amount (excluding taxes) remitted to the Validating Carrier. This amount is preceded by the applicable 3-letter ISO currency code of the currency of payment when different from the currency of the country of commencement of transportation.

If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

Applicable to A4A – This data element shall not be included in the Information Message (Transaction Action Code I).

EQUIVALENT FARE PAID SELL AMOUNT

12 ALPHANUMERIC

The applicable amount (excluding tax[es]) where different from the EQUIVALENT FARE PAID amount. This amount is preceded by the applicable 3-letter ISO currency code of the currency of payment when different from the currency of the country of commencement of transportation. This is the amount paid by the passenger.

If the fare amount (excluding tax/fee/charge) is greater than the space available, the currency code shall be omitted.

Applicable to A4A – This data element shall not be included in the Information Message (Transaction Action Code I).

...

TOTAL TICKET/DOCUMENT AMOUNT

12 ALPHANUMERIC

The sum of the base or equivalent fare (or fee for EMD) amount as applicable plus all tax/fee/charge amounts preceded by the ISO currency code. The field may contain BT/IT preceded by the ISO currency code. Refer to IATA Resolution 722 for further information. The stated amount is exclusive of Carrier Fees (e.g. OA).

If the total amount is greater than the space available, the currency code shall be omitted.

TOTAL TICKET/DOCUMENT NET AMOUNT

12 ALPHANUMERIC

(Applicable to Neutral Resolution Only)

The sum of the base or equivalent net fare (or fee for EMD) amount as applicable plus all tax/fee/charge amounts preceded by the ISO currency code. The field may contain BT/IT preceded by the ISO currency code. Refer to IATA Resolution 722 for further information. The stated amount is exclusive of Carrier Fees (e.g. OA).

If the total amount is greater than the space available, the currency code shall be omitted.

Applicable to A4A - This data element shall not be included in the Information Message (Transaction Action Code I).

TOTAL TICKET/DOCUMENT SELL AMOUNT

12 ALPHANUMERIC

(Applicable to Neutral Resolution Only)

The sum of the base or equivalent sell fare (or fee for EMD) amount as applicable plus all tax/fee/charge amounts preceded by the ISO currency code. The field may contain BT/IT preceded by the ISO currency code. Refer to IATA Resolution 722 for further information. The stated amount is exclusive of Carrier Fees (e.g. OA).

If the total amount is greater than the space available, the currency code shall be omitted.

Applicable to A4A - This data element shall not be included in the Information Message (Transaction Action Code I).

Voting Item C4.1.1b/P: Ticketing Ground Handling Messaging Updates – Resolution 722f and 722h (Intended Effective Date 01 Jan 2024)

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Submitted by: Ionut Badea, Head Industry Architecture, Secretary of the Ticketing Group (badeai@iata.org)

Background

During the course of an investigation of a report by one of our carriers, it was discovered that there is an inconsistency between systems in control messages that are sent in a Ground Handling partnership when only one of the GH control functions are supported.

In some circumstances, the GH carrier will call the Operating Carrier to ask for the ticket to be pushed. Since that function (MSG element 1225, code 733) is not supported, then the IET Unsolicited Airport Control (MSG element 1225, code 107) is used to send a copy of the ticket to the Ground Handler. This action ultimately causes issues in Reporting.

Reference:

PADIS Code Set 1225 , message function, coded

733 Unsolicited airport control – ground handling -push

734 Airport control request – ground handling -pull

107 Transfer control (Unsolicited airport control)

IATA Reso 722h Ticket – Ground Handling

5.3.3.3 Unsolicited Airport Control—Ground-handling—A message generated by the Operating Carrier to the Ground Handler providing airport control of an ET flight coupon(s). Response acknowledges or denies the request and may include Response Comments.

5.3.3.5 Airport Control Request—Ground-handling—A message generated by a Ground Handler to the Operating Carrier for control of a coupon(s). Response provides the appropriate data elements and acknowledges a change to the Coupon Status Indicator for the ET flight coupon(s) or denies the request.

IATA RESOLUTION 722f Electronic Ticket—Airline

5.5.3.5 Unsolicited Airport Control—A message generated by the Validating Carrier to the Marketing/Operating Carrier providing airport control of an ET flight coupon(s). This message may also be sent by the Operating Carrier, to advise the Marketing Carrier of the Flown Ticket/Coupon(s) information when a special settlement agreement exist. This shall provide the Billing Carrier the information needed to settle the Ticket/Coupon(s) with the Validating Carrier. Response acknowledges receipt and may provide "Response Comments" regarding the ET flight coupon(s), or denies the request.

Action

Conference to adopt changes in Attachment A_C4.1.1b/P, Attachment B_C4.1.1b/P

Attachment A_C4.1.1b/P: Resolution 722f – Electronic Ticket-Airline (Intended Effective Date 01 Jan 2024)

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IATA RESOLUTION 722f Electronic Ticket—Airline

5.5 Messages

....

5.5.3.5 Unsolicited Airport Control—A message generated by the Validating Carrier to the Marketing/Operating Carrier providing airport control of an ET flight coupon(s). This message may also be sent by the Operating Carrier, to advise the Marketing Carrier of the Flown Ticket/Coupon(s) information when a special settlement agreement exist. This shall provide the Billing Carrier the information needed to settle the Ticket/Coupon(s) with the Validating Carrier. Response acknowledges receipt and may provide “Response Comments” regarding the ET flight coupon(s), or denies the request. This message function shall be used for Interline Ticketing transactions only and not for Ground Handling conditions.

..../

Attachment B_C4.1.1b/P: Resolution 722h – Ticket-Ground Handling (Intended Effective Date 01 Jan 2024)

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IATA Reso 722h Ticket – Ground Handling

...

5.3.3.3 Unsolicited Airport Control—Ground-handling—A message generated by the Operating Carrier to the Ground Handler providing airport control of an ET flight coupon(s). Response acknowledges or denies the request and may include Response Comments. The Interline Ticketing Unsolicited Airport Control shall not be used in place of this Ground Handling message.

...

Voting Item C4.1.1c/P: Relocation of Form Code to EMD Stock – Recommended Practice 1720a (Intended Effective date: 01JAN2024)

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Submitted by: Margaret Brown, American Airlines (on behalf of the Form Codes WG)
Ionut Badea, Head Industry Architecture, Secretary of the Ticketing Group (badeai@iata.org)

Background

As form codes have been shuffled over the last few years, the current for codes allocated to IATA BSP as for EMDs are a lower volume. Changing form code 19 from unassigned to Agency (BSP) will improve the availability of EMD form codes for our agency markets. Currently, there are 130 million electronic miscellaneous document numbers available for IATA to dispense:

Form code 18 has 100M effective 01JUN23

Form codes 500, 501, and 950 each have 10M through 31MAY24 when they will be reallocated.

Proposal

Change the allocation of form code 19 from unassigned to Agency (BSP) as shown in the attachment with an effective date of 01JAN24.

Does this change require an EDIFACT upgrade? [No](#)

- Does this change impact existing documents as well as new documents? [No, only new documents](#)
- Can this change be implemented in a timely manner? [Schedule to be confirmed](#)
- Does anyone need extra lead time to implement this change? [No](#)
- How great is the cost to implement this change? [\[Input from airline\]](#)
- Are we sunsetting an existing process when implementing this new one? If so, how do we coordinate this change between all impacted parties? [No](#)

Action

Conference to adopt changes in Attachment A_C4.1.1d/P.

Attachment A_C4.1.1c/P: Recommended Practice 1720a, Attachment A (Intended Effective Date: 01JAN2024)

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RECOMMENDED PRACTICE 1720a ATTACHMENT A

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		
190 Eff through 31MAY23	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	€	3
191 Eff through 31MAY23	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	€	3
192 Eff through 31MAY23	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	€	3
193 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	€	3
194 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	€	3
195 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	€	3
196 Eff through 31MAY23	Unassigned	Unassigned	-	-	-	-
197 Eff through 31MAY23	Unassigned	Unassigned	-	-	-	-
198 Eff through 31MAY23	Unassigned	Unassigned	-	-	-	-
199 Eff through 31MAY23	Off-Premise Electronic Ticket (OPET)	Agency (BSP)	722g	-	€	3
19 Eff 01JUN23	Unassigned	Unassigned	-	-	-	-
19 Eff 01JAN24	Off-Premise Electronic Miscellaneous Document (OPEMD)	Agency (BSP)	725g	-	C	3

Voting Item C4.1.1d/P: Payment Product Codes – Resolution 728

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Submitted by: Ionut Badea, Head Industry Architecture, Secretary of the Ticketing Group (badeai@iata.org)

Background

SASB unanimously recommended to SOPSB (Shop-Order-Pay Standards Board) to remove the wording “BSP” from IATA Resolution 728-Appendix 7.2.1 “Customer Payment Cards” as it incorrectly implies that the usage of the code is limited to BSP only.

This item is concurrently being balloted in the Ticketing Group

Action

Conference to adopt changes in Attachment A_C4.1.1d/P.

Attachment A_C4.1.1d/P: Resolution 728 – Code Designators for Passenger Ticket

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.../

Section 7.2 Payment Cards

Enter appropriate two-letter code and complete card number. Enter "E" following the number of months when charges are to be paid on the basis of an installment plan ~~an extended payment basis~~. Optionally, the expiry date may be entered. For ticket Itinerary and EMD Receipts replace each of the characters in the card number with the exception of the last four with the letter "X".

7.2.1 Customer Payment Cards

For neutral documents, these codes shall be used only where the payment card used as the Form of Payment on the document is a Customer Card as defined in Resolution 866.

International Payment Cards

American Express	AX
Discover Card	DS
Diners Club	DC
China UnionPay	UP
Japan Credit Bureau	JC
Mastercard	CA
MIR	MR
Universal Air Travel Plan (UATP)	TP
VISA International	VI

Payment instruments, domestic usage only

Cards issued by Bank Card	BC	BSP Korea specific1
Cards issued by KB	CN	BSP Korea specific1
Cards issued by KEB	EB	BSP Korea specific1
Elo	EL	BSP Brazil domestic card
Reserved for future use	HC	BSP Brazil specific
Cards issued by Hyundai Card	HD	BSP Korea specific1
Hipercard	HP	BSP Brazil D -domestic C card
Reserved for future use	KA	BSP Korea specific1
Reserved for future use	KB	BSP Korea specific1
Cards issued by Lotte	LC	BSP Korea specific1
Cards issued by Nonghyup	NH	BSP Korea specific1
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
Domestic payment voucher	RC	BSP Spain domestic voucher
Cards issued by Shinhan SH	SH	BSP Korea specific1

Cards issued by Hana	SK	BSP Korea specific1
Cards issued by Samsung SW		BSP Korea specific1
Tierra del Fuego	TF	BSP Argentina , domestic card
Tarjeta Naranja	TN	BSP Argentina , domestic card

Payment instruments, regional usage

Cabal CL ~~BSP~~ Argentina, Uruguay, Paraguay and Brazil only

~~CREDIT CARD CODES (NUMERIC)12—standard credit cards are those which are issued in accordance with the specifications defined in IATA Recommended Practice 1791. Only such cards are included in this list. Carriers desiring to issue Standard Numeric Credit Cards shall so advise the Managing Director Passenger Services, A4A and the Head, Airline Distribution Standards, IATA in order to avoid duplication of numbers and to obtain registration of the numeric identifier with appropriate ANSI/ISO registration authority. Enter the complete account number, including the 2 character vendor code and the extended payment code, where applicable.~~

~~Exception: For Ticket Itinerary and EMD Receipts, replace each of the characters in the credit card number with the exception of the last four with the letter "X".~~

.../

Item C4.2: Report and Workplan of the 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 Working Group was established under the Shop-Order-Pay 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-Pay 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-Pay Standards Board.

Members and Observers of the Reservations Working Group (AIRG)

The following IATA Members and Strategic Partners committed to active participation in standards development.

Position	Organization	Delegate name
1. (Observer)	Accelya	Bosco Fernandes
2.	Aegean Airlines (A3)	Mirsini Vlachou
3. (Observer)	Amadeus	Marion Alliod
4.	All Nippon Airways (NH)	Jungmin Shin
5.	British Airways (BA)	Vini Claus
6.	Delta Air Lines (DL)	Barbara Pylka
7.	EgyptAir (MS)	Tamer Gebril
8.	EL AL Israel Airlines (LY)	Donna Bahar
9.	Hahn Air Lines (HR)	Frederick Nowotny
10. (Observer)	JSC Sirena-Travel	Aleksei Barinov
11.	KLM Royal Dutch Airlines (KL)	Rick Jacobs
12.	Lufthansa (LH)	Michelle Bryant
13. (Observer)	Sabre	Vanessa Gonzalez
14. (Observer)	SITA	Atnafseged Kassa
15. (Observer)	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 a maximum period of 24 months, subject to the group's mandate continuing .

Reservations Working Group activity in 2023

The Reservations Group (RG) holds bi-monthly calls on Working Group Activity, Prioritisation and Working Group Management. All voting activity has been performed online via SSW Ballots. The work of the group has continued, with agreement of the Chairs of the group, via conference calls with no face-to-face meetings scheduled for the remainder of 2023.

Highlights of the RG activity in the first half of 2023:

- Harmonization of the second letter of the passport type - discussion
- New SSRs BIKE and SPEQ distinguishing electric and non-electric bikes and sports equipment.

Reservations Working Group (AIRWG) adoption of standards

The proposed changes to standards from the Reservations Group are submitted to the Shop-Order-Pay Standards Board and can be found in the voting package.

Reservations Working Group (AIRWG) 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 Working Group (AIRWG) Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS	COMMENTS
1.1	RG	Harmonization of the second letter of the passport type	Current MRZ (machine-readable zone) was developed for semi-automated use – the passport type could be recognized by the colour of the booklet or other visual features. From 1st January 2026, the second letter to recognize passport type will be mandatory.	RES May23	On-hold Awaits official ICAO doc for RES agenda submission and adoption	In collaboration with IATA Facilitation
1.2	RG	New SSRs BIKE and SPEQ distinguishing electric and non-electric bikes and sports equipment	When a bike is requested with an SSR BIKE, the service may be confirmed by the carrier. When the passenger arrives at the airport with an electric bike, it may be refused because of the battery. Same goes for electric sports equipment. Members were requested to agree to new SSRs.	RES September 23	On-going	Awaits SOSB ballot / PSC adoption
1.3	RG	Reservations Services Manual (RSM) Reservations Handbook (RHB)	Developed new section on Chargeable Baggage Related Services and new section on GST, revised other sections referring to baggage. Re-branded as Reservations Handbook.	N/A	On-going	RSMTF to continue review process for RHB, items to be advised. Next meeting to be scheduled.
1.4	RG	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

1.5	RG	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.
1.6	RG	Task Force for Passengers with Reduced Mobility and Distribution (PRM)	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.
1.1	RG	Harmonization of the second letter of the passport type	Current MRZ (machine-readable zone) was developed for semi-automated use – the passport type could be recognized by the colour of the booklet or other visual features. From 1st January 2026, the second letter to recognize passport type will be mandatory.	RES May23	On-hold	In collaboration with IATA Facilitation
1.2	RG	New SSRs BIKE and SPEQ distinguishing electric and non-electric bikes and sports equipment	When a bike is requested with an SSR BIKE, the service may be confirmed by the carrier. When the passenger arrives at the airport with an electric bike, it may be refused because of the battery. Same goes for electric sports equipment. Members were requested to agree to new SSRs.	RES September 23	Awaits official ICAO doc for RES agenda submission and adoption On-going	Awaits SOSB ballot / PSC adoption
1.3	RG	Reservations Services Manual (RSM) Reservations Handbook (RHB)	Developed new section on Chargeable Baggage Related Services and new section on GST, revised other sections referring to baggage. Re-branded as Reservations Handbook.	N/A	On-going	RSMTF to continue review process for RHB, items to be advised. Next meeting to be scheduled.

1.4	RG	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
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Voting Item C4.2.1a: from the Reservations Working Group (AIRWG), under the Shop-Order-Pay 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

When a bike is requested with an SSR BIKE, the service may be confirmed by the carrier. When the passenger arrives at the airport with an electric bike, it may be refused because of the battery. Same goes for electric sports equipment.

To make a distinction between electric and non-electric bikes and sports equipment two new SSR's are proposed:

EBIK - Electric Bike
ESPE - Electric Sports Equipment

Proposal

Introduce new SSR codes to be exchanged between members to make a distinction between electric and non-electric bikes and sports equipment.

Action

Conference to adopt changes to AIRIMP, Chapter 3.30 – in **Attachment A_C4.2.1a**.

Attachment A_C4.2.1a: AIRIMP Chapter 3:30 – Electronic Bikes and Sports Equipment (pending SOPSB approval)

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3.XX Electric Bikes and Sports Equipment

Electric bikes and sports equipment cannot be requested by means of an SSR BIKE and SSR SPEQ.

An normal bike and sports equipment may be accepted by a member while an electric bike and/or electric sports equipment may be refused.

For electric bikes SSR EBIK and for electric sports equipment SSR ESPE must be used.

Example 1 – Message from the booking source to the members, requesting the transportation of an electric bike.

MUCRM1A
.SWIRM1G
SWI1G XX7SGD/X7JS/12345678/CPH/1G/T/SE
1JONES/MARYMISS
SK2551Y10SEP CPHAMS HK1 1A
KL1227Y20SEP AMSCPH HK1 1A
SSREBIKSKNN1 CPHAMS2551Y10SEP.175X25X99CMS 30KG
SSREBIKKLNN1 AMSCPH1227Y20SEP.175X25X99CMS 30KG

Example 1(a) Message from a member to the booking source denying the request.

SWIRM1G
.MUCRM1A
SWI1G XX7SGD
1JONES/MARYMISS
SK2551Y10SEP CPHAMS HK1
KL1227Y20SEP AMSCPH HK1
SSREBIKSKN01 CPHAM2551Y10SEP.175X25X99CMS 30KG.SERVICE NOT SUPPORTED

Example 1(b) Message from a member to the booking source confirming the request.

SWIRM1G
.MUCRM1A
SWI1G XX7SGD
1JONES/MARYMISS
SK2551Y10SEP CPHAMS HK1
KL1227Y20SEP AMSCPH HK1
SSREBIKKLKK1 AMSCPH1227Y20SEP.175X25X99CMS 30KG
SSROTHS1G BATTERY MUST BE OFFERED SEPERATELY.FOR MORE INFORMATION
SSROTHS1G SEE WWW.KLM.COM

Example 2 – Message from the booking source to the members, requesting the transportation of an electric surfboard.

MUCRM1A
.SWIRM1G
SWI1G XX7SGD/X7JS/12345678/CPH/1G/T/SE
1JONES/MARYMISS
SK2551Y10SEP CPHAMS HK1 1A
KL1227Y20SEP AMSCPH HK1 1A
SSRESPESKNN1 CPHAMS2551Y10SEP.SURFBOARD 200X90X20 10KG
SSRESPEKLNN1 AMSCPH1227Y20SEP.SURFBOARD 200X90X20 10KG

Example 2 (a) Message from a member to the booking source denying the request.

SWIRM1G
.MUCRM1A
SWI1G XX7SGD
1JONES/MARYMISS
SK2551Y10SEP CPHAMS HK1

KL1227Y20SEP AMSCPH HK1
SSRESPEKLN01 AMSCPH1227Y20SEP.SURFBOARD 200X90X20 10KG.SERVICE
SSRESPEK/// NOT SUPPORTED

Example 2(b) Message from a member to the booking source confirming the request.

SWIRM1G
.MUCRM1A
SWI1G XX7SGD
1JONES/MARYMISS
SK2551Y10SEP CPHAMS HK1
KL1227Y20SEP AMSCPH HK1
SSRESPEKKN1 CPHAMS2551Y10SEP.SURFBOARD 200X90X20 10KG
SSROTHS1G BATTERY MUST BE OFFERED SEPERATELY.FOR MORE INFORMATION
SSROTHS1G SEE WWW.FLYSAS.COM

2.11.6.9 SSR Matrix

SSR Code	Action Code	Reply	Automated Format	Free Text In Request	Free Text In Reply/Cancel	Reference
<u>EBIK</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Optional</u>	<u>See 3.XX</u>
<u>ESPE</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Mandatory</u>	<u>Optional</u>	<u>See 3.XX</u>

6.1.8.2 Special Service Requirement (SSR) Codes

Electric Bike.....EBIK
Electric Sports Equipment.....ESPE

6.2 Passenger Reservations Codes and Abbreviations (Decoding)

EBIK.....Electric Bike
ESPE.....Electric Sports Equipment

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

Mladenka Vukmirovic, Senior Manager Enhanced Distribution Standards, Secretary of the Offer Group
(vukmirovim@iata.org)

Background

The Offer and Order Group was established under the Shop-Order-Pay 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-Pay Standards Board.

Participants of the Offer and Order Group

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

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

IBS (Observer)	Mohsin Basheer	Nishanth Pillai	Lakshmi Balachandran
ISO Gruppe (Observer)	Susanne Reiser		
KLM	Sven Sevlund		
Korean Air	Shinyoung Kim		
LH Systems (Observer)	Kurt Schroeder		
Lufthansa	Jost Daft (Chair)		
Navitaire	Robin Aborn		
Open Jaw (Observer)	Pankaj Gabba	Conor McLaughlin	
Qantas	Kevin Liu		
Sabre (Observer)	Juan Olmos	Vanessa Gonzalez	
Singapore Airlines	Kaiyu Lee	Siewlin Seet	Jessica Wee
	Leon Woon		
Swiss	Sebastien Nicolas	Georgios Tzogios	
Travelport (Observer)	Nenad Mihajlovic		Nenad Mihajlovic
Unisys (Observer)	David Shattuck		David Shattuck
United Airlines	Antionette 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 a maximum of 24 months.

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-Pay 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-Pay Standards 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-Pay Standards 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	Within the E&SD messages, there is currently support for the Seller and the Airline to request and specify the language and locale of the various parties in the transaction, and the ability for multiple languages to be used concurrently. However, the structure is currently not clear or standardized, this Change Request is to structure and clearly define the use of Language and Locale in the schemas. The Group wanted the Seller the ability to request multiple languages or locales.... And for the Airline to which language or locale is in the response.	Pending	TBC
EASD-009	Greenhouse Gas Emissions Data	Regulation outlining the provision of information regarding carbon dioxide emission during transportation services has been present in article L. 1431-3 of the Transportation Code has been in place in France since 1st October 2013. Using French regulation 1431 as a reference, add a capability to handle Greenhouse Gas Emissions Data in the AIDM and Enhanced Distribution Standards Write implementation guidance to demonstrate its use in NDC transactions that fall under the scope of this regulation	Pending	TBC
EASD-034	Passenger Disabilities	The inclusion and modelling of support for Passenger Disabilities, and to enrich the messages to offer greater support for advising the Airline any disabilities the passenger may have, and for the airline to better customize their offer.	Pending	22.X
EASD-102	COVID Support	An open item with the upmost priority if and when needed to support any COVID initiatives.	Pending	TBC

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

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Submitted by: Joe Maloney, Chair of the Pricing Automation Working Group, under the Shop-Order Standards Board
André Beyeler, Vice-Chair of the Pricing Automation Working 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 Working 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 Working Group (PAWG)

The following IATA Members and Strategic Partners committed to active participation in standards development.

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 (Observer)	Google	Daniel Thumim
7 (Observer)	JSC Sirena-Travel	Dmitry Bogoslovskiy
8	Korean Air (KE)	Mingyung Yoo
9	KLM Royal Dutch Airlines (KL)	André Beyeler
10	Lufthansa (LH)	Sebastien Nicolas
11	Qatar Airways (QR)	Haresh Nanda
12	Scandinavian Airlines (SK)	Martina Johnsson
13 (Observer)	SITA	James French
14	Thai Airways International (TG)	Kanthiphop Chantarapattamanon
15 (Observer)	Travelport	Emmanuelle Yarusinsky
16	United Airlines (UA)	Rafael Casanova-Diaz

Chair and Vice-Chair

Joe Maloney from American Airlines was elected as Chair in 2023, and André Beyeler from KLM was elected as Vice Chair. Under the Terms of Reference of the Group, these officers hold their positions for a maximum of 24 months. The IATA Secretariat is Leonor Oliveira, Manager Standards Development.

Pricing Automation Working Group (PAWG) activity in 2023

The group met face-to-face for the Spring 2023 session from 17 to 19th April in the IATA office in Geneva with an attendance of 30 delegates plus participants remote for a total of 45 members.

In parallel, the MAC CCD implementation working group continued its activity throughout the first half of the year under the leadership of IATA Mileage.

The most important highlights of the group's activity in the first half of 2023 were the simplification of fare construction rules pertaining to Resolution 017 series:

- Resolution 017a – Construction Rules for Journeys
- Resolution 017b – Construction Rules for Pricing Units
- Resolution 017c – HIP Check
- Also, the group agreed on a new effective date for the CCD

The group has added new activities under the workplan for 2023 mostly related to Resolution 011 under the leadership of IATA Mileage.

Working Groups and Taskforces

The PAG September 2022 conference presented several questions raised to IATA Mileage for clarification and analysis. The final agreement was that IATA Mileage would benefit from having airline participation in a new working group dedicated to address the questions raised and look at possible automation simplification processes for the future. The objective was to ensure that there's nothing mandated in the resolution that impacts the efficiency needed today, and in the future, for an automated process.

This working group begun its activity with 3 conference calls in the first half of 2023. It is expected that the group continues working on the paper presented at the Fall 22 session until the end of 2023 and beyond, ultimately looking at the relevance of Resolution 011 and Mileage in the future of MAR.

Pricing Automation Working 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 Working Group (PAWG) 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	COMMENTS
1.1	PAG	Surface Sectors	Assess surface sectors after clean-up work on Resolution 040	Resolution 040c	On-hold	Pending review when automation covers all surface sector options
1.2	PAG	Default standard for the event that a non-commercial airport in the ACD becomes used by a commercial carrier without yet being part of the CCD	Inclusion of language for any location not included in the CCD to be considered its own city code for the purpose of pricing, fare construction, creation of MPM/TPM and related ticketing and revenue accounting elements.	Resolution 011c/763	On-Going	Action identified as part of the Mileage Working Group 2023 led by IATA Mileage
1.4	PAG	Review and modify language for establishing TPM's while exploring automation options	IATA Mileage to review and create necessary changes – including consideration of GCM	Resolution 011	On-Going	Action identified as part of the Mileage Working Group 2023 led by IATA Mileage
1.5	PAG	Explore a more automated and simplified way of creating MPM's	Under the assignment of the IATA Mileage Group to explore	Resolution 011	On-Going	Action identified as part of the Mileage Working Group 2023 led by IATA Mileage
1.6	PAG	Explore possibility of Mileage use in MAR/O&O	Under the assignment of the IATA Mileage group in collaboration with relevant PAG Members and their respective internal stakeholders for O&O	Resolution 011 series	On-Going	Action identified by the Mileage Working Group 2023 led by IATA Mileage
1.7	PAG	Review definition where HIP applies	Group to review definition of applicable fare and possible category restrictions to a fare where HIP could be applicable	Resolution 012c Resolution 017c a)	On-Going	
1.8	PAG	Amend definition of "occurrence" under Resolution 024d, Para 7)	Group to revise TGG proposal for amendment of Paragraph 7) in Resolution 024d after misalignment in the industry was reported	Resolution 024d Paragraph 7)	On-Going	
1.9	PAG	Currency Standards	Amend Resolution 024 series and attachments where relevant and as required throughout 2023	Resolution 024 series	On-Going	

Voting Item C4.4.1a: from the Pricing Automation Working Group (PAWG), under the Shop-Order-Pay Standards Board

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Submitted by: Leonor Oliveira, Manager Standards Development, Secretary of the Pricing Automation Group
(oliveiral@iata.org)

Background

Different pricing results within the industry were brought to the PAG conference when there is a percentage tax that might have happened more than once for the same government on a journey and whether they should be added, rounded, or dealt with separately. The conclusion was that the notion of multi-occurrence, originally adopted in 2018 but never implemented, was misleading and caused misalignment in the industry. As a consequence, a revision of the definition of occurrence was necessary with the support of the IATA TGG. The final agreed proposal is submitted for endorsement.

Action

Conference to adopt changes to IATA Resolution 024d as outlined in ***Attachment A_C4.4.1a***.

Note: In accordance with Resolution 009, this item is subject to vote by accredited representatives of the Passenger Tariff Conference or their alternates.

Attachment A_C4.4.1a: Resolution 024d – Currency Names, Codes, Rounding Units and Acceptability of Currencies (pending SOPSB approval)

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PTC1(95)024d (amended) Expiry: Indefinite
PTC2(173)024d (amended) Type: A, except Attachment 'A' which is
PTC3(100)024d (amended) Type B
PTC12(204)024d (amended)
PTC23(169)024d (amended)
PTC31(134)024d (amended)
PTC123(183)024d (amended)
RESOLVED that,

.../

7. Other Charges

- a. other charges expressed as specified amount shall be separately converted to the currency of payment as applicable and rounded in accordance with Paragraph 2) above
 - i) where a journey attracts multiple occurrences of the same specified tax/fee/charges, each occurrence shall be separately converted and then rounded in accordance with Paragraph 2) above. The resultant amounts shall be added together and shown as a single amount.

~~when specified amounts imposed by Government or other airport authorities that are not subject to conversion shall not be rounded unless otherwise shown in Resolution 024d, Attachment A, Note(s).~~
 - ii) specified amounts imposed by Government or other airport authorities that are not subject to conversion because they are published in the currency of payment, shall not be rounded unless otherwise shown in Resolution 024d, Attachment A, Notes(s).
- ~~b. when showing local currency amounts imposed by Government and/or airport authorities and which are not subject to conversion rounding, in the 'tax/fee/charge', and 'tax', of the accountable documents, such amounts shall not be rounded in accordance with Paragraph 2) above, unless otherwise shown in the Note(s). Such local currency amounts shall be shown on accountable documents without application of the rounding rules shown in the 'Other Charges' column in Attachment 'A'~~
- b. other charges expressed as percentages shall be separately calculated, converted into the currency of payment and rounded in accordance with Paragraph 2) above
 - i. where a journey attracts multiple occurrences of the same percentage tax/fee/charge, ~~either specified or percentage based~~, each occurrence shall be separately calculated and converted. The resultant amounts may be added together and shown as a single amount
 - ii. unless otherwise specified by Government and/or airport authorities, a percentage tax is to be considered as one occurrence.

.../

Item C4.5: Report and Workplan of the Order Payment Working Group

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Submitted by: Marco Gronsveld, Chair of the Order Payment Group, under the Pay-Account Standards Board
Mladenka Vukmirović, Senior Manager Standards Development - Enhanced Distribution, IATA Secretary of the Order Payment Group (vukmirovim@iata.org)

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, if they are related to 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 and Observers of the Order Payment Working Group

List below contains the information about Members of the Order Payment Working Group

Airline Member	Delegate Name	Traffic Conference
Air Canada	Henry Garcia Diaz	1
Air France	Steve Chaussin	2
ANA	Mitsue Sato	3
American Airlines	Sahil Narang	1
Avianca	Sonia Maria Maldonado Guevara	1
	Melany Cornejo	1
	Karina Dorta Putarov Medeiros	1
British Airways	Eleanor Wittaker	2
Brussels Airlines	Patrick Artiel	2
Delta	Dave Weghorst	1
Hahn Air	Vicente Zepeda Cabral	2
Finnair	Zoran Radosavljevic (Vice-Chair)	2
	Eveliina Lahtinen	2
Hawaiian Airlines	George Bryan	1
KLM	Marco Gronsveld (Chair)	2
Qantas	Konda Reddy	3
	Monica Muski	3
Qatar Airways	Gregory Thery	2
Singapore Airlines	Siew Lin Seet	3
	Adrielle Quek	3
	Jessica Wee	3
	Kai Yu Li	3
Swiss	Dennis Radau	2
	Lucas Muller	2
TAP Air Portugal	Joshua Minett	2

Turkish Airlines	Nermin Azem Kiran	2
United	Eric Stogo	1
	Martin Embuscado	1
	Matthew Deeth	1
Virgin Atlantic	Lyle Dalglish	2
Virgin Australia	Andrew Blake	3

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, Open Banking support).

List of the observers is provided in the table below

Observers (Technology partners)	Delegate Name	Traffic Conference
Accelya	Gunilla Gunness	1
	Sandeep Kumar	3
Amadeus	Alexandra Sorrentino	2
	Jean-Chafic Hays	2
	Julien Hugol	2
	Rohan Jain	2
American Express	Vasan Selvaratnam	1
ARC	Andrew Bolton	1
	Jennifer Watkins	1
Expedia Group	David Scannel	2
Lufthansa Systems	Kristian Cabanis	2
	Nadine Goebbels	2
Navitaire	Avinash Krishnan	1
	David Black	1
	Robin Arborn	1
Open Jaw	Conor McLaughlin	2
Sabre	Ayse Canli	1
	Roco Pizzarello	1
	Augustus Grieme	1
	Vanessa Gonzales	1
Travelport	Phil Rendell	2
UATP	Jamie Nix	1
	Philip Ziegler	1

Chair and Vice-Chair

Marco Gronsveld from KLM Royal Dutch Airlines remained Chair for 2021/22. Between July 2022 and September 2023 when Zoran Radosavljevic from Finnair was elected, Order Payment Group did not have a Vice-Chair. Under the Terms of Reference of the Group, these officers hold their positions for 1 year, subject to continued involvement in the group.

Order Payment Working Group Activity

Overview

The Order Payment Group met twice a month via web conference in period January-July 2023 to update on working group activity, prioritisation and working group management. The group attended three face-to face meetings – in Montreal in February 2023, in Madrid in April 2023 and in Geneva in September 2023.

Jira was introduced in this working group process as well. Following boards can be used for the progress follow-up:

- [OPWG Board](#) - used for follow-up on Change Request progress status.
- [OPWG Raised by Other Groups](#) – used to report issues and triage.

This group also started to use Confluence for storing and creation of the documentation and their space can be accessed using following link [Order Payment Working Group](#).

These boards enable real-time access to the items being discussed by the group and provide possibility to the members to contribute directly during calls/meetings or any other suitable time. Environment enhances the collaborations between the groups when joint effort is needed to address the issue.

Documentation & Guidance

Basic Payment Implementation Guidance was completed as part of a wider initiative within Enhanced and Simplified Distribution guidance. Payment aspects of the documentation included formulation of core concepts, capabilities and worked use cases to demonstrate payment in Enhanced and Simplified Distribution. The group continued to update and create content related to 21.3 Release and 4 documents were balloted in June 2023 by PASB.

To enable creation of the XML Samples for payment scenarios, XML Focus Group has taken over the task of sample creation still with the review of the respective Worked Example document by the Order Payment Group.

Other Development

Focus of the group during 2023 was on following topic:

- Card payment by installment
- Tax Identifiers for Individuals and Business
- Commitment to pay when no balance is due
- Withdraw/Replace Payment Method without cancelling the reserved inventory
- Instant Bank Transfer as a Payment Method
- Decommissioning of 3DSecure v1 structure in payment structure
- Annotation updates to 3DSecure v2 elements
- BSP Direct Payment Authorization Enhancement

First and third item were carry over from previous year. When it comes to commitment to pay, a decision on how to represent it in the current 21.3 Release was reached with the consensus that an improvement is to be designed for the future releases.

Detailed information related to each can be found in Confluence page [Order Payment Working Group](#). To get credentials in case if you do not have them assigned, kindly contact the group Secretary.

Note: This agenda item contains links to Jira and Confluence. Access is provided by Secretary to active working group members upon request.

Action

Conference to note.

Attachment A_C4.5 Work Plan of the Order Payment Working Group under the Shop-Order-Pay Standards Board

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Submitted by: Mladenka Vukmirović, Senior Manager Standards Development-Enhanced Distribution, IATA Secretary of the Order Payment Group (vukmirovim@iata.org)

With adoption of the Resolution 009, Order Payment Working Group has moved under responsibility of Shop-Order-Pay Standards Board and will continue its activities under that board.

Following table contains proposed planning still to be endorsed by the respective Standards Board.

Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group	Action by
1	Commitment to pay when no balance is due	Carry over from 2022/23	N	TBA
2	Tax Identifiers for Individuals and Business	Carry over from 2022/23	N	KLM, Avianca, TAP Air Portugal
3	Card payment by instalment	Carry over from 2022/23.	N	TAP Air Portugal, Avianca
4	Withdraw/Replace Payment Method without cancelling the reserved inventory	Carry over from 2022/23	N	KLM
5	Instant Bank Transfer as a Payment Method	Carry over from 2023	N	TBA



Section D:

Travel Standards Board Items

Item D1: Report of the Travel Standards Board

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Submitted by: **David Kendall** (UA) Chair of the Travel Standards Board,
Adrijana Trinastic (OU), and **Rami El Samra** (EK) Vice Chairs of the Travel Standards Board, and
Harry Grewal (IATA), Director Airport Infrastructure & Customer Experience and Secretary of the Travel Standards Board

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 and fulfilment of a product or service to a customer. Fulfilment means compiling all the elements of the order ready for consumption and delivery.

This includes but is not limited to passenger experience, contactless travel and biometrics, 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, accessibility, airside safety, and baggage handling.

Members of the Travel Standards Board

Position	Airline	Delegate name	Title	Term commenced
1	Aerolineas Argentinas	Ramiro Siciliano	Gerente De Aeropuertos Exterior/Interior	5 June 2023
2	Air Canada	Mike Karam	Dir, Customer Service Delivery	5 June 2023
3	Air China Limited	Liu Zhen	Director of Service System and Standard Management	5 June 2023
4	Alaska Airlines	Rick Nagy	Principal Product Manager	5 June 2023
5	American Airlines	Pascual Alvaraz	Managing Director Baggage Solutions	5 June 2023
6	British Airways	TBD		5 June 2023
7	Croatia Airlines	Adrijana Trinajstic Pazman – Vice Chair	Manager Ground Operations	5 June 2023
8	Delta Air Lines	David HOSFORD	Manager IT Airport Svcs	5 June 2023
9	Deutsche Lufthansa AG	Christopher Heck	Head of Passenger & Baggage Processes	5 June 2023
10	Emirates	Rami El Samra – Vice Chair	Vice President Business Support - Airport Services	5 June 2023
11	ITA Airways	Barbara Gonella	Head	5 June 2023
12	LATAM Airlines	Edwin Garcia	SVP Airport Operations	5 June 2023
13	Qantas Airways	Nikki Suters-Sly	Head of Airport Services	5 June 2023
14	Qatar Airways (QR)	Amit Gopal Tiwari	Policies and Procedures Manager	5 June 2023
15	Singapore Airlines	Timothy Chua	Vice President, Airport Operations	5 June 2023
16	Turkish Airlines	Emre Cevik	Senior Manager, Product and Service Management	5 June 2023
17	United Airlines	David Kendell - Chairperson	MD - Ops Policy & Support	5 June 2023
18	Virgin Australia	Lexi Smith	Airport and Cabin Standards and Safety Manager	5 June 2023

Chair and Vice-Chair

At the first meeting of the newly elected Travel Standards Board, held in virtually on 11th July 2023, a call for nominations was made. Considering the size and scope of the Travel Standards Board, it was agreed that it would be beneficial to have 1 Chair and 2 Vice-Chairs as this will allow for contingency and backfill whenever there is an absence or conflict in schedule. Three nominations were subsequently received. The IATA Secretary met with the three nominated members and it was agreed mutually that David Kendall (UA) would take the role as Chair, Rami El Samra (EK) Vice Chair and, Adrijana Trinastic (OU), Vice Chair of the Travel Standards Board. Under the terms of Resolution 009, these officers will hold these positions for a period of 2 years.

Acknowledgment and gratitude is given to the outgoing Chair of Travel Standards Board, Edwin Garcia from LATAM, who assumed the role in September 2020 and stepped down in May 2023.

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.

The other participating members of the Travel Standards board as at 1 November 2023 is as follows:

	AIRLINE	Name	Title
19	Air Tahiti	Freddy Chanseau	Director Ground Operations
20	China Eastern Airlines	Wang Xiang (Ms.)	Senior Manager, Standards and Products, Customer Committee
21	China Southern Airlines	LIU SHUANG	Director
22	Hahn Air Lines GmbH	Frederick Nowotny	Head of Operations
23	Shenzhen Airlines	Yue XU	Deputy General manager
24	Spicejet	Mr. GP Gupta	Chief Strategy Officer

Travel Standards Board activity in 2023

In 2023, the Travel Standards Board resumed in person meetings after conducting Board business virtually since March 2020.

Meeting 1 – January 2023 in Geneva

Meeting 2 – May 2023 in Miami

Meeting 3 – July 2023 virtual

Meeting 4 – September 2023 virtual

Meeting 5 – October 2023 Chicago, in tandem with the IATA World Passenger Symposium/World Finance Symposium

In 2022, the Travel Standards Board spent considerable amount of time discussing the size of the portfolio (21 Resolutions and 94 Recommended Practices) that are in scope of the Board across all the groups currently established, related items and other relevant items such as:

- Lack of a clear definition of a 'product or service delivery to a customer' to define the scope of the Travel Standards Board
- Size of portfolio is too broad to allow full oversight of all the issues and topics being discussed within the various working groups under it. As a result, there has been little transparency on what should be prioritized as work packages with a 'top down' approach and TSB members feel their role is more a facilitation / coordination role instead of active provision of guidance and definition of work programs
- Lack of consistency on scope, approach, membership and involvement across the working groups, including challenges in consistent leadership

- Some working groups are mainly driven by technology providers and while their valued expertise is required, there is a risk of standards being driven from a solution perspective rather than focusing on airline's needs.
- The transversal nature of many topics and cross-functional impact not only across the working groups under the TSB but also other Boards is not fully transparent, and no clear working arrangement has been defined

Travel Standards Board members are fully aligned on the industry ambition to move towards customer centricity, with travellers being in control of their own credentials and data, permitting them to effortlessly consume any service and acknowledged the key principles of the planned industry program, namely:

- From record-centric to customer-centric
- Airlines in control of their offers and orders for all distribution channels
- Airlines are able to sell anything to anyone through any channel
- Open, modular and capability-based architecture built on typical online retailing principles and financial processes supported by robust standards
- No backwards compatibility to systems and processes

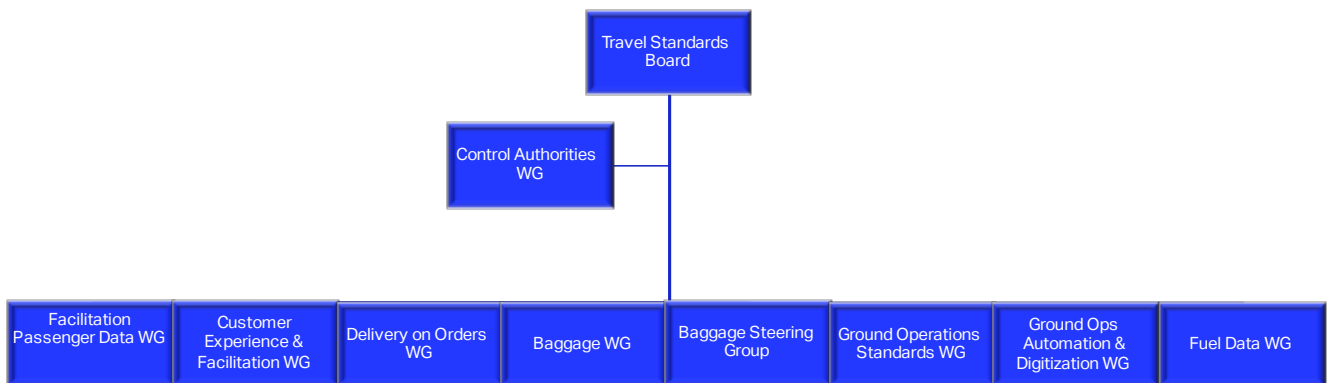
It was decided that in 2023 that the Travel Standards Board would review the work programs of the Groups active under the TSB and look to both restructure the Working Groups and revamp the ways of working in order to:

- Be more agile in governance methodology
- Deliver on the Industry Digital Ambitions, and the move away from legacy
- Develop new strategies for managing dependencies across other areas of the PSC, and to
- Respond to the impact of Offers and Orders in an airport environment.

A full review was undertaken of all the activity of each Working Group and a new structure was proposed. This structure is designed collate area of work activity under common themes across the Travel Standards Board standards portfolio. Each Working Group is responsible for the maintenance and review of a number of current standards that relate to their groups theme. In addition, the groups are designed to allow for the development of new standards.

The transition to the new structure will be fully in effect by 1st November 2023, and will see the following changes:

- Reduction in number of Working Groups by 20%, with a higher emphasis on Taskforces, Standard Development and Ownership
- Consolidation of Working Groups based on topics being addressed and evident synergies
- Establishment of the Fulfillment – Delivery Advisory Forum to advise the TSB in development of strategies and priorities.
- Each Working Group has a secretary and any number of IATA SME's as appropriate to address the topic
- Each Working Group is custodian for a number of standards and for fostering/driving industry ambition for new developments
- Anyone can propose work activities (new development, change requests) to the Working Group



Voting Items endorsed by Travel Standards Board:

- RP1901o Contactless Travel Recommended Practice
- Common Use Self Service (CUSS) 2.0 Specifications
- RP1706c (under CUG/CUSS TSG)
- Changes to Resolution 740 endorsed by the Baggage Working Group (BWG)

Future Direction

The Board will continue to hold its regular virtual calls quarterly. An annual in person meeting will be held with the Fulfil/Deliver Advisory Forum.

The Board is invested in settling in the new structure and new ways of working in 2024. For work activity, there is specific interest in the following activities:

- Development of guidance on way-finding in the airport environment using live data
- Development of standards and guidance in On-Board Experience (e.g., unruly passengers)
- Ensuring the continued release of One ID Standards and guidance to support the implementation and global adoption of digital identity technologies for the industry
- 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
- Continue enhancing industry recommended practices for ground handling as published in AHM and IGOM and advocating for their recognition as AMC (Acceptable Means of Compliance) to various regulatory aspiration (e.g. EASA Basic Regulation on Ground Handling)
- Drive baggage information exchange changes focusing on the new technology used for electronic baggage messaging exchange between the baggage value chain partners. The objective is to replace legacy systems with modern baggage messaging standards that are less expensive to maintain, future-proof and which also facilitate better data quality.
- Continue baggage automation activities concentrating on the automation and digitization of the baggage handling processes. This covers various initiatives such as electronic bag tag (EBT) adoption, auto re-flighting of mishandled baggage (to minimize the need for manual intervention), enhancing e-rush processes, resolution 753 implementation and claim and pro-rate issues.
- Keep addressing the Baggage Customs and Security topics dealing with the handling processes of baggage at off-airport locations such as off-airport check-in, door to door delivery and Customs/Security preclearance with special attention paid to the customs and security processes surrounding these activities.

Action

Conference to note report.

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

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Submitted by: Harry Grewal, Director Airport Infrastructure and Customer Experience IATA, Secretary of the Travel Standards Board
(grealhl@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 2023

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
Invoice/operational standard FDSG	Inclusion of SAF data into standard
One ID Recommended Practice Biometric Handling in Contactless Travel	The RP Biometric Handling in Contactless Travel will aim to provide recommendations on handling biometric data to process the passenger in a contactless manner at the airport. This RP will complement the RP1701o Contactless Travel.
One ID Implementation Guide Digitalization of Admissibility	The Implementation Guide for Digitalization of Admissibility will aim to provide hands-on guidance on the implementation of RP1701p Digitalization of Admissibility.
PAXLST Message (1717a)	
Inadmissible Persons and Deportees (701)	Updates to the interline procedures for handling inadmissible persons and deportees.

Action

Conference to endorse the delegation of authority.

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Item D4: Groups active under the Travel Standards Board

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Submitted by: Louise Cole, Head Customer Experience and Facilitation, IATA, Secretary of the Travel Standards Board
(colel@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 Working Groups Reporting to Management Boards

- 3.1.1** Such Working Groups shall exist only where these have been established by a Board.
- 3.1.2** The Board shall grant the Working Group a mandate for a specific period of time based on their assessment of the work required to complete the assignment, after which the Working Group shall be disbanded.
- 3.1.3** Each Working Group shall have a Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.
- 3.1.4** A Working 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 Working Groups should maximize efficiency and reduce duplication.
- 3.1.5** Each Working Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.
- 3.1.6** Working Groups shall not be established unless there are volunteers from Members for the positions of Chair and Vice-Chair for the group.

A full review was undertaken of all the activity of each Working Group and a new structure was proposed. This structure is designed collate area of work activity under common themes across the Travel Standards Board standards portfolio. Each Working Group is responsible for the maintenance and review of a number of current standards that relate to their groups theme. In addition, the groups are designed to allow for the development of new standards.

Facilitation Passenger Data Working Group (FPDWG)

Deals with matters concerning passenger facilitation, contactless journey, and the exchange of information between airlines and other stakeholders including airports and governments.

This WG brings together the PAXLST and PNROGV working groups. The PAXLST and PNROGV WGs report to TSB, and presents its work program to WCO / IATA / ICAO API PNR Contact Committee, where deliverables produced by the WGs are also endorsed.

Full Terms of Reference are shown in [Attachment A D4](#)

The FPDWG is responsible for:

- Maintaining the IATA version of the PAXLST message and associated standard message formats used to exchange Advance Passenger Information (API) between airlines and governments in accordance with changes adopted by the WCO/IATA/ICAO API-PNR Contact Committee. The API consists of biographic data found in the Machine-Readable Zone (MRZ) of passports and other travel documents.
- Defining business requirements, managing change requests and maintaining the message implementation guides for EDIFACT and XML formats for PNR (Passenger Name Record) data which is transmitted to governments by airlines (PNROGV).

Customer Experience & Facilitation Working Group (CEFWG)

This WG brings together the previous One ID WG and also the Facilitation Group which covered Accessibility, management of Passengers with Disabilities and Disruption Management.

The WG will deal with matters concerning the current and future customer experience passenger facilitation, contactless journey, and the exchange of information between airlines and other stakeholders including airports and governments.

This group will focus on the industry's ambition to advance customer-centricity, develop and maintain modern standards to facilitate interaction between the passenger and the airline, the airport, and authorities in respect of passenger facilitation processes such as document business requirements, propose development in One ID messages for contactless travel through biometric enabled identification and the digitalization of passenger admissibility in advance of travel.

In addition to digital identity and biometrics, the WG will maintain, develop, review and endorse proposals to amend standards relating to accessibility, passengers with reduced mobility, and the handling of mobility aids.

Full Terms of Reference are shown in [Attachment B D4](#)

Delivery on Orders Working Group (DOWG)

This WG brings together the DCS, Common Use and AIDX working groups. Deals with matters concerning the current and future passenger service delivery management and delivery tracking, the future management of data in shared airport environments, including Aviation Information Data Exchange (AIDX) for exchanging flight data between airlines, airports, and any third-party consuming operational data and Common Use environments for managing passenger processing.

This WG has been brought together as the best configuration for progressing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to facilitate interaction between Airline responsible for Customer's Order and Service Delivery Providers or other Transportation Service Providers (including airlines) responsible for delivery of services ordered by the Customer and that Airlines and airports share relevant data about expected and actual passenger flow in-airport to improve operational performance and use smart resource (i.e., uniquely identified, connected and operating autonomously) allocation to ensure efficient utilization of resources.

This WG will document business requirements, propose additions or changes in Order Delivery messages and maintain associated Implementation Guide, Document business requirements, propose additions or changes in Common Use Web Services (CUWS), and the standardization of data exchange supporting common use self-service bag drop and different touchpoints through the use of web services technology and maintain associated Implementation Guides.

This WG will assist in the maintaining of business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to amend: Resolution 708 and Recommended Practice 1706a, 1706b, 1707a-1719e. As and when necessary to maintain business continuity during the transition from legacy environments; develop, review and endorse proposals to amend Common Use standards for CUSS, CUPPS, BCBP and ITPS

Full Terms of Reference are shown in [Attachment C D4](#)

Baggage Working Group (BWG)

This WG develops and amends standards in areas of Baggage operations. Such standards are published in:

- a) IATA Passenger Service Conference Resolution Manual (PSCRM)
- b) IATA Baggage Reference Manual (RP1690b)
- c) Airport Handling Manual (RP1690), as required
- d) IATA Ground Operations Manual (RP1690a), Chapter 2, baggage handling procedure and contributes to other sections as required
- e) IATA Airport development reference manual (ADRM)
- f) Other IATA Resolutions, Recommended Practices and guidance material as required

To effectively manage the work plans of the BWG, temporary sub-groups may be established or disbanded as needed. Such sub-groups are assigned to develop proposals or achieve specific tasks based on the WG's work plan and expertise. Following sub-groups have been established for 2023-24 work period:

1. The “[Baggage information exchange sub-group](#)” focuses on the technology used for electronic baggage messaging exchange between the baggage value chain partners.
2. The “[Baggage automation sub-group](#)” concentrates on the automation and digitization of the baggage handling processes. This covers various initiatives such as electronic bag tag (EBT) adoption, auto re-flighting of mishandled baggage (to minimize the need for manual intervention), e-rush processes, resolution 753 implementation and claim and pro-rate issues.
3. The “[Baggage Customs and Security subgroup](#)” deals with the handling processes of baggage at off-airport locations such as off-airport check-in, door to door delivery and Customs/Security preclearance with special attention paid to the customs and security processes surrounding these activities.

BWG is in charge of the following Resolutions and Recommended Practices:

Name of Standards	Description
Resolution 709 -	Baggage Transfer Message (BTM)
Resolution 739	Baggage Security Control
Resolution 740	Form of Interline Baggage Tag
Resolution 741	Passenger Name and Address Label
Resolution 743	Found and Unclaimed Checked Baggage
Resolution 743a	Forwarding Mishandled Baggage
Resolution 743b	Baggage Identification Chart
Resolution 743c	On-hand Baggage Summary Tag
Resolution 744	Local Baggage Committees
Resolution 745	Dangerous Goods in Passengers' Baggage
Resolution 745a	Acceptance of Firearms and Other Weapons and Small Caliber Ammunition
Resolution 745b	Acceptance of Power Driven Wheelchairs or Other Battery Powered Mobility Aids as Checked Baggage
Resolution 746	Pooling of Baggage
Resolution 751	Use of the 10 Digit License Plate
Resolution 752	Electronic Baggage Claim Receipt
Resolution 753	Baggage Tracking
Resolution 754	Profiles of interline baggage claims and proof of fault for baggage prorates
Resolution 763	Location Identifiers
Resolution 765	Interline Connecting Time Intervals - Passenger and Checked Baggage
Resolution 769	Baggage Tag Issuer Codes (BTIC)
Resolution 780	Form of Interline Traffic Agreement - Passenger
RP 1690b	Baggage Reference Manual
RP 1701f	Self Service Baggage Check-in
RP 1706	Functional Specification for Standard Departure Control System
RP 1739	Passenger/Baggage Reconciliation Procedures
RP 1740a	Baggage Tag Media Quality Guidelines
RP 1740b	Licence Plate Fallback Sortation Tag
RP 1740c	Radio Frequency Identification (RFID) Specifications for Interline Baggage
RP 1740d	Read and Sortation Rate in Baggage Handling Systems
RP 1740e	Baggage Taken In Error–Notice to Passengers
RP 1741	Passenger and Baggage Conformance Services
RP 1743a	Tracing Procedures for Missing Checked Baggage
RP 1743b	Tracing Unchecked Baggage and Handling Damage to checked and Unchecked Baggage

RP 1743c	Exchange of Information on Interline Baggage Tagging Errors
RP 1743d	Baggage Theft, Pilferage and Fraudulent Claim and Prevention
RP 1743e	Baggage Irregularity Report
RP 1744	Airport Operating Rules–Recommended Practice and Procedures
RP 1745a	Automated Baggage Handling based on the IATA License Plate Concept
RP 1745	Baggage Information Messages
RP 1746	Baggage System Interface (BSI)
RP 1748	Baggage Construction Standards
RP 1749	Carriage of Carry-on Baggage
RP 1750	Handling of Security Removed Items
RP 1751	Interline Baggage Claim
RP 1752	Numeric Location Codes
RP 1752a	Reliability and Integrity of Baggage Messaging
RP 1754	Electronic Baggage Tag
RP 1755	Baggage Logistics and Conformance Event Services
RP 1756	Lost and Found Property Items Categories
RP 1780	Profiles of Interline Baggage Claims
RP 1788	Ticketing and Baggage Regulations for Free and Reduced Transportation

Full Terms of Reference are shown in [Attachment D D4](#)

Baggage Steering Group (BSG)

The main role of the BSG is to provide strategic direction in the baggage operations areas, define priorities, and oversee the work of the BWG. In addition, the BSG maintains the work plan of the BWG, ensures alignment of various work plans and deliverables, and review and comment on standards within the remit of BWG.

Full Terms of Reference are shown in [Attachment E D4](#)

Ground Operations Standards Working Group (GOSWG)

This WG develops and amends standards in areas of passenger and ramp handling; organization management, supervision, safety including occupational health and safety, training and procurement of ground handling services and catering. Such standards are published in:

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

To effectively manage the work plans of the GOS WG, temporary sub-groups may be established or disbanded as needed. Such sub-groups are assigned to develop proposals or achieve specific tasks based on the WG's work plan and expertise. Following sub-groups have been established for 2023-24 work period:

- 1. Operations
- 2. Organization management, Safety and OHS
- 3. Contracts
- 4. Training

Full Terms of Reference are shown in [Attachment F D4](#)

Ground Operations Automation and Digitalization Working Group (GADWG)

This WG develops and amends standards in areas of Load Control, Ramp Operation & Automation, Ground Support Equipment (GSE). Such standards are published in:

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

To effectively manage the work plans of the GAD WG, temporary sub-groups may be established or disbanded as needed. Such sub-groups are assigned to develop proposals or achieve specific tasks based on the WG's work plan and expertise. Following sub-groups have been established for 2023-24 work period:

1. Load Control
2. Ramp digitalization and automation
3. GSE management (to include autonomous vehicle operations)

Full Terms of Reference are shown in [Attachment G D4](#)

Fuel Data Working Group (FPDWG)

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.

Reviews and endorses proposals to create or amend standards governing these processes Ensure that proposals align with existing standards and the requirements are documented with a corresponding change to the Implementation Guide where applicable.

Recognizing the industry's ambition to further develop and maintain modern standards to facilitate efficient fuel and SAF processes.

Document business requirements, propose additions or changes to the Chair and maintain associated Implementation Guide as required.

Full Terms of Reference are shown in [Attachment H D4](#)

Control Authorities Working Group (CAWG)

The CAWG fulfills the function of Advisory Forum as defined in Resolution 009 in that it advises the TSB and their WGs on areas of the passenger journey related to border control management that impact airlines and control authorities, such as:

- Identity management
- Travel documents
- Travel authorizations
- Passenger data (API/PNR)
- API data quality, API data capture and validation
- Multiple passport holders
- Carrier's liability
- iAPI Best Practice
- Digital identities and legislative frameworks
- Other areas as relevant

Provides strategic direction and leadership for integrated border management and aviation facilitation matters. The positions and material developed by the IATA CAWG are the outcome of collaborative working arrangements between governments and the airline industry to find mutually acceptable solutions for border management of compliance with Immigration and Customs regulations.

The outcomes of work activities are presented to ICAO Facilitation Panel in the form of working papers to advance the international regulatory framework in aviation facilitation and may take the form of guidance material where relevant. These outcomes present the benefit of being a balanced perspective between the needs and limitations of both airlines and control authorities.

Action

Conference to note.

Attachment A_D4: Facilitation and Passenger Data Working Group (FPDWG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Facilitation and Passenger Data Working Group (FPDWG)		
Reports to	Travel Standards Board (TSB)		
Role / Mandate	1. Deal with matters concerning standards on transmission of passenger data from airlines and passengers to government agencies. 2. Recognizing the industry's ambition to move to the world of offers and orders only, and move to advanced customer-centric processes, develop and maintain modern standards to facilitate transmission of passenger data to authorities. 3. Document business requirements, propose additions or changes in PNRGOV and PAXLST messages, associated Message Implementation Guides. Develop BRDs where necessary using the Airline Industry Data Model (AIDM) methodology. 4. As and when necessary to maintain business continuity (such as a governmental regulatory change) during the transition to the world of offers and orders; develop, review, and endorse proposals to amend RP1717a, PAXLST and PNRGOV Message Implementation Guides, and other relevant guidance material. 5. Liaise with Control Authorities Working Group, Reservation Standards Group, Offers and Orders Working Group and other Working Groups / Advisory Councils as necessary. 6. Maintain a work plan and report regularly to the TSB.		
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the TSB.		
Participation	Members Membership in the group is open to IATA Member Airlines and Governments. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Participants / Observers The following parties are welcome to attend the FPDWG meetings with the objectives described below. <table> <tr> <th>Parties</th><th>Objectives</th></tr> </table>	Parties	Objectives
Parties	Objectives		

	Industry Associations	Ensure the standards developed and maintained by the FPDWG are interoperable across the travel continuum where applicable.
	International Organizations	Ensure the standards developed and maintained by the FPDWG are in line with the mandate of each respective organization and are compatible with the existing and future Standards and Recommended Practices.
	IATA Strategic Partners within the Customer Experience and Facilitation area of involvement	Ensure the standards developed and maintained by the FPDWG are interoperable and can be supported technically.
	Any organization not listed above may participate as an Observer subject to the approval of the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.	
Meetings	Meetings will be scheduled by an IATA Secretary as required.	
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the co-chairs and IATA Secretary.	
Officers	Two co-chairs must be elected: one from IATA Member airlines and one from government agencies. The election will occur by simple majority. The co-chairs will be elected for a maximum period of 24 months, subject to the group's mandate continuing. Should there be no volunteers to act as either airline and/or government co-chair, the matter will be referred to the Travel Standards Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.	
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.	
Quorum	A quorum of 6 members, and presence from at least three IATA Member airlines is required to hold a meeting.	
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of FPDWG Members participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any FPDWG meeting by all member entities present either in person or online. A simple majority is required to progress the item to the Travel Standards Board.	
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the TSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.	

Attachment B_D4: Customer Experience & Facilitation Working Group (CEFWG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Customer Experience & Facilitation Working Group (CEFWG)						
Reports to	Travel Standards Board (TSB)						
Role / Mandate	1. Deal with matters concerning the current and future customer experience passenger facilitation, contactless journey, and the exchange of information between airlines and other stakeholders including airports and governments. 2. Recognizing the industry's ambition to advance customer-centricity, develop and maintain modern standards to facilitate interaction between the passenger and the airline, the airport, and authorities in respect of passenger facilitation processes, 3. Document business requirements, and propose development in One ID messages for contactless travel through biometric-enabled identification and the digitalization of passenger admissibility in advance of travel. 4. As and when necessary maintain, develop, review, and endorse proposals to amend standards relating to accessibility, passengers with reduced mobility, and the handling of mobility aids. 5. Liaise with TSB Working Groups, other process-owning groups under any Management Board, and advisory groups under Advisory Councils as required. 6. Maintain a work plan and report regularly to the Travel Standards Board.						
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the TSB.						
Participation	Members Any IATA Airline Members are welcome to participate in the CEFWG activities. Group Members must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Participants/Observers The following parties are welcome to attend the CEFWG meetings with the objectives described below. <table> <tr> <th>Parties</th><th>Objectives</th></tr> <tr> <td>ACI Member Airports</td><td>Ensure the standards developed under the CEFWG can be implemented at the airport, where applicable, and are compatible with the airport's operational environment.</td></tr> <tr> <td>Governments</td><td>Ensure the standards developed under the CEFWG take into account the current</td></tr> </table>	Parties	Objectives	ACI Member Airports	Ensure the standards developed under the CEFWG can be implemented at the airport, where applicable, and are compatible with the airport's operational environment.	Governments	Ensure the standards developed under the CEFWG take into account the current
Parties	Objectives						
ACI Member Airports	Ensure the standards developed under the CEFWG can be implemented at the airport, where applicable, and are compatible with the airport's operational environment.						
Governments	Ensure the standards developed under the CEFWG take into account the current						

	regulatory aspects and influence the government's future policy and directions. Industry Associations Ensure the standards developed under the CEFWG are interoperable across the travel continuum where applicable. International Organizations Ensure the standards developed under the CEFWG are in line with the International Organizations' mandate and are compatible with the existing and future Standards and Recommended Practices. IATA Strategic Partners with the area of involvement in Customer Experience and Facilitation Ensure the standards developed under the CEFWG are interoperable and can be supported technically. Any organization that does not belong to the above parties may participate as a participant/observer subject to the approval of the Chair and Secretary. Regular participants/observers actively contributing to the group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required. Frequency – quarterly in advance of the PSC schedule.
Task Forces	The CEFWG may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member Airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the TSB to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement in the subject matter as outlined in the role/mandate.
Quorum	A quorum of 6 IATA Member Airlines is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing a majority. Any required voting action may take place during any meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the TSB.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the TSB for approval, prior to presentation at the Conference for adoption as required.

Appendix A – Current standards that may fall under the CEFWG work area
Passenger Services Conference Resolution Manual (PSCRM) edition 43

Resolution / Recommended Practice	Title
700	Acceptance and Carriage of Passengers with Disabilities Requiring Assistance
701	Inadmissible Passengers and Deportees
703	Acceptance and Carriage of Passengers with Disabilities Requiring Assistance
1700a	Expectant Mothers and New-Born Babies
1700b	Carriage of Passengers with Disabilities and Safety Assistant Requirement
1700c	Seat Assignment for Passengers with Disabilities and for Safety Assistants
1700d	Passengers with Disabilities Group Travel
1700e	Publication in Airline Guides of Rates and Conditions Related to Travel of Passengers with Disabilities
1701	End to End Passenger Process
1701d	Self Service Electronic Document Check
1701k	Self Boarding
1701l	International Traveler Scheme
1701n	Self Asserted Identity
1701o	One ID
1701p	Digitalization of Admissibility
1789	Automated Boarding Control

Attachment C_D4: Delivery on Orders Working Group (DOWG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

This document is established pursuant to the provision of IATA Resolution 009 which sets the governance structure and working procedures for developing and adopting standards by the Passenger Services Conference and Passenger Tariffs Conference. In case of doubt, the provisions of Resolution 009 take precedence.

Group name	Delivery on Orders Working Group (DOWG)
Reports to	Travel Standards Board
Role / Mandate	1. Deal with matters concerning the current and future passenger service delivery management and delivery tracking, the future management of data in shared airport environments, including Aviation Information Data Exchange (AIDX) for exchanging flight data between airlines, airports, and any third-party consuming operational data and Common Use environments for managing passenger processing. 2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards to facilitate interaction between Airline responsible for Customer's Order and Service Delivery Providers or other Transportation Service Providers (including airlines) responsible for delivery of services ordered by the Customer and that Airlines and airports share relevant data about expected and actual passenger flow in-airport to improve operational performance and use smart resource (i.e., uniquely identified, connected and operating autonomously) allocation to ensure efficient utilization of resources. 3. Document business requirements, propose additions or changes in Order Delivery messages, and maintain associated Implementation Guide, Document business requirements, propose additions or changes in Common Use Web Services (CUWS), and the standardization of data exchange supporting common use self-service bag drop and different touchpoints using web services technology and maintain associated Implementation Guide. 4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review, and endorse proposals to amend: Resolution 708 and Recommended Practice 1706a, 1706b, 1707a-1719e, As and when necessary to maintain business continuity during the transition from legacy environments; develop, review, and endorse proposals to amend Common Use standards for CUWS, CUSS, CUPPS, BCBP and ITPS (Resolution 792, and Recommended Practice 1706c, 1741, 1797) and AIDX (Recommended Practice 1797a). 5. Liaise with Interline WG, the Customer Experience & Facilitation WG, and other process-owning groups under any Management Board, and advisory groups under Advisory Councils as required 6. Maintain a work plan and report regularly to the TSB.
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the TSB.

Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members are required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to the group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement in the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any DOWG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the TSB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment D_D4: Baggage Working Group (BWG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

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 Working Group (BWG)
Reports to	Travel Standards Board (TSB) and governed by the baggage steering group
Role / Mandate	This group is mandated to develop and amend standards in areas of Baggage operations. Such standards are published in: a) IATA Passenger Service Conference Resolution Manual (PSCRM) b) IATA Baggage Reference Manual (RP1690b) c) Airport Handling Manual (RP1690), as required d) IATA Ground Operations Manual (RP1690a), Chapter 2, baggage handling procedure and contributes to other sections as required e) IATA Airport development reference manual (ADRM) f) Other IATA Resolutions, Recommended Practices and guidance material as required
Primary Responsibilities	The group is responsible to work according to the group work plan and deliver required objectives set up by IATA taking into consideration the IATA publication timelines. The work plan includes but is not limited to: a) Development of new standards and revisions of existing standards, resolutions, and recommended practices in the scope of baggage. b) Reviewing of submissions from IATA, other IATA groups, and/or other industry stakeholders. c) Addressing of comments on proposed material provided by IATA and other groups. d) Interpretation of standards and ad-hoc advice e) Preparation and reviewing of documents for publication f) Providing comments to proposed regulations, IATA position papers and other material used by IATA for industry advocacy g) Development and interpretation of audit requirements and checklists based on ground ops standards h) Supporting and implementing IATA ground operations standards, programs, and initiatives. Working on ad-hoc tasks based on IATA and industry priorities. i) Review and improve standards with respect to reducing interline baggage mishandling as regards to baggage messages, and bag tag construction j) Maintain a work plan and report regularly to the Baggage Steering Group (BSG)
Coordination with other groups	The BWG may liaise with other IATA groups including but not limited to: ☒ PSC for changes of IATA resolutions and recommended practices ☒ TSB for passenger handling standards and for any comments or proposals for AHM/IGOM update ☒ IATA Architecture and Technology Strategy Board (ATSB) for endorsement of digital messages ☒ Ground Operations Group (GOG) for ground ops regulatory requirements, strategic direction, as well as for any comments or proposals for AHM/IGOM update or further development and report on standards changes

	☒ Ground Ops Automation and Digitalization (GAD) for load control and messaging procedures and training, GSE technical specifications and training; for digital standards ☒ Ground Operations Standards Group (GOS) for operational procedures, training, management and safety ☐ Baggage Working Group (BWG) for baggage standards, solutions, and operational procedures ☒ Baggage Steering Group (BSG) for work plans and directions regarding the baggage operation and deliverables of the BWG ☐ Flight Operations Group (FOG) (for common ground-flight ops areas) ☒ Safety Working Group (SWG) for any ground safety issues ☐ IATA Cargo Advisory Council (ICAC) for cargo standards ☒ Dangerous Goods Group for DGR standards ☒ ULD Board (ULDB) for ULD standards ☐ ISAGO member airlines and CoPA auditors for any ground operations audit feedback and guidance ☒ 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.
Period of effectiveness	This group has a mandate for a period of 24 months, at which point the Group may be renewed by TSB.
Participation	Participating organizations must commit to the active participation of one named and suitably qualified participant. All participants are providing their expertise and knowledge for the benefit of the industry globally, not for their companies' interests. To participate in the group, organizations must either elect to be Members of the group or to participate as Observers. Members have a voting right. Members are representatives of following organizations: • IATA Member Airlines Observers do not have a voting right. Observers are invited by the IATA Secretary and are representatives of following organizations: • IATA Strategic Partners (SP) for area • Ground handling service providers, who are Ground Handling Partners (GHP) • Regulators and airport authorities • Various industry organizations such as ASA, ACI, ACA, SAE, IATP • Subject Matter Experts invited for a specific subject matter
Termination of membership	Membership in this group is terminated if a participant - Leaves the company which he/she was nominated by - Can no longer contribute to the group work plan – misses more than 50% of calls and meetings - Does not abide by this Terms of Reference. - Have a conflict of interest with the group mandate
Size of membership	The appointment of members will take into consideration, inter alia, expertise in the subject area, the role and responsibilities of the individual within their company, potential contribution to the group's work and reflect a fair geographic, alliance or group representation as well as a company commitment to IATA ground ops initiatives and ISAGO, IGOM and AHM adoption. The nominated candidate should not be a TSB or GOG member during the same tenure and/or a member of any other group under TSB.

Membership profile	The candidates should have a supervisory or management role. The candidates should have day-to-day involvement or current experience in any of the following areas: a) Baggage messaging standards b) Baggage tag technology standard development and implementation c) Baggage scanning technology d) Baggage operation standard development such as off airport check in, e) door to door service etc. f) Baggage customs and security process g) Baggage claim and proration
Sub-groups	In order to effectively manage the group and/or achieve group objectives, temporary sub-groups may be established or disbanded as needed. Such sub-groups will be assigned to develop proposals or achieve specific tasks based on the group's work plan and expertise. Following sub-groups have been established: 1. Baggage Information Exchange 2. Baggage re-flighting (e.g. e-rush, e-tag etc.) 3. Baggage Customs and Security
Officers	A chair and vice-chair (where necessary) will be elected from the group members to manage the work plan, represent the group and report to TSB. The chair is elected for a two-year mandate. The same chair cannot be elected for more than two consecutive mandates. If the group is composed by sub-groups, then a leader for each sub-group may be elected or appointed by IATA Secretary from the group members. The group chair and/or vice-chair functions can be delegated by IATA to the sub-group level if relevant. An IATA Secretary will be provided by IATA management.
Work organization	The members and observers are expected to actively participate in group work as required. It would typically include: a) Regular conference calls b) Face-to-face meeting(s) c) Individual work between calls as assigned (draft preparation and feedback)
Quorum	A quorum of 50% of members of the entire group or sub-group(s) is required for formal decision making during the face-to-face meeting.
Voting	The group or sub-group(s) will aim to make decisions by consensus of all members. All concerns should be resolved within the group or sub-group. Where a formal vote is required by the group or sub-group(s) members, a simple majority is required to accept the proposal, taking in account that decision making quorum is met and that there is only one vote per company. Abstention does not count. For online/remote voting "no response" will count as positive vote (Agree with a proposal).
Endorsement of standards	Approval of Resolutions and Recommend Practices a) Proposed standards endorsed by this group will be presented to the TSB for approval, prior to presentation at the Passenger Service Conference for adoption as required. b) Any digital standards have to be endorsed by IATA Architecture and the Technology Strategy Board. Specifics applicable for approval of AHM, IGOM, BRM The Passenger Standards Conference (PSC) has delegated approval of AHM RP 1690, the IGOM RP 1690a and BRM RP 1690b to the TSB, who has delegated the approval to the subject matter groups GOS, GAD, BWG. The approval responsibility is specified in the "Group Mandate" section above. The approval process shall be the following: a) Proposed change needs to be finalized by the group or sub-group b) If proposed change impacts some other standards or operational areas, relevant subject matter group shall be consulted before finalization of the proposal as per section "Coordination" above

	c) Finalized proposed changes will be open for comments to the GOG, GOS, GAD, BWG and TSB as appropriate. All received comments need to be reviewed, addressed, or discussed with the submitter d) 2/3 of positive votes of entire BWG are required to adopt AHM/IGOM/BRM changes, taking in account that quorum is met and that there is only one vote per company.
Copyright and Confidentiality	Any material including drafts, position papers, guidance, standards, and publications prepared by this or other groups under IATA governance is a trademark of IATA and are subject to Copyright. The information cannot be used or shared with any third party outside of this group or IATA governance. A Member shall not disclose such information to anyone outside their own organization and shall use the information only within the context and for the purposes of this group's needs, unless otherwise permitted by the IATA or by the owner of the information. The group members and observers may not use any information obtained in the context of their participation in IATA working groups to the detriment of IATA, an IATA member airline or any third party. All participants shall abide by the confidentiality and intellectual property policies set out in the IATA IP Principles.
Competition Law compliance	All meetings, calls, and deliberations of this group and its sub-groups will take place in strict accordance with applicable competition laws

Attachment E_D4: Baggage Steering Group (BSG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

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	The main role of the BSG will be to give strategic direction, define priorities, and oversight to the works of the BWG. In addition, the BSG will maintain the work plan of the BWG and report to the TSB regularly. The BSG will also review and comment on standards approved by the BWG. Such standards are published in: a) IATA Passenger Service Conference Resolution Manual (PSCRM) b) IATA Baggage Reference Manual (RP1690b) c) IATA Ground Operations Manual (RP1690a), Chapters 2., baggage handling procedures and contributes to other sections as required d) Airport Handling Manual (RP1690) as required e) Any other IATA Resolutions, Recommended Practices and guidance materials as required f) IATA airport development reference manual (ADRM)
Primary Responsibilities	The group is responsible to work according to the group work plan and deliver required objectives set up by IATA. The work plan includes but is not limited to: a) Review submissions from the Baggage Working Group (BWG) in relation to development or amendment of standards b) Define work plans for the BWG c) Give strategic directions to the BWG and its subgroups (as applicable) by setting objectives and deliverables d) Support the works of the BWG by providing comments on proposed standards and/or regulations, IATA position papers and other materials used by IATA for industry advocacy e) Oversee and monitor the overall activities of the BWG f) Liaise with other process owning groups under any conference, and advisory groups under industry committee as required
Coordination with other groups	The group may liaise with other IATA groups including but not limited to: ☒ PSC (for changes of IATA resolutions and recommended practices) ☒ TSB (for passenger handling standards and for any comments or proposals for AHM/IGOM update) ☒ IATA Architecture and Technology Strategy Board (ATSB) for endorsement of digital messages ☒ Ground Operations Group (GOG) for ground ops regulatory requirements, strategic direction, as well as for any comments or proposals for AHM/IGOM update or further development and report on standards changes ☒ Ground Ops Automation and Digitalization (GAD) for load control and messaging procedures and training, GSE technical specifications and training; for digital standards

	☒ Ground Operations Standards Group (GOS) for operational procedures, training, management and safety ☒ Baggage Working Group (BWG) for baggage standards, solutions and operational procedures ☐ Baggage Steering Group (BSG) for work plans and directions with regard to the baggage operation and deliverables of the BWG ☐ Flight Operations Group (FOG) (for common ground-flight ops areas) ☒ Safety Working Group (SWG) for any ground safety issues - IATA Cargo Advisory Council (ICAC) for cargo standards ☒ Dangerous Goods Group for DGR standards ☒ ULD Board (ULDB) for ULD standards ☐ ISAGO member airlines and CoPA auditors for any ground operations audit feedback and guidance ☒ 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.
Period of effectiveness	The group is effective for a period of 24 months and will be renewed subject to oversight approval of the
Participation	Participating organizations must commit to the active participation of one named and suitably qualified participant. All participants are providing their expertise and knowledge for the benefit of the industry globally, not for their companies' interests. To participate in the group, organizations must either elect to be Members of the group or to participate as Observers. Members have a voting right. Members are representatives of following organizations: • IATA Member Airlines Observers do not have a voting right. Observers are invited on ad-hoc basis by the IATA Secretary and are representatives of following organizations: • IATA Strategic Partners (SP) for area • Ground handling service providers, who are Ground Handling Partners (GHP) • Regulators and airport authorities • Various industry organizations such as ASA, ACI, ACA, SAE, IATP • Subject Matter Experts invited for a specific subject matter
Termination of membership	Membership in this group is terminated if a participant a) Leaves the company which he/she was nominated by b) Can no longer contribute to the group work plan – misses more than 50% of calls and meetings c) Does not abide by this Terms of Reference. d) Have a conflict of interest with the group mandate
Size of membership	The appointment of members will take into consideration, inter alia, expertise in the subject area, the role, and responsibilities of the individual within their company, previous and potential contribution to the group's work and reflect a fair geographic, alliance or group representation as well as a company commitment to IATA ground ops initiatives and ISAGO, IGOM and AHM adoption. The nominated candidate should not be a TSB or GOG member during the same tenure and/or a member of any other group under TSB.
Membership profile	The candidates should have a supervisory or management role. The candidates should have day-to-day involvement or current experience in any of the following areas:

	a) Baggage messaging standard development and implementation b) Baggage tag technology standard development and implementation c) Baggage scanning technology standard development and implementation d) Baggage operation standard development and implementation such as off airport check in, door to door service etc e) Baggage customs and security process development and implementations f) Baggage claim and proration
Sub-groups	In order to effectively manage the group and/or achieve group objectives, temporary sub-groups may be established or disbanded as needed. Such sub-groups will be assigned to develop proposals or achieve specific tasks based on the group's work plan and expertise.
Officers	A chair and vice-chair (where necessary) will be elected from the group members to manage the work plan, represent the group and report to TSB. The chair is elected for a two-year mandate. The same chair cannot be elected for more than two consecutive mandates. If the group is composed by sub-groups, then a leader for each sub-group may be elected or appointed by IATA Secretary from the group members. The group chair and/or vice-chair functions can be delegated by IATA to the sub-group level if relevant. An IATA Secretary will be provided by IATA management.
Work organization	The members and observers are expected to actively participate in group work as required. It would typically include: a) Regular conference calls b) Face-to-face meeting(s) c) Individual work between calls as assigned (draft preparation and feedback)
Quorum	A quorum of 50% of members of the entire group or sub-group(s) is required for formal decision making during the face-to-face meeting.
Voting	The group or sub-group(s) will aim to make decisions by consensus of all members. All concerns should be resolved within the group or sub-group. Where a formal vote is required by the group or sub-group(s) members, a simple majority is required to accept the proposal, taking in account that decision making quorum is met and that there is only one vote per company. Abstention does not count. For online/remote voting "no response" will count as positive vote (Agree with a proposal).
Endorsement of standards	Approval of Resolutions and Recommend Practices a) Proposed standards will be reviewed by BSG before it is endorsed by BWG and presented to the TSB for approval, prior to presentation at the Passenger Service Conference as required. b) Any digital standards have to be endorsed by IATA Architecture and the Technology Strategy Board Specifics applicable for approval of AHM, IGOM, BRM The Passenger Standards Conference (PSC) has delegated approval of AHM RP 1690, the IGOM RP 1690a and BRM RP 1690b to the TSB, who has delegated the approval to the subject matter groups GOS, GAD and BWG.
Copyright and Confidentiality	Any material including drafts, position papers, guidance, standards, and publications prepared by this or other groups under IATA governance is a trademark of IATA and are subject to Copyright. The information cannot be used or shared with any third party outside of this group or IATA governance. A Member shall not disclose such information to anyone outside their own organization and shall use the information only within the context and for the purposes of this group's needs, unless otherwise permitted by the IATA or by the owner of the information.

	The group members and observers may not use any information obtained in the context of their participation in IATA working groups to the detriment of IATA, an IATA member airline or any third party. All participants shall abide by the confidentiality and intellectual property policies set out in the IATA IP Principles.
Competition Law compliance	All meetings, calls, and deliberations of this group and its sub-groups will take place in strict accordance with applicable competition laws.

Attachment F_D4: Ground Operations Standards Working Group (GOSWG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

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	Ground Operations Standards Group (GOS)
Reports to	Travel Standards Board (TSB)
Role / Mandate	This group is mandated to develop and amend standards in areas of passenger and ramp handling; organization management, supervision, safety including occupational health and safety, training and procurement of ground handling services and catering. Such standards are published in: a) Airport Handling Manual (RP1690), Chapters 0, 4, 6, 8, 11 and contributes to other sections as required b) IATA Ground Operations Manual (RP1690a), Chapters 1, 3, 4, 6 and contributes to other sections as required c) Other IATA Resolutions, Recommended Practices and guidance material as required
Primary Responsibilities	The group is responsible to work according to the group work plan and deliver required objectives set up by IATA, taking into consideration the IATA publication timelines. The work plan includes but is not limited to: a) Development of new standards and revisions of existing standards, resolutions and recommended practices in scope of operations specified in "Role/Mandate" section above. b) Reviewing of submissions from IATA, other IATA groups, and/or other industry stakeholders. c) Addressing of comments on proposed material provided by IATA and other groups. d) Interpretation of standards and ad-hoc advice e) Preparation and reviewing of documents for publication f) Providing comments to proposed regulations, IATA position papers and other material used by IATA for industry advocacy g) Development and interpretation of audit requirements and checklists based on ground ops standards h) Supporting and implementing IATA ground operations standards, programs, and initiatives. Working on ad-hoc tasks based on IATA and industry priorities
Coordination with other groups	The group may liaise with other IATA groups including but not limited to: ☒ PSC for changes of IATA resolutions and recommended practices ☒ TSB for passenger handling standards and for any comments or proposals for AHM/IGOM update ☐ IATA Architecture and Technology Strategy Board (ATSB) for endorsement of digital messages ☒ Ground Operations Group (GOG) for ground ops regulatory requirements, strategic direction, as well as for any comments or proposals for AHM/IGOM update or further development and report on standards changes ☒ Ground Ops Automation and Digitalization (GAD) for load control and messaging procedures and training, GSE technical specifications and training; for digital standards

	☐ Ground Operations Standards Group (GOS) for operational procedures, training, management and safety ☒ Baggage Working Group (BWG) for baggage standards, solutions and operational procedures ☐ Baggage Steering Group (BSG) for work plans and directions with regard to the baggage operation and deliverables of the BWG ☒ Flight Operations Group (FOG) (for common ground-flight ops areas) ☒ Safety Working Group (SWG) for any ground safety issues ☒ IATA Cargo Advisory Council (ICAC) for cargo standards ☒ Dangerous Goods Group for DGR standards ☒ ULD Board (ULDB) for ULD standards ☒ ISAGO member airlines and CoPA auditors for any ground operations audit feedback and guidance
Period of effectiveness	This group has a mandate for a period of 24 months, at which point the Group may be renewed by TSB.
Participation	Participating organizations must commit to the active participation of one named and suitably qualified participant. All participants are providing their expertise and knowledge for the benefit of the industry globally, not for their companies' interests. To participate in the group, organizations must either elect to be Members of the group or to participate as Observers. Members have a voting right. Members are representatives of following organizations: • IATA Member Airlines • Ground Handling Partners (GHP) Observers do not have a voting right. Observers are invited by the IATA Secretary and are representatives of following organizations: • IATA Strategic Partners (SP) for area • Regulators and airport authorities • Various industry organizations such as ASA, ACI, ACA, SAE, IATP • Subject Matter Experts invited for a specific subject matter
Termination of membership	Membership in this group is terminated if a participant - Leaves the company which he/she was nominated by - Can no longer contribute to the group work plan – misses more than 50% of calls and meetings - Does not abide by this Terms of Reference. - Have a conflict of interest with the group mandate
Size of membership	The appointment of members will take into consideration, inter alia, expertise in the subject area, the role, and responsibilities of the individual within their company, previous and potential contribution to the group's work and reflect a fair geographic, alliance or group representation as well as a company commitment to IATA ground ops initiatives and ISAGO, IGOM and AHM adoption. The nominated candidate should not be a TSB or GOG member during the same tenure and/or a member of any other group under TSB.
Membership profile	The candidates should have a supervisory or management role. The candidates should have day-to-day involvement or current experience in any of the following areas: - Passenger and baggage handling - Ramp handling including catering - Freighter operations - Aircraft cleaning and disinfection - GSE operations and surface transportation - Ground ops. training - Procedure's development - Station management, supervision

	i) SMS, occupational health and safety, compliance, auditing, oversight j) Procurement/contracting of ground handling, line maintenance, catering k) Contractual and commercial law
Sub-groups	In order to effectively manage the group and/or achieve group objectives, temporary sub-groups may be established or disbanded as needed. Such sub-groups will be assigned to develop proposals or achieve specific tasks based on the group's work plan and expertise.
Officers	A chair and vice-chair (where necessary) will be elected from the group members to manage the work plan, represent the group and report to TSB. If the group is composed by sub-groups, then a leader for each sub-group may be elected or appointed by IATA Secretary from the group members. The group chair and/or vice-chair functions can be delegated by IATA to the sub-group level if relevant. An IATA Secretary will be provided by IATA management.
Work organization	The members and observers are expected to actively participate in group work as required. It would typically include: a) Regular conference calls b) Face-to-face meeting(s) c) Individual work between calls as assigned (draft preparation and feedback)
Quorum	A quorum is required for formal decision making during the face-to-face meeting. A quorum is 50% of members of the entire group or sub-group(s), at least 50% of which are airlines.
Voting	The group or sub-group(s) will aim to make decisions by consensus of all members. All concerns should be resolved within the group or sub-group. Where a formal vote is required by the group or sub-group(s) members, a simple majority is required to accept the proposal, taking in account that decision making quorum is met and that there is only one vote per company. Abstention does not count. For online/remote voting "no response" will count as positive vote (agree with a proposal).
Endorsement of standards	Approval of Resolutions and Recommend Practices a) Proposed standards endorsed by this group will be presented to the TSB for approval, prior to presentation at the Passenger Service Conference for adoption as required. b) Any digital standards must be endorsed by IATA Architecture and the Technology Strategy Board. Specifics applicable for approval of AHM, IGOM, BRM The Passenger Standards Conference (PSC) has delegated approval of AHM RP 1690, the IGOM RP 1690a and BRM RP 1690b to the TSB, who has delegated the approval to the subject matter groups GOS, GAD, BWG. The approval responsibility is specified in the "Group Mandate" section above. The approval process shall be the following: a) Proposed change needs to be finalized by the group or sub-group b) If proposed change impacts some other standards or operational areas, relevant subject matter group shall be consulted before finalization of the proposal as per section "Coordination" above c) Finalized proposed changes will be open for comments to the GOG, GOS, GAD, BWG and TSB as appropriate d) All received comments need to be reviewed, addressed, or discussed with the submitter e) 2/3 of positive votes of entire are required to adopt AHM/IGOM/BRM changes, taking in account that quorum is met and that there is only one vote per company.
Copyright and Confidentiality	Any material including drafts, position papers, guidance, standards, and publications prepared by this or other groups under IATA governance is a trademark of IATA and are subject to Copyright.

	The information cannot be used or shared with any third party outside of this group or IATA governance. A Member shall not disclose such information to anyone outside their own organization and shall use the information only within the context and for the purposes of this group's needs, unless otherwise permitted by the IATA or by the owner of the information. The group members and observers may not use any information obtained in the context of their participation in IATA working groups to the detriment of IATA, an IATA member airline or any third party. All participants shall abide by the confidentiality and intellectual property policies set out in the IATA IP Principles.
Competition Law compliance	All meetings, calls, and deliberations of this group and its sub-groups will take place in strict accordance with applicable competition laws.

Attachment G_D4: Ground Operations Automation and Digitalization Working Group (GADWG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

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	Ground Operations Automation and Digitalization (GAD)
Reports to	Travel Standards Board (TSB)
Role / Mandate	This group is mandated to develop and amend standards in areas of Load Control, Ramp Operations & Automation, Ground Support Equipment (GSE). Such standards are published in: a) Airport Handling Manual (RP1690), Chapters 5, 7, 9, 10, 11 and contributes to other sections as required b) IATA Ground Operations Manual (RP1690a), Chapter 5, and contributes to other sections as required c) IATA Ground Operation XML toolkit d) Other IATA Resolutions, Recommended Practices and guidance material as required
Primary Responsibilities	The group is responsible to work according to the group work plan and deliver required objectives set up by IATA taking into consideration the IATA publication timelines. The work plan includes but is not limited to: a) Development of new standards and revisions of existing standards, resolutions, and recommended practices in the scope of ramp, GSE, Load Control. b) Reviewing of submissions from IATA, other IATA groups, and/or other industry stakeholders. c) Addressing of comments on proposed material provided by IATA and other groups. d) Interpretation of standards and ad-hoc advice e) Preparation and reviewing of documents for publication f) Providing comments to proposed regulations, IATA position papers and other material used by IATA for industry advocacy g) Development and interpretation of audit requirements and checklists based on ground ops standards h) Supporting and implementing IATA ground operations standards, programs, and initiatives. Working on ad-hoc tasks based on IATA and industry priorities.

Coordination with other groups	The group may liaise with other IATA groups including but not limited to: ☒ PSC for changes of IATA resolutions and recommended practices ☒ TSB for passenger handling standards and for any comments or proposals for AHM/IGOM update ☒ IATA Architecture and Technology Strategy Board (ATSB) for endorsement of digital messages ☒ Ground Operations Group (GOG) for ground ops regulatory requirements, strategic direction, as well as for any comments or proposals for AHM/IGOM update or further development and report on standards changes ☐ Ground Ops Automation and Digitalization (GAD) for load control and messaging procedures and training, GSE technical specifications and training; for digital standards ☒ Ground Operations Standards Group (GOS) for operational procedures, training, management and safety ☒ Baggage Working Group (BWG) for baggage standards, solutions, and operational procedures ☐ Baggage Steering Group (BSG) for work plans and directions regarding the baggage operation and deliverables of the BWG ☒ Flight Operations Group (FOG) (for common ground-flight ops areas) ☒ Safety Working Group (SWG) for any ground safety issues ☐ IATA Cargo Advisory Council (ICAC) for cargo standards ☒ Dangerous Goods Group for DGR standards ☒ ULD Board (ULDB) for ULD standards ☒ ISAGO member airlines and CoPA auditors for any ground operations audit feedback and guidance ☐ In addition, the group may also liaise with the following external groups: ISO - TC 20 SC9; SAE AGE
Period of effectiveness	This group has a mandate for a period of 24 months, at which point the Group may be renewed by TSB.
Participation	Participating organizations must commit to the active participation of one named and suitably qualified participant. All participants are providing their expertise and knowledge for the benefit of the industry globally, not for their companies' interests. To participate in the group, organizations must either elect to be Members of the group or to participate as Observers. Members have a voting right. Members are representatives of following organizations: • IATA Member Airlines • Ground Handling Partners (GHP)
	Observers do not have a voting right. Observers are invited by the IATA Secretary and are representatives of following organizations: • IATA Strategic Partners (SP) for ground ops area • Regulators and airport authorities • Various industry organizations such as ASA, ACI, ACA, SAE, IATP • Subject Matter Experts invited for a specific subject matter

Termination of membership	Membership in this group is terminated if a participant - Leaves the company which he/she was nominated by - Can no longer contribute to the group work plan – misses more than 50% of calls and meetings - Does not abide by this Terms of Reference. - Have a conflict of interest with the group mandate
Size of membership	Minimum 15 members from eligible organizations, of which a minimum 9 must be IATA Member Airlines. The appointment of members will take into consideration, inter alia, expertise in the subject area, the role and responsibilities of the individual within their company, potential contribution to the group's work and reflect a fair geographic, alliance or group representation as well as a company commitment to IATA ground ops initiatives and ISAGO, IGOM and AHM adoption. The nominated candidate should not be a TSB or GOG member during the same tenure and/or a member of any other group under TSB
Membership profile	The candidates should have a supervisory or management role. The candidates should have day-to-day involvement or current experience in any of the following areas: - GSE management, procurement, design, maintenance, specifications - Airside turnaround management, operations - Airside systems design, specifications, automation - Load Control training, digitalization, procedures and standards - Technical XML and/or JSON standards
Sub-groups	In order to effectively manage the group and/or achieve group objectives, temporary sub-groups may be established or disbanded as needed. Such sub-groups will be assigned to develop proposals or achieve specific tasks based on the group's work plan and expertise.
Officers	A chair and vice-chair (where necessary) will be elected from the group members to manage the work plan, represent the group and report to TSB. The chair is elected for a two-year mandate. The same chair cannot be elected for more than two consecutive mandates. If the group is composed by sub-groups, then a leader for each sub-group may be elected or appointed by IATA Secretary from the group members. The group chair and/or vice-chair functions can be delegated by IATA to the sub-group level if relevant. An IATA Secretary will be provided by IATA management.
Work organization	The members and observers are expected to actively participate in group work as required. It would typically include: - Regular conference calls - Face-to-face meeting(s) - Individual work between calls as assigned (draft preparation and feedback)
Quorum	A quorum is required for formal decision making during the face-to-face meeting. A quorum is 50% of members of the entire group or sub-group(s), at least 50% of which are airlines.
Voting	The group or sub-group(s) will aim to make decisions by consensus of all members. All concerns should be resolved within the group or sub-group. Where a formal vote is required by the group or sub-group(s) members, a simple majority is required to accept the proposal, taking in account that decision making quorum is met and that there is only one vote per company. Abstention does not count. For online/remote voting "no response" will count as positive vote (Agree with a proposal).
Endorsement of standards	Approval of Resolutions and Recommend Practices Proposed standards endorsed by this group will be presented to the TSB for approval, prior to presentation at the Passenger Service Conference for adoption as required.

	b) Any digital standards have to be endorsed by IATA Architecture and the Technology Strategy Board. Specifics applicable for approval of AHM, IGOM, BRM The Passenger Standards Conference (PSC) has delegated approval of AHM RP 1690, the IGOM RP 1690a and BRM RP 1690b to the TSB, who has delegated the approval to the subject matter groups GOS, GAD, BWG. The Ground Operations Automation and Digitalization (GAD) approval responsibility is specified in the "Group Mandate" section above. The approval process shall be the following: - Proposed change needs to be finalized by the group or sub-group - If proposed change impacts some other standards or operational areas, relevant subject matter group shall be consulted before finalization of the proposal as per section "Coordination" above - Finalized proposed changes will be open for comments to the GOG, GOS, GAD, BWG as appropriate All received comments need to be reviewed, addressed, or discussed with the submitter 2/3 of positive votes of entire GAD are required to adopt AHM/IGOM/BRM changes, taking in account that quorum is met and that there is only one vote per company.
Copyright and Confidentiality	Any material including drafts, position papers, guidance, standards, and publications prepared by this or other groups under IATA governance is a trademark of IATA and are subject to Copyright. The information cannot be used or shared with any third party outside of this group or IATA governance. A Member shall not disclose such information to anyone outside their own organization and shall use the information only within the context and for the purposes of this group's needs, unless otherwise permitted by the IATA or by the owner of the information. The group members and observers may not use any information obtained in the context of their participation in IATA working groups to the detriment of IATA, an IATA member airline or any third party. All participants shall abide by the confidentiality and intellectual property policies set out in the IATA IP Principles.
Competition Law compliance	All meetings, calls, and deliberations of this group and its sub-groups will take place in strict accordance with applicable competition laws

Attachment H_D4: Fuel Data Standards Working Group (FDSWG) (under Travel Standards Board) Terms of Reference

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Adopted by the Travel Standards Board to take effect on 1 November 2023

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

Group name	Aviation Information Data Exchange (AIDX)
Reports to	Travel Standards Board
Role / Mandate	Aviation Information Data Exchange (AIDX) is the global XML messaging standard for exchanging flight data between airlines, airports, and any third party consuming operational data. AIDX is generally used in the operational window of a flight, but there are implementations that have extended AIDX messaging considerably beyond this temporal scope. AIDX is endorsed as a standard by: • IATA Recommended Practice 1797A • ACI Recommended Practice 501A07 • ATA Recommended Practice 30.201A The current release of AIDX is a standard for SESAR A- CDM (Airport Collaborative Decision Making) information exchange, ACI ACRIS A-CDM Web Services and supported as the data exchange standard for A-CDM by ICAO (ICAO A-CDM Implementation Plan, Asia Pacific). The mandate of the group is: • Deal with matters concerning the development and maintenance of AIDX data standard to facilitate exchanging flight data between airlines, airports, and any third party consuming operational data, including the associated business requirements. • Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable. • Review and endorse proposals to maintain and/or amend: • 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).
Period of effectiveness	The group is effective from November 2023 for a period of 12 months and may be dismantled by the Travel Standards Board at any time.
Participation	Members Minimum 8, maximum 18 organizations will be elected as Members, of which a minimum participation of 51% must be IATA Members Airlines. Membership of the Group is subject to the discretion of the Group Chair and the IATA Secretary to ensure a fair representation of airlines and other relevant industry partners. Application for membership to this Group can be made by completing the online Nomination Form (link here). Member organizations must commit to active participation of one designated and suitably qualified delegate for a minimum of 12 months. The named delegate may be changed during the term only when necessary. Any organization which fails to attend 2 consecutive meetings (including scheduled telephone calls without providing an alternate) may forfeit its membership in the Group, subject to the decision of the Group Chair and IATA Secretary. Where nominations exceed available vacant positions, the Group Chair and the IATA Secretary will elect members into vacant positions as required. Observers Any organization eligible for participation but which is not a member may attend any meeting as an observer, and access any materials from meetings, subject to the approval of the Group Chair and IATA Secretary. Where this organization is an IATA Member Airline, they may also participate in any vote.
Eligibility for Participation	• IATA Member Airlines • Regional Airlines Association • Airports and ANSPs • Strategic Partners participating in the Aircraft and Airline Operations program, or in the Ground Operations program. • Or any other organizations subject to the approval of the Group Chair and IATA Secretary.

Meetings	Quarterly meetings will be scheduled (as required by the work plan and in concurrence with the IATA Secretary), of which two meetings are expected to be face to face (as applicable). IATA shall have the responsibility to coordinate meetings of the Group including the preparation of the agenda for reports of the meetings, and arrange for appropriate support services (for example, legal and technical support), or to delegate to members of the group as may deem appropriate to progress with the work schedule.
Working Groups	The group may establish and disband temporary working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the secretary.
Officers	A Chair and Vice-Chair will be elected from group Members representing airlines. The election will occur by simple majority. The Chair and Vice-Chair will be elected for a maximum period of 24 months, with an expected rotation after 3 terms. All airlines who are members of the Group will be eligible to vote for the election of Chair and Vice-Chair. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas: • Airlines Operations • Airport and ANSP Operations • Air Traffic Flow Management (ATFM) • Fueling operations • Aircraft Turnaround • Flight Disruption • Airport Collaborative Decision Making (A-CDM) • Airport Resource Requirement
Quorum	A quorum of 50% of airline members of the Group or three (3) airlines, whichever is higher, is required for voting to be valid
Voting (Excluding the election of Chair and Vice-Chair).	Any required action to be voted on by the Group may take place at an in-person meeting, or by online ballot. Any airline member of the Group may attend any meeting of the Group and may participate in any vote at meetings where they attend. Any airline member of the Group may participate in an online ballot by notifying the IATA Secretariat in advance. Decision-making is by majority vote of member airlines of the Group participating in the vote. Each airline may exercise only one vote, and abstentions will not be counted. Each member of the Group shall be obliged to make a declaration of interest or conflict of interest if in its view a matter being deliberated or voted by the Group is a matter in which the member, in his personal capacity, or the organization he or she represents, has a personal or direct financial interest in the outcome. This obligation shall be without prejudice to the right of IATA to make an appropriate intervention and subsequent determination, if in its view, there was sufficient evidence of a potential conflict of interest. A

	member who makes such a declaration, or in whose respect an equivalent determination is made by IATA, shall not participate in the deliberation or voting of the relevant matter. The agenda of any Group meeting will be posted at least 14 days before the meeting, and minutes will be published within 15 days following the meeting. Such documentation (together with a record of attendees, and the outcome of any voting action including individual votes) will be visible to all members of the Group.
Endorsement of standards	Standards endorsed by a valid vote will be presented to the Travel Standards Board for approval. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009. Change to any other Resolution or Recommended Practice requires endorsement by the owning group and adoption at the Conference as required. Within the Fuel Data Standards Group (FDSG), the Fuel Operational Standard has been developed as part of the Aviation Information Data Exchange (AIDX) and is not a standalone fuel specific standard. Change requests from the FDSG affecting the AIDX standard are submitted to the AIDX Group for voting.

Appendix I

Changes and Versioning methodology

Change procedure

- The overall objective of the Group is to keep the standards as stable as possible.
- 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.
- Such change requests must be in writing addressed to the secretary of the Group and substantiated with a formal "Change Request Form".
- On receipt of the formal Change Request Form the Secretary will inform the Group or the relevant sub-group for consideration.
- The decision of the Group will be communicated to the party requesting the change.
- In the event that the Group decides to implement the change, the change will be executed and communicated to all relevant parties.

Invoice, Transaction and Tender/Bid Standards

Three categories of changes can be implemented. Each of them will require a different level of approval before they are implemented.

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

For each change or group of changes approved by the Group, the version of the standard will be updated accordingly.

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)

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 and Working Group, under the Travel Standards Board

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Submitted by: Getnet Taye, Senior Manager Global Baggage Operations and Innovation, Secretary of the Baggage Steering Group, taye@iata.org

Group activity in 2023

Baggage operations is one of the key areas of focus in the ground operations activities of IATA. To cope up with the continuous change and respond to challenges surrounding the baggage operation, work is ongoing with member airlines and other industry stakeholders participating in the working groups and task forces. The standards and best practices developed by these working groups are the most effective tool to deal with the challenges, making the baggage operation responsive through modernization and efficiency.

Following on the strategic objectives identified by the IATA Baggage Steering Group (BSG), IATA has established short- and medium-term workplans to address the most pressing baggage industry needs. In 2023, both, BSG and BWG were focusing on delivery within the following areas:

- Acceleration of the industry transition from legacy Type B messaging to modern baggage messaging
- Automation of the baggage operation
- Expansion of off airport baggage activity (off airport check in & Door-to-Door delivery).

The IATA Baggage Working Group (BWG) has been established to deliver the workplan. Given the diverse and broad spectrum of the work to be delivered, the BWG has been organized into sub-groups, each with a dedicated team leader. These sub-groups are: Baggage information exchange; Baggage automation and Customs & Security.

The "[Baggage information exchange sub-group](#)" focuses on the technology used for electronic baggage messaging exchange between the baggage value chain partners. The current messaging technology relies on legacy standards that are costly to maintain, outdated requiring peer-to-peer communication, as well as lacking in flexibility and quality. The objective is to replace these legacy systems (type B messaging) with modern baggage messaging standards that are less expensive to maintain, future-proof and which also facilitate better data quality. The experts of this group are developing a roadmap for a quick transition of the industry to modern baggage messaging capability.

The "[Baggage automation sub-group](#)" concentrates on the automation and digitization of the baggage handling processes. This covers various initiatives such as electronic bag tag (EBT) adoption, auto re-flighting of mishandled baggage (to minimize the need for manual intervention), e-rush processes, resolution 753 implementation and addressing claim and pro-rate issues and its automation. These initiatives are designed to mitigate various challenges related to baggage operation through process optimization and efficiency by introducing digitization in the operations. These activities can address current issues the industry is facing such as manpower shortage, innovation in baggage tracking, sustainability, re-thinking the baggage tag concept and the information it contains.

The "[Baggage Customs and Security sub-group](#)" deals with the handling processes of baggage at off-airport locations such as off-airport check-in, door to door delivery and Customs/Security preclearance with special attention paid to the customs and security processes surrounding these activities. One of the main objectives is to work closely with Customs and Security agencies, to ensure that standards and procedures are established and accepted, where possible, as acceptable means of compliance (AMC) to the regulatory requirements. The off-airport activities are believed to take some critical activities away from an expensive infrastructure at the airport, creating better resource planning opportunities and increasing throughput of airports. In addition, they can support the sustainable agenda in aviation and enhance the passenger experience.

In recent peak travel seasons, an increasing number of passengers have embraced Bluetooth trackers to monitor their checked baggage. However, this has led to confusion due to conflicting information between the passengers' Bluetooth devices and the airlines' baggage tracing and monitoring systems, raising concerns about the accuracy of both systems. IATA, in cooperation with the BSG has published a white paper on "[Leveraging Personal Bluetooth Trackers for Enhanced Baggage Tracking](#)", calling for cooperation with personal Bluetooth tracking solution providers, to ensure the accuracy of information and enhance the passenger experience through efficient baggage handling.

In cooperation with ACI, IATA has also launched a survey with Airlines, Airports and Authorities to capture the status of Airlines adoption of Reso 753 (baggage tracking), Airport baggage tracking technology capabilities, Authorities' acceptance of

Unaccompanied Baggage (UNAR) and Electronic Bag Tag (EBT). Overall responses received so far: 173 Airlines (56% of IATA members, 103 Airports out of 365 targeted, and 19 Authorities.

The BSG also developed a proposal for BoG target related to Resolution 753 implementation. The proposal was endorsed by the BWG and will be communicated to TSB in October and submitted to the Board in December.

Chair and Vice-Chair

For the 2023-2024 period, the Baggage Steering Group (BSG) and the Baggage Working Group (BWG) chair is Rich Nagy (Alaska Airline) and the vice-chair is Niueni Tugaga (Air New Zealand).

Group activity in 2023

The BSG has monthly calls and two F2F meetings per year. The BWG sub-groups have bi-weekly calls and two F2F meetings per year. The 2023 meetings were scheduled for Montreal (spring) and Madrid (fall).

BSG has 18 airline members (one position is presently vacant, to be filled) and 8 observers representing airlines, airports, and ACI.

BWG has 39 airline members and 32 observers representing airports, ACI and various suppliers as strategic partners.

BSG Membership

Position	Organization	Name
1 (Observer)	ACI World	Jean-Sebastien Pard
2	Aegean	Timos Korosis
3	Aeromexico	Oscar Lira
4	Air Canada	Jason Odey
5 (Observer)	Air France	Philippe CORDILLOT
6	Air India	Neeraj Singh
7 (Vicechair)	Air New Zealand	Niueni (Weni) TUGAGA
8 (Chair)	Alaska Airlines	Rick Nagy
9 (Observer)	American Airline	Ravi Ghanathe
10 (Observer)	Austrian Airline	Viktoria Rudo
11	British Airways	Dean Hughes
12	China Eastern Airlines	Qinyi Zhou
13 (Observer)	China Southern Airlines	Zhang Yongyan
14	Delta Airlines	David Hosford
15	Emirates	Santhosh Kumar
16 (Observer)	Finnair	Tia Kurppa
17 (Observer)	Fraport	Markus Mueller
18 (Observer)	ITA-Airways	Carlo Santi
19	KLM	Tarik Ennad
20	Lufthansa	Hans-Juergen Lehmann
21	Pegasus Airline	Bogac Ugurlutegin
22	Royal Jordanian Airlines	Mohammad Abdelaziz
23	Scandinavian Airlines	Stenqvist Peter
24	Thai Airways International	Phuttaporn Thamtam
25	United	Nicholas Lisle

Development of standards

The following resolutions and recommended practices were revised and positively voted on by the BWG: Resolution 740, 754, 755, and 780. Recommended practice 1745, 1745a, and 1754. All of them are pending TSB endorsement in October and shall be voted by PSC in November.

Implementation guidelines for Resolution 753 were also revised and submitted for TSB approval.

Group Work Plan

1. Baggage automation sub-group

The Baggage automation sub-group is divided into 4 task forces of subject matter experts.

Objectives and deliverables:

- 1) mitigating the operational challenges/manpower shortage during peak traffic seasons by avoiding the need to use a physical rush tag.
- 2) investigate challenges of airline members related to the implementation of Reso 753 on mandatory baggage tracking points and address them.
- 3) improve baggage technology adoption as well as baggage tracking capabilities.
- 4) create more understandable standards that are easy to interpret to avoid pro-rate disputes among airlines.

The "**Auto re-flighting TF**" is working on mitigating the operational challenges/manpower shortage during peak traffic seasons. The work is focused on avoiding the need to use a physical rush tag. Amendments to Reso 755, RP1745a, RP1755 and Reso 740 have been consolidated and delivered.

The "**Baggage Tracking TF**" has taken the task of investigating and addressing the challenges faced by airlines members related to the implementation of Reso 753 on mandatory baggage tracking points. While the objective and scope of the Reso 753 is not under revision, the "Implementation guidelines" associated with the Reso 753 were reviewed and revised.

The "**Baggage Tag TF**" is working to improve baggage technology adoption as well as baggage tracking capabilities. The focus is the revision of Reso 769 License Plate Number (LPN), rethinking bag tag/bingo stub requirements, Electronic bag tag (EBT), and near-field communication (NFC) technology. Amendments to Reso 740 have been completed and voted at BWG 48 in 2022 and are currently under the PSC approval process. Amendments to Reso 780 have been consolidated and delivered. This TF also reviewed RP 1754 and implemented multiple changes. Implementation guidelines on EBT are still under revision with expected completion in Q1, 2024.

The "**Prorates and Claims TF**" is working on updating the IATA BagID chart. An industry survey has been finalized to gather insight on requirements and changes to the BagID charts are in progress with expected finalization by Q1, 2024.

2. Baggage information exchange (BIX) sub-group

The BIX sub-group is divided into 2 task forces.

Objectives and deliverables:

- 1) Modernize baggage messaging
- 2) Reduce cost, improve quality, and create future-proof technology for baggage messaging exchange

The "**Modeling TF**" is working on a technical schema to ensure that all elements present in Reso 1745 are reflected in the RP 1755 "Modern Baggage Messaging" (MBM). Enhancements of the MBM message are in progress to include the "ULD Element". Other technical analysis is in progress to define new requirements for the schema that will allow other data sets to be exchanged (e.g., baggage picture). Technical requirements and updates to the schema are expected in Q2, 2024.

The "**MBM Implementation TF**" is working on defining the message transportation requirements and setting a pilot testing scenario for the MBM message. The transportation document requirement has been finalized, enhancements of the MBM implementation guidelines have been started; a pilot testing scenario of MBM messages between business partners are under development, with the expected first MBM test scenario to be completed by Q4, 2023

3. Baggage Customs and Security sub-group

Objectives and deliverables:

- 1) Revisit customs/security requirements to enable off-airport operations.
- 2) Enable Baggage preclearance to avoid the re-checking process at first the port of entry.

This sub-group is working on five use cases of off-airport operations and baggage pre-clearance. Authorities of Canada, USA and the World Customs Authority have joined the sub-group and are cooperating to support (where applicable) the use cases. Business requirements for updating existing standards/ RP and/or for creating new ones are in progress.

To deliver on the 2023 workplan, the task forces and subgroups of the BWG have been holding regular calls (as a minimum one per month, however in majority of the cases it was once in two weeks). The BWG and BSG also had two in person meetings. One of many achievements of this intensive work in 2023 is an update to four resolutions, three recommended practices and one implementation guidelines.

Action

Conference to note.

Voting Item D4.1.1/P: From the Baggage Working Group

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Submitted by : Rich Nagy, Alaska Airlines, Chairman of the Baggage Working Group (rick.nagy@alaskaair.com)
Getnet Taye, Senior Manager Global Baggage, IATA, Secretary of the Baggage working Group
(tayeg@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 following Items of the Ticketing Group are presented to the Conference as a single package. A single vote will be held at the Conference on all voting items developed by the Ticketing Group.

Proposal

Item number and name (with links)		Attachment number (with links)
D4.1.1a/P	Resolution 740 – Forms of Interline Bag Tag	Attachment A D4.1.1a/P
D4.1.1b/P	Resolution 754 – Profiles of Interline Baggage Claims and Proof of Fault for Baggage Prorates	Attachment A D4.1.1b/P
D4.1.1c/P	Resolution 755 – Reflight Message	Attachment A D4.1.1c/P
D4.1.1d/P	RP 1745 Baggage Information Messages	Attachment A D4.1.1d/P
D4.1.1e/P	RP1745a: Automated Baggage Handling based on the messaging of RP1745	Attachment A D4.1.1e/P
D4.1.1f/P	RP1754 - Form and Function of the Electronic Baggage Tag (EBT)	Attachment A D4.1.1f/P

Action

Conference to adopt all items in package.

Voting Item D4.1.1a/P: Resolution 740 Forms of Interline Bag Tag

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Submitted by : Rich Nagy, Alaska Airlines, Chairman of the Baggage Working Group (rick.nagy@alaskaair.com)
Getnet Taye, Senior Manager Global Baggage, IATA, Secretary of the Baggage working Group (tayeg@iata.org)

Background

The BWG completed the Resolution 740 standards' review enabling auto reflighting of left behind baggage. The changes bring a greater level of automation in the baggage reflighting process. Additionally, further changes were driven by Resolution 740 alignment with changes done in Resolution 755 and introduction of Electronic Bag Tag (EBT) technology.

The main proposed change to Resolution 740 are :

1. The removal of the mandatory requirement for a physical rush sticker (rush tag) when using the eRush process as part of the baggage auto reflighting in Chapter 3.2
2. The removal of mandatory requirement for a minimum of two removable stubs in section 5.5
3. An alternative term for "sticker " was also introduced in Resolution 740 as "Overlay" a phrase commonly used in some geographical zones in section 3.2, 3.4, 4.2, 4.3, and definition section
4. Citation to R755 under section 3.4
5. Removal of reference to A4A resolutions in section 8.1 & 8.2

Action

Conference is requested to adopt changes to IATA Resolution 740 as outlined in the Attachment C _D4.1.2, subject to TSB endorsement in October.

Attachment A_D4.1.1a

RESOLUTION 740

Form of Interline Baggage Tag

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PSC(4244)740	Expiry: Indefinite Type: B
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RESOLVED that, for the carriage of baggage, Members use baggage tags and procedures as specified in this Resolution.

...

3.2 Expedite (RUSH) Baggage Tags and Expedite (RUSH) Stickers/Overlay

These shall be used when forwarding mishandled baggage in accordance with Resolution 743. Exceptionally, where permitted by civil aviation regulators, when a carrier is forwarding for a single flight segment on their own metal and all bags are verified for the flight by scanning the baggage license plate, then a RUSH tag need not be affixed. A forward (FWD) message shall be sent to the LL office of the final station. Exception: when eRush process is used, no RUSH tag or RUSH sticker (or physical/optical identifier) is necessary. The eRush indicator in the messaging must be present. A forward (FWD) message is sent to the LL office of the final station. (Refer to Reso 755)

3.3 Special Purpose Tags

These are to be used as indicated in 4.3.

3.4 Rerouting Sticker /Overlay

When baggage is re-routed or short tagged, Members may use a self-adhesive Rerouting Sticker/Overlay as shown in Attachment 'J' to alter the routing and or flight details of the tag which is on the bag. (Refer to Resolution 755)

4. TYPES OF BAG TAGS

Specifications which apply to all of the following types of baggage tags (except special purpose tags) are given in Section 5. Unique specifications and illustrations for the following types of baggage tags are contained in the Attachments indicated below.

4.1 Checked Baggage Tags:

	demand printed	'H'
	string type	'E'
	self-seal type for handle	'F'
	self-seal for boxes/cartons	'F'
	point to point	'G'
	limited release RFID RP 1740c	'I'
	Home Printed Baggage Tag	'V'
	Permanent Baggage Tag	'W'

4.2 Expedite Baggage Tags/Expedite (RUSH) Stickers/Overlay

	demand printed	'K'
	string type or self-seal/Expedite (RUSH) sticker / <u>overlay</u>	'L'

4.3 Special Purpose Tags:

	First Class or Priority tags	'M'
	to mark boxes/cartons as "checked baggage"	'N'
	to mark "heavy baggage"	'O'
	passengers own wheelchair	'P'
	rerouting sticker/ <u>overlay</u>	'J'
	courier baggage identification label	'Q'

.../

5.5 Removable Stubs

5.5.1 To assist in passenger and baggage reconciliation procedures (Recommended Practice 1739), each baggage tag ~~shall~~ may have a minimum of two removable stubs. As a minimum each removable stub shall have the baggage tag number printed in alpha-numeric characters, bar code format and optionally the numeric translation.

5.5.2 Removable stubs may be provided by perforation or peel-off:

5.5.2(a) from the bottom (lower end) or back of the tag; or

5.5.2(b) in the routing area.

DEFINITIONS

....

"EXPEDITE (RUSH) STICKER". A type of sticker/overlay which must can be used to update the baggage routing on the tag when re-flighting a passenger's baggage.

Voting Item D4.1.1b/P: Resolution 754 – Profiles of Interline Baggage Claims and Proof of Fault for Baggage Prorates

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Submitted by : Rich Nagy, Alaska Airlines, Chairman of the Baggage Working Group (rick.nagy@alaskaair.com)
Getnet Taye, Senior Manager Global Baggage, IATA, Secretary of the Baggage working Group (tayeg@iata.org)

Background

Changes done in Resolution 754 – Proof of fault aims to improve clarity and eliminate ambiguity of the Resolution.

The main proposed change to Resolution 754 are :

- Res 754 Proof of Fault - Profile 7 : Additional wording added to provide clarity on third party and proof of fault rationale. Third party act on behalf of airlines. Airline custody is clear and explicit as defined and if airline B had not received custody of the bag; then change of custody from A has not occurred.
- Res 754 Proof of Fault - Profile 11: Changes made to problem statement and heading to broaden use cases for failed uplift profile. Airlines reference Montreal Conventions definition that "contributory negligence" whereby the customer omits to collect the bag and recheck bag to the final destination. Current wording has been enhanced to provide examples where "contributory negligence" has occurred, and Airlines are not liable for mishandled costs.
- Res 754 Proof of Fault - Profile 15: New Profile transferred from Res780 5.4.5. Custody change identified whereby Airline/station confirmed has never received bag.

Action

Conference is requested to adopt changes to IATA Resolution 754 as outlined in the Attachment G _D4.1.2, subject to TSB endorsement in October.

Attachment A_D4.1.1b

RESOLUTION 754

Profiles of Interline Baggage Claims and Proof of Fault for Baggage Prorates

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PSC(425)754	Expiry: Indefinite Type: B
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Baggage Profile 7—Delayed Delivery by a Third Party at the Transfer Airport

Passenger travels:

- with Airline A from Station 1 to Station 2
- with Airline B from Station 2 to Station 3

Problem: Airline A flight arrives to the transfer airport (Station 2) on time (within the MCT), however the baggage is delivered to Airline B with a delay caused by a third party such as the local airport authorities, government or regulatory authorities (not the carrier or handling agent) involved in the baggage delivery process at respective airport, e.g. local authority.

Solution:

~~Each Carrying Airline that participated in the carriage of the passenger shall share the claim settlement on the basis of flown mileage between all ticketed points of each carrying airline as per Article 5.4.3 of Resolution 780, unless other proof of fault of the mishandling can be obtained.~~ Airline B prorates, Airline A 100%. Airline B did not receive the baggage from Airline A.

Proof of the fault:

Baggage tracking records - BRS and/or BHS and/or Flight records.

Note:

Sharing mishandling costs caused by the local border is accountable to the delivery Airline whom the bag was in custody.

Explanation:

- If the delivery Airline has failed to deliver the bag to the receiving Airline. It's unfair to state the costs should be shared by all Airlines who haven't taken custody of the bag.
- The expectation is the Airline who has custody of the bag is responsible to ensure the custody change and should proactively be chasing the bag's release from their own Border agency to ensure it travels with the customer
- Removing the accountability from the delivery carrier may dilute the responsibility to proactively chase/track custody change from the local border agencies.
- Each carrier understands it is their responsibility and this forms part of the Airline conditions of carriage. The receiving carrier has yet to take custody of the bag, sharing costs would be inappropriate and in my opinion may increase mishandling performance. Gives the delivery carrier a way out from their responsibility to deliver the bag to the receiving carrier.

.../

Baggage Profile 11—Passenger does not Collect the Baggage ~~for Customs Clearance~~

Passenger travels:

- with Airline A from Station 1 to Station 2
- with Airline B from Station 2 to Station 3

~~Customs Clearance is required at the transfer airport.~~

For several possible reasons the passenger is required to pick-up the bag on arrival of the transfer point and then re-check in the bag for the continuation of its journey.

The reasons could be as follows:

- Customs clearance
- Change of the airport involved in the journey
- Baggage being checked only to the first stopover point of the passenger journey
- Passenger is travelling on two separate tickets and there is no agreement about through check-in between the carriers
- There is no interline agreement for carriage of Baggage between the carriers involved in the passenger journey

Problem: Passenger has not picked-up or re-checked in the bag as required. At the final destination (Station 3) when making the claim, the passenger admits that he forgot to collect the bag for Customs Clearance at the transfer airport.

Solution: No prorate applicable. The file is created for tracing purposes only.

Proof of fault:

Baggage tracing system record (PIR) and/or;
PNR and/or check-in records and/or booking records and/or;
FWD from Airline A at Station 2 and/or;
OHD from Station 2 to advise that bag was not collected by passenger.

Baggage tracking records

Original baggage tag

.../

Baggage Profile 15—Delayed Delivery in multi-sector routing - involving more than two airlines

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: Airline C never receives the baggage from Airline B, and it is proven that baggage got mishandled at Station 4.

Solution: Airline C prorates 100% Airline B. share the claim settlement with Airline B based on flown mileage between to Station 5.

Proof of the fault of mishandling:

- FWD from the Airlines B or Airline C from the Station 4 and/or;
- FWD from any other station apart Station 4 and/or;
- Baggage loading records from Station 2 to Station 3
- Baggage tracking records - BRS and/or BHS and/or local tracking system record.

Voting Item D4.1.1c/P: Resolution 755: Reflighting Message

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Submitted by : Rich Nagy, Alaska Airlines, Chairman of the Baggage Working Group (rick.nagy@alaskaair.com)
Getnet Taye, Senior Manager Global Baggage, IATA, Secretary of the Baggage working Group
(tayeg@iata.org)

Background

With the new industry requirement for auto reflighting process that enables automatic baggage reflighting with little to no human intervention, it is necessary to update the reflighting standards under Resolution 755. Therefore, Resolution 755 was updated ensuring that all processes related to auto reflighting practice were captured correctly and aligned.

The main proposed change to Resolution 755 are :

- Under definition; additional explanation on "Rush Bag" was added, additional note added to the "Reflighting BTM" definition and a new definition for "Auto Rush" was added.
- New definitions added for "auto Rush", "Long label", "Mini Rush/Sticket/Overlay", "Involuntary & Voluntary" & "reflighting/Reissuing"
- "Standards" & "Messaging rules" sections came to the beginning before "Benefits" to maintain the right sequence.
- Section 3.1 retitled as "Reflighting BTM has tracing system reference" from the previous "BTM Rush has tracing system reference"
- Diagram in section 3.1 changed to show the correct reflighting BTM process
- A new section (3.1B) for full online rush on all segment added with a new diagram
- A new section (3.1C) for full interline erush on all segment (without tracing file) added with a new diagram

Action

Conference is requested to adopt changes to IATA Resolution 755 as outlined in the Attachment D_D4.1.2, subject to TSB endorsement in October.

Attachment A_D4.1.1c/P

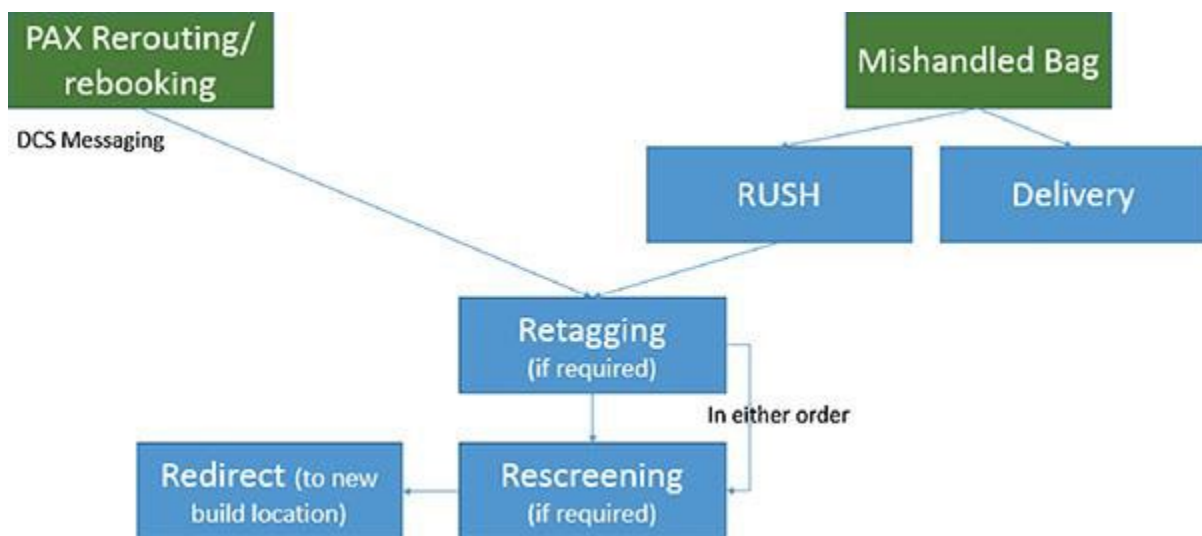
RESOLUTION 755 Reflighting Messaging

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PSC(4244)755	Expiry: Indefinite Type: B
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1. REFLIGHTING OVERVIEW



1.1 DEFINITIONS

"REFLIGHTING" means the process for dealing with change to a bag itinerary.

"REFLIGHT BTM" is a standard message sent by a Reflighting system to advise other systems about the change in the bag itinerary. NOTE: This could apply to either a Reroute/Rebook or RUSH scenario as noted in the .E element.

"MISHANDLED BAG" is a bag that was separated from its passenger for part or all of its intended route (either voluntary or involuntary); or that was not delivered to the passenger when expected.

"UNACCOMPANIED BAG" is a bag that does not travel on the same flight as its passenger.

"RUSH BAG" is an unaccompanied bag that has been added to a flight. NOTE: The tag number can remain the same or an expedite tag can be used. .NOTE: .E/RUSH

'eRush' is an unaccompanied bag that has been added to a flight that is forwarded without a physical RUSH tag/sticker/label. NOTE: The original tag number remains.

"Auto RUSH" Automated system changes/updates bag itinerary without manual intervention. NOTE: This can be an eRush or RUSH bag.

"DELIVERY" means delivery to a passenger's final destination (for example by courier).

"REROUTING/REBOOKING" means the action of accepting a passenger onto a new flight and having the bag accompany the passenger NOTE; .E/RRTE

"RETAGGING" means updating the displayed itinerary on the physical bag tag (including electronic bag tags) following an itinerary change.

"RESCREENING" means security screening the bag to the appropriate level according to regulatory requirements.

"REDIRECTING" means directing a bag to a new location within an airport environment based on a new itinerary.

"LONG LABEL" means full size RUSH tag with leading digit 2 with its own tag number (Resolution 740 Attachment K)

"MINI RUSH" / STICKERS / OVERLAY is displaying updated bag itinerary using the original tag number. Example .E/STCK)

"INVOLUNTARY AND VOLUNTARY" rerouting of bags utilize the same process with exception, the involuntary messaging will include .E/IROP

"REPRINTING/REISSUING" of a bag tag is done (if available in a DCS) when the original tag is missing or unreadable. NOTE: it is critical the original baggage tag number should be retained for the complete journey as stated in Resolution 740.

1.2 STANDARDS:

"ORIGINAL FLIGHT" DETAILS (.R/OF) should be included in the message to validate if baggage agreement exists; conditional to provide full itinerary if known

If long label is used, the original tag number should be included, if available (.R/OT).

Messaging format follows RP1745 and/or RP1755.

Any BRS and BHS must be able to support Reflighting information by receiving a new BSM for the same bag tag number when .E/RUSH is present.

When possible the same LPN should be used for the whole baggage journey (including Reflighting) as also mentioned in Resolution 740. If allowed by local, national and other authorities and subject to local rules and procedures it is preferable the baggage is not re-screened.

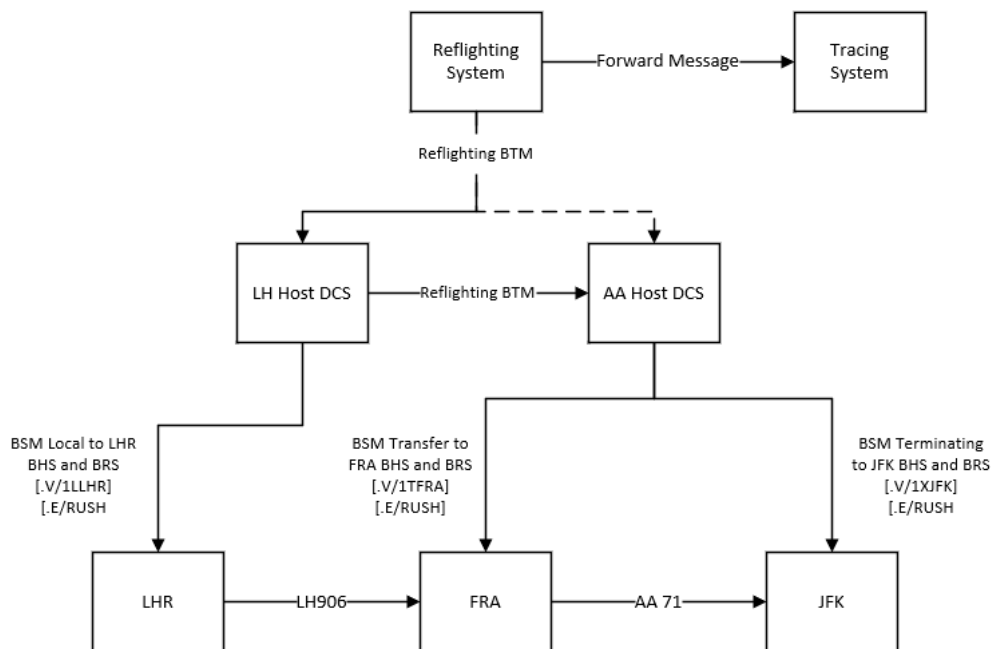
1.3 MESSAGING RULES

- Reflighting System has to send the Reflight BTM to the Host DCS of Carriers involved in the journey.
- Host System receiving the Reflight BTM must post a BSM reflecting the new itinerary.
- Reflighting System must send a forward message to the Tracing System.
- If the Reflight BTM failed and/or is rejected by any of the Host DCS of the carriers in the journey, the Reflight System may send a Reflight BTM to the airport BHS.
- If carriers share the same DCS Host, it is acceptable to send a BSM directly rather than sending a Reflight BTM. This option is only if the Host DCS and Airline(s) agree and are capable of this function.
 - Confirmation the bag exists and is left behind via left behind notification and/or physical bag scan (i.e. LBA/LBN notification containing, if required, all necessary information to Reflight the bag and create the BTM.)
 - Reflight BTM shall use .V/1E to differentiate the Reflight BTM from a regular BTM.
 - BSMs generated from Reflight BTM shall maintain .V/1L, .V/1T, .V/1X
 - eRush and AutoRush bags can be identified using .R (Example:.R/eRUSH, .R/AutoRush). This does not replace the .E/RUSH

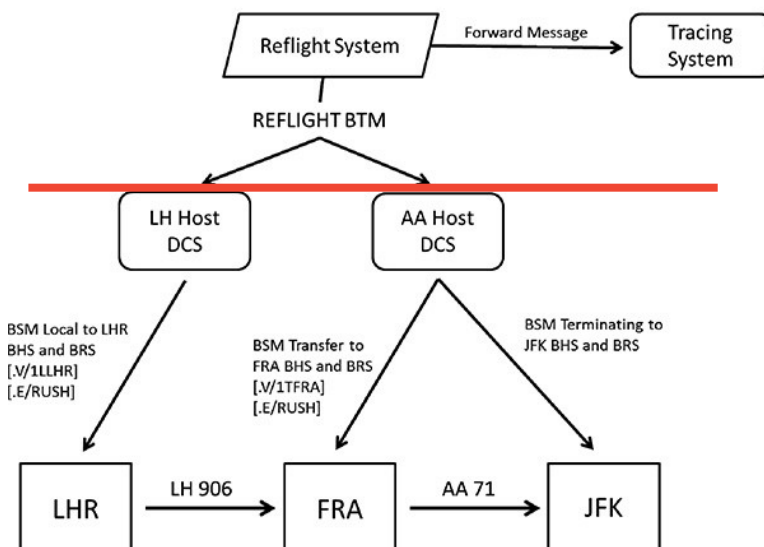
3. SCENARIOS

3.1 REFLIGHTING BTM has Tracing System reference

3.1 BTM RUSH has Tracing System reference



FULL INTERLINE RUSH ON ALL SEGMENTS



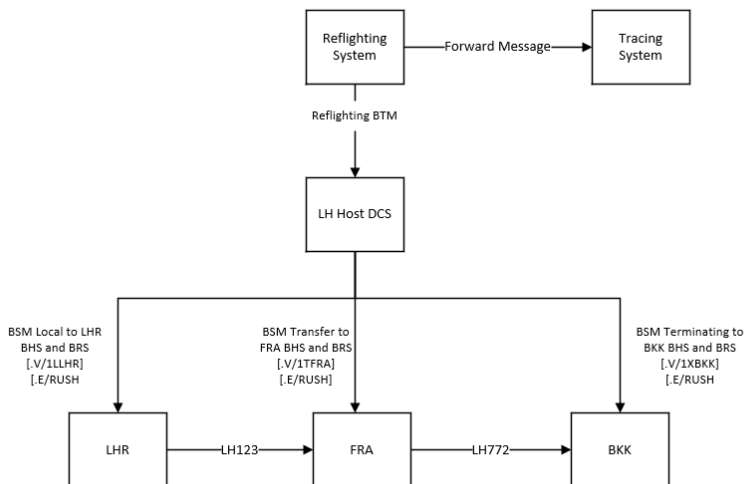
Description:

- Passenger departed from LHR on BA123 connecting on to AA123 at FRA
- Baggage left behind at LHR
- Following existing agreements (interlining, local stations agreement etc) BA decides to RUSH baggage to LH and AA but eventually BA needs to contact LH and AA before reflighting the baggage

- BA RUSH baggage to LH906 and AA71; BA sends Reflighting BTM message to LH DCS (if required, send Reflighting BTM directly to AA DCS); NOTE; AA could receive Reflighting BTM from both BA and LH.BA sends FWD message to tracing system (LH DCS may ignore the FWD message if a Reflighting BTM message has been sent with all information regarding the rush bag)
- LH DCS creates rush bag and sends out BSML at LHR with .E/RUSH
- AA DCS creates rush bag and sends out BSMT and BSMX at FRA and JFK respectively with .E/RUSH

.../

3.1B Full ONLINE RUSH ON ALL SEGMENTS



- Passenger departed from LHR on LH123 connecting on to LH772 at FRA to BKK.
- Baggage left behind at LHR
- LH RUSH baggage to LH123 and LH772; Reflighting system sends BTM message to LH DCS and FWD message to tracing system.
- LH DCS creates rush bag and sends out BSML to LHR, BSMT to FRA and BSMX to BKK respectively with .E/RUSH.

Messages:

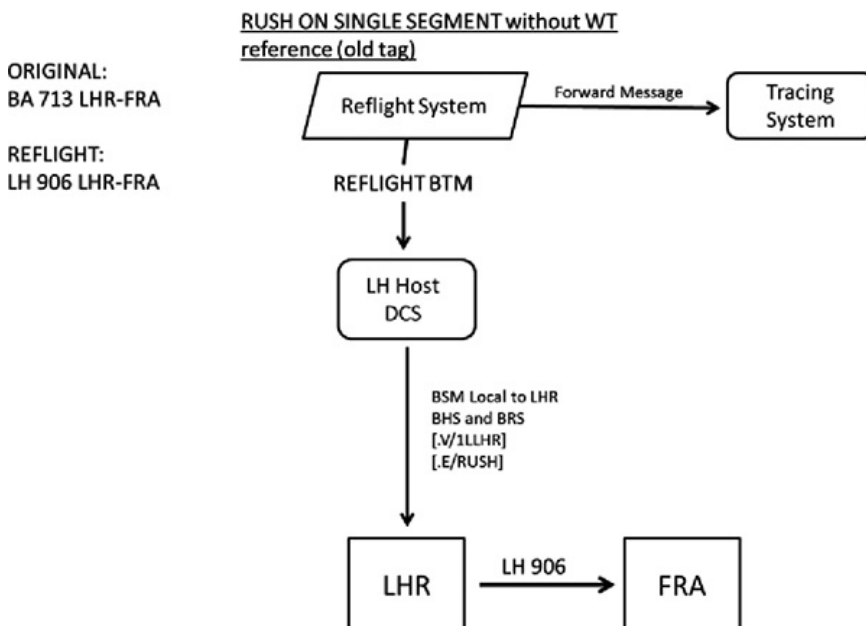
BTM<= Message Identifier
.V/1ELHR<= RUSH Transfer baggage for LHR [Change Baggage Source Indicator T to E=Exception]
.F/LH123/16APR/FRA<= Transfer to LH123 to FRA
.O/LH772/16APR/BKK<= Onward to BKK on LH772
.N/2220123456001<= Readable Tag [1 BAG ONLY PER RUSH]
.P/NEWCOMBE/DAVID<= Passenger's FULL NAME
.E/RUSH<= Expedite baggage identification
.R/OT/6220418674 <= Original Tag/Original Tag Number (If Available)
.R/WT/BKKLH123456 <= World Tracer Loss/World Tracer Loss # (If Available)

.R/NT/BKKLH12345678 <= Net Tracer/Net Tracer # (If Available)
ENDBTM<= End of Message Identifier
BTM<= Message Identifier
.V/1EFRA<= RUSH Transfer baggage for FRA [Change Baggage Source Indicator T to E=Exception]
.I/LH123/16APR/LHR<= Transfer to LH123 to FRA
.F/LH772/16APR/BKK<= Onward to BKK on LH772
.N/2220123456001<= Readable Tag [1 BAG ONLY PER RUSH]
.P/NEWCOMBE/DAVID <= Passenger's FULL NAME
.E/RUSH<= Expedite baggage identification
.R/OT/6220418674 <= Original Tag/Original Tag Number (If Available)
.R/WT/BKKLH123456 <= World Tracer Loss/World Tracer Loss # (If Available)
.R/NT/BKKLH123456 <= Net Tracer/Net Tracer # (If Available)
ENDBTM<= End of Message Identifier

BSM<= Standard Message Identifier
.V/1LLHR<= RUSH Transfer baggage for FRA
.F/LH123/16APR/FRA<= Transfer to LH123 to FRA
.O/LH772/16APR/BKK<= Onward to BKK on LH772
.N/2220123456001<= Readable Tag [1 BAG ONLY PER RUSH]
.S/Y <= Auth. to load = Y
.P/NEWCOMBE/DAVID <= Passenger's FULL NAME
.E/RUSH<= Expedite baggage identification
.R/OT/6220418674 <= Original Tag/Original Tag Number (If Available)
.R/WT/BKKLH123456 <= World Tracer Loss/World Tracer Loss # (If Available)
.R/NT/BKKLH123456 <= Net Tracer/Net Tracer # (If Available)
ENDBSM<= End of Message Identifier
BSM<= Standard Message Identifier

.V/1TFRA<= RUSH Transfer baggage for FRA
.I/LH123/16APR/LHR<= Inbound to LH123 to FRA
.F/LH772/16APR/BKK<= Outbound to BKK on LH772
.N/2220123456001<= Readable Tag [1 BAG ONLY PER RUSH]
.S/Y <= Auth. to load = Y
.P/NEWCOMBE/DAVID <= Passenger's FULL NAME
.E/RUSH<= Expedite baggage identification
.R/OT/6220418674 <= Original Tag/Original Tag Number (If Available)
.R/WT/BKKLH123456 <= World Tracer Loss/World Tracer Loss # (If Available)
.R/NT/BKKLH12345678 <= Net Tracer/Net Tracer # (If Available)
ENDBSM<= End of Message Identifier

3.1C FULL INTERLINE eRUSH ON ALL SEGMENTS (without Tracing File)



Description:

- Passenger departed from LHR on BA713 to FRA
- Baggage left behind at LHR
- Following existing agreements (interlining, local stations agreement etc) BA decides to re-flight baggage to next available LH flight while passenger is on board but eventually BA needs to contact LH before reflighting the baggage
- BA reflight baggage to LH906 retaining original tag number (eRUSH) sending BTM reflight message to LH DCS and FWD message to tracing system (LH DCS ignores the FWD message as BTM reflight message has all information regarding the rush bag)
- LH DCS creates rush bag and sends out BSML at LHR with .E/RUSH

Messages

BTM<= Message Identifier
.V/1ELHR<= RUSH Transfer baggage for LHR [Change Baggage Source Indicator T to E=Exception]
.F/LH906/16APR/FRA<= Transfer to LH906 to LHR
.N/0125123456001<= Readable Tag is Original Tag [1 BAG ONLY PER RUSH]
.P/LEWANDOWSKI/JAMES<= Passenger's FULL NAME
.E/RUSH<= Expedite baggage identification
.R/OT/eRUSH
ENDBTM<= End of Message Identifier
BSM<= Standard Message Identifier
.V/1LLHR<= RUSH Transfer baggage for LHR
.F/LH906/16APR/FRA<= Transfer to LH906 to FRA
.N/0125123456001<= Readable Tag [1 BAG ONLY PER RUSH]
.S/Y <= Auth. to load = Y
.P/LEWANDOWSKI/JAMES <= Passenger's FULL name
.E/RUSH
.R/OT/eRUSH
ENDBSM<= End of Message Identifier

3.2 Without Tracing System reference and has a connection flight connecting onto the original flight

Description:

Passenger departed from LHR on BA123 connecting on to AA71 at FRA

- Baggage left behind at LHR
- Following existing agreements (interlining, local stations agreement etc) BA decides to re-flight baggage to LH (and not AA) but eventually BA needs to contact LH (and not AA) before reflighting the baggage
- BA re-flights baggage to LH906 sending BTM reflight message to LH DCS and AA DCS and FWD message to tracing system (LH DCS ignores the FWD message (as BTM reflight message has all information regarding the rush bag)
- LH DCS creates rush bag and sends out BSML at LHR with .E/RUSH
- AA DCS retains the standard bag sends out BSMT for FRA (with .R/NR/AA71/16APR/JFK (without .E/RUSH) and BSMX for JFK)

3.4 Without Tracing System reference and the bag is rushed onto the next flight with a new rush tag

.P/RAN/EVELIEN <= Passenger's FULL name
.E/RUSH

.R/OT/6125418674

ENDBSM<= End of Message Identifier

3.5 Passenger rebooked to other carrier (the flight is overbooked)

Description:

- Passenger booked on BA387 from LHR to ATL
- Passenger is checked-in with baggage
- Passenger is offloaded (voluntary or involuntary) on BA387 and has to be transferred to DL236 (based on existing interline agreements on transfer)
- BA sends BSM DEL or BUM (whichever is applicable) to airport systems and BTM reflight message to DL236
- DL will have a passenger and baggage details on their DCS and sends out BSM NEW with the ATL as N and the check-in status as N in .S until passenger is checked in on DL236 (example below)
- Baggage can now be re-directed to DL236 make up location (handled by airport systems)
- Once passenger is checked-in on DL236 BSM CHG will be sent with the new ATL and check-in status in .S

In a scenario where passenger and bag have an additional segment and rerouted, a .O would be used.

3.6 Passenger rebooked to other carrier (the flight is disrupted)

Description:

- Passenger booked on BA387 from LHR to ATL
- Passenger is checked-in with baggage
- BA387 is disrupted and the passenger has to be transferred to DL236 (based on existing interline agreements on transfer)
- BA sends BSM DEL or BUM (whichever is applicable) to airport systems and BTM reflight message to DL236
- DL will have a passenger and baggage details on their DCS and sends out BSM NEW with the ATL as N and the check-in status as N in .S until passenger is checked in on DL236 (example below)
- Baggage can now be re-directed to DL236 make up location (handled by airport systems)
- Once passenger is checked-in on DL236 BSM CHG will be sent with the new ATL and check-in status in .S

In a scenario where passenger and bag have an additional segment and rerouted, a .O would be used.

4. MESSAGING RULES

- ~~• Reflighting System has to send the Reflight BTM to the Host DCS of Carriers involved in the journey.~~
- ~~• Host System receiving the Reflight BTM must post BSM or CHG BSM.~~
- ~~• Reflighting System must send a forward message to the Tracing System.~~
- ~~• If the Reflight BTM failed and/or is rejected by any of the Host DCS of the carriers in the journey, the Reflight System may send a Reflight BTM to the airport BHS.~~
- ~~• If carriers share the same DCS Host, it is acceptable to send a BSM directly rather than sending a Reflight BTM. This option is only if the Host DCS and Airline(s) agree and are capable of this function.~~

Voting Item D4.1.1d/P: Recommended Practice 1745: Baggage Information Messages

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Submitted by : Rich Nagy, Alaska Airlines, Chairman of the Baggage Working Group (rick.nagy@alaskaair.com)
Getnet Taye, Senior Manager Global Baggage, IATA, Secretary of the Baggage working Group
(tayeg@iata.org)

Background

The Attachment A to RP 1745, which includes codes set for the baggage exception data element, were revised to accommodate needs for additional identification of baggage, or needs for special handling requirements of specific pieces of baggage. The codes are also recommended for a use in baggage messages. They are included as a code set for the E element (Baggage Exception data) as either 3- or 4-character code.

The main proposed change to RP 1745 Attachment A, section 1.3 are :

- New ARSH code added for
- DAA code description was enhanced
- New ERSR code added
- New FBT code added

Note: The changes in the RP 1745 are output of two BWG meetings (meeting 48 and 49).

Action

Conference is requested to adopt changes to IATA Recommended Practice 1745 as outlined in the Attachment E _D4.1.2, subject to TSB endorsement in October.

Attachment A_D4.1.1d/P RECOMMENDED PRACTICE 1745 Baggage Information Messages

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△ PSC(4362 4)1745	Expiry: Indefinite Type: B
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1.3 Additional Recommended Codes for Baggage Identification or Handling

<u>ARSH</u>	<u>Auto-Rush</u>
CMAL	Internal company mail as checked baggage
CPY	A copy tag is required or has been done for this baggage
CPYA	A copy tag is authorized for this baggage
CPYD	A copy tag will be performed by the DCS
CPYN	A copy tag is not authorized for this baggage
CREW	Crew member's baggage
CUST	Bag (to be) inspected by customs
DAA	Indicates baggage that has to be Deliver(ed) At Aircraft <u>for special handling customers like wheelchair, families with young kids</u>
DGR	Dangerous Goods in checked baggage
DPBT	Digital Pre-tag
DUPE	Duplicate tag number for the same flight
EBT	Electronic Baggage Tag
<u>ERSH</u>	<u>e-Rush</u>
<u>FBT</u>	<u>Fast Bags as defined as a high value customers (HVC) and VIP checked bag made available of arrival at the aircraft door-first and/or fast.</u>
GRP	Baggage of a group
GRND	Requires ground transportation connection
HAJJ	Indicates baggage of "Pilgrims to Mecca"

Voting Item D4.1.1e/P: Recommended Practice 1745a : Automated Baggage Handling based on the messaging of RP1745

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Submitted by : Rich Nagy, Alaska Airlines, Chairman of the Baggage Working Group (rick.nagy@alaskaair.com)
Getnet Taye, Senior Manager Global Baggage, IATA, Secretary of the Baggage working Group
(tayeg@iata.org)

Background

Due to the changes done in Resolution 755 (Reflighting) and an introduction of the auto reflighting process, changes to Recommended Practice 1745a are necessary to ensure alignment.

The main proposed change to RP 1745a are :

- Removal of all processing information in chapter 5.6 & 5.7 and refer to Resolution 755 to avoid duplication.
- Addition of BTM/E to the glossary acc. to Resolution 755,
- Removal of BSM/E from the glossary as it is not required in Resolution 755.
- Removal of referencing to A4A
- Title change to section 5.6.1 to "Introduction "Reflighting"" and referencing of Resolution 755
- Section 5.7 changed to read "Reprinting/Reissuing" instead of "Re-tagging" and referencing of Resolution 755

Action

Conference is requested to adopt changes to IATA Recommended Practice 1745a as outlined in the Attachment A _D4.1.1e, subject to TSB endorsement in October.

Attachment A_D4.1.1e

RECOMMENDED PRACTICE 1745a

Automated Baggage Handling Based on the Messaging of RP 1745

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PSC(43 44)1745a	Expiry: Indefinite Type: B
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3. GLOSSARY OF "TERMS IN AUTOMATED BAGGAGE HANDLING ENVIRONMENT"

.../

Baggage Information Messages	BSM/L	Baggage Source Message for local departing bags A baggage source message containing the letter L (Local) in the Baggage Source indicator of the .V element (e.g. .V/1LJFK...)
	BSM/R	Baggage Source Message for remotely checked-in bags A baggage source message containing the letter R (Remote) in the Baggage Source indicator of the .V element (e.g. .V/1RJFK...)
	BSM/T	Baggage Source Message for transfer bags A baggage source message containing the letter T (Transfer) in the Baggage Source indicator of the .V element (e.g. .V/1TJFK...)
	BSM/X	Baggage Source Message for terminating bags A baggage source message containing the letter X (Terminating) in the Baggage Source indicator of the .V element (e.g. .V/1XJFK...)
	BSM/E	Baggage source message for exception bags (Reflighting, rerouting and RUSH) as per Resolution 755
	BTM	Baggage Transfer Message Provides a receiving carrier at a transfer station with the details of all baggage on an incoming flight that is to be transferred to the receiving carrier's services by the delivering carrier. It is recommended to send a copy of the BTM to the airport if requested. A BTM only needs to be sent when baggage data has not been previously passed as part of a through check-in transaction.
	BTM/E	Baggage Transfer Message for exception bags (Reflighting = Rerouting and RUSH) as per Resolution 755
	BTS	Baggage Tracking System An ABS that enables tracking of a bag being processed during flight and/or ground transportation.
	BUM	Baggage Unload Message The Baggage Unload Message is a request to unload, or not to load specific baggage.

.../

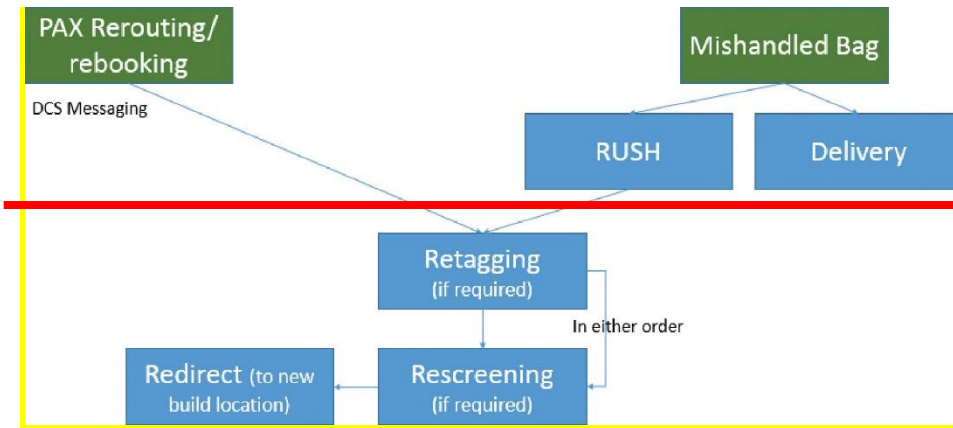
5.6 Re-Flighting

5.6.1 ~~Definition~~ Introduction "Re-Flighting"

The goal is to deliver baggage to the passenger by the fastest possible means, using the services of any member, to the airport nearest to the passenger's address and to ensure that security requirements for Mishandled Baggage are observed.

~~"REFLIGHTING" means the process for dealing with change to a bag itinerary~~

Refer to Resolution 755 for detailed Re-flightting process.



"REFLIGHT BTM" is a standard message sent by reflighting system to advise other carrier systems about the change in the bag itinerary.

"MISHANDLED BAG" is a bag that was separated from its passenger for part or all of its intended route (whether voluntary or involuntary); or that was not delivered to the passenger when expected.

"UNACCOMPANIED BAG" is a bag that does not travel on the same flight as its passenger.

"RUSH BAG" is an unaccompanied bag that has been added to a flight.

"DELIVERY" means delivery to a passenger's final destination (for example by courier).

"REROUTING/REBOOKING" means the action of accepting a passenger onto a new flight and having the bag accompany the passenger.

"RETAGGING" means updating the displayed itinerary on the physical bag tag (including electronic bag tags) following an itinerary change.

"RESCREENING" means security screening the bag to the appropriate level.

"REDIRECTING" means directing a bag to a new location within an airport environment based on a new itinerary.

When possible the same LPN should be used for the whole baggage journey (including re-flighting) as also mentioned in Resolution 740. If allowed by local, national and other authorities and subject to local rules and procedures it is preferable the baggage is not re-screened.

For process around UNAR (Bag travelling ahead of Passenger) please see Chapter 5.5.

5.6.2 Relevant References "Re-Flighting"

IATA Resolutions Manual: Resolution 743, Section 2.1, Resolution 743a, Sections 3 and 3.1, Resolution 780, Article 1.20, 4, Resolution 735d, Article 3.2, Resolution 740, 3.2 and Attachment L, Resolution 755, and RP 1745.

5.6.3 Process Description "Involuntary Re-Routing"

This process is initiated by the Departure Control System (DCS) and is performed within Automated Baggage Systems (ABS) involving the exchange of data between the Departure Control Systems (DCS) and the ABS. This process is applicable if the DCS is the same for both flights or if automated exchange of data is possible between the two DCSs involved.

Accompanied Baggage Re-routing Process

1.	Cancel the BCR from original flight
-	This occurs when baggage is cancelled from a flight for which it had been checked-in for. This information is conveyed to other systems by means of BSM DEL, conditionally by means of BTM/DEL in case of interline re-routing, with .E/RRTE and .E/IRDP.
2.	Register baggage for new flight
-	This occurs when passenger and/or baggage are checked-in for a new flight. The DCS will indicate the rerouting request of a bag by sending a new BSM, conditionally BTM, for the original tag number with the new routing information (.F, if available .I and optionally .O) and a .E element using the bag message codes RRTE and IRDP.
3.	Evaluate if tag update is required. (The preference is to keep the original LPN.)
-	Note: If a manual process is required, when baggage of passengers is re-routed to an interline partner or different airline, the updating of the tag is initiated by the OOC. It can be performed by the OOC or a contracted handling agent, or asked to be done by the NOC or by baggage handling agents at a re-labeling workstation.
4.	Evaluate Baggage Security Screening requirement (based on regulatory and/or carrier specific requirements)

5.6.4 Process Description "Voluntary Re-Routing"

This process is initiated by the passenger and is performed within Automated Baggage Systems (ABS) involving the exchange of data between the Departure Control Systems (DCS) and the ABS.

This process is applicable if the DCS is the same for both flights or if automated exchange of data is possible between the two DCSs involved.

The process is the same as described above but without .E/IRDP.

~~5.6.5 Relevant Messages~~

~~It is recommended to send BSM DEL that indicates that the baggage data for the contained tag number is void for the "original flight" (depends if it is possible – e.g. in case of the two different DCSs involved).
Reference to Example Scenarios in Resolution 755.~~

~~5.7 "Re-Tagging" – Baggage Re-Tagging~~

~~5.7.1 Definition "Re-Tagging"~~

~~Baggage Re-Tagging means the ability to re-print the original baggage tag of one piece of baggage and attach the new label on that baggage according to a local bilateral agreement and Airlines permission for baggage that has lost its tag or where the tag has been damaged during its transport.~~

~~It is critical the original baggage tag number should be retained for the complete journey as stated in Resolution 740.~~

~~5.7.2 Goal "Re-Tagging"~~

~~The goal of the "Re-Tagging" process is to avoid mishandled baggage.~~

~~When re-tagging a bag it is important to ensure that tag details are correct.~~

~~Automated Baggage Re-Tagging can be performed by airlines themselves or any ABS that were authorized by the Airlines according to a local agreement.~~

~~5.7.3 Relevant References "Re-Tagging"~~

~~Resolutions Manual: IATA Resolution 780/A4A Resolution 5.65, IATA Resolution 740/A4A Resolution 30.35, 5.1.1.1 and 5.1.1.2, IATA Resolution 743 1.6.1, IATA RP 1745/A4A RP 30.45, IATA RP 1774.~~

~~5.7.4 Process Description "Re-Tagging" "Re-Printing"~~

~~Typically the re-tagging process is initiated by the baggage handling agent and involves human interaction with Automated Baggage System (ABS) and conditionally the exchange of data between ABS and Departure Control Systems (DCS).~~

~~Optionally the re-tagging process can be initiated by an airline agent and performed without any involvement of an ABS. (It means re-printing of the tag from the airline host system.)~~

1.	The minimum baggage tag data needs to be available.
2.	By scanning or typing LPN the baggage data is retrieved.
3.	If the baggage data cannot be retrieved, the bag has to be referred to problem bags/re-flightting staff.
4.	It is recommended to regularly update the re-flightting rules (between Carriers and Airports).

5.7 "Re-Printing /Reissuing"" ~~"RETAGGING"~~ BAGGAGE RETAGGING

Refer to Resolution 755 for detailed Re-flightting process (add hyperlink to Reso755)

5.7.5 Relevant Messages "Re-Tagging"

~~Please see the Scenarios (process diagrams and messaging) under IATA Resolution 755.~~

Voting Item D4.1.1f/P: Recommended Practice 1754 - Form and Function of the Electronic Baggage Tag (EBT)

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Submitted by : Rich Nagy, Alaska Airlines, Chairman of the Baggage Working Group (rick.nagy@alaskaair.com)
Getnet Taye, Senior Manager Global Baggage, IATA, Secretary of the Baggage working Group (tayeg@iata.org)

Background

The EBT technology has significantly evolved since RP1754 came into effect. Therefore, it has been necessary to update this RP to align it with the current practices and state of technology. The aim of the changes was to ensure the RP is relevant, fit for purpose, aligned with ever evolving industry practices and technology.

The main proposed changes to Resolution 1754 are :

- Under the "General EBT principle"
 - Citation to regulatory requirement in the section was removed
 - The requirement to submit the EBT design to IATA was removed
 - A statement on airlines responsibility to ensure EBT device meets the requirement was added
 - Update on the security mechanism was made under item 7
 - Clarification on validation of the EBT data was added under item 8
 - Clarification on the update of the EBT data & content was added under item 9
- Under hardware components of the EBT
 - Bluetooth component changed from mandatory to optional
 - GPS & ultrawide band were added as optional components
 - GSM related with mobile data
- Under display section
 - The need to align with Resolution 740 was added
- Other capabilities section
 - EBT shall feature mandatory capabilities listed in table 1

Action

Conference is requested to adopt changes to IATA Recommended Practice 1754 as outlined in the Attachment A_D4.1.1f/P, subject to TSB endorsement in October.

Attachment A_D4.1.1f/P

RECOMMENDED PRACTICE 1754

Form and Function of the Electronic Baggage Tag (EBT)

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PSC(42-44)1754	Expiry: indefinite Type: B

RECOMMENDED that:

The following are the minimum specifications for an electronic baggage tag applicable for use in an interline environment by IATA members.

GENERAL EBT PRINCIPLES

1. Any party may manufacture electronic baggage tags. Airlines will not be the sole point of distribution for electronic baggage tags.
2. Electronic baggage tags are considered to be Personal Electronic Devices (PEDs) and should adhere to any applicable regulation. [FAA guideline 91 21C or its subsequent version.](#)
- ~~3. All electronic baggage tag providers should submit their design details and samples to IATA. Details are available by contacting baggage@iata.org.~~
- ~~3. 4.~~ Airlines retain the right to accept an electronic baggage tag for carriage or not. [Airlines shall ensure that the Electronic Baggage Tag Devices they use meet the requirements of Resolution 740.](#)
4. All Electronic Baggage Tags (EBT) shall have a [permanent](#) GUID (Globally Unique Id).
5. ~~As a fall back option in case of broken screen or any other malfunction,~~ a QR Code ~~that provides access to containing the~~ [permanent](#) GUID of the baggage tag shall be printed permanently on the EBT. ~~as a fall back option for broken screen or be capable of easily being displayed on the screen of the EBT.~~
6. ~~A security mechanism must be used to ensure only authorized parties are updating the tag.~~
7. ~~A mechanism must be in place to ensure an EBT can only be updated with authenticated data related to the journey and the bag. As a security measure, the EBT must incorporate the means to ensure it is activated in close (< 5 cm) proximity of the device, e.g. require a button press, or hold NFC reader close. If an EBT can be activated and updated over a longer distance, additional security mechanisms must be used to ensure an authorized party is updating the tag.~~
8. Simple validation of ~~displayed~~ EBT data by using ~~by checking the messages using LPN and .M~~ should be possible. ~~If different, could be a miss-labelled bag. Use .M as master.~~ If there is a difference between the EBT data and the .M, (e.g. miss-labelled bag), the .M is the default element to identify the bag.
9. The update of the EBT information via any available channel must ~~refresh the display the EBT data and contents (e.g. display, RFID information).~~
10. It must be possible to update an EBT using a passenger owned device (such as a mobile phone) and/or an airline owned device (such as a handheld scanner or fixed airport infrastructure).
- ~~11. EBTs shall not transmit accidentally. EBTs are designed to not transmit accidentally (see point 2). To facilitate this the journey data update mechanism can only activate a tag for a limited time, which is no more than 60 seconds with the tag ceasing to be active once the update is complete.~~
12. Airlines or their authorized agents (operating through a trusted channel) must be able to update the tags throughout the journey to cope with itinerary changes and disruptions.
13. Manufacturers must provide a mechanism to update ~~to update tags individually or en-masse through the RFID interface or manual button press, but it shall not be possible to make mass updates through other interfaces.~~ [‘Electronic Bag Tags’ journey details individually or en-masse through any available channel.](#)

HARDWARE COMPONENTS OF THE ELECTRONIC BAGGAGE TAG

In order to ensure that there is a standard level of functionality across all electronic baggage tags there shall be a minimum set of functional components defined for an EBT.

COMPONENT	PURPOSE	OPTIONAL OR MANDATORY
-----------	---------	-----------------------

Display	To display the human readable and 1D licence plate	Mandatory
QR Code containing a URL with the to retrieve the GUID	To allow identification of the tag through an optical means	Mandatory
RFID	To allow RFID tracking of the bag	Mandatory
Bluetooth LE	To allow interaction with the EBT via a smartphone	Mandatory Optional
NFC	To allow interaction with the EBT via a smartphone	Optional
GSM Mobile data	To allow remote interaction with the device and global tracking	Optional
GPS	To enable another means to track/locate a bag	Optional
Ultra Wide Band (UWB)	To enable another means to track/locate a bag	Optional

Table 1

TRANSMISSION

EBTs making use of ~~GSM Mobile Data~~ or other active transmission technologies, including Bluetooth, must demonstrate compliance to ~~FAA Advisory Circular 91-21-C or other applicable regulations in other jurisdictions, which currently prohibits the transmission by EBTs during flight.~~ any applicable regulation.

BATTERIES

EBTs using a battery must comply with the ICAO regulations Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284).

DISPLAYS

Handle-attached EBTs must have either dual displays showing identical information, or be affixed so that a single display EBT always presents a readable display to reading devices, so that the tag can be read regardless of the tag orientation on the handle. ~~so that a single display EBT always presents a readable display to reading devices.~~

Displays must be of a size and resolution that allows a complete set of operational data that complies with Resolution 740 to be shown in a legible manner. Typical display examples are shown in figure 1.

.../

Information Area

The information area displays the numeric representation of the barcode license plate, in its 10-digit form.

The information area also contains the passenger name in the format of lastname/firstnametitle (e.g. ~~PRICE/ANDREW~~MR PETER/JOHN~~MR~~) and optionally, the Passenger Name Record locator.

Example:

4220123456 ~~PRICE/ANDREW~~MR PETER/JOHN~~MR~~ PNRADR

The information area font is 3 mm high (minimum).

EU BORDERS REGULATORY COMPLIANCE

~~When used in the EU, EBTs must adhere to the regulations in place regarding the display of green stripes to facilitate the identification of bags originating with the EU any applicable regulation on the display (such as e.g., the green stripes requirement on the display for European Union countries).~~

OTHER EBT CAPABILITIES

~~Electronic baggage tags may shall feature mandatory capabilities listed in Table 1. Electronic baggage tags may feature other capabilities such as NFC interfaces (to allow interacting with the tag by the passenger's phone), GSM (to allow remote programming and tracking), or other features~~

As new capabilities are developed, agreed and approved for use in the future, they will be included in the implementation guidance materials.

Item D4.2: 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, Head Industry Architecture, 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.

Going forward, activities of this group will be transferred to a newly established Delivery with Orders Working Group.

Members of the Departure Control Systems Message (DCSM) Working Group

The following Airlines and Strategic Partners committed to active participation in standards development.

Position	Organization	Delegate name
1 (Observer)	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 (Observer)	JSC Sirena-Travel	Alexey Barinov
9 (Observer)	Travelport	Gary Bergstrom
10 (Observer)	Navitaire	Kevin Vandenberg
11 (Observer)	SITA	Atnafseged Kassa
12	Lufthansa	Achim Garz
13 (Observer)	Unisys	David Gulbradson
14 (Observer)	Travelsky	Li Jian
15	United	Alan Korulla
16	Air India	Preet Kaur Singh

Departure Control Systems Message (DCSM) Working Group activity in 2023

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 will not have its mandate extended for a further 12 months by the Travel Standards Board (from 1 November 2023). Instead, 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, and merged with the activity of the Delivery with Orders WG.

We would like to extend our sincere gratitude to the airline members and system providers that have participated throughout the years in the development of departure control standards and welcome their continued involvement under the umbrella of the new Delivery with Orders WG.

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. The newly established Delivery with Orders WG is expected to develop a new workplan.

Action

Conference to note.

Item D4.3: Report and Workplan of the Common Use Group (CUG)

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Submitted by: Mr. Giorgio Camilleri, Secretary (IATA) - Manager Airport Operations and Technical Development (camillerig@iata.org)

Background

The Common Use Group was established under the Travel Standards Board with a mandate to deal with matters concerning

- Common Use Self Service (CUSS), the specifications and standards for multiple airlines sharing one physical self-service kiosk.
- 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.
- Bar Coded Boarding Pass, the required characteristics of the data elements and format of the Bar Code on the Boarding Pass.
- 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.
- 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 technical specifications, including data exchange standards for passengers.
- Review and endorse proposals to amend Resolution 792; and Recommended Practices 1706c, 1797 and 1741.
- 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 Travel Standards Board

Going forward, activities of this group will be transferred to a newly established Delivery with Orders Working Group.

Members of the Group

The following Airlines and Strategic Partners committed to active participation in standards development.

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. ITPS-TSG Lead	Swiss Airlines	Thomas Schmitter
10. 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 2023

Meetings:

A number of virtual meetings occurred in 2023 for CUG and the technical sub groups of the Common Use Group.

A three-day hybrid meeting was held on 15th-17th May in Montreal.

A F2F meeting is planned to occur on 14-17 November in Singapore for the Task forces under the new DOWG. A joined session with the task forces under the Customer Experience & Facilitation Working Group (CEFWG) task force is also planned to seek for synergies.

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.

Virtual working sessions were held during 2022. However, a decision was been made to wait for the proposed Agile Governance changes under the TSB before finalizing this work to ensure alignment in priorities.

The Common Use Group will now form part of the new Delivery on Orders Working Group from 1st November 2023.

CUSS Technical Specifications

The Technical Solution Group CUSS provided updates to the CUSS Technical Specifications. Version CUSS 2.0

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.

CUSS 2.0 is expected to be released by the end of 2023 subject to concurrent approval from TSB and ATSB, and final endorsement from PSC as per Reso 009.

In 2023/2024 program of work include:

- Release of Technical Specification CUSS 2.0
- Development of Implementation Guidance
- Development of Developer guidance
- Review of RP1706c/d/e/f
- Review of Associated APIs with the Open API Group

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 in 2023

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 2023/2024 program of work include:

- Development and release of a Security Access API following AIDM and Open Air Best Practice
- Joint task force of Common Use and One ID, specifically Common Use Web Services and the One ID Contactless Travel component
- Development of API business requirements in order to support the evolution of Mobile Interaction on Common Use touchpoints.

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).

The publication was reviewed and updated in 2022 and is now available as an IATA product.

Common Use Group adoption of standards

The CUG proposes changes to the RP1706c and to rescind RP1706d/e/f

Group Work Plan

The work plan of this group has been reviewed and endorsed by the Travel Standards Board.

Action

Conference to note this report.

Voting Item D4.3.1: From the Common Use Group – Update RP 1706c and rescind RPs 1706d, 1706e and 1706f

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Submitted by: Tim McGraw, American Airlines (Vice-Chair) and Thomas Jeske, Lufthansa (Vice-Chair)
Giorgio Camilleri, Secretary (IATA) – Manager Airport Operations and Technical Development
(camillerig@iata.org)

Background

The Common Use Group (CUG) has been created to develop and maintain industry standards in five specific areas of common use. The objectives of the group are to:

- Develop and maintain technical specifications and respective recommendations/resolutions.
- Develop implementation guidelines that reflect best practices.
- Drive technical and process innovation around airport IT infrastructure shared between many airlines.
- Recommend all such standards to the industry via the IATA Passenger Standards Conference.

The Common Use Self-Services Technical Solution Group (CUSS-TSG) is responsible for RP1706c and for the maintenance of its Technical Specifications. This group reports to the CUG. The CUSS 1.5.1 is the current supported version.

Many of the technologies integrated in CUSS 1.x (e.g. CORBA, JAVA plug-in, Internet Explorer, ...) have already reached their end of life, will soon be obsolete, and are no longer supported or maintained.

The new CUSS 2.x environment addresses these pressing issues and offers the opportunity to make several improvements. Particular attention is paid to increasing data security and reducing the risks of cybercrime.

CUSS 2.x enables the streamlining of application and platform updates. It improves application integration at various touchpoints. Resulting benefits include operational flexibility, mobile application support, predictable release cycles, and improved certification to ensure consistent deployment.

The CUG has reviewed the existing RPs pertaining to CUSS, and proposes the following changes to **RP1706c** (Functional Specification for CUSS User Interface), **RP1706d** (Non-ATB Document Specifications for Common Use Self Service (CUSS) Kiosks), **RP1706e** (Paper Specifications—Documents to be Printed by a General Purpose Printer (GPP) in a Common Use Self-Service (CUSS) Kiosk), and **RP1706f** (Functional Specification for CUSS User Interface) to accommodate this industry requirement.

- Changes to RP1706c to reflect the above business justification.
- RP1706d and RP1706e define the minimum document specifications for the non-accountable non-ATB documents used in a general document printer. The specifications are already defined in Reso722e, and thus they shall be rescinded.
- The Technical Specification does not define any business process steps. Thus, the RP1706f shall be rescinded.

TSB is reviewing the proposed changes for endorsement. For reference, ATSB is reviewing the request to issue APIs referenced by the RP1706c.

Actions

- Conference to adopt changes to IATA RP1706c as outlined in the **Attachment A_D.4.3.1**
- Conference to rescind IATA RP1706d, RP1706e, and RP1706f **Attachment B_D.4.3.1**

Attachment A_D4.3.1: Recommended Practice 1706c

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RECOMMENDED PRACTICE 1706c Common Use Self Service (CUSS)

PSC(3644)1706c	Expiry: indefinite Type: B
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RECOMMENDED that:-

Airlines, Airports, and Platform Suppliers planning to operate shared Self Service Devices in a Common Use environment for the purposes of facilitating individual airline processes, the specifications and standards as referenced in this Recommended Practice shall apply. ~~when Members plan to operate shared Self Service Devices in a Common environment, such as an airport, for the purposes of individual airline processes, the specifications and standards as described in this Recommended Practice are applied.~~

1. INTRODUCTION/SCOPE

Common Use Self Service (CUSS) describes the specifications and standards for multiple airlines sharing one physical self-service device Kiosk. ~~Member airlines will develop a develop Industry partners have and continue to develop Common Use Self-Service Platforms and Applications supporting passenger processing functionality and capabilities enabled through the use of self-service devices. to include, but not be limited to, check-in functionality. Future developments may include other functions, both business and technical.~~

2. PURPOSE

~~The basic idea of the~~ CUSS ~~concept is to~~ enables client applications airlines to provide passenger services to airlines on at a shared ~~Kiosk~~ devices.

The major benefits of the CUSS standard are:

- Customer interaction with airline application at a single point of contact
- Consistent and unified customer experience across different locations
- Secure, stable and controlled application environments
- ~~security of access~~
- Optimal use of airline facilities ~~optimum use of airline facilities with no need to dedicate special areas for different airlines~~
- Ability to share ~~shared running~~ costs
- Providing stability, operation consistency, and interoperability through certification of CUSS platforms and applications
- Operational flexibility

~~permits delivery of a proprietary check-in product, thus the airlines are not required to use systems provided by airport authorities or handling agents which might not be compatible with their host computer systems~~
~~airports only have to provide space for the common Kiosk thus reducing the amount of space an airport needs to set aside for airline Kiosks.~~

3. DEFINITIONS

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

3.1 Application Provider

An Application Provider is an entity ~~that is~~ responsible for the provision and management of their applications accessible from a CUSS Device. Kiosk, e.g. an airline.

3.2 Application Supplier

An ~~entity that writes~~ Application Supplier writes develops and maintains the application software for the Application Provider.

3.3 Architecture

~~This is the structure of operation (refer to the Technical Specifications published separately from this Recommend Practice).~~
The Architecture is the software and hardware that ~~will be~~ is employed to deliver CUSS, and to ensure consistency of

3.4 Common Software

~~This software provides an interface between Hardware devices and the Kiosk/airline applications which use them. This will be referred to as middleware. It includes several layers, the top layer of which will be the Standard Interface Layer.~~

3.4.1 CUSS Consumables ~~Passenger Documents~~

~~The Kiosks may contain (as appropriate):~~
~~CUSS Devices may use (as required):~~

- ~~• Blank ATB Card Type 4 stock with a magnetic stripe and without a binding stub (Refer to IATA 722c and 722e/A4A 20.51 and 20.2014)~~
- ~~• General Purpose Printer (GPP) Paper stock (Refer to IATA 1706d A4A RP 30.102)~~
- ~~• Blank baggage tag stock (Refer to IATA Resolution 740/A4A 30.35).~~

3.5 CUSS Platform

~~The CUSS Platform is the~~ This defined environment ~~supports~~ supporting applications ~~for from~~ one or more ~~airlines~~ Application Providers and conforms to the standards as described in this Recommended Practice.

3.6 CUSS Application ~~(See also, "Kiosk Application")~~

~~The CUSS Application~~ A single certified business is an application that ~~will~~ can run on multiple CUSS ~~certified~~ Platforms. CUSS Platform Suppliers may require certification of CUSS applications.
There is no defined limitation about what and how many CUSS Applications can be offered on a CUSS device.

3.7 Kiosk Application ~~(See also, "CUSS Application")~~

~~The Kiosk Application is the essential part of the Kiosk system. It provides the functionality the Kiosk offers to the customers. It depends on the Kiosk Application whether a Kiosk can be used for check-in, ticketing, as a ticket vending machine or virtually anything else. There is no limitation about what and how many Kiosk Applications can be offered on a Kiosk system.~~

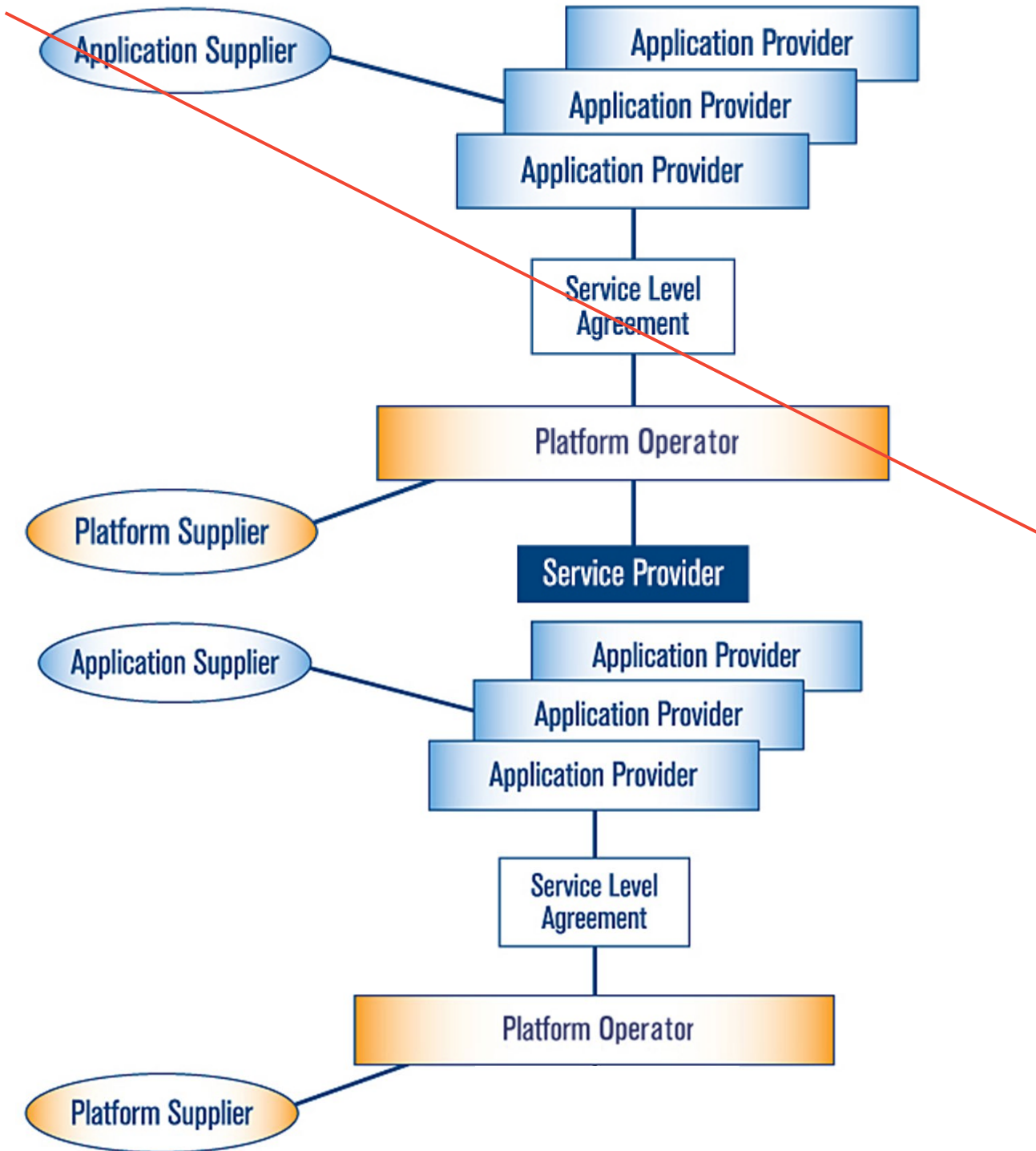
3.7.8 Platform Operator

~~The Platform Operator~~ This is the entity that is responsible for ~~ongoing provision and the~~ management and maintenance of the ~~Platform~~ CUSS hardware and software.

3.9 Platform Supplier(s)

~~A Platform Supplier~~ This is the entity ~~who provides any component of the Platform that develops and maintains the CUSS platform software.~~

3.10 Relationship Among Entities Involved in the CUSS System



3.11 Selection Interface Screen **CUSS Device**

A CUSS Device is any device that operates a CUSS platform and compliant applications. This is the initial screen a customer will interact with prior to selecting an airline application. This will be provided by the Platform Operator.

3.12 Service Provider(s)

This is the entity that is responsible for maintaining the operational service performance of the Platform.

3.13 Kiosk Enclosure

~~The physical assembly and ergonomics of the kiosk including devices and components, screens, millwork and/or encasement, mounting, service doors, and physical security and access controls.~~

4. CUSS ~~PRODUCT~~ STRATEGY

The CUSS ~~product~~ strategy is to deliver a common self service ~~Platform platform~~ to support individual airline processes at a shared ~~CUSS device, Kiosk, e.g. check-in.~~

The key to the ~~product~~ strategy is an ~~Open Architecture open, extensible architecture~~. This means that it should be ~~possible to~~ The platform can use any ~~Hardware hardware~~ or software that conforms to CUSS ~~standards included~~ defined in the Technical Specifications.

~~This open strategy enables airlines to maintain their individual identity in terms of product offering.~~

~~The functionality described is not exclusive. Any future products and/or applications may be introduced as business needs change and will be subject to review and approval by the Passenger Experience Management Group (see section 6 titled "Passenger Experience Management Group").~~

~~Initially this strategy is focused for implementation at airports but could be carried forward to other environments, e.g. bus terminals and railway stations.~~

~~The development of the CUSS product will initially be done with the cooperation of Member airlines, airport authorities and Software/Hardware manufacturers.~~

CUSS applications enable airlines to operate in a shared environment, while maintaining their individual identity.

Future development of the CUSS interface will be undertaken with the cooperation of all stakeholders e.g. airlines, airports, and Platform Suppliers.

5. CUSS KIOSK PLATFORM/CUSS PRODUCT FUNCTIONALITY

The functionality of CUSS includes but is not limited to, a device abstraction layer, a message transport layer, and application state and event control. These are all defined in the CUSS Technical Specification. Application business logic and rules are outside the scope of the CUSS Technical Specification. These are defined by the application supplier and the application provider.

~~The Kiosk Platform comprises, at minimum, the Hardware specified in Section 11.1 titled "Minimum Kiosk Components".~~

~~The CUSS product functionality shall be bilaterally agreed upon between the individual airline(s) and the Platform Operator and must adhere to the Certification process outlined in the "Certification Document".~~

~~The Kiosk is envisaged to support a comprehensive range of airline processes and services.~~

~~The support of a specific process and services for any airline is dependent on the software provided by the airline Application Provider.~~

~~Initial focus of the product will be on passenger check-in.~~

~~Devices within a Kiosk shall only be used by applications initiated and operated within the Kiosk or diagnostic software.~~

~~All physical components shall be equally accessible to all participating airlines according to bilateral agreements between airlines and Platform Operators.~~

5.1 Data Security and Privacy

The CUSS standard is defined and developed with the Security-by-design approach. The CUSS standard does not replace, supersede, enforce, or guarantee any industry-mandated data handling and processing standards that may apply.

IATA Recommended Practice 1774 is incorporated by reference herein. Additional local or site Data Privacy regulations may also apply.

~~This Recommend Practice and the CUSS Technical Specification recognize and acknowledge that the CUSS standard should facilitate, and not prevent, the PCI Data Security Standard compliance of the Kiosk provider as well as of the Application Providers. Just a few of the ways that can prevent compliance follow:~~

- ~~1. Storage of magnetic stripe data and/or equivalent data on the chip in the customer's network after authorization;~~
- ~~2. Applications that require customers to disable other features required by the PCI Data Security Standard, like anti-virus software or firewalls, in order to get the payment application to work properly; and~~
- ~~3. Vendors' use of unsecured methods to connect to the application to provide support to the customer.~~

~~Secure kiosk enclosures and components, when implemented in a PCI DSS compliant environment, will minimize the potential for security breaches leading to compromises of full magnetic stripe data, card verification codes and values (CAV2, CID, CVC2, CVV2), PINs and PIN blocks, and the damaging fraud resulting from these breaches.~~

~~See the References paragraph for more information on PCI DSS.~~

~~Operating systems and third party applications such as java, antivirus and Internet browsers, in support of common use platforms and airline applications, are necessary to airport operations. Ensuring that these systems/applications are supported and secured versions is a vital part of a comprehensive security plan. It is recommended that proper patch management is maintained for all systems/applications and that versions no longer supported are upgraded or replaced. Failure to maintain compliance with the technical specification and industry best practices could have severe consequences including, but not limited to, extended unavailability of kiosks. Proper patch management is a requirement to obtain and maintain PCI-DSS compliance.~~

5.2 Form of Identification (FOID)

~~An addendum to the CUSS Technical Standard called "Separation of Card Reader Payment and Form of Identification Data" was published June 2011.~~

~~This addendum modifies the CUSS specification to restrict how CUSS applications read payment card data from the kiosk. Card issuer operational regulations state:~~

~~**A Merchant must not request or use a Primary Account Number (PAN) for any purpose other than as payment for goods and services.**~~

~~The CUSS specification is amended to provide special access to payment card data. CUSS applications retain full access to the card data in cases where it is needed for payment processing. For all card transactions that are not for payment, the content of the payment card is truncated (obscured) so that it retains essential information such as the name, but no longer has a Primary Account Number and is hence not considered a payment card.~~

~~The adoption of this addendum is critical for card issuers, as a condition for continuing to accept payments at airline self-service kiosks. Implementing and deploying the changes specified in this Addendum are required for adherence to this Recommended Practice.~~

5.2.3 Accessibility

~~The CUSS Technical Specification includes provisions for Passengers who might not be able to use shared self-service devices using conventional methods at airports due to a disability. Consequently, legislation Legislation on accessibility should be adhered to when applicable at the site where the shared self-service devices are deployed and maintained.~~

6. TRAVEL STANDARDS BOARD

~~The Travel Standards Board (refer to Resolution 009 (A4A 30.301) comprised of airlines will be responsible for managing the certification process and amending CUSS standards as published separately from this Recommended Practice.~~

6. AUTHORITY TO PUBLISH CUSS STANDARDS

~~The CUSS specification will be published under the authority of Travel Standards Board. Associated data exchange standards will be published under the authority of the Architecture and Technology Strategy Board.~~

7. CUSS PRODUCT OPERATION

~~The product may operate in the following way:~~

-	Typical Check-in Flow	
-	Selection from	Checks airline links
-	Interface screen	Checks Hardware
-	-	-
-	Passenger selects airline	Airline application started via touch screen and Kiosk Application
-	-	-
-	Airline application launched	Check passenger(s) in to flight (via airline host) other airline services
-	-	-

-	Airline application prints	Travel documentation issued
-	-	-
-	Airline application cleans up	Calls back Selection Interface Screen
-	-	-
-	Selection Interface	Checks tidy up
-	Screen	Checks Hardware OK

For details refer to the Technical Specifications.

7.1 Statistical Information

General rules:

- No data to be maintained on the Kiosk.
- No Proprietary Data to be retained by the Platform/Service Provider.
- No Application Provider's Proprietary Data to be accessed or made available to any other party.
- The following types of statistical data will need to be provided:
 - sufficient data to support and control a billing process for both Platform and Application Providers;
 - general data available for all airlines using the Kiosk (deliverance, uptime, etc.);
 - all data required by a Service Provider to complete their function.

7.8. OWNERSHIP

The CUSS Technical Specification is owned by IATA.

The interface descriptions (as described in Technical Specifications) are owned by IATA and A4A and are maintained by the Passenger Experience Management Group (see Section titled “Passenger Experience Management Group”).

9. SERVICE LEVEL AGREEMENTS (SLAs) AND RESPONSIBILITIES

This section addresses various aspects of the Service Level Agreement (SLA) document where the Service Levels to be provided by the Platform Operator of CUSS and the Service Levels provided by the Application Provider are mutually agreed. The SLA will also include change management procedures.

9.1 Platform Operator's Responsibility

The Platform Operator will, as defined in the SLA, ensure that:
the CUSS Kiosk is operational and serviceable during the specified operational hours,
the CUSS Platform is functioning and certified according to CUSS standards,
software levels and version control of the Platform are maintained at that site,
statistical and management information is available,
they notify the Application Provider of faults that cannot be resolved,
they have the ability to turn off an application if it is deemed to be causing other applications and/or the CUSS Kiosks to malfunction. If this is the case they will endeavor to inform the Application Provider in advance,
Kiosk locations are locally and mutually agreed.
The Platform Operator will also demonstrate that its Kiosk Enclosure and Kiosk Platform comply with any applicable regulations or standards that apply to the site where the kiosk is deployed, including relevant Access, Data Privacy, and Data Security standards.
In addition, the Operator must deploy a platform that complies with and implements the CUSS FOID Addendum as described and by the date set in paragraph 5.2.

9.2 Application Provider's Responsibility

The Application Provider is responsible for the application code, which must follow and pass the Certification process. If the Application Provider decides to use a dedicated Application Server, either at the CUSS site or a location that is under the control of the Application Provider, then that Application Provider is responsible for the maintenance and the upkeep of the Server.

~~The Application Provider is responsible for any communication lines to and from the Application Provider's mainframe or Server location.~~
~~The Application Provider must provide the correct protocol and interfaces to allow connection at the CUSS site as mutually and bilaterally agreed between the Platform Operator and the Application Provider.~~
~~The Application Provider shall ensure that when a Payment Card is read for any purpose other than payment, such as Form of Identification (FOID), the application shall include only the first 6 and the last 4 digits of the credit card number. All remaining digits shall be replaced with an X. E.g. 123456XXXXXX7890.~~
~~This behavior follows the FOID Addendum to the CUSS Specification described in Paragraph 5.2 and allows compliance with Card Scheme Operating Regulations and IATA Resolutions 722-f-g-h & 725-f-g-h.~~
~~The Application Provider will also demonstrate that its Kiosk Application complies with any applicable regulations or standards that apply to the site where the kiosk is deployed, including relevant Access, Data Privacy, and Data Security standards.~~

~~9.3 Service Levels~~

~~Minimum Service Levels that the Platform Provider should provide will be locally and mutually agreed. All airlines involved at each site must be able to ensure that agreed standards do not compromise levels of customer service they have already built up or to which they aspire.~~

~~9.4 Management Information and Availability Figures~~

~~The Platform Operator should be able to supply all Application Providers the Availability figures and access to the management tool used for real time status of the CUSS installation.~~

~~9.5 Additional Responsibilities~~

~~The Platform Operator and Application may have additional local or site responsibilities not listed here.~~

~~10. SIGNAGE~~

~~The signage for Kiosks to be promoted at all sites will include the words "Self Service".~~

~~11. KIOSK SPECIFICATIONS~~

~~11.1 Kiosk Components~~

~~The following is the minimum specification for a CUSS Kiosk:~~

~~A computer~~

~~A card reader~~

~~Touch screen~~

~~Facilities to support a keyboard and pointing device~~

~~Printer, which may be one or more of the following if the airlines at the location require them:~~

~~ATB reader/ATB printer with an Escrow and the latest AEA PECTAB and PECTAB extensions (refer to the Technical Specifications).~~

~~General Purpose Printer with bar code printing capability.~~

~~Bag tag printer with specified fonts (refer to the Technical Specifications published separately from this Recommend Practice).~~

~~**Note:**~~

~~Further details including optional components to be found in the Technical Specifications.~~

~~11.2 Data Privacy~~

~~Recommended Practice 1774 (Protection of Privacy and Transborder Data Flows of Personal Data used in International Air Transport of Passengers and Cargo) is incorporated by reference herein.~~

~~Additional local or site Data Privacy regulations may also apply.~~

~~11.3 Kiosk Ergonomics~~

~~**Screen design**~~

~~The Selection Interface Screen will be designed with an overall common navigation, look and feel. This interactive design utilizes suitable fonts and is graphically intuitive (refer to the Technical Specifications).~~

~~**Hardware Design and Kiosk Enclosure Considerations**~~

~~The Kiosk must be designed in compliance with local laws. The devices should be easily visible and as close to the screen as possible.~~

~~The design and placement of the Kiosk Enclosure and its integrated devices and components should comply with any applicable Data Privacy, Data Security, Accessibility, and other standards and regulations (see Paragraph 5.)~~

~~11.4 Data Security~~

~~Additional local or site Data Security regulations may also apply.~~

~~128. CERTIFICATION~~

~~The Platforms CUSS compliance requires that platforms and applications must be certified in accordance with the procedures in the Certification Document CUSS Technical Specification.~~

~~139. CUSS DOCUMENTATION~~

~~The CUSS documentation can be found on the IATA CUG Teams site and CUG IATA webpage PEMG Extranet. It is part of the offer for IATA Strategic Partners in the area of Common Use.~~

~~104. GLOSSARY OF TERMS~~

~~For current explanations on abbreviations and terms please refer to the CUSS Technical Specification.~~

~~**AEA PECTAB**—Parametric table as specified by the latest edition of the Association of European Airline (AEA) joint technical specifications. A parametric table defines the print and magnetic strip locations for the IATA ATB documents (or other documents in ATB format).~~

~~**APPLICATION PROVIDER**—See paragraph 3 “Definitions”~~

~~**APPLICATION SUPPLIER**—See paragraph 3 “Definitions”~~

~~**ARCHITECTURE**—See paragraph 3 “Definitions”~~

~~**AVAILABILITY**—The percentage of time, during kiosk hours of operation, where a kiosk is able to fulfill its functionality, and is available for operational use. There are some outages which affect availability of the CUSS kiosk that the Service Provider will not have control over. These outages will not be classed as an operational outage which will be penalized against the Service Provider.~~

~~**COMMON ENVIRONMENT**—e.g. an airport as defined in IATA RP 1797.~~

~~**CUSS APPLICATION**—See paragraph 3 “Definitions”~~

~~**PASSENGER EXPERIENCE MANAGEMENT GROUP**—A Passenger Experience Management Group (PEMG) comprised of airlines will be responsible for managing the certification process and amending CUSS standards.~~

~~**GPP**—General Purpose Printer~~

~~**KIOSK, KIOSK ENCLOSURE**—The common term used to describe the repository of the hardware. See paragraph 3 “Definitions”.~~

~~**OPEN ARCHITECTURE**—Means that it is possible to use any Hardware or software that conforms to CUSS standards.~~

~~**PLATFORM**—Comprises common Hardware, software and networking infrastructure required to run the CUSS Applications.~~

~~**PLATFORM OPERATOR**—See paragraph 3 “Definitions”.~~

~~**PLATFORM SUPPLIER (S)**—See paragraph 3 “Definitions”.~~

~~**PROPRIETARY DATA**—Data that originates from an Application Provider.~~

~~**SERVICE PROVIDER (S)**—See paragraph 3 “Definitions”~~

~~**SELECTION INTERFACE SCREEN**—See paragraph 3 “Definitions”~~

~~**SERVICE LEVEL AGREEMENT (SLA)**—A document where the service levels to be provided by the Platform Operator of CUSS and the service levels provided by the Application Provider are mutually agreed. See paragraph 9 “SLAs”.~~

~~**SOFTWARE**—Code used to deliver specific functionality.~~

~~**PCI-DSS**—Payment Card Industry Data Security Standard~~

~~REFERENCES~~

~~Referenced IATA Passenger Services Conference and A4A Passenger Council Resolutions~~

IATA	A4A	
—	20.12	Automated Ticket/Boarding Pass—Version 1 (ATB1)
—	20.13	Automated Ticket/Boarding Pass Version 1 (ATB1) Agents and Corp Travel

722c	20.51	Automated Ticket/Boarding Pass—Version 2 (ATB2)
—	20.52	Off-Premise Automated Ticket/Boarding Pass—Version 2 (OPATB2)—A4A Agents and Corp. Travel
722f	20.60	Ticket/Electronic Miscellaneous Documents—Airline
722g	20.61	Ticket/Electronic Miscellaneous Documents—Neutral
724	20.03	Passenger Ticket—Notice and Conditions of Contract
728	110.16	Code Designators for Passenger Ticket and Baggage Check
740	30.35	Form of Interline Baggage Tag
⊗	-	

Referenced Recommended Practices

IATA	A4A	
1008	100.15	Glossary of Commonly Used Air Passenger Terms
1706	—	<i>Functional Specification for Standard Departure Control System</i>
1706a	30.200	Functional Specification for Passenger Self Service Systems
1706c	30.100	Common Use Self-Service (CUSS)
1706d	30.101	Non-ATB Document Specifications for Common Use Self-Service Kiosks
1706e	30.102	Paper Specifications—Documents to be Printed by a General Purpose Printer (GPP) In A Common Use Self-Service (CUSS) Kiosk
1720	—	Seat Assignment Parameters
—	20.03	General Conditions of Carriage (Passenger and Baggage)
1774	—	Protection of Privacy and Transborder Data Flows of Personal Data Used in International Air Transport of Passengers and Cargo
1797	—	Common Use Passenger Processing Systems (CUPPS)

~~IATA Passenger Agency Conference/Airlines Reporting Corporation (ARC)~~ Resolutions/Governing Body

IATA	-	-
800z	—	Ticketing

Other

~~Ticketing Implementation Guide~~

~~Integrated Circuit Card Implementation Guide~~

~~PCI-DSS at <http://www.pcisecuritystandards.org>~~

Attachment B_D4.3.1: Rescind Recommended Practices 1706d, 1706e, 1706f

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Delete the following Recommended Practices in their entirety:

RECOMMENDED PRACTICE 1706d

~~Non-ATB Document Specifications for Common Use Self Service (CUSS) Kiosks~~

PSC(37)1706d	Expiry: indefinite Type: B
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1. SCOPE

~~This Recommended Practice defines the minimum document specifications for the non-accountable non-ATB documents used in a general document printer (e.g. as found in a CUSS Kiosk). Specifications for boarding pass are included in Attachment A.~~

2. DOCUMENT CHARACTERISTICS

~~Dimensions~~

~~Total Length: The document shall be a nominal rectangle of 203.20 mm (8.00 in) is provided to accommodate a perforation located 88.9 mm (3½ in) from the right edge.~~

~~Height: The height is 82.55 mm (3.250 in).~~

~~.../~~

RECOMMENDED PRACTICE 1706e

~~Paper Specifications—Documents to be Printed by a General Purpose Printer (GPP) in a Common Use Self Service (CUSS) Kiosk~~

PSC(22)1706e	Expiry: indefinite Type: B
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~~RECOMMENDED that, when Members operate Common Use Self Service (CUSS) kiosks, the following paper specifications are applied.~~

1. PAPER REQUIREMENTS

1.1 Paper Grammage

~~The paper grammage shall be 80–85 gm. per square meter ±10%. The grammage shall be determined by the method specified in ISO 536.~~

~~.../~~

RECOMMENDED PRACTICE 1706f

~~Functional Specification for CUSS User Interface~~

PSC(27)1706f	Expiry: Indefinite Type: B
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~~RECOMMENDED that, when Members plan to implement Common Use Self Service applications the specifications and standards as described in this Recommended Practice are applied for process flow (page sequence) and content of user interface.~~

1. CUSS PROCESS FLOW

~~—The dashed line between step 1 and step 2 denotes launch of application.~~

~~.../~~

Item D4.4: Report and Work Plan of the Ground Operations Automation and Digitalization and Ground Operations Standards Working Groups

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Submitted by: Massimo Cicetti, Head of Innovation and Efficiency (cicettim@iata.org)
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Monika Mejstrikova, Director Ground Operations, (mejstrikovam@iata.org)

Background

The Passenger Services Conference Recommended Practice 1690 (AHM), 1690a (IGOM) are updated on annual basis by Ground Operations Standards (GOS), Ground Operations Automation and Digitalization (GAD). This report aims to update the PSC members about the latest changes completed in AHM and IGOM and to share with PSC the latest update on activities related to ground operations.

Groups adoption of standards

As is the case every year, the experts participating in the Ground Operations working groups continued to develop and enhance industry best practices for ground operations to make them safer, simpler, and more efficient while also continuing to drive ongoing harmonization and standardization.

The key changes for next 44th edition of AHM (RP 1690) include:

- AHM Ch.6 Organization and Management
 - The entire chapter has been significantly revamped and new sub-chapters developed with the aim being to establish the framework and set the industry standards for management and control, SMS, security management, human factors and performance and compliance monitoring, as well as to address the basic EASA regulation for ground operations, ICAO Annex 19, existing ISAGO standards and other regulatory requirements.
- AHM 908 Basic Requirements for Autonomous GSE Operations - development of new a section covering Phase 2 of autonomous vehicle movement in ERA and congested spaces.
- AHM 1100 Ground Operations Training Program
 - Introduction of the IATA Training Passport Concept and the best practices for the training pass records.
 - Enhancement of the functions for trainer, on-job trainer and assessor as well as the introduction of requirements for internal auditors.
 - Introduction of the training for internal auditors.
 - Overall review of all the training modules and clarification of some General Aviation and Ramp Handling modules.

The key changes for next 13th edition of IGOM (RP 1690a) include:

- Introduction of the risk assessment for IGOM Ch. 1 and 2, (Passenger and Baggage Handling), and clarification of the Variations from the IGOM
- Risk assessment for IGOM chapter 3, (Aircraft General Safety) and chapter 4 (Aircraft Turnaround) is reviewed and revised. The risk assessment table under the Introduction is updated and reflects all changes.
- Chapter 3 (Aircraft General Safety and Servicing Operations) and 4 (Aircraft Turnaround):
 - “No-touch” policy for Ground Support Equipment (GSE) has been reviewed to ensure better understanding of the GSE positioning / docking at the aircraft.
 - New sub-section on fire prevention and protection to include fire hazards and actions to be taken in such events.
 - Addition of the briefing process for aircraft arrival; loading supervision tasks for protection of loads from adverse weather and contamination and the visual inspection process for bulk loads.
 - Clarification of the chocking options; Air Start Unit positioning, connection and engine start to avoid aircraft damage and personal injury.

- Clarification of the brake operators and tractor drivers for the aircraft towing operations.

Ground Operations Standards (GOS) and Ground Operations Automation and Digitalization (GAD) approved changes to the following provisions of AHM and IGOM:

GOS

- IGOM Introduction
- IGOM Ch.3 Aircraft General Safety and Servicing Operations
- IGOM Ch.4 Aircraft Turnaround
- AHM 020 AOC Comment
- AHM 440 Potable Water Servicing
- AHM 601 Organization and Management
- AHM 610 Safety Management System
- AHM 615 Monitoring Program Comment
- AHM 616 Human Factors Program
- AHM 617 Occupational Health and Safety Management Program
- AHM 620 Emergency and Crisis Management at the Airport
- AHM 621 Security Management Comment
- AHM 801 Introduction to and Comments on IATA Standard Ground Handling Agreement (SGHA)
- AHM 803 Service Level Agreement Example
- AHM 1110 Ground Operations Training Program
- AHM 1120 Training for Ground Support Equipment (GSE) Maintenance

GAD

- AHM510 Handling/Load Information Codes to be Used on Traffic Documents and Messages
- AHM 563 Load Control Safety Event Categorization
- AHM 730 Codes to be Used in Aircraft Movement and Diversion Messages
- AHM 731 Enhanced Reporting on ATFM Delays by the Use of Sub
- AHM 903 Mobile Ground Support Equipment Identification and Classification
- AHM 905A Cross Reference of IATA Documents with SAE, CEN, and ISO
- AHM 908 Basic Requirements for Autonomous GSE Operations
- AHM 913 Basic Safety Requirements for Aircraft Ground Support Equipment
- AHM 950 Functional Specification for an Airport Passenger Bus
 - IGOM Chapter 5: Load Control

The 2024 editions of AHM and IGOM are in a production process and will be available for the industry in December, 2023. To provide the industry enough time to complete gap analysis with IGOM and adopt the industry ground operations standard where feasible (with/without variation), there is no IGOM revision planned for 2024. The next 14th edition of IGOM will be produced/published in June-July, 2025, effective January 2026.

AHM will also change its revision cycle; the next 45th edition is planned to be produced/published June-July, 2024, effective January 2025. An edition after that will be aligned with IGOM publication, meaning ED46 of AHM will be produced/published in June-July, 2025, effective January 2026.

Groups activity in 2023

Training Passport Concept

The with paper covering the [Training Passport Concept in Ground Operations](#) was published in June. The training passport concept focuses on retention of qualified, skilled ground operations personnel when their contract moves to another organization. It should ease cross-utilization of skilled personnel, leveraging on the implementation of the industry training standards, and its global recognition. This concept aims to support global standardization of training and oversight, cost reduction, workforce mobility, and safe operations.

The training passport concept includes:

- the adoption of an industry training standard as published in AHM 1110 by organizations across their operations,
- an independent validation of the training program's compliance with the AHM 1110,
- provision of training records in "the training passport"
- mutual recognition of the training passport by airlines, ground handling service providers (GHSPs), airports and regulators.

The “training passport” requirements were added to the next revision of AHM and the members will be further addressing an adoption of this concept within the industry and its validation through the ISAGO audit program.

Ground Ops Safety

Ground Damage Report / Ground Damage Reduction Program

Building on the foundation of the IATA [Ground Damage Report](#); A “Ground Damage Reduction Program” has been initiated. The objective is to speed up the adoption of ground support equipment (GSE) fitted with anti-collision technology by the ground handling service providers (GHSP).

To encourage implementation of enhanced GSE, it is necessary to incentivize the implementation process by recognizing and promoting those companies that have brought enhanced GSE into their fleets. Given the need to reduce ground damage as well as the cost of new GSE or retrofitting older GSE, a phased approach is called for so that the focus is on the GSE that will make the most difference in the shortest possible time, but without placing an undue burden on GHSPs.

The program is planned to be an add-on to ISAGO with a soft launch in 2024 and hard launch for 2025. GHSP stations that will reach a “damage risk reduction rate” (details yet to be defined), will be recognized by means of a special logo displayed in the IATA ISAGO registry.

As the initial enhanced GSE becomes more commonplace, the focus of the implementation will need to shift, in later phase, from the initial GSE that produces the most of ground damage, to other GSE that causes less damage, less frequently. By encouraging the use of anti-collision systems in this way, the intent is to speed the adoption of such systems, thereby reducing the instances of ground damage caused by GSE.

Loading Errors

IDX loading errors data have been analyzed to identify the top loading error trends and work has been initiated by developing a road map driving reduction of these occurrences. The top categories are:

- Load Restraints (1)
- Load Reconciliation (2)
- Over/Under carried baggage/cargo (3)
- Incorrect weight B/C/M (4)

While for the first category some actions and strategies are yet to be defined, categories 2,3, and 4 have been duly analyzed to determine the major root causes. The result is that most of the occurrences were due to poor / unclear information and/or communication between the loading team and load control function.

Some members of the IATA GAD working group (WG) have already adopted digital solutions to modernize and enhance the communication flow between the load planning/load control function(s) and the loading team. For example, Emirates and DHL have reported a drop of 80% of loading errors after the implementation of these solutions.

IATA, GOG, and industry SMEs from GAD have completed the business requirement document (BRD) for standardizing the “digital reconciliation of the load” from an industry perspective. The goal is to deliver an industry digital standard for loading instruction / load reconciliation that can be adopted by airlines, ground service providers and the solution providers, by 2024. Following up on the loading errors event type, it has been noticed the lack of specific descriptors related to AVIH transportation. The WG is collaborating with GADM team to introduce this event type to better frame the events rates related to AVIH. A separate analysis has been done by the GAD members to enhance the Load Control event classification and alignment of taxonomy with the load control process flow. In addition, a new standard to categorize load control event severity has been finalized for AHM ed.44

Personnel Injuries

Building on the injury data available in IDX, IATA and GOS are continuously monitoring the industry trends, recent injuries and fatalities - identifying potential hazards and enhancing the AHM and IGOM procedures. The most frequently reported injuries are slips, trips and falls, struck against object, lift/carry, push/pull as well as fall from heights which, while not frequent, is the most severe. To promote the safety culture, IATA has also launched an awareness campaign via Safety Bulletins.

Ground Ops Digitalization and Automation

Digital Load Control

Revision of the W&B schema for data transfer between airlines and DCS providers (X565 digital schema) has been completed to accommodate the more complex data of fuel distribution for certain aircraft types. Two DCS providers (Amadeus and Reckcentra) with a total of 400+ airlines have completed the adoption of the new industry X565 format and can now import and export data using this industry standard. An engineered Excel “X565 editor / reader” Interface has been tested and completed. It is available to member airlines for creating, updating, storing, importing, exporting aircraft fleet data in the IATA

X565 format. Pegasus was the first airline to fully implement the standard. The LH group is in the process of testing the standard, with the intention to implement it within the whole group.

Boeing and Airbus also participated in the development and testing of the X565 reader and are moving towards adoption of the standard. IATA is working on a project aimed at delivering an online platform accessible to airline members to support the adoption of the standard. The overall benefits are expected to be a reduction of safety events related to DCS configuration errors due to inconsistency of data formatting and improved operational efficiency by reducing airline costs in managing fleet data.

Ramp Automation

Since the first set of recommended practices for the testing and implementation of autonomous vehicles (point-to-point movement) was published, GAD has expanded the scope of the document to cover the driving and maneuvering in the equipment restraint area (ERA). As expected there has also been some refinement of the initial work and a new Risk Assessment sheet has also been produced. Industry feedback so far has been very positive, and the document is recognized as being the first guidance available on this subject, with the result that it is being used as reference material in several jurisdictions and pilot projects. Increasingly, companies are seeing autonomous GSE as one way of mitigating the effects of the skilled staff shortages so that staff are relieved from task of driving – especially if it involves longer distances which keeps staff away from their other more skilled tasks for extended periods. During the last ICAO ADOP meeting, Japan and ACI presented a discussion paper for the new ICAO job card on the “introduction of autonomous vehicles to airside areas”. IATA will closely monitor the development of this job card and, once the appropriate ICAO TF has been established, IATA will participate in the work to ensure recognition of the industry best practices as an acceptable means of compliance (AMC) to the regulatory framework.

Advocacy and Regulatory update

WG members in cooperation with IATA regularly review proposals for ground operations regulation (e.g. EASA, ICAO and others) and provide feedback to various regulators. The aim of this ongoing advocacy effort is to ensure that only smart risk-based regulation is introduced that is in favour of the establishment of performance-based safety rules for ground handling while also supporting the use and implementation of existing industry standards, best practices, and programs. Additional effort is invested to ensure any new regulation is driven by data and supported by a cost analysis that prove the overall benefit in terms of safety, efficiency, and risk reduction in ground operations, whilst recognizing the existing liability that airlines have regarding the outsourced services. Latest reviews that are in progress are, ICAO proposal for SARPs’ enhancement to address ground handling requirements and EASA implementing rules, AMC and GM to RMT.0728 Ground Handling Requirements.

ISAGO and IGOM adoption by the industry

ISAGO is the industry program for the global oversight of ground handling service providers (GHSPs). As of August 2023, there are 200 GHSPs in the ISAGO Registry providing services at 333 accredited stations at 207 airports worldwide. For 2023, 302 audits were planned for 2023, of which 55% (167 audits) have already been performed. Of the 302, 26% are initial audits. ISAGO membership for airlines has grown significantly during the past year. During 2022, 69 airlines enjoyed the program's benefits while in 2023 it's 114 airlines so far, with more to join by year end. Of the 114 airlines, 100 use ISAGO audit report data to complement their risk-based oversight programs, 85 airlines use the report to forgo their own GHSP audit, while 97 airlines reduce their oversight audit due to the ISAGO assessment. In addition, the audit report information is used by 105 of these airlines during the procurement process. The revamp of the ISAGO program is in progress, covering 4 key change management areas: standards/checklists, Registry, audit methodology and program simplification. See details in the tables below.

New ISAGO checklists, mirroring IGOM and AHM provisions, are almost complete and are available in the AHM/IGOM toolbox. Passenger, Baggage, Ramp Handling, and Load Control checklists, based on IGOM chapters 1-5, were published. Organization and Management, and Training, based on AHM Chapter 6 and AHM 1110 respectively, will be published by the end of the year. New checklists were tested by IATA and selected group of auditors- feedback was shared with 60+ ISAGO auditors and training was initiated.

ISAGO member airlines identified about 400 new GHSPs/stations to be audited in the future. A discussion is in progress on how to incentive the GHSPs to submit an audit request.

The ISAGO footprint amongst the regulators and airports is increasing as well, advocacy continues for AHM/IGOM to be AMC (Acceptable Means of Compliance) for any ground ops regulation (e.g., EASA) as well as for ISAGO to complement the regulatory/airport oversight of GHSPs. A tracker reflecting the different recognitions, together with an implementation plan, is being developed and should be launched by the end of 2023. Data collection from airlines and GHSPs, regarding their duplicate audit/cost reduction benefits, was launched in August and will be analyzed as the information comes in.

The IGOM manual is stabilized after the content of Ch. 3 and 4 (ramp operations) underwent a major revamp last year. The content has matured and proposed changes for Ed.13 are not substantial, arising as they do from a regular annual review. The changes include an editorial review of the entire IGOM manual as well as some new and updated content for fire protection during GSE operations, tasks for the GSE operators, chock operations, Air Start Unit positioning and connection. The proposed changes are currently open to industry feedback.

The analysis of the variations recorded for Ed.11 are being finalized. During 2022, 49 airlines published their gap analysis on the IGOM portal of which 23 reported various variations from their procedures. Most of the variations have been identified for IGOM chapter 4, sub-section 4.2.2 Chock placement; 4.4.2.4 opening of cabin access doors from outside with crew/ground staff on board; chapter 3, sub-section 3.1.3.2 Basic operating requirements for GSE; 3.1.3.4 Safely driving and parking GSE inside the equipment restraint area; chapter 1, sub-section 1.5.6.8 Mishandled mobility aids; 1.1.6.10 Types of baggage tags; 1.1.6.12 Special baggage; 1.4.8 Oxygen for Medical use; chapter 2, sub-section 2.4.3 Execution of departing baggage. Variations also reported for chapter 6, sub-sections 6.3.1 Functions; 6.5.1 General; 6.5.3 Aircraft Evacuation and 6.5.4 Dangerous goods.

Based on the initial review, the GOS assumes that 70% of the variations in Ch. 3 and 4, have already been addressed in Ed.12. This assumption is to be confirmed once the gaps for Ed.12 are published by airlines, with the data available by Q1, 2024.

The global adoption of IGOM is monitored in the IGOM portal and measured by the number of the gap analysis published. In 2023 close to 139 airlines joined the Portal. Currently there are 70 airlines who published their gaps against IGOM Ed.11, and 14 airlines that published their gaps against Ed. 12. The delay in publishing the gap analysis for Ed.12 is caused by malfunction of the IGOM Portal for several months as well as a lack of resources in the airlines. Ground Operations WG (GOG) is working on an IGOM adoption plan, considering finding a pathway through the IOSA audit program. A discussion has been initiated with the IOSA program management and IOSA Oversight WG (IOG).

Besides of the voluntary adoption of IGOM by the airlines, the implementation of IGOM by the GHSPs is driven by the ISAGO program. In August, the ISAGO registered GHSPs have been invited to join the Portal. Presently, there is 38 companies in the portal representing the ground handling community. It is expected that, due to ISAGO, all 200 GHSPs and 330+ stations will join the Portal and share their gap analysis with IGOM within the next 2 years.

The IGOM Portal is being re-branded as the Operational Portal and extended to include gap analyses for other industry standards, starting with the AHM1110, AHM601, 610, and 615, covering the training, organization and safety. The ISAGO audit will also leverage on the published gaps and verify the GHSPs' documentation alignment with IGOM and AHM through the OPS Portal functionalities.

An extensive exercise of mapping the IDX taxonomy with the IGOM procedures was finalized and the project is moving to the second phase; building dashboards displaying the phase of operations with relevant IGOM procedures and ground ops occurrences associated with each procedure.

Next steps include:

- Launch the new ISAGO model based on the IGOM and AHM checklists in 2024 and continue the program revamp
- Establish the plan for the reducing variations via amendments of the existing procedures to cover the latest industry needs and practices.
- Continue advocacy for IGOM adoption across airlines and GHSPs. Drive the IGOM adoption by GHSPs via ISAGO audits and explore the possibility to adopt IGOM (with variations) through IOSA.
- Launch the IGOM- IDX ground ops occurrence mapping dashboards in 2024.

Chair and Vice-Chair

For the 2023-2024 period, the GAD WG chair is Sean Fernandes (flydubai) and vice-chair is Jeroen Jaartsveld (KLM).

Group activity in 2023

Both WGs and respective sub-groups have monthly calls and two F2F meetings per year. The 2023 meetings were scheduled for Montreal (spring) and Madrid (fall).

GOS has 59 members (34 airline representatives and 25 GHSPs) and 9 observers.

GAD has 37 members (25 airline representatives and 12 GHSPs) and 16 observers

Action

Conference to note the report.

Attachment A_D4.4 Ground Operations Automation and Digitalization Technical Group Work Plan

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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 Infrastruct ure	Investigate opportunities and technologies to improve Airport stand and Mobility.	N/A	GSE/Digit alRamp	Work plan	Ongoing

Item D4.5: Report and Workplan of the Facilitation Group

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Submitted by: Louise Cole, IATA Head Customer Experience and Facilitation, Secretary of the Facilitation Group,
colel@iata.org

Facilitation Group

The Facilitation Group has not met since 2021. The restructure of the working groups under TSB as describe in agenda item D4 has resulted in the Facilitation Group being discontinued.

However, the following sub-working groups have been active in 2023.

- Control Authorities Working Group
- PAXLST Working Group
- PNRGOV Working Group
- One ID Working

For convenience, their respective reports and workplans are as separate agenda items below.

Action

Conference to note.

Item D4.5.1: Report and Workplan of the One ID Working Group

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Submitted by: Louise Cole, IATA Head Customer Experience and Facilitation, Secretary of the Facilitation Group, colel@iata.org

Background

The One ID Working Group was established under the Travel Standards Board with a mandate to:

1. Deal with matters concerning innovation of end-to-end passenger processes through biometric-enabled identification with a focus on the digitalization of admissibility and contactless travel.
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 Guidance documentation where applicable.
3. Liaise closely with other process-owning groups under any Conference and Industry Advisory Councils as required.
4. Develop a Business Requirements Document using the AIDM methodology, which will be needed by a Technical Support Group to define data exchange and technology standards.

Members and observers of the Group

The One ID Working Group is open to all IATA airline members, ACI airports, governments, international organizations and solution providers that are members of the Strategic Partnership program with the Customer Experience and Facilitation.

As of 25 August 2023, the current membership comprises 195 individuals (including observers) from 94 entities in total. The composition of the members by organizations is as follows:

Airline 33
Airport 28
Government 10
Partner agency / International organization 6
IATA Strategic Partner 17

Total 94

Chair and Vice-Chair

Chair: Derwin Cady, Air Canada (since October 2022)

Vice-Chair: David Hojenberg, Scandinavian Airlines (since March 2023)

Task Forces

The Terms of Reference of the Group allows the establishment of a temporary Task Force to achieve specific deliverables. This year, two Task Forces were created to work on the following deliverables:

- Business Requirements Document on Contactless Travel
- Business Requirements Document on Biometric Handling in Contactless Travel

The Task Forces created in 2022 were dismissed after completion of the following deliverables:

- Recommended Practice 1701p Digitalization of Admissibility
- Business Requirements Document for Digitalization of Admissibility
- Alpha technical specifications for Digitalization of Admissibility for testing
- Recommended Practice 1701o Contactless Travel

Group activity in 2023: Development of standards and guidance materials

In 2023, the Group focused on working on the two BRDs.

Business Requirements Document on Contactless Travel – work in progress

The BRD on Contactless Travel aims to identify the W3C Verifiable Credentials which schema might be needed for a contactless travel process, as outlined in the RP1701o Contactless Travel. The scope of the BRD, aligned with its RP, is the process where passengers share their biometrics and journey details with a relying party for a contactless travel process. The BRD is still under development, but the VCs that have been identified so far are 1) live biometric image VC, 2) journey details VC and 3) boarding pass VC.

The Task Force aims to finalize the BRD by the end of the year. Once the BRD is complete, it will be handed over to the IATA AIDM team for the VC schema development.

Business Requirements Document on Biometric Handling in Contactless Travel – work in progress

The BRD on Biometric Handling in Contactless Travel covers the process where the relaying party handles the biometric info they received for a contactless process at the airport. It aims to identify data points and data exchange flow which will be used to develop a data model by the IATA AIDM team.

The Task Force aims to finalize the BRD by the end of the year. Once the BRD is complete, a new TF will be created to develop a Recommended Practice on Biometric Handling based on the BRD, while the AIDM team will start working on the necessary data model.

Other progress updates

Business requirements Document on Digitalization of Admissibility and VC schema – almost finalized

The BRD Digitalization of Admissibility the Group worked in 2022 was handed over to the IATA AIDM team for the development of VC schema for passport, visa and ICAO Digital Travel Authorization (DTA). The AIDM team produced alpha specifications for these VC schemas and they have been shared with a few industry partners for testing upon request. The alpha specifications for the Passport VC and DTA VC will also be used for the End-to-End Proof of Concept which IATA's innovation team is planning to undertake in October 2023.

The alpha specifications are currently going through some adjustments based on the feedback received from the testing, and it is expected that they will be finalized in the coming weeks. Once they are finalized, the BRD will be finalized and shared with the Group for validation.

Recommended Practice 1701o Contactless Travel – endorsed by the PSC cycle 2 ballot

The RP1701o Contactless Travel was endorsed by the PSC and will become effective on 18 October 2023 pending Government approval.

Interoperability Roadmap Exercise

In the meeting held in March 2023, an exercise was launched to identify the roadmap towards interoperability with the One ID end-state. It started from a number of discussions the Group had on how we can close the gap between where we are at and the One ID end-state, especially given that there are already many different implementations in place across the world. IATA worked with a few members of the Group as a start to get an initial draft and aims to finalize it by the end of the year. This interoperability roadmap, once completed, is expected to be used as guidance material for industry stakeholders to help them understand what can be done to be compatible and interoperable with the One ID end-state.

End-to-End Proof of Concept (E2E PoC) – work in progress

The IATA One ID team is involved in the E2E PoC to help with designing the process in line with the One ID end-state process. The E2E PoC will be a great opportunity to demonstrate the interoperability of digital identity and validate the One ID end-state that can be a reality in the future. Some members of the Group are participating in the PoC, and the Group is also updated on its progress.

Meetings

The One ID Working Group meeting took place in February (virtual; only airlines), March (face-to-face), and June (virtual). The next virtual WG meeting is planned for September after the WG's transition is made into the Customer Experience & Facilitation Working Group (CEFWG) based on the TSB Working Group restructure.

The two Task Forces have had meetings every two weeks and will meet in person in Singapore in November. A joint session with a Common Use Task Force is also planned.

Plans for 2024

The Group will continue to work on developing standards and guidance. The tentative deliverables are:

- Implementation guide for Digitalization of Admissibility (for the interim state)
- Technical specifications (API) for Digitalization of Admissibility (for the interim state)
- Technical specifications (VC schemas) for Contactless Travel
- Recommended Practice for Biometric Handling in Contactless Travel
- Technical specifications (data models) for Biometric Handling in Contactless Travel

The Group will also continue to work with the Common Use Group and Control Authorities Working Group for the development of messaging standards and advocacy efforts to address regulatory obstacles respectively.

While the Task Forces will continue to meet online every two weeks, three face-to-face meetings are planned throughout the year. For the CEFWG, they will meet on a quarterly basis, online three times, and face-to-face once.

Action

Conference to note.

Item D4.5.2: Report and Workplan of the PAXLST Working Group

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Submitted by: Louise Cole, IATA Head Customer Experience and Facilitation, Secretary of the Facilitation Group, colel@iata.org

Background

PAXLST is the standard electronic message endorsed jointly by WCO, IATA and ICAO for the purposes of transmission of Advance Passenger Information, which consists of information regarding the flight and biographic information about the passenger.

The PAXLST Working Group operates under the Facilitation Group established under the Travel Standards Board with a mandate to:

- Maintain the IATA version of the PAXLST message and associated Message Implementation Guides,
- Review and endorse proposals resulting from business needs to create or amend messaging standards with regards to the transmission of Advance Passenger Information (API) from airlines to governments.
- Raise Data Maintenance Requests (DMR) as needed to the WCO / IATA / ICAO API PNR Contact Committee.
- Liaise closely with other working groups advisory councils as required.

The group presents its deliverables / guidance material annually within the WCO / IATA / ICAO API PNR Contact Committee, along with its Program of Work.

Membership

PAXLST Working Group is open to IATA Member Airlines, Government Representatives, and IATA Strategic Partners under the Customer Experience & Facilitation area of interest.

As of 29 August 2023, the current membership comprises 160 individuals from 70 unique entities in total.

The composition of members by organization type is as follows:

- 25 Airlines
- 30 Governments
- 4 International Organizations
- 11 IATA Strategic Partners

Co-Chairs

Airline Co-Chair: Rodney Langston, American Airlines

Government Co-Chair: Michael Schriek, Federal Office of Administration Germany

Group activity in 2023

Subject matter experts from the group have co-developed the Interactive API Best Practice Guidelines document, along with members of the Control Authorities Working Group. The finalized version of the document will be presented to the WCO / IATA / ICAO API PNR Contact Committee for endorsement / approval, after which the document will be brought forward to the respective governance bodies (PSC for IATA) for endorsement.

Meetings

The PAXLST Working Group meets twice a year. The Spring meeting has taken place in Madrid, Spain on 19 April 2023, in a hybrid format, with 60 participants attending (25 in person, 35 virtual).

The Fall meeting is scheduled to take place in Montreal, Canada on 25 October 2023, in a hybrid format.

2024 Work Plan

The PAXLST Working Group will continue developing the PAXLST message in JSON format and revising the existing PAXLST and CUSRES Message Implementation Guides with the aim of differentiating the batch vs. interactive modes of API data transfer.

Action

Conference to note.

Item D4.5.3: Report and Workplan of the PNRGOV Working Group

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Submitted by: Louise Cole, IATA Head Customer Experience and Facilitation, Secretary of the Facilitation Group,
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Background

The PNRGOV Working Group operates under the Facilitation Group established under the Travel Standards Board with a mandate to:

- Maintain the PNRGOV message and associated Message Implementation Guides,
- Review and endorse proposals resulting from business needs to create or amend messaging standards with regards to the transmission of Passenger Name Record (PNR) from airlines to governments.
- Develop and recommend modifications in the Implementation Guide, Principles Guide, and PNRGOV messaging standards as needed for the implementation of the PNRGOV message in the agreed message syntax (IATA EDIFACT and/or XML).
- Recommend PNRGOV message changes to the ATSB for approval.
- Liaise closely with other working groups advisory councils as required.

The group presents its deliverables / guidance material annually within the WCO / IATA / ICAO API PNR Contact Committee, along with its Program of Work.

Membership

PNRGOV Working Group is open to IATA Member Airlines, Government Representatives, and IATA Strategic Partners under the Customer Experience & Facilitation area of interest.

As of 29 August 2023, the current membership comprises 253 individuals from 81 unique entities in total.

The composition of members by organization type is as follows:

- 30 Airlines
- 35 Governments
- 5 International Organizations
- 11 IATA Strategic Partners

Co-Chairs

Airline Co-Chair: Caroline Bibi, Lufthansa

Government Co-Chair: Michael Schriek, Federal Office of Administration Germany

Group activity in 2023

The group members have discussed certain scenarios where more clarity is needed in the guidance material and the message implementation guides. These include handling of charter operations, airline schedule information, codeshare / wet-lease scenarios, clarity on number of repetition of some segments, expansion of business case examples, among others.

The group is also in the process of running the annual PNRGOV Version Survey, which aims to gather information about implemented versions of each PNRGOV message format as well as future plans of stakeholders (governments, airlines, system providers). Results of the survey will be presented during the Fall meeting of the Working Group.

Meetings

The PNRGOV Working Group meets twice a year. The Spring meeting has taken place in Madrid, Spain on 19 April 2023, in a hybrid format, with 60 participants attending (30 in person, 30 virtual).

The Fall meeting is scheduled to take place in Montreal, Canada on 24 October 2023, in a hybrid format.

2024 Work Plan

The PNRGOV Working Group will continue updating the PNRGOV Principles in line with the identified business requirements by the group. The WG will also liaise with the Delivery on Orders Working Group to assist the transition from PNRs to Orders.

Action

Conference to note.

Item D4.5.4: Control Authorities Working Group

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Submitted by: Louise Cole, IATA Head Customer Experience and Facilitation, Secretary of the Facilitation Group,
colel@iata.org

Background

The IATA CAWG is an expert forum of airlines and government members who work collaboratively to recommend solutions and establish best practices for border management that contribute to the facilitation of legitimate travellers whilst ensuring a secure border.

Members

The CAWG consists of delegations composed of one or more national airline and one or more national agencies. There are currently 17 active delegations. Observing members are composed mainly of international organization and airline associations.

Co-Chairs

Government: Matthew S. Davies, US CBP (since Fall 2022)
Airline: Ameli Ganz, Lufthansa (since Spring 2023)

Sub-Groups

Sub-groups dedicated to work on a specific topic are created upon the nomination of one or two leads of the sub-group, listing the member contributing to the endeavour and the creation of a scope document, clearly defining the objectives of the sub-group and the activities with the desired outcomes. A sub-group is terminated once these outcomes have been achieved.

There are currently six sub-groups with different level of advancement:

Active Sub-Groups

- **iAPI Best Practice Guidelines:** Development of the first guidance dedicated to iAPI systems, in partnership with the PAXLST WG. The guidance is to be endorsed by the WCO/IATA/ICAO Contact Committee in Q3-2023 after which it will be presented to the PSC. Following this endorsement, the sub-group will continue its work for proposing an updated regulatory framework in ICAO Annex 9 pertaining to iAPI (Chapter 9).
- **Government Digital Health Platforms:** Guidance material on how to establish such portals and delineating the roles and responsibilities of aircraft operators and governments at times of an outbreak of a communicable disease posing a health risk of international concern (pandemic). Sub-group to be close after the guidance is made available in Q3-2023.
- **Inadmissible Passengers and Deportees:** Aims at updating the current CAWG Guidelines on inadmissible persons, at developing a toolkit for dealing with inadmissible persons as per the international regulatory framework and at updating IATA Resolution 701 Inadmissible Persons and Deportees through a TSB task force.
- **Digital ID and Legislative Framework:** On-going sub-group that aims at identifying where national legislations should be updated to enable digital processes and biometric recognition.

Proposed Sub-Groups

Data Quality and Multiple Passport Holders: Following the publishing of the [challenges pertaining to passengers holding multiple passports](#) during one travel journey (Phase 1), the CAWG is looking at continuing for a Phase 2 with the solutions and best practices to reconcile multiple passports to one holder.

Document Check and Carrier's Liability: This sub-group will aim at updating the [existing CAWG guidance](#) (dated 2016) to take into consideration digital credentials and the new roles and responsibilities.

Meetings

The CAWG met once in person (April 2023) in Madrid for a sub-group meeting. The Spring meetings aim at solely advancing the work of the sub-groups while the plenary meetings (Fall meetings) focus on governance questions, endorsement of the work and discussing strategic orientations of the CAWG. The 2023 Fall meeting will take place on 31 Oct and 1 Nov in Miami.

2024 Work Plan

Four out of the current six sub-groups will be active in 2024. Other topics to be discussed within the CAWG are to be determined in the CAWG Plenary meeting in Oct-Nov 2023.

Action

Conference to note.

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

Antony Baker, Secretary of the Fuel Data Standards Group.

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 Vice Chair (Airline)	Atlas Air	Shakti Chopra
3 Member (Airline)	Avianca	Maria Paula Cadena
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	Sheldon Ehrke
8 Member (Airline)	IAG	Stefan Munday
9 Member (Airline)	KLM	Mike Manshanden
10 Member (Airline)	LOT	Kamila Gizynska
11 Chairman (Airline)	Lufthansa	Christian Mietz

12 Member (SP)	AirBP	Pradeep Ganguru
13 Member (SP)	CNAF	Neo Liu He
14 Member (SP)	eBits	Richard Moss
15 Member (SP)	i6	Alex Mattos
16 Member (SP)	JetFuelTenders	Paul Wilkinson
17 Member (SP)	Q8 Aviation	Kwan Lam
18 Member (SP)	QT Technologies	David Zanussi
19 Member (SP)	Shell	Maxine Horsfield
20 Member (SP)	Skymetrix	Christine Freytag

Chair and Vice-Chair

Christian Mietz from Lufthansa (currently no vice-chair) continues his tenure. Under the revised Terms of Reference of the Group, these officers hold their positions for 3 years or until a replacement can be found, subject to continued involvement in the group, effective from 1 November 2019.

Group activity in 2023

Meeting 1 – 15 March 2023, BRU (hybrid)

1. Technical discussions
 - a. Codeset update: competing supplier codes
 - b. Tender/Bid Standard: new changes to the most recent scheme
2. Implementation Guides
 - a. Setting up ad-hoc working groups to progress completion of the 3 implementation guides (Tender/Bid, Operational, Transaction+Invoice)
3. General discussion
 - a. Update on Fuel Data Hub project
 - b. SAF integration into Fuel Data Standards – Primary focus
 - c. Review of [IATA's RP on CO2 calculation](#)
 - d. Discussion on a platform to facilitate codeset updates

Meeting 2 – 15 May 2023, SEA (In person only)

1. Technical discussions
 - a. New quick reference guide (1-pager) to promote adoption of Fuel Data Standards
 - b. Tender/bid schema
 - i. Approval of revised implementation guide
 - ii. Change requests approved and to be incorporated in new version of the schema
 - c. Codeset updates: agreement on new codes for suppliers and intoplane service providers. Discussions on access to IATA's Airport Codes.
2. SAF information in Fuel Data Standards
 - a. Agreement on the need to include SAF-related information into the standards. The group agreed that more research is required to determine requirements.
3. FDSG priorities for H2 2023
 - a. Inclusion of SAF related information into the fuel data standards
 - b. Work on remaining implementation guides: Operational and Transaction & Invoice
 - c. Ongoing maintenance of 4 schemas and relevant codesets
 - d. Fuel Data Hub project is cancelled

Group adoption of standards

Standards for the complete lifecycle of fuelling are already established. Change requests to standards are submitted by group members and observers and initially discussed with the Secretary and relevant key members for subject area. Satisfactory candidate change requests are then added to agenda for the next face to face meeting. Change requests are either approved, denied, or referred for revision and representation at a subsequent meeting.

Group Work Plan

There is a further group meeting planned for October and November 2023 (SEA) taking advantage of logistics arrangements for IATA's Aviation Energy Forum (AEF). The meeting will address the group work plan:

1. Inclusion of SAF related information, with support for B&C and SAF IT Ecosystem
2. Ongoing maintenance of 4 schemas
3. Work on remaining implementation guides

Action

Conference to note report.

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Item D4.7: Report and Workplan of the Aviation Information Data Exchange Group

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Submitted by: Mr. Giorgio Camilleri, Secretary (IATA) - Manager Airport Operations and Technical Development (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

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 AIDX Group has been being re-established after the COVID-19 pandemic 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 from Airlines, Airports, Ground Handlers, and Strategic Partners, of which a minimum participation of 51% must be IATA Members Airlines.

As of 29 August 2023, the following IATA Members, Airports, Organizations, and Strategic Partners are participating:

IATA Airline Members	Non-Airline Participants
Air China	SkyTeam
Air New Zealand	Auckland International Airport Ltd
American Airlines	Heathrow Airport
British Airways	Port of Seattle
Delta	ACI World
Deutsche Lufthansa AG (Co-Chair: Mr. Marcus Wagner withdraw in July 2023)	ADB Safegate
Etihad Airways	AFIS GmbH & Co. KG
FlyDubai	Eurocontrol
LATAM	i6 Systems
Qantas (Chair: Mr. Mike Riegler)	Inform
Singapore Airlines	OAG
Spicejet LTD	RockportSoftwareLtd
	SITA
	Skymantics
	TAV Technologies
	Vanderlande
	Veovo

Chair and Vice-Chair

Mr. Mike Riegler from Qantas (QF) is chairing the Group and Mr. Marcus Wagner from Deutsche Lufthansa AG (LH) is the co-Chair. Nomination was done at the October 2021 Group call. Under the Terms of Reference of the Group, these officers hold their positions for 24 months, subject to continued involvement in the group.

Since June 2023 Mr. Mike Riegler is not involved in the Group activity.

In July 2023 Mr. Marcus Wagner decided to withdraw from his current position of Co-Chair due to other commitments.

Activities in 2023

The AIDX Group held quarterly virtual conference calls, to progress with items included in the Groups' work plan to develop the AIDX standard, to progress with issues related to interoperability with other industry standards and to discuss any other changes or topic raised by industry representatives.

Group adoption of standards

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

Work Plan 2023/2024

A copy of this groups Work Plan forms Attachment A_D4.8.

The group is also actively engaging with other industry groups, including but not limited to:

- Ground Operations Automation and Digitalization (GAD) Group
- Architecture and Technology Strategy Board (ATSB)
- Fuel Data Standards Group (FDSG)
- FIXM CCB (Change Control Board)
- Eurocontrol Airport Data exchange Coordination and Harmonization User Group

In 2024 the Work activity is to focus on the release of the AIDX API in Json, to support a more granular request/reply data exchange process.

Terms of Reference

ToR are available at this [link](#), access to the AIDX Group Teams site required

Action

Conference to note the report.

Attachment A_D4.7 Aviation Information Data Exchange Work Plan

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The work plan of this Group has been reviewed and endorsed by the Travel Standards Board at the end of 2021. At the beginning of 2022, the work plan and the work items have been thoroughly discussed and voted based on high, medium, and low priorities.

During the 2022, the Group has received and added additional work items and new business requirements in response of change requests and new business requirements.

Following the Q1 2023 virtual call, the group has agreed to progress with work items listed below:

Work items

Work Item	Status
Aligning the AIDX standard with the IATA Airline Industry Data Model (AIDM) by modelling all AIDX data elements and attributes into the model	The new logical flight model was approved by the governing body of the AIDM. The next step is to endorse the changes and plan to create / publish the AIDX model in the AIDM Governance
Update and publish AIDX Implementation Guideline to include reference to the AIDM	The Group agreed to publish the new version. A revised version is being finalized and it will be published once the AIDX model will be published in the AIDM
Develop the AIDX in JSON for future API standard. AIDX Request /Reply concept	Agreement by the Group to move from the current broad request into a more narrow and granular query approach. Skyteam can lead this effort. The Group agrees that having API in JSON is a priority. Progress will depend on the priorities set by the new DOWG
Change Request for inclusion of the "Predicted" time and Derivation element	In progress



Section E:

Settlement and Accounting Standards Board Items

Item E1: Report of the Settlement and Accounting Standards Board (SASB)

Note: The SASB (Settlement and Accounting Standards Board) was converted to the Settlement and Accounting Standards Board (SASB) by PSC and the first SASB Conference Call was on 29th August 2023.

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Submitted by: Myriam Burget, Chair of the SASB

Altug Meydanli, Senior Manager, Settlement and Accounting Standards], Secretary of the SASB

Background

The SASB is established under paragraph 2.3.4 of Resolution 009

2.3.4 Settlement and Accounting Standards Board (SASB)

The Settlement and Accounting 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 and fulfillment of passenger services to the extent these are developed under the Passenger Services Conference.

Fulfilment means processing payment and transferring funds to the provider.

This includes but is not limited to payment, payment acquisition, settlement data exchange standards, and other related financial data exchange standards.

Members of the Settlement and Accounting Standards Board

Position	Airline	Delegate name	Term commenced
1	Aerolineas Argentinas	Mariano Creo	5 June 2023
2	Air China	He Jing	5 June 2023
3	Air France	Jerome Boyer (Vice-Chair)	5 June 2023
4	American Airlines	Mary Beth McDonald	5 June 2023
5	British Airways	Charles Wadsworth	5 June 2023
6	Cathay Pacific Airways	Terence Wong	5 June 2023
7	China Eastern*	Cui Min	5 June 2023
8	China Southern Airlines*	Liang Zhaozheng	5 June 2023
9	Delta Airlines	Mark Manhan	5 June 2023
10	Emirates	Rukhsana Pawane	5 June 2023
11	Indigo Airlines	Pramod Kumar Srivastava	5 June 2023
12	KLM	Rob Kies	5 June 2023
13	Lufthansa	Elke Disselhoff	5 June 2023
14	Pegasus Airlines*	Ferhat Obenik	5 June 2023
15	Qantas	Konda Reddy	5 June 2023
16	Qatar Airways	Kalyana Sundaram	5 June 2023
17	SAS	Signe Messeter	5 June 2023
18	Shenzhen Airlines*	Zhennian Wu	5 June 2023
19	Singapore Airlines	Boon Siong Ong	5 June 2023
20	Swiss International Airlines	Myriam Burget (Chair)	5 June 2023
21	Turkish Airlines	Kadir Çoşkun	5 June 2023
22	United Airlines	Susan Wade	5 June 2023
23	Xiamen Airlines	Xuemei Zhang	5 June 2023

* indicates non-elected active participants.

Chair and Vice-Chair

Chair: Myriam Burget from Swiss International Airlines

Vice-Chair: Jerome Boyer from Air France.

The term of the current Chair and Vice-Chair will be ending in October 2023 and there will be a new SASB Chair and Vice-Chair election which will be completed in October 2023. Under the terms of Resolution 009, the new officers will hold positions for a period of 2 years ending on 1 November 2025.

Settlement and Accounting Standards Board (SASB) Activity Report

Between November 2022-May 2023 PASB (Pay-Account Standards Board) had 3 Conference Calls and no face-to-Face Meeting. After PASB was converted to SASB with the approval SASB had 1 conference Call on 29th August 2023. The key highlights of the PASB/SASB Conference Calls are summarized below;

- SASB had many discussions to support the PSC Structure and endorsed the new SASB structure,
- SASB discussed and agreed on the below offers and orders finance guiding principles which are a financial compass for airlines;

Orders	• Orders will be owned by airlines • Orders will always be accurate and up to date • Orders will be the single source of truth for accounting, settlement and reporting (and more)
Control	• Strong data validation will occur in the offer and order creation process • Accuracy of offers and orders will be the responsibility of upstream offer & order systems. • Correction processes will not happen outside of orders
Pricing	• Pricing data will be key to ensuring offers are accurate and orders are complete • Relevant pricing information will be passed to the order for use downstream, including finance • Pricing will be split into component values for accounting, reporting and settlement
Settlement	• Settlement will be based on values and data contained in Orders & Order Structures • Any changes – voluntary or involuntary – will require agreement and acceptance between parties to the Order

- SASB discussed the NDC Easy pay Direct Authorization API-change request and decided to assign this topic to Order Payment Working Group (OPWG) Workplan with a low-priority,
- SASB discussed the effects of the new “Industry Standard for Multi-Airport Cities” on finance and revenue accounting,
- SASB decided to remove TGG (Tax Governance Group) from the SASB Structure as the working group’s term of reference does not include any standard setting activity. SASB also acknowledge that the TGG has an important task to address the tax complexities therefore suggested to continue their activities however outside of the SASB structure. SASB also agreed that it will be useful to receive the report of the TGG Activities time to time,
- SASB approved the rescission of below 2 IATA Recommended Practices;
 - Recommended Practice 1791- Standard Specifications for Airline Issued Credit Cards
 - Recommended Practice 1791b- Standardised Format for Financial Transaction Messages
- SASB recommended the rescission of IATA Resolution 791-Specifications for Airline Industry Integrated Circuit Card (ICC)–Version 03 to SOPSB (Shop-Order-Pay Standards Board)

Note: PSC approved during the Cycle4-2022 Ballot the above-mentioned request and recommendation of SASB

- SASB balloted and approved the 4 below payment-related Implementation Guide;
 - Capability – Pay Using Customer or Agent Card
 - Capability – Pay Offline Using Redirection
 - Concept - Payment Catalogue
 - Concept - Payer Authentication
- SASB agreed with the IATA proposition to create a Guidance Document for DISH (BSP Data Interchange Specifications Handbook) card content which will be addressed in 2024.
- SASB unanimously supported “updating the financial management part of “Reference Architecture”;

Note: Since the establishment of the IATA Modern Airline Retailing program, a consortium of advanced airline adopters (American Airlines, Air France-KLM, British Airways, Emirates, Finnair, Iberia, LATAM, Lufthansa Group, Oman Air, Qatar Airways, Singapore Airlines, Turkish Airlines, and Xiamen Airlines) has committed subject matter experts to help develop workstreams with the objective to accelerate the industry transition to a state of 100% Offers and Orders. The “Reference Architecture” was produced by those consortium airlines, as an end-to-end reference architecture for offers and orders,

- SASB discussed and unanimously endorsed the ABS WG draft workplan- (May-December 2023)
- SASB endorsed the creation of SASB AF (Advisory Forum),
- SASB endorsed the revised ToRs (Term of References) of ABS WG (Airline Billing and Settlement Working Group) and OAWG (Order Accounting Working Group) in line with the new standard PSC Working Group ToR,
- SASB unanimously decided to disband the SOG (Settlement with Orders Group) which has been inactive since 2021 and include the Settlement with Order standards under the responsibility of ABS WG. The ToR of ABS WG will be further revised to reflect this change,
- SASB endorsed the idea of creating an ABS WG Editor Group which will report to ABS WG. If ABS WG will agree an ABS WG proposal will be prepared to include Editor Group rules in RAM again.
- SASB unanimously recommended SOSB (Shop-Order Standards Board) to remove the wording “BSP” from IATA Resolution 728-Appendix 7.2.1 “Customer Payment Cards” as it incorrectly implies that the usage of the code is limited to BSP only. If endorsed by SOSB, the proposal will then be submitted to the PSC for approval,
- SASB unanimously recommended SOSB (Shop-Order Standards Board) to remove the suggested duplications and obsolete information from IATA Resolution 728. If endorsed by SOSB, the proposal will then be submitted to the PSC for approval.

Action

Conference to note report.

Item E1.1 Settlement and Accounting Standards Advisory Forum

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There was no activity between November 2022-September 2023 for the Settlement and Accounting Standards Advisory Forum. There will be a Settlement and Accounting Standards Advisory Forum face-to-face meeting on 6th November 2023 in IATA Geneva Office

Action

Conference to note report

Item E3: Delegation of authority to the Settlement and Accounting 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:

1.7.1.1 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.

In line with IATA Resolution 009 2.7 “Delegated Authority to Establish Standards”, the Settlement and Accounting Standards Board requests delegation of authority 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:

No delegation requested

Currently, the Board does not wish to request any delegation of authority under this provision.

Action

Conference to endorse this delegation of authority.

Item E4: Groups active under the Settlement and Accounting Standards Board

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Submitted by: Altug Meydanli, Senior Manager, Settlement and Accounting Standards, Secretary of the Settlement and Accounting Standards Board.

(meydanlia@iata.org)

Background

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

3.1 Establishment of Working Groups Reporting to Management Boards

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

3.1.2 The Board shall grant the Working Group a mandate for a specific period of time based on their assessment of the work required to complete the assignment, after which the Working Group shall be disbanded.

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

3.1.4 A Working 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 Working Groups should maximize efficiency and reduce duplication.

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

3.1.6 Working Groups shall not be established unless there are volunteers from Members for the positions of Chair and Vice-Chair for the group.

The Settlement and Accounting Standards Boards had the following Groups active during 2023.

Group name	Scope
Airline Billing and Settlement Working Group	Develop billing and settlement business requirements documentation and procedural standards that facilitates the exchange of information necessary for billing and settlement between airlines and any 3 rd party transportation provider using Enhanced and Simplified Distribution based on the passenger offer and orders standards (NDC and One Order).
Billing and Settlement Plan (BSP) Data Interchange Specifications Working 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 Accounting Working 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.

Continuation of Groups

The Board endorses the continuation of the above groups for a further 12 months, from 1 November 2023.

The Terms of Reference of the Groups are provided as Attachments to this item as follows.

Group name	Scope	Terms of Reference Attachment
Airline Billing and Settlement Working Group (ABS WG)	Develop billing and settlement business requirements documentation and procedural standards that facilitates the exchange of information necessary for billing and settlement between airlines and any 3 rd party transportation provider using Enhanced and Simplified Distribution based on the passenger offer and orders standards (NDC and One Order).	A E4
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.	B E4
Offer and Order Technology Support Group	This group is a technology standards support group established in accordance with the provisions of section 5 of Resolution 009 to support the shared responsibilities between the Management Boards and ATSB. It reports to • Shop-Order-Pay Standards Board with respect to relevant Business Requirements that the data exchange fulfils; • Settlement Account Standards Board with respect to relevant Business Requirements that the data exchange fulfils; • ATSB with respect to development of data exchange standards in accordance with applicable architectural and technology strategy guidance and in accordance with the established methodology.	See SOPSB Attachment F C4
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

Action

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

Attachment A_E4: Airline Billing and Settlement Working Group

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Adopted by the Settlement and Accounting Standards Board to take effect on 01 November 2023

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	Airline Billing and Settlement Group (ABS WG)
Reports to	Settlement and Accounting Standards Board (SASB)
Role / Mandate	1. Develop billing and settlement business requirements documentation and procedural standards that facilitates the exchange of information necessary for billing and settlement between airlines and any 3rd party transportation provider using Enhanced and Simplified Distribution based on the passenger offer and orders standards (NDC and One Order). 2. Develop and maintain billing and settlement standards for cargo. 3. Review and endorse proposals to amend IATA RAM (Revenue Accounting Manual) rules (Passenger) provided that: a. There is a governmental regulatory change that necessitates a RAM rule change and/or : b. In case of a business-critical industry issue raised by ABS WG and/or SASB necessitating a change or clarification to be added to the RAM for better understanding of the interline billing and settlement procedures. SASB approval should be obtained for the group to work on the non-offers and orders passenger standards. 4. Recommend changes to mandatory or recommended data elements and adjust interline billing rules accordingly. 5. Review and endorse proposals to create or amend standards governing these processes. Ensure that proposals align with existing standards and that requirements are documented with a corresponding change to Implementation Guidance where applicable. 6. Liaise with other process-owning groups under the PSC and Advisory Councils as required. 7. Liaise with the technical groups under the ATSB for the technology data exchange message standard accompanying the business requirements. 8. Maintain a work plan and report regularly to the SASB .
Period of effectiveness	The working group is effective for a period of 12 months and will be renewed subject to the oversight approval of the SASB.

Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members are required for the group to remain active. Group Members must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to the group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Eligibility for Participation	IATA Member Airlines Any other organization may attend conference calls and meetings as required, with the prior approval of the Chair and Secretary.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub -Working Groups	The group may establish and disband temporary sub working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair.
Officers	A Chair and Vice-Chair will be elected from working 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. A secretary will be provided by IATA Management. A member from the IATA SIS team will be an ABS WG Member as an observer. The Chair and/or Vice-Chair of the ABS WG will be a member of the SIS SG representing the ABS WG.
Profile of delegates	Named delegates should have current experience in the following areas; a. Passenger Revenue Accounting (Passenger) b. Knowledge of offers and orders industry standards (NDC/OO). c. Revenue Accounting (Cargo) d. Interline Billing and Settlement Processes e. Knowledge of 3rd party transportation provider's billing and settlement f. Accounting and other financial processes g. Systems related to payment, accounting, invoicing, and settlement (such as Order Management Systems, ERP Systems, Passenger Revenue Accounting Systems, Cargo Revenue Accounting Systems, SIS, and ICH). h. Willingness to prioritize and be an active collaborator and supporter of the industry transformation initiative to move to 100% offers and orders and to sunset legacy artifacts and infrastructure as determined by the IATA BoG (Board of Governors) in June 2021.

Quorum	A quorum of 4 IATA Member Airlines is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines (%50+1 of the qualified voters present) participating in the vote. Abstentions are not counted in establishing a majority. Any required voting action may take place during any ABS WG meeting/conference call by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of Standards	Proposed standards endorsed by the ABS WG will be presented to the SASB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment B_E4: Terms of Reference: BPS Data Interchange Specifications Group (BDISG)

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Adopted by the Settlement and Accounting Standards Board to take effect on 01 November 2023

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	BDIS WG (BSP Data Interchange Specifications Working Group)
Reports to	Settlement and Accounting Standards Board (SASB)
Role / Mandate	1. Deals with matters concerning the development and maintaining data interchange specifications for the exchange of passenger ticketing and related data (including mass upload formats in BSPlink such as ADMs /ACMs and Refunds) between Billing and Settlement Plan (BSP) business partners. 2. Review and endorse proposals to create or amend standards to develop and document suitable technical solutions for the provision of BSP-related data (including mass upload formats in BSPlink such as ADMs /ACMs and Refunds), for publication in the BSP Data Interchange Specifications Handbook (DISH) and ensure that those technical solutions align with existing standards. 3. Develop and document suitable technical solutions for the provision of BSP-related data, for publication in the DISH. 4. Propose realistic implementation schedules for changes to the DISH standards. 5. Where practical, BDIS WG will take into account business requirements of BSP business partners. 6. Review and endorse proposals to amend: - PSC Resolution 750 Attachment A - BSP Data Interchange Specifications Handbook. 7. Liaise with other process-owning groups under the PSC, and advisory groups under Industry Committees as required, including the PAPG (Passenger Agency Program). 8. Maintain a work plan and report regularly to SASB
Period of effectiveness	The group is effective from 1 November 2023 to 1 November 2024 and will be renewed subject to the approval of the SASB.

Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members are required for the group to remain active. Group Members must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to the group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Eligibility for Participation	IATA Member Airlines Any other organization may attend conference calls and meetings as required, with the prior approval of the Chair and Secretary. The participation of IATA SPs that provide agent reporting data (RET) to a BSP is recommended.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-Working Groups	The group may establish and disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair.
Officers	A Chair and Vice-Chair will be elected from Working 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. A secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and day-to-day involvement in the following areas; a. BSP Data interchange specifications b. DISH RET, HOT, CSI & CSP data formats c. Passenger Revenue Accounting rules and regulations d. Passenger Revenue Accounting Systems
Quorum	A quorum of 4 IATA Member Airlines is required to hold a meeting.

Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines (%50+1 of the qualified voters present) participating in the vote. Abstentions are not counted in establishing a majority. Any required voting action may take place during any BDIS WG meeting/conference call by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the BDIS WG will be presented to the SASB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment C_E4: Terms of Reference: Order Accounting Group (OAG)

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Adopted by the Settlement and Accounting Standards Board to take effect on 01 November 2023

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 Working Group (OAWG)
Reports to	Settlement and Accounting Standards Board (SASB)
Role / Mandate	1. Deals with matters concerning financial and accounting processes and practice related to Orders including the associated business requirements, provided that they are related to IATA Resolutions 787 and 797 taking into account end-to-end processes. 2. Recognizing the industry's ambition to move to the world of offers and orders only, develop and maintain modern standards relating to Order Accounting, auditing, billing, revenue recognition and taxation in relation to enhanced and simplified distribution such as those referred to under Reso 787 and 797. 3. Document business requirements, propose additions or changes in messages defined under Reso 797 and maintain associated Implementation Guide. Group may propose changes to messages defined under Reso 787 subject to review of the Offer and Order Working Group. Order Accounting Working group will develop BRD using AIDM methodology to and will need Technology Support Group to propose technical solution and write implementation guide based on produced solution for the respective BRD. 4. As and when necessary to maintain business continuity during the transition to the world of offers and orders; develop, review and endorse proposals to amend: IATA Reso 797, 787, Implementation Guidance for Order Accounting. 5. Liaise with Offer and Order Working Group, Order Payment Working Group, Interline Working Group as well as with other process owning groups under SASB and SOPSB. 6. Maintain a work plan and report regularly to the SASB.
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the SASB.
Participation	Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members are required for the group to remain active. Group Members must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may

	appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSC SG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the SASB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Item E4.1: Report and Workplan of the Billing and Settlement Plan Data Interchange Specifications Group (BDISG), under the Settlement and Accounting Standards Board

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Submitted by: Altug Meydanli, Senior Manager, Settlement and Accounting Standards, Secretary of the BDISG

Background

The BDISG was established under the Settlement and Accounting 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.

There was no activity in the past year. BDISG expects to resume its activities in 2024 and will address a workplan to SASB then.

Action

Conference to note.

Item E4.2: Report and Workplan of the Airline Billing and Settlement Working Group (ABS WG), under the Settlement and Accounting Standards Board

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Submitted by: Altug Meydanli, Senior Manager, Settlement and Accounting Standards, Secretary of the BDISG

Background

The Airline Billing and Settlement Working Group was established under the Settlement and Accounting Standards Board with a mandate to develop recommendations and take decisions on all procedures relating to interline billing and settlement (passenger and cargo) including developing business requirements for offer and order standards.

The Working Group will continue their work plan as prioritised by the Settlement and Accounting Standards Board. The main priority is developing the Business Requirement Document (BRD) for interline billing and settlement (passenger) with offer and order standards. The Working Group will only address legacy Revenue Accounting Manual (RAM) legacy changes for business-critical issues and regulatory changes.

Members of the Airline Billing and Settlement Working Group (ABS WG)

Note: IATA Strategic Partners (SPs) on the settlement and accounting SP Program will be able to join the WG as observers starting from the next ABS WG Call in November 2023.

The following IATA Members committed to active participation in standards development.

Position	Organization	Delegate name
1.	Air Baltic (BT)	Marina Portnova
2.	Aircalin (SB)	Laurent Gabette
3.	Air Canada (AC)	Jamie Haluik
4.	Air China (CA)	Kaihong Zhang
5.	Air Europa (UX)	David Rigo Roberts
6.	Air France (AF)	Delphine Ahuir
7.	Air India (AI)	Ajit Karmarkar
8.	Air New Zealand (NZ)	Ashwin Melant
9.	Alaska Airlines (AS)	Jenny Benjamin
10.	American Airlines (AA)	Jessica Travis
11.	British Airways (BA)	Sandhya Kozhiparambath
12.	Cathay Pacific (CX)	Michelle Huang
13.	China Southern (CZ)	Jialin Zheng
14.	Delta (DL)	Lori Lien
15.	Emirates (EK)	Neville Todiwalla
16.	Eva Airways (BR)	Teresa Chen
17.	Gulf Air (GF)	Ahmed Ahmadi
18.	Hahn Air (HR)	Daniel Erler (Vice-Chair)
19.	Hawaiian Air (HA)	Jerry Fonacier
20.	IndiGo	Pramod Kumar Srivastava
21.	KLM (KL)	Ap Bouman
22.	Lufthansa	Philipp Pessin
23.	Lufthansa Cargo (LH)	Ivonne Riebel
24.	Qantas (QF)	James Hayward
25.	Qatar Airways (QR)	Aslam Khan
26.	Scandinavian Airlines (SK)	Ulf Edberg
27.	Turkish Airlines (TK)	Nermin Azem Kiran

28.	Unites Airlines (UA)	Chris Wiebelt
29.	Virgin Australia (VA)	Daisy Lee
30.	West Jet (WS)	Benaifer Bhathena (Chair)
31.	Xiamen Airlines (MF)	Chen Sheng

Chair and Vice-Chair

In April 2023, Benaifer Bhathena from West Jet (WS) was elected as Chair, and Daniel Erler from Hahn Air (HR) was elected as Vice Chair. Under the Terms of Reference of the Group, these officers hold their positions for a maximum period of 24 months, subject to the group's mandate continuing.

Airline Billing and Settlement Group Activity in 2023

The Airline Billing and Settlement Working Group (ABS WG) started its activities on the 26th of April 2023 and had 3 conference calls and a recent face-to-face meeting between 19-21 September 2023 in IATA Montreal office. The WG will continue its activities with monthly calls and at least 2 face-to-face meetings.

Highlights of the ABS WG activity in 2023:

- Completion of Stage 1-Project Initiation Document for interline billing and settlement with offers and orders (Passenger).
- Discussing and providing feedback for the "Passenger P1 Flown Coupons - Speed up cash flow" Project
- "Reference Architecture" was presented and discussed.
- Awareness sessions on offer and order standards.
- SwO (Settlement with Order) Capabilities.
- Discussing and agreeing on the basic interline billing and settlement principles with offers and orders.
- Revising the ABS WG Term of Reference by incorporating SwO (Settlement with Order) standards.
- Agreement to create a task force reporting to ABS WG about the SwO standards if there is a need for a revision and enhancement in the already existing SwO standards.
- Discussing and agreeing on the details of "Settlement Value".
- Discussing different "currency" options for interline billing and settlement.
- Discussing and agreeing to update the RAM Chapter B8-Enhanced and Simplified Distribution Capability.
- Discussing and agreeing on scenarios that might necessitate a interline billing dispute (offers and orders) between interline partners.
- Discussing different options about involuntary re-route interline billing settlement standards with offers and orders. Some open questions were raised which will be forwarded to the related WG for feedback.
- Discussing and agreeing Interline use case document, identifying the necessary data that will be needed for interline billing and settlement standards with offers and orders.
- Discussing and agreeing on the ABS WG-2024
- Discussing and drafting Stage 2 Document-Business Requirements and Modeling Template parts 1-5. The document (part 1-5) will be finalized by the end of 2023.
- Reviewing 9 Revenue Accounting Manual (RAM) revision papers and balloting the proposals. The two proposals were approved and will be included in the SASB and PSC Ballots.
- Discussing and agreeing that the SISM (Simplified Involuntary Re-Route Settlement Methodology) initiative, will be put on hold considering the industry priority and focus on offer and order standards.

Airline Billing and Settlement Working Group (ABS WG) adoption of standards

The proposed changes to standards from the Airline Billing and Settlement Working Group (are submitted to the Settlement and accounting Standards Board and can be found in the voting package.

Airline Billing and Settlement Working Group (ABS WG) 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_E4.2***

Action

Conference to note report.

Attachment A_E4.2: Airline Billing and Settlement Working Group (ABS WG) Work Plan

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ITEM	GROUP	SUBJECT	DESCRIPTION SUMMARY	REFERENCE	STATUS	COMMENTS
1.1	ABSWG	Stage 2-BRD Document	Completing the Business Requirements and Modelling Template for interline billing and settlement with offers and orders part 1-5 first. This allows the business users, who are generally not used to follow a highly structured and formalized approach, to articulate business requirements without unnecessary formal constraints before starting any formal analysis or modelling activity starts. After completing parts 1-5 of the document the whole document will be completed with the support of IATA Data Modellers.	WP1-2024	On-going	In collaboration with Interline Working group and IATA Data Modellers
1.2	ABSWG	Currency Requirements	Finalizing Interline Billing and Settlement with offers and orders Currency Requirements	WP2-2024	On-going	In collaboration with ICH WG
1.3	ABSWG	Involuntary re-routes	Finalizing Interline Billing and Settlement with offers and orders involuntary re-route requirements	WP3-2024	On-going	In collaboration with other relevant Offers and Orders Industry WGs
1.4	ABSWG	SwO Taskforce	SASB and ABS WG decided to merge the SwO (Settlement with Order) standards under the responsibility of ABS WG. ABS WG decided that it will be better to create a separate taskforce reporting to ABS WG about the SwO standards if there is a need for a revision and enhancement in the already existing SwO standards.	WP4-2024	On-going	Volunteer Members will be requested in the next ABS WG Conference Call

1.5	ABSWG	RAM Mapping Exercise	ABS WG agreed to do a Revenue Accounting Manual (RAM) mapping exercise for interline billing and settlement rules with offers and orders to identify which RAM rules and chapters will be needed with offers & orders; • RAM Rules that are not needed anymore, • RAM Rules that will be needed as is, • RAM Rules that will be needed with revisions	WP5-2024	On-going	Volunteer Members will be requested in the next ABS WG Conference Call
1.6	ABSWG	RAM Revision Proposals (Passenger & Cargo)	ABS WG will review, discuss, and ballot the Revenue Accounting Manual (RAM) Proposals for passenger and cargo. ABS WG agreed that only business-critical issues and regulatory changes should be addressed considering the industry priority on the offer and order standards.	WP6-2024	On-going	
1.7	ABSWG	Airline Clarification Requests	ABS WG agreed to address the requests coming from the IATA Member Airlines about Revenue Accounting Manual rules. The recommendations of ABS WG are not binding on IATA Member Airlines and ABS WG just aims to assist IATA Member Airlines in case of different interpretations of RAM rules	WP7-2024	On-going	
1.8	ABSWG	Delegation of Authority for RAM Revisions	ABS WG agreed that the ABS WG IATA Secretary draft a paper for "delegation of authority" for RAM changes from the PSC to the SASB so that the RAM changes can be finalized with the SASB voting without the need to go to a final PSC ballot.	WP8-2024	On-going	If SASB agrees the request will be included in the next available PSC Ballot g
1.9	ABSWG	Jira Platform	ABS WG agreed to use the IATA JIRA Platform in 2024 to follow up on ABS WG work packages	WP9-2024	On-going	In coordination with the WGs using the Jira Platform.
1.10	ABSWG	SIS SG & ICH WG Recommendations	ABS WG will review, discuss and (if needed) ballot the recommendations coming from the IATA Simplified Invoicing and Settlement Steering Group (SIS SG) and IATA Clearing House Working Group (ICH WG)	WP10-2024	On-going	In collaboration with SIS SG & ICH WG

Voting Item E4.2.1: Airline Billing and Settlement Working Group - Revenue Accounting Manual (RAM) Chapter A2, Paragraph 2.6 and Intro and Admin Paragraph 3

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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 following Items of the Airline Billing and Settlement Working Group are presented to the Conference as a single package. A single vote will be held at the Conference on all voting items developed by the Airline Billing and Settlement Working Group.

Proposal

Item number and name (with links)	Item number (with links)
E4.2.1a/P Planned Schedule Change – RAM Chapter A2, Paragraph 2.5	Attachment A E4.2.1a/P
E4.2.1b/P Introduction and Administration – RAM Paragraph 3	Attachment A E4.2.1b/P

Action

Conference to adopt all items in package.

Voting Item E4.2.1a/P: Airline Billing and Settlement Working Group (ABS WG) Voting item: RAM Chapter A2, Paragraph 2.6

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Note: The proposal was unanimously approved by ABS WG during the ABS WG Meeting on 19-21 September 2023 in Montreal. The Proposal is currently under the SASB Ballot.

Subject: Planned Schedule Change

Submitted by: China Southern Airlines

Background

Many attempts have been made by IATA to try to resolve the dispute caused by Involuntary Re-route and Schedule changes. In recent years, RAM *Chapter A2 Paragraph 2.5-2.8* has been continuously updated to make the definitions and rules of Planned Schedule Change and Involuntary Reroute clearer for airlines to deal with the issue in different ways.

Problem

In RAM *Paragraph 3 Terminology* and *Chapter A2 Paragraph 2.6*, both Involuntary Rerouting and Planned Schedule Change have a "Note" stated as below;

- 1) An involuntary change to an originally ticketed itinerary is required to meet the conditions of an involuntary reroute.
- 2) An involuntary change to an originally ticketed itinerary is required to meet the conditions of a Planned Schedule Change.

Since Planned Schedule Change has been clearly defined, and *Paragraph 2.6* mostly describes how to distinguish Planned Schedule Change and Involuntary Reroute, the "Note" above may cause confusion.

Proposed Solution

Considering the intention for the "Note", to avoid misunderstanding, we propose to amend the "Note" of Planned Schedule Change both in *TERMINOLOGY* and *Chapter A2 Paragraph 2.6* as per below,

Attachment A_E4.2.1a/P: Airline Billing and Settlement Working Group (ABS WG) Voting item: RAM Chapter A2, Paragraph 2.6

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~~Note: An involuntary change to an originally ticketed itinerary is required to meet the conditions of a Planned Schedule Change.~~

Note: Any involuntary change to a passenger's itinerary as originally ticketed that cannot be considered as an Involuntary Reroute shall be considered a Planned Schedule Change, as defined in *Recommended Practice 1735*.

Voting Item E4.2.1b/P: Airline Billing and Settlement Working Group (ABS WG): RAM Introduction and Administration Paragraph 3 – Creation of a RAM Editor Group

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Submitted by: Airline Billing and Settlement Working Group

Note: The proposal was unanimously approved by ABS WG during the ABS WG Meeting on 19-21 September 2023 in Montreal. The Proposal is currently under the SASB Ballot.

Background

The IBS OPS (Interline Billing and Settlement Working Group) Editor group was removed from RAM in 2022 within the framework of moving interline billing standards from IFAC (Industry Financial Advisory Council) to the PSC (Passenger Services Conference) Structure.

Problem

There is a 3 layer of industry voting for the current interline billing standards in the current structure. First the voting of ABS WG (Airline Billing and Settlement Working Group) the SASB (Settlement and Accounting Standards) voting and a final PSC (Passenger Services Conference) voting.

ABS WG believes that creating a RAM Editor Group and giving the authority to do revisions in RAM for the below situations without referring to the matter to any industry ballots is more efficient;

- Updating an existing reference to another Resolution/Agreement,
- Typo/Grammatical corrections
- Update a RAM rule language without changing the nature/content of the RAM rule. The ABS WG must approve that the changes the RAM Editor Group will make will not change the nature/content of the RAM rule.

Action

Conference to endorse the inclusion of new paragraph 3 in the RAM "Introduction and Administration" Chapter as shown in **Attachment A_E4.2.1b** and renumber the current paragraph "3. Terminology" as paragraph 4.

Attachment A_E4.2.1b/P: Airline Billing and Settlement Working Group (ABS WG) Voting item: RAM Introduction and Administration Paragraph 3 – Creation of a RAM Editor Group

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3. RAM EDITOR GROUP

3.1 Revisions to this manual will be developed and drafted by the RAM Editor Group comprising of up to three active members from the Airline Billing and Settlement Working Group (ABS WG)) plus the IATA Senior Manager, Pay-Account Standards.

Where the RAM revision is restricted to;

- Update an existing reference to another Resolution/Agreement,
- Correct a typo/grammatical error,
- Update a RAM rule language for clarification purposes without changing the nature/content of the RAM rule. The ABS WG must approve that the changes the RAM Editor Group will make will not change the nature/content of the RAM rule.

The RAM Editor Group shall make such changes without referring the matter to the industry ballot process for approval.

RAM Editor Group shall inform ABS WG about the RAM Editor Group RAM revisions.

3.2 The Chair and Vice-Chair of the ABS WG will be responsible for the oversight of the RAM Editor Group, and it will meet at their call, as necessary, to complete its work.

Item E4.3: Report and Workplan of the Order Accounting Group (OAG) under the Settlement and Accounting Standards Board

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Submitted by: Mladenka Vukmirović, Senior Manager Standards Development-Enhanced Distribution, IATA Secretary of the Order Accounting Working Group (vukmirovim@iata.org)

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 airline membership is as follows:

Airline Member	Delegate Name	Traffic Conference
Lufthansa	Elke Disselhoff	2
Emirates	Suresh Verkot	2
	Ma Teresa	2
Delta	Dave Weghorst	1
	Thumann Robin	1
Hahnair	Patricia Klumpp	2
Lufthansa	Carsten Camper	2
	Elke Disselhoff	2
Qantas	Konda Reddy	3
Royal Jordanian	Suha Elmasri	2
Swiss	Myriam Burget	2
Singapore Airlines	Siew Lin Seet	3
	Kaiyu Li	3
Turkish Airlines	Burak Boyacıoğlu	2
	Osman Suluk	2
United Airlines	Paula Waters	1
	Dona Jackson	1

In addition to airline members, there is active participation from following IATA Strategic Partners:

Observers (Technology partners)	Delegate Name	Traffic Conference
Accelya	Abhinav Shirvastava	3
	Bosco Fernandes	3
	Irfan Chaki	3
	Chetan Inamdar	3
Acca	Li Yong	3
	Liu Yi	3
Amadeus	Julen Hugol	2
	Gilles Ingham	2
	Bassem Zaidi	2
	Alexandra Sorrentino	2
ARC	Andrew Bolton	1
Coforge	Raphael Illi	2
	Elizabeta Maricik	2
ISO	Susanne Reiser	2
	Ulrich Bilz	2
IBS	Mohsin Basheer	3
	Laksmi Balchandaran	3
Lufthansa Systems	Sebastien Holfert	2
	Frauke Groenwold	2
Maureva	Joel Samy	2
Sabre	Ayse Canli	1
	Susanne Oakley	1
SAP	Sameer Deshpande	2
	Eva Maria-Roe	2

Chair and Vice-Chair

Konda Reddy from Qantas continued to be the Chair and Myriam Burget from Swiss was elected for the Vice Chair. They will continue to do their duties during next year.

Order Accounting Group Activity

Overview

The group had a face to face meeting in Montreal in February which was facilitated by the interim Secretary. During the meeting following was achieved:

- Log of the open issues created
- Review needs for distinct delivery side OMS -> Accounting message (use of OSIN vs use of SSCN)
- Patch 21.3.5 requirements defined and schema changed accordingly

New IATA Secretary was appointed in April 2023 and the group continued with the monthly call, followed by use case call related to penalty posting topic. Due to resource issue on IATA side, the group Officers and the Secretary spent June and July reviewing and preparing for the next face-to-face meeting organized in September.

Jira was introduced in working process of this group as well and their respective boards are following:

- [OAWG board](#) - used for follow-up on Change Request progress status.
- [OAWG Raised requests or incidents](#) - used to report issues and triage.

Confluence environment for the document storing is to be set-up for this group as well and is expected to be available by the end of 2023. *Note: Access to Jira is provided by Secretary to active WG members.*

Face-to-face meeting held in September in Geneva was an opportunity to start use of Jira platform for collaboration. During the meeting content was actively added and updated by participants. Currently the group has approximately 80 raised items to review and document.

Part of the time during the meeting was used for creation of the implementation guidance content for Order Accounting. The group has agreed to do the end-on-end documentation of the use cases hence enhancing the work already done by Implementation Guidance Task force by adding respective Order Accounting messages in the flow and extending use cases to demonstrate the accounting principles. During the meeting collaboration environment was set-up for the group to work in and 5 documents were created and agreed to be sent to ballot of Settlement and Account Board.

Additionally following topics were discussed during meeting in Geneva:

- Taxes – numerous item related to tax accounting were raised and the group decided to form a sub-group to address the issues
- Decommission of OSINAD message
- Use of OSIN/SSCN versus only OSIN for postings discussion continued during this meeting
- Servicing and posting following changes of the original order is topic discussed in the group and worked on jointly on with OOWG and OPWG groups as the requirements of Order Accounting Working Group are affecting the structure of the Order

Outline basic accounting use cases for Order creation and servicing scenarios where accountable documents are not issued

Basic use cases are identified for forward sales accounting as well as variants that would lead to different posting. The group have created a matrix of cases, a template for postings and XML samples for messages required to generate them. The Group will continue to work on the use cases and content for Implementation Guidance based on the list.

Analyse and improve price structures in accounted orders

For 2021/22, the group took time to understand the new concepts and capabilities introduced in Enhanced & Simplified Distribution and the message structures that support them. The group have identified a number of ways to align and enhance the end-on-end orchestrations and ensure correct account posting. This item is for 2024 planning.

Review need for distinct delivery side OMS -> Accounting message (use of OSIN vs use of SSCN)

In the face-to-face meeting in Madrid in 2022, the group was presented with the chance to decide whether to continue with the current design of One Order or to change and use one message for all accounting. Given that this change significantly questions the initial requirements documents and that not all airlines feel ready to decide, the decision was taken to continue with the proposed design but to keep in mind whether the single message design could also support any newly defined capabilities. The group rediscussed the topic during the meeting in Geneva in September 2023. and is reviewing feedback of the providers before making a decision on how to proceed.

2023 Face-To-Face Meetings

The Order Accounting Group met face-to-face in February 2023 in Montreal, and September 2023 in Geneva.

2023 Balloted Items

No items balloted until this transmittal was sent. In coming weeks it is expected that the Group will send for ballot 5 documents that form a foundation of the new Order Accounting Implementation Guidance section.

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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Following table contains outline of proposed activities for the group in 2024 and is yet to be endorsed by the respective Board.

Number	Topic and brief description	Agenda Item / Meeting Ref.	Active sub-group
1	Accounting for an Order – Group priority. Expected outcome is Carry over from 2023 Implementation Guidance.		N
2	Tax Accounting and Reporting	Geneva September 2023	N
3	Posting related to Servicing scenarios	Geneva September 2023	N
4	Review of the VAT element	Geneva September 2023	N
5	Decommissioning of OSINAD and OrderCloseRQ Messages	Geneva September 2023	N

Complete detailed list of the item the group intends to work on may be found in following Jira boards:

- [OAWG board](#)
- [OAWG Raised requests or incidents](#)
- [IGTF board – section Order Accounting](#)

Note: Access to Jira is provided by Secretary to active WG members.



Section F:

Architecture and Technology Strategy Board Items

Item F1: Report of the Architecture and Technology Strategy Board

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Submitted by: Michele Walter, Chair of the Architecture and Technology Strategy Board

Najmi Mansoor Ahmed, Vice Chair of the Architecture and Technology Strategy Board

Jean-Christophe Cornu, 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 (ATSB)

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 the other Management 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

Following the elections to PSC Boards in 2023, the following Members were seated for the following 24 months:

Position	Airline	Delegate name	Term commenced
1	Air China	Mu Bo	1 June 2023
2	Air France	Michele Walter	1 June 2023
3	Air Transat	Bamba Sissoko	1 June 2023
4	American Airlines	Austin Lorenzo	1 June 2023
5	British Airways	Stephen Bennett	1 June 2023
6	China Eastern Airlines	Zhou Tianmin	1 June 2023
7	China Southern Airlines	Xu JiaWei	1 June 2023
8	Delta Air Lines	Dave Weghorst	1 June 2023
9	Deutsch Lufthansa AG	Carsten Breithaupt	1 June 2023
10	Emirates Airline	Najmi Mansoor	1 June 2023
11	FlyDubai	Farnush Anwar	1 June 2023
12	Hahn Air Lines	Vicente Zepeta Cabral	1 June 2023
13	Qatar Airways	Muhad Mohamed	1 June 2023
14	Shenzhen Airlines	Lin Ning	1 June 2023
15	Singapore Airlines	Lee Joon Hong	1 June 2023
16	Turkish Airlines	Cigdem Yalcim	1 June 2023
17	Virgin Atlantic*	Caroline Barnsdall-Thompson	15 August 2023
18	Xiamen Airlines	Yao Li	1 June 2023

* Airline joined later taking available Board seat for the remainder of the two-year term of the entire Board

Chair and Vice-Chair

Michele Walter from Air France continues as ATSB Chair for a period of two years until August 2024.

Najmi Mansoor from Emirates Airlines continues as ATSB Vice-Chair for a period of two years until August 2024.

Architecture and Technology Strategy Board activity in 2023

The Architecture and Technology Strategy Board have not held any face-to-face meetings so far in H1 2023, but held the following conference calls, expect the group in person during the PSC week in Nov 2023

- February 15 – full Board call
- April 11 – full Board call
- April 11 - PSC SG meeting to prepare new Reso 009 Organizational changes.
- June 14 – full Board call
- June 20 – PSC SG meeting to endorse final Reso 009 proposal.
- September 13 – planned Board call
- November 06-07 – planned F2F meeting during the PSC week with others PSC Boards
- December 13 – planned Board call

Key highlights from the first half of 2023:

- Provide Technology Guidance and support to other Standards groups to develop Passenger Standards using AIDM.
- Maintain agile governance and quarterly data exchange standards release framework.
- Maintain and deliver quarterly Standards release package as needed by Industry groups.
- Support Identity Management program 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).
- Support and promote the launch of API Hub under the Open API program to discover and connect to Trusted airline industry APIs.
- Taking over the maintenance of the Business Reference Architecture to support Airline Retailing Strategy.
- Expand collaboratively working with the PSC SG to prepare the launch of the new Reso 009 organizational changes and prioritization.

Architecture and Technology Strategy Board Areas for Exploration

The Architecture and Technology Strategy Board will explore the following areas:

- Support Moving away from legacy messaging technologies (including the development of modern data exchange standards in the areas of Open API and JSON schema library).
- Develop Digital identity for additional use cases for the industry.
- Architecture integrity.
- Continue streamlining and implementing agile principles into the data exchange standard development methodology and release processes.
- Increased collaboration with other PSC boards to provide Technology guidance and leverage of the Business Reference Architecture framework.

Action

Conference to note report.

Voting Item F1.1a: Reference Business Architecture for Passenger Distribution with Offers and Orders - RP1786a

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Submitted by: Michele Walter, Chair of the Architecture and Technology Strategy Board

Najmi Mansoor Ahmed, Vice Chair of the Architecture and Technology Strategy Board

Jean-Christophe Cornu, Senior Manager Technology Standards, Secretary of the ATSB

Background

At the inception of the Modern Airline Retailing program (requested by IATA Board), a group of IATA Members established a [Consortium](#) of advanced adopters that will work together to accelerate the transformation. The Consortium completed work on a first version of reference architecture – a technology agnostic model which describes the business capabilities an airline upon distribution of passenger services with Offers and Orders. PSC Steering Group has directed contribution to ATSB to be maintained as an integral part of AIDM.

The reference Architecture was contributed by Swiss on behalf of the Consortium on ATSB meeting on 10 April, since the contribution ATSB have reviewed additional changes and is expected to publish the most recent version shortly.

To ensure that the Business reference architecture continues to evolve and serves as a point of reference in standards development discussions., it is suggested to publish a new Recommended Practices referencing the model and tasking ATSB with its maintenance.

Action

Conference to endorse the new RP1786a, as proposed in the ***Attachment A_F1.1a***.

Attachment A_F1.1a: New Recommended Practice 1786a

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RECOMMENDED PRACTICE 1786a

REFERENCE BUSINESS ARCHITECTURE FOR PASSENGER DISTRIBUTION WITH OFFERS AND ORDERS

PSC(44)1786a

RECOMMENDED that:

Members, or associated service providers use the below described reference business architecture for passenger distribution with Offers and Orders as a common foundation for planning to transition to airline retailing with Offers and Orders.

1. INTRODUCTION

- 1.1 The ongoing transition to airline retailing with Offers and Orders disrupts the traditional model of distribution with reservations and tickets built on TELETYPE and EDIFACT technologies.
- 1.2 Standards are being developed to enable a new distribution model based on retailing and using modern technologies including robotics, machine learning or digital identity technologies.

2. PURPOSE

- 2.1 The purpose of this Recommended Practice is to provide a common reference describing the business capabilities of an airline upon distribution of passenger services with Offers and Orders.
- 2.2 This will allow all industry stakeholders (Member airlines, participants in the IATA Strategic Partnership program, non-Member airlines and other industry suppliers and intermediaries) to maintain shared understanding of how the retailing model works and allow Members to unlock synergies when developing associated standards and deploying the retailing model in their business interactions.

3. PUBLICATION OF REFERENCE BUSINESS ARCHITECTURE

- 3.1 In accordance with the Resolution 009, the Architecture and Technology Strategy Board, acts as an architecture and technology strategy advisor to the other Management Boards and to the Steering Group.
- 3.2 REFERENCE BUSINESS ARCHITECTURE FOR PASSENGER DISTRIBUTION WITH OFFERS AND ORDERS is an integral part of the Airline Industry Data Model published under the authority of the Architecture and Technology Strategy Board (ATSB).

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:
 - 3.7.1.1** 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: Jean-Christophe Cornu, 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 Working Groups Reporting to Management Boards

- 3.1.1** Such Working Groups shall exist only where these have been established by a Board.
- 3.1.2** The Board shall grant the Working Group a mandate for a specific period of time based on their assessment of the work required to complete the assignment, after which the Working Group shall be disbanded.
- 3.1.3** Each Working Group shall have a Terms of Reference establishing the scope, working procedures, voting processes and anticipated meetings.
- 3.1.4** A Working 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 Working Groups should maximize efficiency and reduce duplication.
- 3.1.5** Each Working Group should follow a Work Plan that will be presented to and endorsed by the Board if renewal is sought.
- 3.1.6** Working Groups shall not be established unless there are volunteers from Members for the positions of Chair and Vice-Chair for the group.

The Architecture and Technology Strategy Board had the following Groups active during 2023:

- Change Management and AIDM Integration Working Group (CMIG)
- Identity Management Working Group
- Open API Working Group

Key changes can be summarized below:

N/A (no changes on ATSB working groups)

Continuation of Groups

The Board has endorsed the continuation of all groups for a further 12 months, from 1 November 2022. 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 Working Group (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 Working Group	Responsible for developing technical Identity Management implementation standards in order to identify the various parties referenced in various standards.	B F4
Open API Working Group	Develops and agrees industry data communication standards based on open technology, including but not limited to REST API, GraphQL, AsyncAPI standards and best practices, with the focus to ensure consistency and interoperability in the implementation of Data Exchange Standards 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 Working Group

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Adopted by the Architecture and Technology Strategy Board to take effect on 01 November 2023

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 Integration Working Group (CMIG)
Reports to	Architecture and Technology Standards Board (ATSB)
Role / Mandate	- Oversee the maintenance of an integrated Airline Industry Data Model (AIDM) intended as a central repository to: - Store business process models supporting passenger data exchange standards - Store data and message models supporting passenger data exchange standards - Generate all data exchange specifications including messaging standards as well as developmental (alpha release) and candidate (beta release) messaging standards - Review and endorse new data exchange standards and proposed changes to data exchange standards. This includes: - Ensure completion of stage 1 (initiation), 2 (business models) and 3 (data models) BRDs as per the AIDM Methodology for new standards - Ensure compliance of all proposed business and data modeling changes with the AIDM Modeling Guidelines - Provide guidance and resolve integration issues with proposed changes to the AIDM - Ensure compliance of all Data Exchange Standards with the IATA XML and Open API Best Practices. - Maintain the methodology for developing data exchange standards and associated modelling guidance, best practices, templates and tools. This includes the following documents: - AIDM Modeling Guidelines - IATA XML Best Practices - IATA Open API Best Practices - Liaise with other groups under any Conference, and Industry Committees as required, providing modeling, technical guidance and support to other groups as required. - Maintain a work plan and report regularly to ATSB
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the #ATSB.
Participation	To participate in the group, organizations must either elect to be Members of the group or to participate as Observers. Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active.

	Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSCSG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the #SB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009

Attachment B_F4: Terms of Reference: Identity Management Working Group

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Adopted by the Architecture and Technology Strategy Board to take effect on 01 November 2023

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 Working Group
Reports to	Architecture and Technology Standards Board (ATSB)
Role / Mandate	- Develop technical standards supporting coding regimes governed by IATA passenger standards, building on use cases referred to the group by the ATSB. Examples of use cases include, but are not limited to: - Identity management of parties in the distribution chain to support distribution standards - Identity management of Airlines/Airports and service providers in case of operations standards - Identity management of passengers in support of distribution and passenger processing - Analyse existing identity management technology standards to identify if any standards can be reused or extended against use cases identified in the ATSB workplan. - Leverage work and recommendations accompanying use cases from business groups as part of the standard. - Define industry implementation guidance for how digital identity will be implemented across the airline industry (including the creation of implementation guides and updates of the Reference Communication Model if necessary). - 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. - Maintain a work plan and report regularly to ATSB
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the #ATSB.
Participation	To participate in the group, organizations must either elect to be Members of the group or to participate as Observers. Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers

	Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary. Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSCSG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the #SB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

Attachment C_F4: Terms of Reference: Open API Working Group

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Adopted by the Architecture and Technology Strategy Board to take effect on 01 November 2023

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	Open API Working Group
Reports to	Architecture and Technology Standards Board (ATSB)
Role / Mandate	1. Develop and agree industry data communication standards, best practices and implementation guide, based on open technology standards, including but not limited to REST API (Application Programming Interface), Event API, GraphQL, AsyncAPI standards and best practices, with the focus to ensure consistency and interoperability in the implementation of Data Exchange Standards. 2. Support business groups developing data exchange standards under the PSC with Technology guidance, including all areas defined in point 1 above. 3. Maintains Reference Communications Model (RCM), as a common point of reference for the implementation of communication protocols and the common non-functional requirements, including data exchange security, handling of personally identifiable data or similar standards and best practices. 4. Liaise with other groups under any Conference, and Industry Committees as required. 5. Maintain a work plan and report regularly to ATSB
Period of effectiveness	The group is effective for a period of 12 months and will be renewed subject to the oversight approval of the #ATSB.
Participation	To participate in the group, organizations must either elect to be Members of the group or to participate as Observers. Members Membership in the group is open to IATA Member Airlines. A minimum of 6 IATA Members is required for the group to remain active. Group Members must commit to active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf. Observers Any organization that is not an IATA Member Airline may participate as an Observer subject to the approval of the Chair and Secretary. This includes Strategic Partners as determined by the Chair and Secretary.

	Regular observers actively contributing to group's activities must commit to the active participation of one named and suitably qualified delegate for a minimum of 12 months. The named delegate may appoint an alternate from within their organization to attend meetings on their behalf.
Meetings	Meetings will be scheduled by an IATA Secretary as required.
Sub-working groups	The group may establish and/or disband temporary sub-working groups to investigate or develop proposals or achieve specific tasks on the Group's work plan, in concurrence with the Chair and IATA Secretary.
Officers	A Chair and Vice-Chair must be elected from IATA Member airlines only. 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. Should there be no IATA Member airline volunteers to act as Chair and/or Vice-Chair the matter will be referred to the appropriate Board and/or the PSCSG to resolve. A Secretary will be provided by IATA Management.
Profile of delegates	Named delegates should have current experience and involvement the subject matter as outlined in the role/mandate.
Quorum	A quorum of 4 members is required to hold a meeting.
Voting	The group will aim to make decisions by consensus of all participants. Where a formal vote is required, it will be by a majority vote of IATA Member airlines participating in the vote. Abstentions are not counted in establishing majority. Any required voting action may take place during any #WG meeting by all IATA Member airlines present either in person or online. A simple majority is required to progress the item to the relevant Board.
Endorsement of standards	Proposed standards endorsed by the Group will be presented to the #SB for approval, prior to presentation at the Conference for adoption as required. Changes to data exchange standards require endorsement by the Architecture and Technology Strategy Board under the provisions of Resolution 009.

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, Senior Manager Technology Standards and Data 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 and API 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
6. Oversees the activities of former Methodology and Accessing PNRs Groups
7. Maintains a work plan and report regularly to ATSB

Members of the Change Management and AIDM Integration Group

Members of the group can be found on the [Standard Setting Workspace](#) and collaborate with MS Team space [here](#)

We would like to thank all working group members and IATA CMIG supporting staff for their contributions during the year.

Chair and Vice-Chair

Dave Weghorst from Delta Air Lines as Chair, and Patrick Brosse from Amadeus as Vice Chair are continuing their active contribution.

Under the Terms of Reference of the Group, these officers hold their positions for 2 years until 2024, subject to continued involvement in the group.

CMIG Group activity in 2023

CMIG scheduled conference calls each month to maintain visibility of the groups roadmap and prepare for changes impacting Airline Industry Data Model (AIDM).

This is to be noted that no major changes have been pushed for data standards due to prioritization of the airline industry toward Airline Retailing Strategy, however we are actively supporting pre-standards development in AIDM for Digital identity in Distribution (B2B) and One ID – Admissibility for Travel and multiple Verifiable Credential to prepare for Contactless travel and supporting Digital Identity for Innovation and E2E travel journey use cases.

Another important activity is the Quality Review process from the AIDM integrated Models (Logical) to expand usage of the Open API with reference to a JSON library in JSON format, the group will continue the review to complete the publication with all objects.

The following is a summary of items that were reviewed/progressed for the standard release cycles for the year.

Board	Group	Area	Release 23.1 Standards Cycle 1	Release 23.2 Standards Cycle 2	Release 23.3 Standards Cycle 3	Release 23.4 Standards Cycle 4
Architecture and Technology Strategy	IATA Industry Architecture	AIDM Framework JSON Library Reference	AIDM Tool, Admin in-sourced (IATA) + JSON library (Quality)	Maintenance of the MAR Business Reference Architecture (offer and Order)	Review of the Draft RP1786a (MAR) for PSC + Technical validation of AIDM JSON format specification with initial content for Flight Objects	Expect to release new RP1786a for the publication of the MAR Model. Expect to complete JSON Library quality review and publication to Open API Hub as reference
Plan	MCTX	New Standard	N/A	N/A	N/A	New API JSON expected (TBC)
	SXSG	Slot Standards	N/A	N/A	N/A	New CR for legacy SLOT XML expected
	Schedules	Schedules Standards	N/A	N/A	N/A	N/A
	Product Information	New Standards	N/A	N/A	Review BRD for Product Information for Retail	Business Requirement expected by Oct/Nov
Shop Order-Pay	Offers	NDC Standards	N/A	N/A	N/A	New CR expected. (backlog 21.3)
	Orders	NDC and ONE Order Standards	N/A	N/A	Draft VC for B2B in Distribution	New CR expected. (backlog 21.3)
	Customer Payment	NDC Standards Customer Payments	N/A	N/A	N/A	New CR expected. (new payment methods)
Travel	Customer Experience	One ID Standards (Admissibility Contactless Biometric)	N/A	Draft 3 VCs for B2C use cases (Travel Doc)	3 VC's validated with vendors from AIDM metamodel	Expect new VCs for One id Contactless / Biometric
	Baggage XML	Baggage Standards	N/A	N/A	Draft BRD to review standards	Expect new Baggage Tracking strategy
	Load Control (LCAM)	Load Control Standards	N/A	N/A	N/A	Pending Group priority

	Passenger and Baggage Conformance Services	Airport Standard	N/A	N/A	First API JSON for Board (BCBP)	New API expected (Security Access?)
	AIDX + Fuel Data (SGSX)	Aircraft Standard	1 Change Request	1 Change Request (Fuel Data Notif)	N/A	N/A

Other activities during the year have included:

- Ensure Quality content in the Integrated Airline Industry Data Model (AIDM)
- Maintain Agile Development Cycle and Tool to deliver frequent release (up to 4 / year) as required by the different groups to release changes on standards messages.
- Continue to provide Technology guidance to the business standards groups as required.
- Prepare to support new Technology Design Support groups to design solution as per Technology and Best practices.
- Maintain standards content and release processes documentation in the IATA developer portal.

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.

Item F4.2: Report and Workplan of the Identity Management Group, under the Architecture and Technology Strategy Board

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Submitted by: Gabriel Marquie, 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 and collaborate with MS Team space [here](#)

Chair and Vice-Chair

No Airline Chair has been nominated.

Dan Bachenheimer (Accenture) was elected as Vice Chair since Sep 2023.

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 2023

The group met bimonthly by calls. Key deliverables of the group include:

- Maintenance of Identity Management credential schema standard
- Creation of technical implementation guide for Onboarding leveraging Digital Identity
- Many group members are taking part of B2B Identity Pilot, E2E PoC and AIDM VC schema.

The group plans to release to B2B implementation guide by end of 2023.

Attachment A_F4.2: Work plan of the Identity Management Group

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ITEM	SUBJECT	DESCRIPTION SUMMARY
1	B2B - UC1 - Holder implementation guide	1- IATA guidance on enterprise wallet 2- IATA guidance on Verifiable Presentation
2	B2B - UC1 - Verifier implementation guide	1- IATA guidance on proof request 2- IATA guidance on Verifiable Presentation verification
3	B2B - UC1 bis - Issuer guide	1- Guidance on trust framework implementation 2- Schema for employee VC
4	B2B - UC1 bis - Holder guide	1- IATA guidance on individual wallet
5	B2B - UC1 bis - Verifier guide	1- IATA guidance on employee VC verification
6	B2B - UC2 - Authentication in offer and order transaction	1- IATA guidance on E-signature leveraging DID and VC

Action

Conference to note.

Item F4.3: Report and Workplan of the Open API Group, under the Architecture and Technology Strategy Board

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Submitted by: Markus Wagner, Chair of the Open API Group, under the Architecture and Technology Strategy Board

Peter Sun, Senior Manager Open Data eco system, Secretary of the Open API Group

Background

The Open API Group was established under the Architecture and Technology Standards Board in order to:

Develops and agrees industry data communication standards based on open technology, including but not limited to REST API, GraphQL, AsyncAPI standards and best practices, with the focus to ensure consistency and interoperability in the implementation of Data Exchange Standards

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.

Liaise with other groups under any Conference, and Industry Committees as required.

Maintains a work plan and report regularly to ATSB.

Members of the Open API Group

Members of the group can be found on the [Standard Setting Workspace](#). and on dedicated MS Team site [Open API](#)

Chair and Vice-Chair

Markus Wagner from Lufthansa AG as Chair, Gayathri Sasidhar from KLM as 1st Vice-Chairs as Patrick Brosse from Amadeus and as 2nd Vice Chair, all are continuing their active contribution since their nomination in Sep 2022.

Under the Terms of Reference of the Group, these officers hold their positions for 2 years, subject to continued involvement in the group.

Open API Group activity in 2023

The group has met on monthly basis across 2023.

key topics have been completed by the group:

- 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 enhancements
- Support Industry Standard REST/JSON Conformant API design
- Official launch of the JSON schema Library, which includes standard schema objects under Flight subject area from AIDM integrated data models.
- IATA Open API Hub Delivery to promote adoption of REST API Best practices and promote certified industry APIs
- IATA API Linting Rules Set to validate API design specifications against the REST/JSON API Best Practices

Attachment A_F4.3: Open API Group Work Plan

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The group work plan can be found on the [Standard Setting Workspace](#) and on dedicated MS Team site [Open API](#)

ITEM	SUBJECT	DESCRIPTION SUMMARY
18	Adoption of Linting ruleset	1. Define the approach to make the rules available to industry developers 2. Facilitate developers to consume the ruleset.
19	Adoption of Open API Standards	Group adopts the Open API Standards by applying for the Open Air Certification Group members facilitate industry adoption of the Open API standards
20	Adoption of Open API Hub	Group members adopt the Industry Open API Hub by onboarding and publishing their APIs Group members facilitate industry adoption of the Open API Hub
21	Adoption of the JSON schema library	Group members facilitate industry adoption of the JSON schema library

Action

Conference to note.



Section G:

Information Items

Item G1: Report of the Passenger Agency Conference

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Submitted by: Marco Alvarenga, Secretariat, Passenger Agency Conference
(alvarengam@iata.org)

Background

The IATA Passenger Agency Program was established in 1979 and is responsible for policy development regarding all matters (excluding remuneration levels) relating to the relationships between airlines and IATA accredited passenger sales agents and other intermediaries. This body has adopted rules and resolutions 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 39 thousand accredited agents issuing tickets in more than 56 thousand locations. The IATA Passenger Agency Program also covers the Billing and Settlement Plan (BSP), a system designed to facilitate and simplify the selling, reporting and remitting procedures of IATA accredited agents, while also improving financial controls and cash flow for airlines participating in BSP. In 2022, BSP processed the equivalent of USD157,628 million gross sales of airline ticket sales, through BSP operations located in 180 markets/territories.

The governance mechanism of the Passenger Agency Conference (PACConf) 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 2022

In 2022, the 44th annual meeting of the PACConf restarted its in-person meeting on 11-13 May 2022 in Geneva, Switzerland. The main focus of the 44th PACConf was to look into the evolution of the distribution landscape in the context of the Passenger Agency Program.

Two workshops took place before the PACConf, open to all IATA members:

- An airline retaining workshop took place on 10 May 2022 covering the changes and progress of the NDC framework, familiarizing delegates with the concepts of ONE Order and Settlement with Orders, and the benefits that those bring. It also highlighted the importance of the IATA Passenger Agency Program in the context of the industry transformation journey.
- The agency risk management workshop was also held on 10 May 2022 to introduce the overall risk framework for the Agency Program. This includes the evolving risk management strategy, which reflects the new industry trends from a business and payment perspective. In addition, the workshop also provided delegates with a practical overview of available tools, including a live demo and training in an interactive session.

An open session preceding the PACConf was hosted on the morning of 11 May 2022 where representatives from the global travel agency associations, as well as GDSs, Airline Reporting Corporation (ARC) and Travel Tech, were invited to join the session to provide their feedback and comments on the PACConf agenda for members' consideration.

During 2022, the PACConf continued to hold quarterly mail vote sessions, to accelerate the necessary changes needed to address measures in the different BSP markets. The PACConf reviewed a total of 87 items, including 64 local items. Furthermore, several important Mail Vote proposals were submitted to introduce improvements to the IATA Passenger Agency Program.

The PACConf reviewed the progress and activities of several IATA programs and groups, such as PACConf Steering Group (PSG), Passenger Agency Programme Global Joint Council (PAPGJC), the ISS Risk Management Working Group (ISSRMWG),

NewGen ISS, the Agency Debit Memos (ADM) Group, the Agency Programme Joint Councils (APJC) and the Distribution Risk Community, highlighting the focus areas and important discussions since the 43rd PAConf.

Major Activities and Achievements Since PSC4 (Dec 2022)

In order to introduce a more agile Passenger Agency Conference structure, the Conference agreed to discontinue Local Customer Advisory Groups/Passenger (LCAG), the ISS Risk Management Working Group and the Airline Distribution Advisory Forum. If any topics in the areas these groups were addressing, were to come up, IATA would form temporary Task Force to discuss the issue and possible solutions.

The Passenger Agency Conference Steering Group (PSG) continued dedicating efforts on Agency Risk Management by reviewing the risk management framework.

A Multi-Country Accreditation Working Group was formed with the collaboration of Multi-Country Agents and PSG Airline delegates to review the financial criteria for this accreditation model and provide recommendations to the PSG on the criteria. The Group met through 7 conference calls during 2022 to discuss the financial criteria and another 2 during 2023, where a final recommendation has been sent to PSG for review. PSG/129 decided to endorse an amended Financial Criteria for PAC/45 consideration.

Otravo/Travelgenio Group Default

The Otravo Agent Group participated in multiple Accreditation models:

- As a GoGlobal accreditation network with Head Entity appointed in Uruguay, consisting of IATA codes in Australia, Canada, Spain, France, United Kingdom, and Portugal. These agent locations were fully owned by the Otravo Group.
- Several GoStandard entities with common ownership, either fully or partially owned by Otravo Group, operating in Belgium, Denmark, Finland, Germany, Netherlands, Norway, Estonia, Lithuania, Spain, Sweden and Switzerland.
- Several GoStandard entities linked to the Otravo Group through the same management personnel with no ownership registered in IATA's systems as being fully or partially owned by the Otravo Group, which operated in Norway, Denmark, Sweden and Finland.

On 15 December 2022 at approximately 14h CET, the online travel agency Otravo Group released a communication on their website announcing their decision to cease operations until further notice. Immediately thereafter and following PAC Resolutions, IATA invoked the Prejudiced Collection of Funds (PCoF) against all IATA codes under the ownership of the Group.

On December 21 the Agent Group communicated to IATA its intent to file for bankruptcy in each individual jurisdiction they operated, starting with the Netherlands. On that same day, several Direct Debits related to agent remittances were rejected, to which IATA demanded immediate payment. The Agent Group did not cover its debt, resulting in having to place the Agent Group under default. The total defaulted amount was USD 12.4Mn.

During 2023 the PSG has been reviewing this major default case to determine if it could have been mitigated.

NewGen ISS

During 2022 PSG continued monitoring the progress of the NewGen ISS implementation for markets in scope for 2022. The following markets were migrated to Resolution 812: Antigua and Barbuda, Aruba, Bahamas, Barbados, Bonaire, Cayman Island, Curacao, Dominica, Fiji, French Polynesia, Georgia, Grenada, Guyana, Haiti, Jamaica, Macao SAR, Malawi, Mauritania, Mauritius, Micronesia, Montserrat, New Caledonia, Nicaragua, Papua New Guinea, Saint Kitts and Nevis, Saint Lucia, Saint Merteen, Saint Vincent and the Grenadines, Samoa, Suriname, Tonga and Turks & Caicos Island, representing 99.59% for the total BSP sales. Complete migration (Morocco and Tunisia) to be completed by 1st semester 2023.

Item G2: Report of the Cargo Services Conference

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Submitted by: Andre Majeres, Head, E-Commerce and Cargo Operations, CSC Secretary (majeres@iata.org)

Background

The 44th Cargo Services Conference (CSC/44) was held as a face-to-face event on 23 April 2023 at the IATA World Cargo Symposium (WCS) in Istanbul (Türkiye).

Impacts on Passenger Standards Conference Activity

None noted.

Activity across 2022

IATA Global Head of Cargo Annual Report

Background:

2022 ended on a challenging note in the face of significant political and economic uncertainties, air cargo performance declined compared to the extraordinary levels of 2021. That brought air cargo demand to 1.6% below 2019 (pre-pandemic) levels. The continuing measures by key governments to fight inflation by cooling economies are expected to result in a further decline in cargo volumes in 2023 to -5.6% compared to 2019. It will, however, take time for these measures to bite into cargo rates. So, the good news for air cargo is that average yields and total revenue for 2023 should remain well above what they were pre-pandemic. That should provide some respite in what is likely to be a challenging trading environment in the year ahead. That plus the changing face of air cargo customers is why the work of the Conference in setting standards that provide industry efficiency and modern, safe practices is so key.

Air cargo is a critically important industry. The COVID-19 pandemic reminded us of this and of the importance of connectivity and global trade. In addition, the humanitarian need continued, and air cargo played a vital role in bringing vital aid to where it was needed. On any given day, the World Food Programme (WFP) coordinates the supply chain to deliver assistance to people living in the most food insecure and inaccessible corners of the world and that is just part of the story where airlines provide vital capacity and logistics services to the world.

I am continually impressed with the way the Cargo governance groups can continue to deliver important changes to standards and regulations which help improve safety, efficiency and sustainability of the air cargo industry. It is an immense pleasure to work with you all as you provide such important expertise.

Some key aspects of 2022:

Safety

Safety remains the industry's top priority and therefore IATA Cargo continued to focus on activities which will enhance safety of cargo tendered, handled and transported. In 2022, completed and published "Carriage of Cargo, Mail and Baggage-Guidance for Operators". This document, which is available for download from the IATA website provides information on the performance of the specific safety risk assessment operators are required to perform by ICAO Annex 6 – Operation of Aircraft, Part I – International Commercial Aircraft Transport – Aeroplanes, Chapter 15 – Cargo Compartment Safety. The IATA guidance identifies areas for consideration in the conduct of the safety risk assessment and then possible risk mitigations that operators may wish to implement.

Late in 2022 work was commenced on the development of a new fire test standard for a fire involving lithium batteries for fire-resistant containers (FRC) and fire containment covers (FCC) for aircraft pallets.

Dangerous goods incident data, at the global level, remains low and we have a Board of Governors target to improve this to 75 reporting airlines in GADM – IDX in 2023. This data helps in the ongoing risk management as well as advocacy efforts and therefore is a critical part of the safety agenda.

Digitalization

The pandemic accelerated digitalization in some areas as contactless processes were introduced to reduce the risk from COVID transmission. Building on this momentum will be critical in 2023 not only to drive improvements in operational efficiency but meet the needs of our customers. We need to continue to modernize as digital practices underpin so many other areas of the air cargo business. For that reason, the work on the ONE Record standards and moving towards data sharing are so critically aligned to the needs of the customers.

We are still seeing far too many diverging requirements by governments in areas that should be harmonized. This needs to change quickly so we can continue to support global trade—and its vital contributions to economies and the UN Sustainable Development Goals—with modern and efficient air cargo.

Sustainability

The industry has committed to achieve net-zero carbon emissions by 2050. This commitment aligns with the Paris Agreement goal for global warming not to exceed 1.5°C. The strategy is to abate as much CO₂ as possible from in-sector solutions such as sustainable aviation fuels, new aircraft technology, more efficient operations and infrastructure, and the development of new zero-emissions energy sources such as electric and hydrogen power. Any emissions that cannot be eliminated at source will be eliminated through out-of-sector options such as carbon capture and storage and credible offsetting schemes.

The path from stabilizing to reducing net emissions will require a collective effort. All industry stakeholders, across the supply chain as well as governments must each individually take responsibility to address the environmental impact of their policies, products, and activities. And they must work together to deliver sustainable connectivity and ultimately break aviation's dependence on fossil fuels. We are already seeing some great examples in air cargo; this needs to continue into 2023.

Conclusion

Despite challenges mounting there are some positive developments to note, e-commerce continues to grow, China has lifted its COVID restrictions earlier than forecast and high-value specialized cargo, such as pharma products, are proving resistant to economic ups-and-downs. Inflation in the G7 countries pulled back to 6.8% in December from 7.4% in November - the greatest decline in 2022. Both oil and jet fuel prices declined in December, slightly decreasing the unusually wide jet crack spread.

The air cargo industry is in a better place than it was in 2019—financially stronger and more efficient with advances in digitalization, many of which are thanks to the Conference and its working groups as well as the work of the IATA Cargo team.

We cannot lose focus on three priorities: sustainability, modernization, and safety and strive for standards which support these and promote an efficient air cargo industry.

I thank all delegates from all parts of the supply chain who have dedicated time and energy in working with IATA throughout 2022 and look forward to continued excellent results from the cargo industry.

Airmail Board (AMB)

The Air Mail Board (AMB) met three times with hybrid format this year, in March, July and September 2022. During this year the AMB has been working on the following:

AMB Priorities 2022

AMB members discussed and agreed that focus was mainly on:

- Mail EAD including transit/transshipment, business processes for before handover of mail, business processes for another handover of mail, and assessment complete (AC) and CARDIT update.
(i.e., AA, KL, IAG, QR, CV, LH, LX and TK from AMB committed to an IATA-UPU Expert Team)
- Safety and security including enforcing the mail safety guidelines and developing guidance for postal customers at the time of booking or transaction.

Mail EAD (PLACI) Update

The discussion and action still focus on Assessment Complete (AC) requirements, Late Referrals, and Postal Air waybill (PAWB):

Assessment Complete:

- Members agreed that the EU legislation and the ICAO-UPU guidelines foresee that the carrier can ask for an assessment complete (AC) message and that this should be agreed at a bilateral level.

- Therefore, the members are investigating which communication means have the possibility to convey such information, should a postal operator agree to receive from the authority the AC and send to the carrier.
- Members shared that more and more carriers are emphasizing their desire to have an AC for risk assessment.
- Members mentioned that they require the AC at shipment level. Not only an AR flag indicating that there is 'no open referral for an item' (with exclusion of letter mail / printed materials).
- Members strongly stated at the IATA-UPU Contact Committee (CC) that a mechanism must be described, and communication means established.
- AMB has provided a position paper to the IATA-UPU CC about the need for an Assessment Complete on consignment level.
- The discussion will carry on in 2023.

Late Referrals:

- The AMB provided an updated draft on the proposal for business processes in the case of late referrals (when mail is in custody of the carrier).
- Whereas postal operators insist on the flow of mail to not be impeded, carriers of the board replied that they will stop any shipment that will not satisfy security requirements, even in the case of RFI / RFS.
- Members also agreed that the current messaging CARDIT / RESDIT could be used as communication method for late referrals.
- The new version of the business processes document, including now the comments received from the last IATA-UPU Expert Team (ET) on Electronic Advanced Data (EAD) and from the IATA-UPU CC of April, was discussed and agreed.
- CBMB and CCWG also provided feedback on the guidance for mail late referrals.

Postal Air waybill:

- Conceptually, the PAWB is expected to be conveyed through postal EDI exchanges (CARDIT and RESDIT both enable the data elements to support the use of the PAWB). However, the most urgent use case currently is the potential of using the PAWB in efforts to comply with EAD regulatory requirements.
- The Engage working group, at the International Post Corporation (IPC) has been defining several technical aspects and the UPU will be invited to review the specification before presenting to the Transport Group (TG) and Postal Operations Council (POC).

Hybrid Scenarios

AMB Secretary has reminded members about the objective of the Expert Team (ET) which members agreed to recreate as per IATA-UPU CC meeting in Apr 2022. The working group would continue the work with the goal of providing a report to IATA-UPU CC in Mar 2023. The report would comprise a general update, as well as the proposed work plan, terms of reference, and the deliverables to the IATA-UPU CC identified earlier by the working group on hybrid scenarios.

Volume Capture Mechanism

AMB has requested postal operators to provide a mechanism to provide volumetric attributes of the airmail consignments in IATA-UPU CC meeting in Apr 2022. AMB members queried why Designated Postal Offices (DPOs) could not be able to provide volumetric data in advance to carriers but some others could do it.

Furthermore, AMB members also suggested to explore the feasibility to set a volumetric standard (cubic meters) for receptacles and trays. The concept includes:

- WHAT: Volumetric data (dimensions) on receptacle level (i.e., packages / parcels should be communicated individually).
- HOW: The volumetric data should be sent at the time when the receptacle is closed and the CARDIT message is created.
- WHEN: The data shall be sent within the CARDIT message and information should be agreed upon in advance taking advantage of the FPSA.

AMB has asked IATA-UPU CC to develop a volumetric data capture mechanism that would allow the transmission of dimensions to the carriers for a more efficient planning. However, postal members in IATA-UPU CC showed resistance on it by mentioning various operational limitations. Nevertheless, AMB will carry on the discussion in 2023.

Safety Awareness to Customers / Safety Guidance for Consumers

AMB Secretary found the initiative from the USPS, to create awareness amongst their customers on dangerous goods, very valuable and wanted to ask members if AMB should ask UPU to create an ET to jointly create an awareness campaign on a global level with the UPU and develop standardized guidance to be implemented by UPU members for their frontline staff and for customers.

AMB presented this initiative to IATA-UPU CC and proposed to create an ET to develop an online awareness campaign like the one from the USPS, but with a global outreach under UPU's 192 member countries.

AMB also encouraged the postal members to provide reports of undeclared dangerous goods, incidents, and accidents, capture and share the data with relevant stakeholders for risk assessment. IATA-UPU CC took note of this item and agreed to create an ET.

eCommerce

AMB Secretary has provided a presentation on the economics figures of the eCommerce market and explained that IATA is developing a Code of Conduct for the eCommerce Stakeholders to have a better collaboration, respect the 8 pillars of the Code on:

Safety	Security
Fair trade	Ethical business
Capacity building	Fighting against crime
Digitalization	Sustainability

Members agreed the idea is good and this brought the challenge of visibility and the creation of an eCommerce standard. IATA also organized a Think Tank after WCS 2022 to discuss initiatives for a Code of Conduct and creating a standard around eCommerce.

Cargo Procedures Conference Management Group (CPCMG)

Objectives

The Cargo Procedures Conferences Management Group (CPCMG) monitors industry developments and Cargo Advisory Council's (previous Cargo Committee) priority issues and seeks to develop relevant industry solutions in response. It prioritizes, assigns and monitors the activities of the various standing Conference subgroups and is responsible for the formulation of policy. It also provides support and guidance in relation to the strategies determined by the IATA Cargo Services and Cargo Agency Conferences.

Meetings

The CPCMG held one meeting in October, after the March 2022 Conferences, delayed due to changes in personnel of the Global Head of Cargo and assignment of new Secretariat positions. Several additional conference calls were held between the Chair of CPCMG regarding scope of the CPCMG Secretariat duties, publication of the Call of the 2023 Meetings and Board concerns.

Major Achievements in 2022

CPCMG improved Conference efficiency, provided guidance to the Conferences on many items and reviewed the Conferences' agenda proposals to ensure that Cargo Advisory Council priorities were delivered:

- Re-elected the Chair and Vice-Chair of CPCMG for another two years
- Reviewed and provided guidance on the face-to-face CAC/50 and CSC/44 Conferences Agendas for Istanbul
- Monitored the CSC Notifications and Mail Votes of the Conferences
- Monitored the status of the IATA FIATA Consultative Council (IFCC) and the Regional Cargo Agency Councils.
- Provided guidance on Board issues including:
 - Re-organizing LAPB subgroups out of the previous Time and Temperature Working Group, into two new subgroups: Health Care Working Group (HCWG) and the Perishable Cargo Working Group (PCWG)
 - Proposing clarification of previously DGB-adopted changes to the AWB Resolution 600a
- Evaluated previous versions and prepared new drafts of Conferences and subgroup guidance materials to educate new members and update changes in Conferences governance and procedures.

2023 Plan

CPCMG is to pursue proactive action on all industry issues put forward for review by Cargo Advisory Council and Conference members, focusing mainly on:

- Promoting the IATA Cargo Industry Priorities as developed by the Cargo Advisory Council:
 - Safety & Security – specifically concerns around lithium batteries
 - Digitalization
 - Sustainability
- Developing agendas and preparations for the next CSC and CAC in 2024
- Identifying industry issues with high priority that need support from the Conferences
- Ensuring that the Conferences are developing relevant industry solutions in response

- Supporting the development of industry standards for IATA Cargo initiatives such as standard setting, digital cargo, and quality initiatives.

2023 Planned Meetings

An ad hoc face-to-face meeting is planned for after the IFCC meeting first week of March 2023 as a presentation strategy session in preparation for the April 2023 Conferences. CPCMG will set additional conference call meetings during the year as potential guidance concerns arise. Conferences agenda drafts will be reviewed with recommendations made prior to publication. The plan going forward will be to hold, at least, quarterly meetings in 2023.

Issues

Secretariat resources were not re-established until late in 2022. CPCMG membership was also reduced in 2022 without new nominations. CPCMG is seeking rejuvenated membership during Conferences voting to obtain a quorum in future meetings.

CBMB Report

Objectives

The Cargo Border Management Board (CBMB) 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.

Meetings

Due to COVID19, the CBMB had two meetings, one virtual in June and one face-to-face in September 2022.

Activities in 2022

The following are the activities of the CBMB in 2022:

Focus areas

- Endorsed a high-level business process for advance Mail filing
- Supported the COTB work on amending CSC Recommended Practice 1601 on conditions of carriage for cargo to introduce new clauses addressing the "self-filing" option used by freight forwarders in the context of advance cargo information requirements
- Endorsed a list of General Recommendations for airlines and national authorities in relation with Pre-Loading Advance Cargo Information (PLACI) regulatory deployments
- Endorsed a revised version of the IATA paper on "Advance Cargo Information Protocols for Self-Filing to Customs Authorities"
- Monitored and continued to provide guidance to the CCWG and CSWG in relation with customs and aviation security matters.

Governance and Procedures

- The group is chaired by 5X, with CV as vice-chair.
- 3 members (AF, FX, TK) filled in the 3 vacant seats for 2022. 3 seats (currently occupied by 5X, AC, BA) are reaching their term of office in 2022.

Coordination and Engagement

Reviewed and provided guidance on the work of the below working groups and task forces:

- Cargo Security Working Group (CSWG)
- Cargo Customs Working Group (CCWG)
- CCWG EU ICS2 Release 2 Task Force

2023 Plan

The CBMB will focus its activities on the following priorities in 2023:

- PLACI Programs: ensure that industry friendly global standards are implemented and monitored for PLACI Programs, with a particular focus on the PLACI programs foreseen in 2023 (EU, UAE, UK, CA).
- Energy Storage Devices: promote changes to CSC Resolution 651 and Recommended Practice 1630 on consignment security declarations which allow for extension of the Regulated Agent/Known Consignor approach to the safe carriage of lithium batteries on a per shipment basis.
- IATA Messaging Standards Rollout: promote IATA messaging standards implementation and support digital solutions rather than paper based.
- Policy, Standards and Guidance: on-going strategic work of evaluating, maintaining/changing universal air cargo/mail policy positions and their requisite representation in various multilateral forums.
- Provide input to the TSA/EU Air Cargo Security summit (February 2023) with CSWG influence and recommendations
- Monitor significant regulatory and innovation items on air cargo security.

CCWG Report

Background

The Cargo Customs Working Group is reporting to the Cargo Border Management Board for all matters pertaining to Customs requirements impacting the flow of air cargo over borders. It is composed of high-profile representatives from airlines and regional airline associations with expertise in regional or national Customs affairs, relevant IATA industry standards and international Customs Standards.

The CCWG is looking at influencing and working with Customs authorities to avoid inconsistent air cargo regulatory requirements. It is both a body where industry positions are developed and information on current or expected regulatory developments are exchanged, to ensure a pro-active approach on existing or expected regulatory challenges impacting the cross-border flow of air cargo.

Status

One core activity of this group remains the advocacy on and compliance with advanced electronic cargo reporting requirements set up by regional or national Customs administrations to secure and facilitate trade. This also includes cross-cutting Customs and safety and security issues like pre-loading security procedures (US ACAS, EU ICS2 Release 2, CA PACT, UAE PLACI and UK PreDICT), as well as other tasks entrusted by the Cargo Border Management Board in relation with customs regulations' enforcement. In 2022, the CCWG held three virtual meetings in February, April, June and one face-to-face meeting in September 2022.

The following activities were delivered in 2022:

- Contribution to private sectors' views communicated to the WCO on lessons to be learned from the vaccine distribution efforts in the context of the COVID-19 pandemic;
- Revision of the industry paper on advance cargo information protocols for "self-filing" (i.e. filing by other parties than carriers) to Customs authorities;
- Development of additional guidance material for Pre-Loading Advance Cargo Information requirements, including a high-level business process for advance Mail filing and a list of General Recommendations for airlines and national authorities in relation with Pre-Loading Advance Cargo Information (PLACI) regulatory deployments;
- Successful lobbying at international level for the deployment of IATA C-XML message standards in multiple national Advance Cargo Information requirements;
- Exchange of information on the latest Customs Administrations' regulatory requirements susceptible to impact air cargo flows (as a result feeding in the TACT Manual and/or issued in IATA Cargo Border Management Bulletins);
- Support on the implementation of the WCO SAFE Framework global standards pertaining to pre-loading and pre-arrival air cargo requirements;
- Constant lobbying to ensure that pre-loading procedures are only adopted by countries considered as high-risk targets;
- Assessment of BREXIT-related developments that will impact air cargo flow.

Next steps

In 2023, the CCWG intends to focus on the following activities:

Customs security requirements:

- Continue to identify pre-departure and pre-arrival electronic Advance Cargo Information requirements as early as possible, e.g. through the local airline, regional associations, or IATA local/regional offices;
- Contribute to pilots set up by customs administrations (CA, UAE, UK) with the objective to reduce risk mitigation duplications;

- Continue to develop guidance material for Pre-Loading Advance Cargo Information requirements (with a special focus on the March 2023 EU requirements);
- Report relevant details of Customs enforcement activities with a view to sharing lessons learned and identifying particularly challenging compliance requirements;
- Propose Customs security amendments and input to regional and national regulations;
- Continue to support the implementation of the WCO SAFE Framework global standards pertaining to advance cargo information requirements;
- Work with UPU/Postal stakeholders to continue support of advance information requirements impacting airmail.

Simplification of Customs procedures:

- Contribute to the review of the WCO Revised Kyoto Convention on simplification and harmonization of Customs procedures;
- Contribute to trade facilitation developments and projects as required (e.g. through the Global Alliance for Trade Facilitation);
- Maintain the dialogue with Customs administrations, promoting the CCWG principles by issuing position papers when relevant and strive to ensure that the airline industry interests are always considered in full.

CSWG Report

Background

The Cargo Security Working Group (CSWG) was established in 2017 and reports into the Cargo Border Management Board, whilst maintaining a direct line of coordination with the Security Advisory Council. The terms of reference of the CSWG related matters pertaining to air cargo and mail security requirements impacting the flow of air cargo to/through and over national borders. In addition, the CSWG provides advice to IATA on relevant industry standards and international security standards and regulations.

Status

The core activity of the CSWG remains guiding IATA's advocacy on and compliance with aviation security requirements impacting air cargo and mail through international, regional and national regulatory bodies charged with securing and facilitate international trade.

The CSWG met once face to face in 2022, and consisted of the following deliverables :

- Continuing to identify regulators' emerging requirements as early as possible and initiate relevant consultation;
- Staying abreast of aviation security compliance monitoring activities to identify particularly challenging topics;
- Supporting the implementation, within its membership, of the ICAO Annex 17 pertaining to air cargo security requirements (e.g. Account consignor phase-out process);
- Supporting the revision of CSC Resolution 651 on electronic Consignment Security Declaration (eCSD) and associated guidance.
- Supporting on-going industry risk management concerns associated with the safe carriage of lithium batteries. Specifically, the CSWG continues to provide advice in terms of the security supply chain in managing lithium battery acceptance and carriage risk.

Future Activities

- Continue to advocate for industry friendly global standards through active participation in ICAO meetings (AVSEC Panel, Working Group on Aviation Cargo Security, Working Group on Annex 17 and Working Group Guidance Material);
- Support the Security Advisory Council in raising awareness and bolstering information sharing capability to perform risk assessments. Notably in coordination with ongoing industry efforts on the safe acceptance and carriage of lithium battery related shipments.
- Provide membership with guidance and best practices (e.g. eCSD usage; special types of cargo e.g. vaccines, procedural changes e.g. account consignor phase-out; screening performance)
- Support SeMS initiatives in the air cargo supply chain promoting risk-based approach in security (security culture; safety and security synergies e.g. Dangerous Goods);
- Support the technical delivery of an EU and US Air Cargo Security summit, where industry issues and concerns are discussed and clear action plans formulated.

COTB Report

Objectives

The COTB develops and maintains industry standards for the procedures, documentation and flow of information / data relating to the air cargo business by facilitating the discussion and resolution of issues within its purview. The COTB is responsible for specific activities such as technical standard for AWB and procedures for the correct completion of the AWB, standards for cargo labels and bar codes, standards for the application of automatic identification technology in the air cargo business, technical and procedural standards for cargo EDI, standards for other documents, procedures and processes supporting the air cargo business, etc. The COTB also oversees the development of new standards that support ongoing digitalization of the air cargo industry. The COTB is also responsible to provide guidance for the implementation of IATA/ CSC standards.

Meetings

The COTB met on four occasions. One informal meeting, 2 online board meetings and one face to face board meeting in London, prior to the WCS. The board reviewed industry requests, proposed amendments to existing standards, or development of new standards submitted by both CSC Members and IATA Secretariat were reviewed and developed. The board also oversaw the agendas and progress of the working groups and task forces that report to the board.

Activities in 2022

The following are the activities of the COTB during the year of 2022:

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 work 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 AC. The chair was re-elected for another term.
- No new working groups or task forces have been created and none have been merged or been removed.
- There was a first face-to-face meeting following the pandemic at the WCS in London

Coordination and Engagement

Reviewed and provided guidance on the constitution and work of the permanent working groups and task forces:

- Digital Cargo Working Group (DCWG)
- Cargo Messaging Working Group (CMWG)
- Interactive Cargo Task Force (ICTF)
- Cargo Digital Connectivity Working Group (CDCWG)

It should be noted the Cargo Digital Connectivity Working Group was inactive. It is planned to be reconvened with an active agenda in 2023.

2023 Plan

The COTB will have conference calls as needed and two face to face meeting during the Digital Cargo Conference and at the World Cargo Symposium.

High level priorities are as follows:

- Support the industry in the deployment of ONE Record and increase the pilot tests and conversion into operations.
- Special focus on the Digital Cargo Roadmap for full implementation of ONE Record by 1 January 2026
- Support IATA in communicating and leading industry focus on digital transformation and maturity.
- Monitor and ensure maintenance and development of e-freight standards and procedures as required.

Issues and resolution

In the recent past, the board had limited attendance, but this has been resolved and most meetings have quorums. As a consequence, the board has been voting on all decisions via mail vote and this practice continues. Only trivial items are now voted during board meetings and substantial items are debated during the meetings but decided via mail votes. Currently there are no issues to report.

Proposed Action: Conference to **note**

CMWG Report

Background / Problem

The CARGO MESSAGING WORKING GROUP initiated development of multimodal and cross-border Cargo-XML Standards in 2009. The move was focused because of the CSC strategic direction to have an alternative messaging standard which is more enriching, flexible and robust. To further support its strategic direction, effective January 2015, CSC decided to stop C-IMP messages maintenance (including enhancement). As a result, IATA announced the discontinuation of the C-IMP manual and declared the 34th edition as the last and final publication for C-IMP manual.

CARGO MESSAGING WORKING GROUP is actively functioning to maintain and improve the Cargo-XML standard through its Cargo-XML Manual and Toolkit.

Status

As of end 2022, CARGO MESSAGING WORKING GROUP have developed 21 Cargo-XML Messages which have been adopted by the CSC. These are:

1. XFWB - XML Waybill	2. XFBL - XML Freight Booked List
3. XFZB - XML House Waybill	4. XGRQ - XML Generic Request
5. XFFM - XML Flight Manifest	6. XFUM - XML ULD Flight Manifest
7. XFFR - XML Booking	8. XUCR - XML ULD Control Receipt
9. XFHL - XML House Manifest	10. XINV - XML Invoice
11. XFNM - XML Response	12. XPCL - XML Packing List
13. XFSU - XML Status	14. XRAF - XML Rate Information
15. XCDD - XML Cargo Direct Data	16. XRCP - XML Registration for Cargo Partner
17. XCOO - XML Certificate of Origin	18. XSDG - XML Shippers Declaration for Dangerous Goods
19. XCSN - XML Customs Status Notification	20. XSLI - XML Shippers Letter of Instruction
21. XTMV - XML Transport Movement	•

CARGO MESSAGING WORKING GROUP Activities in 2022

In 2022, CARGO MESSAGING WORKING GROUP held 8 conference calls. Main focus of these calls was to maintain and improve existing Cargo-XML messages (bug fixing, editorial corrections, change of business rules or requirements) and provide support to the industry on using the Cargo-XML Standard. It is important to note that even though CIMP has been discontinued and is not maintained anymore we still receive many support requests on how to properly use CIMP messages. These are addressed by CMWG and usually show that answers are in the CIMP manual and that it is not suited for current regulatory changes. A dedicated subgroup of CMWG has been analysing EU ICS2 requirements to provide guidelines, these are part of the Cargo-XML Toolkit as of its 11th Edition. All deliverables were made available to the industry using the Cargo-XML Manual and Toolkit 10th Edition through its web update and the 11th Edition.

- A. New Messages Development, support existing messages, including CIMP
- B. EU ICS2 Requirements
- C. Cargo-XML Manual and Toolkit (new Edition)

A. New Messages, Support Existing Messages, including CIMP

In 2022, the Group maintained various messages detailed in the next sections.

Editorial corrections were made on the specifications for some messages.

The Group continued to maintain existing messages and provide guidance and feedback to the industry. We received many support requests throughout the year about CIMP messages on both latest and older versions of the messages. Topics included:

- Understanding of CIMP messages specifications – many answers are already within the specifications

- Understanding of business rules – Business rules have evolved since CIMP sunset, this may lead to discrepancies between specifications and actual usage in today's context. We tend to avoid providing workarounds as a means to promote newer standards.
- Understanding of OCI Composition Rules Table – The OCI composition Rules Table is being maintained as part of Cargo-XML standard as the Customs and Security rules are evolving constantly. It is possible that latest rules may not be applicable to CIMP structure due to technical limitations such as allowed characters, length of data fields or number of expected entries. For such cases there are no workarounds possible and we suggest moving towards newer standards.

B. EU ICS2 Requirements

As a response to the upcoming Phase 2 of EU ICS2, a subgroup of CMWG has analysed in-depth the requirements to provide a guidance document on how to properly use Cargo-XML messages to populate ENS filings.

The subgroup delivered a mapping of most relevant ICS2 message (IE3F20) as well various guidelines for specific data fields. When data is not available in Cargo-XML messages, instructions are provided.

C. Cargo-XML Manual and Toolkit

One web update was introduced to the IATA Cargo XML Manual and Toolkit 10th edition & a new edition (11th) of the toolkit is produced. Note that the 11th Edition is published on IATA Digital Publications Library as the IATA Reader is being decommissioned. Below are the release notes for these updates and new edition.

1.3 What is new in the 10th Edition web update

Following contents have been updated, the details can be found in Specification pages of messages and in their respective schema:

- New major version of **XFVB** (version 4.00) :
 - Update of specifications to change the minimum length requirement for Harmonized Commodity Code when used for HS code. (6 digits)
 - Change of data type for the Mode of transport qualifier to Text.
 - Change of data type for Prepaid/Collect indicators to use [Code List 1.5](#) in accordance with other messages. (previous data type was boolean)
 - Editorial change on the condition for ULD Number, Dimensions, Volume and NDA indicator to align with correct business rule.
 - Update of conversion guidelines to clarify the conversion from CIMP to CXML on the potentially missing Prepaid/Collect indicators in FVB messages.
- New major version of **XCDD** (version 2.00) and **XRAF** messages (2.00) with the change of data type for Prepaid/Collect indicators to use [Code List 1.5](#) in accordance with other messages. (previous data type was boolean)
- Update of **XFFM** specifications to align with schema:
 - Arrival and Departure dates and times are optional.
 - Arrival location is mandatory and has a maximum occurrence of 1.
- Update of General Rules:
 - Update of general rule (xix) to clarify the number of decimal digits allowed
 - Addition of a rule to recommend usage of "C/O" for Care-Of in CXML messages. Addition of recommendation to use "C-O" in CIMP when converting from CXML to CIMP.
- Update of [Code List 1.92](#) to add movement indicators related to RFS operations
- Update of **XSDG** schema (version 6.00)
 - Previous changes were not properly implemented and schema is now aligned with specifications
 - Change of datatype for ISO Country codes with addition of IATATypes.xsd schema file to define ISO Country Code and ISO Currency Code data types. This is a test to be further pushed to all messages if the approach is validated through testing. The idea is to remove dependency on old and outdated ISO lists contained in the schemas.
- Update of the [OCI Composition Rules Table](#) to include guidance for PLACI mapping (US ACAS and EU PLACI currently)
- Update of [Code List 1.100](#) "Customs, Security and Regulatory Control Information Identifiers" to remove all Notes regarding PLACI mapping, as guidance is provided in the OCI Composition Rules Table from now on.

1.2 What is new in the 11th Edition - Contents

The 11th Edition of Cargo-XML Toolkit comes with some changes on the standard, most of them being editorial changes on the specifications. Following contents have been updated:

- Update of [XFFM](#) specifications to clarify references to CIMP FFM message:
 - Remove reference to CIMP in the Manifest Summary - Other Customs, Security and Regulatory Control Information section
 - Modify the description of Flight manifest details - Other Customs, Security and Regulatory Control Information section
 - Remove reference to CIMP for Manifest Summary - Total number of pieces as this field does not exist in CIMP FFM.
 - Remove reference to CIMP for Onward Booking Details - Means of Transport ID as Means of Transport ID contains the Carrier Code and XFFM 6.2.1/14.2.1 only contain the flight number.
- Update of [XFWB](#) specifications to clarify references to CIMP FWB and conversion guidelines:
 - Remove reference to CIMP for Mode of Transport Used - Scheduled Arrival Date/Time as CIMP only takes into account Departure Date and not Arrival Date.
 - Clarify conversion guidelines from CIMP to C-XML regarding Charge and Service codes.
- Update of [XFZB](#) specifications to align with XSD schema: Consignor signature is mandatory and occurrence changed to 1:1 in specifications
- New major version of [XCSN](#) (version 2.00):
 - Change of AssociatedReferenceDocument/IssueDate to */IssueDateTime in the XSD to align with other messages
 - Occurrence for Transport Details changed to 1:n as it is mandatory
 - Details for Mode of Transport Used (Occurrence and data type) removed as they are non relevant and not aligned with XSD schema
- New major version of [XFSU](#) (version 5.00):
 - Change cardinality of Location Status - Location Type to Mandatory to align specifications with XSD schema
 - Change of data type for Country with removal of embedded ISO lists

Next Steps

A. Maintain Cargo-XML standards.

The Group will continue to facilitate the development of Cargo-XML standards, code list etc. The Group will continue to maintain the existing messages. Enhancements requests will be dealt as per the change request mechanism.

B. Support Cargo-XML standards in the industry

Continue the Cargo-XML support Cargo-XML through the Cargo Messaging Working Group

C. Facilitate industry implementation of Cargo-XML standards

The Group will continue to support industry implementation of Cargo-XML standards through developing Sample Messages, enhancing Business and implementation rules, defining Data length recommendations and publishing Conversion Guidelines between C-IMP and Cargo-XML

D. Cargo-XML Manual and Toolkit

IATA will continue maintaining the Manual and Toolkit with one web update in the middle of the year and one edition at the end of the year.

DCWG Report

Background

Following the endorsement from the CPCMG, the creation of the Digital Cargo Working Group (DCWG), is the result of the merge of the former e-Cargo Working Group (e-CWG) and the former ONE Record Task Force (ORTF). Subgroup of the Cargo Operations & Technology Board (COTB) it aims to advise and provide recommendations to the COTB in the area of Digital Cargo. Members are made of airlines, freight forwarders, ground handlers, air cargo association and technology providers.

Status

The DCWG has been formed and is effective since March 2021 and is currently composed of 17 members (9 members airlines, 3 freight forwarders, 1 ground handling agent, 1 air cargo association, 3 strategic partners) has 57 observers and has 7 invited experts. At the time of this report, the DCWG has 3 vacancies.

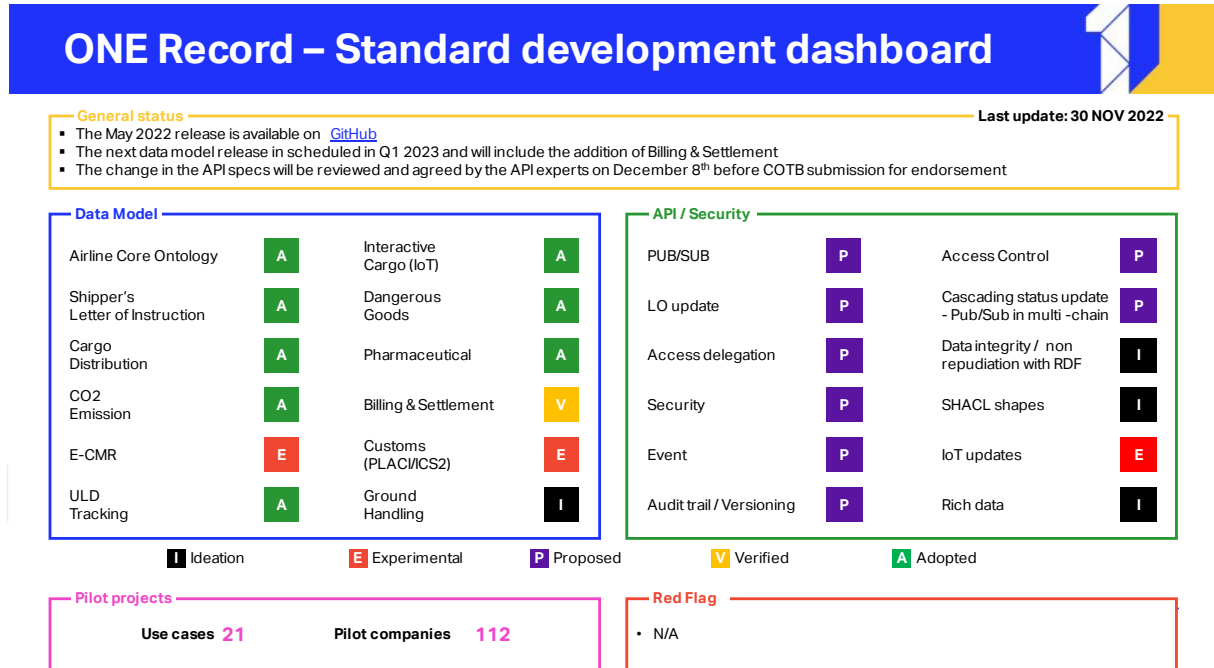
This year, the DCWG met twice physically on 06-07 July 2022 in Geneva at the IATA office and in London on 29-30 September 2022. The group has been holding monthly calls since March 2021.

2022 Achievements

The DCWG scope covers both the e-AWB/e-freight agenda and the ONE Record agenda:

ONE Record development:

The below chart presents the overall status of the ONE Record development.



- Significant progress has been made in the enhancement of the ONE Record data model with a release endorsed by the COTB in May 2022 and published on GitHub: <https://github.com/IATA-Cargo/ONE-Record/tree/master/May-2022-standard-COTB-endorsed>;
- A strong focus has been put to extend the model to Billing & Settlement, Cargo Distribution (e-booking), Service based activity and CargoIQ requirements;
- A series of workshops have been done to enhance the API specifications;
- To date, more than 21 pilot projects have been initiated that engaged more the 110 companies.

e-AWB / e-freight development:

The below topics have been addressed.

TOPICS	STATUS
e-CSD acceptance and process	e-AWB Standard Operating Procedure (SOP) updated and available here
e-freight and digital pouch vs paper documents	Sub group in creation in collaboration with the ICHC
Standard error codes	Sub group created but no further activity → will resume in 2023
e-AWB opt out SHC	After a long discussion, the topic is closed and no SHC will be created
Cargo XML implementation and CIMP discussion + ONE Record transition	The discussion led to the Digital Cargo Roadmap with the objective to set ONE Record as the only data exchange standard 01 January 2026

2023 main focus

In 2023, the DCWG will shift its focus to support the achievement of the Digital Cargo Roadmap that is presented in the Policy Item submitted to the CSC for endorsement. The paper details the list of activities and deliverables for the next few years.

CDCWG Report

Background

Cargo Digital Connectivity Working Group was established Q2 2018. Membership comprises of CCS providers and IT Service Providers is tasked to provide recommendations to COTB on standards related to digital connectivity and be custodian of the Recommended Practice 1687 (Digital Connectivity and Data Exchange Practice).

Objective

The Working Group is working to:

- Standardize & automate digital connectivity procedures among the industry stakeholders
- Support the development and implementation of industry digital connectivity standards
- Encourage the establishment and maintenance of a global network of inter-linked CCSs
- Promote the expansion of industry digital exchange across all modes of transport and related industries
- Recognize leading edge developments in new technologies and tools
- Educate industry on air cargo digital connectivity practices

Status

In 2022, Cargo Digital Connectivity Working Group did not meet due to the absence of a Secretary.

Next Steps

Cargo Digital Connectivity Working Group will be reactivated to deliver important guidance and standards for the Digital Cargo Roadmap, i.e. the full implementation of ONE Record by airlines on 1 January 2026. This requires the full support of the CCS providers and IT Service Providers. Specific objectives:

- Assessment of status of readiness of CCS providers and IT Service Providers for full support of ONE Record
- Development of a Recommended Practice for interaction and interfacing between Cargo XML and ONE Record
- Develop test implementations of this Recommend Practice
- Support industry in making Cargo XML and ONE Record interfacing solutions available

ICTF Report

Background

Presented to and approved by the IATA Board of Governors (BoG) and its Strategy and Policy Committee (SPC) in June 2016. The project has been approved by the IATA Project Committee (PROCOM) and recognized as a priority, particularly following the COVID-19 crisis. The project kicked off in June 2020. The Interactive Cargo Working Group (ICTF) is established under the Cargo Operations and Technology Board.

Objectives

The goal of the Interactive Cargo project is to provide stakeholders in the air cargo supply chain with a set of standards and guidance documents to enable and ease the use of IoT devices for interaction with cargo in order to:

- Increase visibility
- Improve processes
- Capitalize on resources
- Lessen spoilage
- Shorten reaction time

The new project manager, Ildiko Marcze has joined IATA in April 2022, and took over the management of the Interactive Cargo project and acts as Secretary of the Task Force.

Interactive Cargo Task Force composition

The Interactive Cargo Task Force includes representatives of the whole supply chain: shippers, freight forwarders, ground handlers, aircraft manufacturers, airlines, airports, device manufacturers, ULD manufacturers, IT service providers, regulatory agencies, and related international and national organizations.

Meetings

In the period Apr – Dec 2022, the ICTF has met 7 times, including 6 online and 1 hybrid event, following the WCS. Representation of the different stakeholders at the meetings was well balanced.

2022 Achievements

- Amendment of the Recommended Practice on the APPROVAL OF THE USE OF PORTABLE ELECTRONIC DEVICES ONBOARD AIRCRAFT FOR AIR CARGO has been submitted to the CSC for endorsement
- Enhancement of IATA Cargo Handling Manual to ensure tracking device related information is consistently present in relevant sections. Amendment submitted to CSC for endorsement.
- Wrap up of pilot projects from 2021, publishing Pilot Lessons learned report.
- Completion of PED Seed Funding to confirm the relevance of the two proposed solutions:
 - Centralized database of airline approved tracking devices,
 - Device pre-validation program for tracking devices
- The outcome of the Seed Funding has confirmed that the proposed solutions are strategically important for the air cargo industry stakeholders therefore IATA is going to develop these solutions.
- Develop Business Requirements Documents for:
 - Centralized database of airline approved tracking devices,
 - Device pre-validation program for tracking devices
- Publishing Standard Operating Procedures for IoT device handling
- Publishing Standard Operating Procedures for IoT data sharing
- Engage stakeholders and establish timeline for a pilot to test IoT data collection during cold-chain transport, data distribution via ONE Record and reporting

2023 Plan

- Maintaining standards for cargo interactivity:
 - Adjust RP 1692 and 1693 if necessary
 - Update Standard Operating Procedures if necessary
 - Launch awareness campaign for RPs and SOPs for cargo interactivity
- Publish Standard Operating Procedure for tracking device recycling and disposal and sustainability impacts
- Manage the development of the two new solutions (Centralized database of airline approved tracking devices, Device pre-validation program for tracking devices) including RfP to identify solution provider, overview the development of the solutions, identify and engage stakeholders to test solutions, prepare training materials for the new solution and run awareness campaign for solution launch
- Execute pilot to test IoT data collection during cold-chain transport, data distribution via ONE Record and reporting
- Define additional pilot use cases to test the use of IoT devices for collecting data and sharing data via ONE Record, and engage stakeholders to participate
- Cooperate with Special Cargo department and LAPB to identify additional industry needs for additional guidelines for cargo interactivity, such as deviation control.

DGB Report

Objectives

The initiation, adoption and ratification of harmonized worldwide standards for the safe carriage of dangerous goods by all modes. The implementation of which embrace effective, efficient protocols and procedures that enhance commerce.

Meetings

The Dangerous Goods Board (DGB) met twice in 2022. A hybrid meeting in Geneva in May and an in-person only meeting in Montreal in October.

DGB Achievements in 2022

- Updated the content of the Dangerous Goods Regulations (DGR) for the 64th edition to reflect the changes adopted into the 2023 – 2024 edition of the Technical Instructions by the ICAO Dangerous Goods Panel (DGP) at the 28th meeting of the DGP in November 2021 as well as changes agreed by the DGB at the meeting in May 2022;
- Provided input into proposals developed for submission to the ICAO Dangerous Goods Panel (DGP) working group meeting (DGP-WG/22) in November 2022;
- Endorsed the new guidance document “Carriage of Cargo, Mail and Baggage – Guidance for Operators”. This document supports operators in the considerations for the specific safety risk assessment required by Chapter 15 – Cargo Compartment Safety to ICAO Annex 6. The document provides guidance on potential issues that operators should consider when performing the safety risk assessment as well as indications of possible mitigations to address the identified risks. The guidance document has been posted on the IATA website at: <https://www.iata.org/en/programs/safety/operational-safety/>;
- 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 65th edition of the DGR;
- Supported the IATA Secretariat on the review and revision of the following materials to assist the industry:
 - IATA battery-Powered Wheelchair and Mobility Aid Guidance Document;
 - IATA Battery-Powered Cargo Tracking Devices / Data Loggers;
 - IATA Lithium Battery Guidance Document.

2023 Plan

- Complete amendments to the 65th edition of the DGR to incorporate changes agreed by the DGB to address specific operational or safety issues;
- Engage with aircraft manufacturers and FAA to seek a review of the assumptions on the carriage of dry, specifically that all carbon dioxide generated by subliming dry ice is evenly distributed throughout the volume of the aeroplane;
- Provide input into proposals to the ICAO Dangerous Goods Panel Working Group in May 2023 (DGP-WG/23) and the 29th meeting of the Dangerous Goods Panel (DGP/29) in November 2023, which will conclude development of changes for adoption into the 2025–2026 edition of the Technical Instructions;
- Provide input into the revision and re-write of ICAO Annex 18 – *Safe Transport of Dangerous Goods by Air*, that is being undertaken by the DGP-WG/Annex 18. It is anticipated that the re-write of Annex 18 will be completed and presented to the DGP at DGP/29 in November 2023;
- 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.

DGTWG Report

Objectives

To develop and update training materials in accordance with the latest version of the Dangerous Goods Regulations (DGR), and establish recommended practices to assist the industry in complying with the Regulations effectively and efficiently.

Meetings

The Dangerous Goods Training Working Group (DGTWG) met twice in 2022. A hybrid meeting in Geneva in May and an in-person only meeting in November.

DGTWG Achievements in 2022

- Updated the Dangerous Goods Training Workbooks and Instructor Toolkit based on the 64th edition of the Dangerous Goods Regulations (DGR) to reflect the changes and industry improvements agreed by the Dangerous Goods Board (DGB);

- Removed Appendix H – Dangerous Goods Training Guidelines – Competency-based Training and Assessment Approach from the DGR in the 64th edition and has been updated to become a stand-alone publication. The updated version was posted on the dangerous goods website (www.iata.org/dangerousgoods). This publication will continue to be reviewed and updated when needed but not necessarily on an annual basis;
- Improved some entries on the dangerous goods acceptance checklist to facilitate shipment acceptance;
- Submitted feedback to IATA dangerous goods training programmes for improvement and transformation;
- Actively coordinated with different local authorities (e.g. civil aviation authorities) on the implementation of the new dangerous goods training standards (i.e. CBTA).

2023 Plan

- Re-engage with the key users of the Training Books to collect some concrete feedback for revamping the training materials, including the Instructor Toolkit; ;
- Review and submit the necessary proposals to improve the 65th edition of the DGR;
- Provide feedback on the ICAO CBTA Guidance to the ICAO DGP Training Working Group.
- Continue to liaise with the local authorities on the implementation of CBTA and

LAPB Report

Meetings

LAPB hold the following hybrid meetings and teleconferences in 2022:

Meeting ID	Date	Airline Member Attendees	Total Attendees
LAPB49	13-01-22	22	39
LAPB50	28-01-22	26	32
LAPB51	16-02-22	26	31
LAPB52	31-03-22	21	26
LAPB53	03-05-22	24	28
LAPB54	30-06-22	33	84
LAPB55	08-11-22	35	74

LAPB meeting minutes and materials are stored on the [Live Animals and Perishables Microsoft Teams site](#), in the [Meeting](#) folder. The [Work Groups Calendar](#) lists upcoming meeting dates and locations.

35 IATA Member Airlines, represented by 73 people, attended the LAPB meetings:

IATA Member Airlines	Number of people
Africa and Middle East	17
Egyptair	1
Emirates	3
Etihad Airways	2
Flydubai	3
Kenya Airways	1
Kuwait Airways	1
Oman Air	1
Qatar Airways	3
Royal Jordanian	1
Saudi Arabian Airlines	1
Asia Pacific	7
Batik Air	1
Garuda Indonesia	1
Qantas	1
Royal Brunei	1
Singapore Airlines	3
China and North Asia	9
Cathay Pacific	3
China Airlines	1
China Southern Airlines	5
Europe	25
Air France	3

Cargolux	4
DHL Air	1
IAG Cargo	4
KLM	1
LOT Polish Airlines	1
Lufthansa Cargo	3
SAS	2
SWISS	4
Turkish Airlines	2
The Americas	15
Air Canada	4
American Airlines	1
Avianca	3
Delta Air Lines	2
FedEx Express	1
LATAM Airlines Group	3
United Airlines	1
Grand Total	73

Invitations to LAPB meetings and LAPB meeting minutes are sent to the following 54 Member Airlines, in the IATA special cargo distribution list. Member Airlines willing to be added to this distribution list are invited to contact the Secretary:

IATA Member Airlines	Number of people
Africa and Middle East	
Egyptair	3
Emirates	5
Etihad Airways	3
Flydubai	4
Iran Air	1
Kenya Airways	3
Kuwait Airways	1
Oman Air	2
Qatar Airways	5
Royal Jordanian	1
Saudi Arabian Airlines	2
Asia Pacific	
Aircalin	1
ANA	3
Batik Air	1
Garuda Indonesia	1
Indigo	1
Philippine Airlines	4
Qantas	1
Royal Brunei	1
Singapore Airlines	8
Thai Airways International	1
Virgin Australia	3
China and North Asia	
Air China	1
Cathay Pacific	4
China Airlines	1
China Southern Airlines	2
EVA Air	1
Europe	
Aeroflot	1
Air France	6
AirBridgeCargo Airlines	2

Cargolux	3
Czech Airlines	2
DHL Air	5
IAG Cargo	4
KLM	6
LOT Polish Airlines	2
Lufthansa Cargo	8
Luxair	1
Rossiya Airlines	1
SAS	3
SWISS	8
TAROM	1
Turkish Airlines	7
Ukraine International Airlines	2
The Americas	
Air Canada	4
Air Transat	1
American Airlines	2
Avianca	2
Delta Air Lines	5
FedEx Express	3
LATAM Airlines Group	4
United Airlines	2
UPS Airlines	1
WestJet	1
Grand Total	151

2022 ACHIEVEMENTS

IATA Live Animals Regulations (LAR) key changes for 2023:

1. Added definitions on containers from the IATA ULD regulations.
2. Added new training requirements for aircraft and ground handling personnel. Provided a one-year transition period to implement these changes.
3. New guidance and requirements on sedation that affect terminology, Shipper responsibilities, and Container requirements.
4. Aligned species names with CITES.
5. For documentation, consolidated requirements for the Live Animal Acceptance Checklist
6. For container requirements:
 - a. Revised container requirement 2: mainly the container construction, preparations before dispatch and feed and watering.
 - b. Container Requirement 78 is now applicable to possums and koalas.
 - c. Aligned Container Requirement 59 with the IATA Dangerous Goods Regulations (DGR).
7. Clarified general loading procedures and specific handling procedures for horses.
8. Updated State and Operator variations.

IATA Perishable Cargo Regulations (PCR) key changes for 2023:

1. Aligned and added definitions on biological products, overpack, package, packaging from the IATA Dangerous Goods Regulations.
2. Added the definition of Phase Change Material.
3. Added definitions on containers from the IATA ULD regulations.
4. Updated State and Operator variations.

IATA Temperature Control Regulations (TCR) key changes for 2023:

5. Aligned and added definitions on biological products, overpack, package, packaging from the IATA Dangerous Goods Regulations.
6. Added the definition of Phase Change Material.
7. Added definitions on containers from the IATA ULD regulations.
8. Aligned with commonly used terms: operator, state.
9. Updated State and Operator variations.

IATA governance structure:

- Improved the effectiveness to develop standards: LAPB decided to split the TTWG in two new working groups. LAPB defined new terms of reference for the following 2 new working groups that CPCMG endorsed:
 - The Perishable Cargo Working Group
 - The Healthcare Cargo Working Group

ON-GOING OBJECTIVES

- Revamp the IATA Temperature Control Regulations.
- Enhance the IATA Perishable Cargo Regulations.
- Collaborate with the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) on combatting illegal trade in wildlife and their products, while ensuring the safe and secure transport of legally traded wildlife.
- Ongoing task forces on live animals:
 - CITES
 - Companion Animal Welfare
 - Flamingo
 - Security screening
 - Sedation
 - LAR 50th edition
 - WOHAT Terrestrial Code

HCWG Report

MEETINGS

HCWG hold its first hybrid meeting in 2022. Meeting minutes are available under the [Healthcare](#) folder of the [Live Animals and Perishables Microsoft Teams site](#).

Meeting ID	Date	Airline Member Attendees	Total Attendees
HCWG01	29-09-22	24	43

17 IATA Member Airlines, represented by 23 people, attended the working group meetings:

IATA Member Airlines	Number of people
Africa and Middle East	3
Emirates	1
Qatar Airways	2
Asia Pacific	6
ANA	1
Qantas	1
Singapore Airlines	4
China and North Asia	1
Cathay Pacific	1
Europe	7
Air France	1
Cargolux	1
DHL Air	1
IAG Cargo	2
Lufthansa Cargo	1
SWISS	1
The Americas	6
Air Canada	1
Avianca	1
FedEx Express	2
LATAM Airlines Group	1
United Airlines	1
Grand Total	23

2022 ACHIEVEMENTS

Creation of the working group:

The Healthcare Cargo Working Group (HCWG) is established as a Live Animals and Perishables Board (LAPB) subgroup. The objective of the HCWG is to provide recommendations to the LAPB on the development of healthcare cargo transportation and handling standards. Specifically, these recommendations include:

- Propose new, or amendments to existing IATA Industry Standards, Resolutions (including the Temperature Control Regulations), Recommended Practices, and guidance material on effective handling and transportation techniques to ensure the quality and the integrity of healthcare cargo.
- Propose training that relates to the above.
- Report regulatory developments affecting the handling and transportation of healthcare cargo.
- Develop and promote sustainable practices aligned to the IATA sustainability framework and the United Nations Sustainable Development Goals (UN SDGs).

The Working Group should ideally include a balanced composition of members from each of the following categories of stakeholders: Shippers, Freight Forwarders, Airlines, Ground Service Providers, relevant International or National Organizations, Manufacturers.

ON-GOING OBJECTIVES

- Revamp of the Temperature Control Regulations.

PCWG Report

MEETINGS

Working Group meetings have been established on a monthly basis, with subgroup meetings taking place as needed in the interim to progress on specific topics.

2022 ACHIEVEMENTS

Creation of the working group:

The Perishable Cargo Working Group (PCWG) has been established as a Live Animals and Perishables Board (LAPB) subgroup. The group currently consists of 16 members.

The objective of the PCWG is to provide recommendations to the LAPB on the development of perishable cargo transportation and handling standards. Specifically, these recommendations include:

- v. Propose new, or amendments to existing IATA Industry Standards, Resolutions (including the Perishable Cargo Regulations), Recommended Practices, and guidance material on effective handling and transportation techniques to ensure the quality and the integrity of perishable cargo;
- vi. Propose training that relates to the above;
- vii. Report regulatory developments affecting the handling and transportation of perishable cargo;
- viii. Develop and promote sustainable practices aligned to the IATA sustainability framework and the United Nations Sustainable Development Goals (UN SDGs).

The Working Group should ideally include a balanced composition of members from each of the following categories of stakeholders: Shippers, Freight Forwarders, Airlines, Ground Service Providers, relevant International or National Organizations, Manufacturers.

ON-GOING OBJECTIVES

The following milestones have been set out for delivery in time for LAPB56 (Spring 2023).

- Define the scope of the PCR
- Develop a "Perishables" definition
- Conclude chapter-by-chapter review of the PCR to ensure accuracy
- Determine necessary enhancement to the perishables label
- Determine (potential) training requirements
- Propose an Appendix on sustainability

ULDB Report

Objectives

The ULDB is established to develop and maintain the standards and procedures concerning the specifications, handling, restraint and maintenance of ULDs, and to promote the worldwide recognition, adoption of and adherence to those standards and procedures.

IATA ULD Related Meetings in 2022

In order to ensure the continuous development and promotion of ULD standards as well as engagement with industry stakeholders during the pandemic, IATA Secretariat together with the ULDB managed to organize or participant at the following ULD related web conferences:

Meetings	Dates	Locations
ULDB/62	3 March 2022	Web Conference
ULDB/63	11 May 2022	Web Conference
ULDB/64	23 June 2022	Web Conference
ULDB/65	23 August 2022	Web Conference
ULDB/66 and SAE AGE-2 Air Cargo Committee Meeting	12-13 October 2022	Cologne, Germany (hosted by EASA)

2022 Achievements

The following are the highlights of the industry achievements of ULDB in 2022:

Continued Enhancement of ULDR 11th Edition

Some significant improvements are highlighted as follows:

Section 4

SS 40/1 Attachment 'A'

Addition of Airbus A350 to the relevant aircraft acceptability information

Section 6

OS 6/02

Clarification on the requirements for net attachment point locations

Section 7

SS 40/3 and SS 40/4

Clarification on ODLN for certified aircraft ULD and improvement on ODLN standard formats

Appendix H

Improvements on the illustration of ODLN ULD components and sub-components

Collaboration with other IATA Groups

- Reviewed and provided feedback on the development of lithium ion cell fire testing requirements for Fire Restraint Containers (FRC) and Fire Containment Cover (FCC) in collaboration with SAE AGE-2 and DGB
- Reviewed and provided feedback on the 'Carriage of Cargo, Mail and Baggage – Guidance for Operators' drafted by the DGB to facilitate the implementation of ICAO Annex 6 Chapter 15
- Presented the concerns about wireless tracking devices attached to aircraft ULD to the Interactive Cargo Task Force (ICTF) and submitted suggestions to the ICTF and ONE Record Task Force (ORTF) on the identification and communication of aircraft ULDs attached with wireless tracking devices

Engagement with External Stakeholders

- Engaged and consulted with various civil aviation authorities, especially the Federal Aviation Administration (FAA) and European Union Aviation Safety Agency (EASA), on the proposed certification requirements for FRC/FCC involving lithium ion cell fire
- Liaised with international standard organizations such as International Organization for Standardization (ISO) and Society of Automobile Engineers (SAE) to agree on the strategy and planning in order to update and align the technical contents in ULDR with SAE AGE-2 and ISO TC 20/ SC 9
- Participated at the SAE AGE-2 meetings to ensure airlines' requirements are taken into consideration in the development of lithium ion cell fire testing standard for FRC/FCC
- 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

2023 Plan

Continue to enhance the ULDR 12th Edition, including particularly:

- Update Section 1, 1.6 'Training Requirements' to align with Competency-Based Training and Assessment (CBTA) methodology
- update SS 70/1 and OS 6/10 to align with FCC technical specifications and operating requirements contained in the relevant SAE/ISO standards
- update SS 50/8 and OS 6/15 to align with FRC technical specifications and operating requirements contained in the relevant SAE/ISO standards
- update relevant contents in Section 3, 4, 5 and 6 to align with the airworthiness approval requirements for aircraft ULD contained in SAE AS36100C
- clarify the Operational Maximum Gross Weight throughout the ULDR and identify potential updates on other impacted IATA manuals such as AHM, IGOM, and ICHM

- delete references to A4A including A4A ULD codes (e.g., LD-3, LD-6) throughout the ULDR
- update ULD build-up requirements in ULDR (e.g., OS 6/01 and OS 6/04) in consultation with SAE ARP 5486 and develop guidance for cargo shoring in ULD build-up
- request ICHC to review and update OS 6/11 (Vehicle Carriage) and determine if the updated OS 6/11 could be migrated to ICHM
- review OS 6/07 in conjunction with SAE ARP5595 to propose clarification and guidance for the use of restraint straps of different models
- update OS 6/01 and SS 50/0 Attachment 'D' to clarify the maximum contour of pallet load
- review SS 40/1 and CSC Resolution 686 to propose appropriate description to Position 3 of ULD ID Code in the case of pallet and net combination
- collaborate with ICHC to identify and migrate ULD working instructions from ULDR to ICHM based on the principle that ULDR contains standards and requirements (what to do) whereas ICHM contains working instructions (how to do) to comply with standards and requirements in ULDR

Safety

- support and promote the participation in the IATA Incident Data eXchange (IDX) database under the Global Aviation Data Management (GADM) program and ensure the ULD related safety incident taxonomies are relevant
- review and update the ULD safety requirements in IOSA and ISAGO standard manuals
- collaborate with DGB in the development of lithium ion cell fire testing standard for FRC/FCC
- continue engaging with relevant CAAs and ISO/ SAE to ensure airlines' requirements are taken into consideration in the development of regulatory requirements and international standards and to keep CSC informed of new FAA/ EASA requirements especially for FRC/FCC/TCC as well as aircraft ULD attached with wireless tracking devices
- continue promoting ULD Safety Campaign across the air cargo supply chain with more focus on reaching out to Shipper/ Freight Forwarder/ e-Commerce Logistics Provider
- collaborate with ICHC to review and develop ULD build-up working instructions including guidance for cargo shoring in ULD build-up
- collaborate with ICHC and Ground Ops team to clarify procedures and responsibilities between cargo preparation (e.g., ULD build-up, Flight Build-up Plan) and aircraft loading/ cargo weight & balance control

Digitalization

- support and monitor the implementation of ONE Record standards for ULD tracking and provide guidance for the necessary updates on the ULD tracking business requirements
- collaborate with ICTF and ORTF in the development of standards for the identification and communication of aircraft ULDs attached with wireless tracking devices
- review and propose updates to AHM 510 on pallet contour and height codes and develop guidance for communication of maximum pallet contour dimensions as well as dimensions of built-up pallet

Sustainability

- identify and promote best practices and initiatives in ULD manufacturing, operations and recycling that contribute to air cargo sustainability
- develop and maintain the ULDB distribution list with the support from CSC to encourage and facilitate participation at ULDB from non-ULDB members
- support LAPB/HCWG in the review of Temperature Control Regulations (TCR) to clarify and align the terms and definitions of temperature-controlled containers
- support Ground Ops team in updating the ULD contents in AHM 42x series
- maintain the engagement with members of the IATA Strategic Partnership Program (SPP) ULD Area of Involvement to facilitate their contribution to the ULDB agenda

ICHC Report

Status

The IATA Cargo Handling Consultative Council (ICHC) met three times with hybrid format this year, in March, June and September 2022. During this year the ICHC has been working on the following:

ICHC Priorities 2022

ICHC members agreed to set below objectives for priorities 2022:

2022 Objectives	Status (As of Dec 2022)	Remark(s)
1. Shipper Loaded ULD (SLULD) – untrained forwarder to build-up pallets and containers	On-going	Members are gathering 6-month data of SLULD rejection upon acceptance and arrival from port of origins for analysis
2. ICHC work on updating the Master Operating Plan (MOP)	Completed	Updated in ICHM Ed. 7
3. Cargo operations & sustainability	On-going	Members are going to submit their initiatives from their organization to ICHC Secretary
4. IATA Cargo Handling Manual (ICHM) – Operational Risk Assessment (ORA) index	Completed	Updated in ICHM Ed. 7
5. Scale calibration	Completed	Updated in ICHM Ed. 7
6. Gap analysis Unit Load Device Regulation (ULDR) / ICHM	On-going	Working closely with members by considering of respective cargo handling manual and will work further with IATA Unit Load Device Board (ULDB)
7. After ULD Close-out – Storage of built-up ULDs	On-going	Working closely with members and IATA ULDB
8. Cargo damage report	Completed	Updated in ICHM Ed. 7
9. One Record impact on Operations	On-going	Working closely with members and IATA Digital Cargo team
10. eCommerce issues and Special Handling Code (SHC)	On-going	Working closely with members and various stakeholders from eCommerce sector

ICHC Secretary and members have been engaged with different ICHC sub-groups to project deliverables from the above objectives. Furthermore, ICHC Secretary has reminded the members that ICHC needs to collect and measure data to help present, promote and implement best practices and standardization. ICHC Secretary also mentioned that members should share their own studies on efficiencies among ICHC group.

Shipper Loaded ULD (SLULD)

ICHC Secretary has sent relevant content of SLULD acceptance from ICHM to ICHC Sub-Group for review. After review and discussion, members agreed that there is already a standard in place in the ICHM and in the ULDR. However, members also agreed that ICHC should make a recommendation to airlines to:

- Inform freight-forwarders about existing tools / standards
- Provide freight-forwarders with the right tools
- Ensure training is provided to freight forwarders
- Risk-assess their business partners (freighter-forwarders)
- Verify that freight forwarders comply with existing standards
- Audit freight-forwarders
- Certify freight-forwarders for SLULD
- Only accepts SLULD bookings from certified freight-forwarders

ICHC members agreed to provide data on SLULD to show the number of rejections at acceptance and the incorrectly built-ULDs discovered on arrival. This is still on-going, and the analysis will continue in 2023.

Cargo Operations and Sustainability

Members agreed that ICHC should focus on 3 priorities which are:

- Single Use Plastic (SUP) and ULD accessories (straps, rings, and beams...etc.)
- People
- Collect use cases which show tangible benefits

In Sep ICHC meeting, ICHC Secretary arranged presentation with IATA Cargo Efficiency and Innovation for members and shared the results of a survey sent to airline members about the usage of SUP.

ICHC Secretary reminded members of the agreed action point to gather sustainability initiatives within each members' own organization and share with the secretary and the members to put together a repository on which ICHC could communicate on and provide recommendations to the industry. However, the feedback and progress from the members were not optimistic so that ICHC Chairman and Secretary would push up further in 2023.

EU ICS2 Solution for Airmail

ICHC Secretary arranged a presentation by International Post Corporation (IPC) on the upcoming requirements from the European Union (EU) on the Import Control System (ICS). IPC mentioned that Posts are willing to fund solutions to be made available to ground handlers and air carriers free of charge due to the strategical implications should air carriers decide to discontinue carrying airmail because of the complexity to comply ICS2 release 2 specifically for airmail. ICHC members were asked to provide feedback and comments to the proposed solutions for cargo handlers. IPC also called the Ground Handling Agents (GHAs) to join the discussion at the IPC for airmail.

Airmail Acceptance

ICHC Secretary explained that airmail is often accepted for transport without a proper acceptance as per cargo operation. The acceptance is done by the postal operator who then delivers to the carriers. ICHC Secretary encouraged ICHC members to develop business processes for airmail acceptance to enhance safety and compliance with the regulations. Members agreed that processes could only be developed to a certain extent, but that the goal is necessary to enhance safety and compliance. ICHC Secretary asked members to share their internal processes and the topic would carry forward to 2023. For information, IATA would also look at developing training requirement in this area.

eCommerce

ICHC Secretary presented the results of the Sub-Group indicating that the two main challenges today are:

- The identification / definition of eCommerce through a standard or product / SHC
- The added values, benefits of declaring cargo as eCommerce

ICHC members agreed that the industry should create a working group and continue investigating for the creation of a standard. Members also agreed that ICHC should also consider the eCommerce framework developed by the World Customs Organization (WCO) showing 15 principles.

Consultative role

ICHC members have been consulted several times with following topics:

- Processes and messaging requirements of Consignment Security Declaration (CSD) information (by IATA Digital Cargo Working Group – DCWG)
- Flight Build-up Plan (by IATA Cargo Messaging Working Group – CMWG)
- Global Skills Survey (by IATA Aeronautical Skills Working Group – ASWG)
- E-Pouch Initiative (by IATA DCWG)

Item G3: Report from IATAs Innovation Forum Activities

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Submitted by: Kat Morse, Senior Manager Innovation, Partnerships, and Events (morser@iata.org)

IATA Lab – Industry-wide Proof of Concept

Revolutionizing Global Travel: The World's First All-Digital International Journey – From Shopping to Travelling the World

- At the end of 2022, we created The Lab – an evolution of the Think Tanks, which were created in 2011. Previous Think Tanks were focused on generating new ideas and initiatives, but with the new challenges facing airlines, we believe that the industry also needed a tool to move from the theoretical (Think Tanks) to the tangible (The Lab).
- The objective of The Lab is to solve industry challenges collaboratively, using new technologies and bringing together the travel value chain to work on these issues.
- In 2023, The Lab is focusing on the Customer Identification pillar of the Modern Airline Retailing Program:
 - Customer Identity in Service Delivery
 - Customer Identity in Retailing
 - Digital Identity of Value Chain Partners
- This PoC showcases the (foreseeable) future end to end seamless travel experience based on industry digital identity standards. It bridges both worlds of Digital Identity: B2C, B2B, and B2B2C as we are connecting retailing with service delivery.
- Spotlight of IATA Standards supporting Modern Airline Retailing and OneID (i.e. Contactless Travel transformation and Digitalisation of Admissibility to Travel)
 - Pre-Standard:
 - Preferences and personal data stored in wallet.
 - Employer Verifiable Credential
 - Loyalty Verifiable Credential
 - Order Verifiable Credential
 - Passport Verifiable Credential
 - Digital Travel Authorization Verifiable Credential (eTA)
 - Alpha Standards
 - OneID standards for admissibility
- A close collaboration with IATA standards after the PoC will be undertaken to feed this information back to the industry.
- Members include airlines, strategic partners, startups, and governments.
- The output of this PoC is a test flight with a passenger flying this journey using digital identity from shopping to boarding.
- Other outputs are supporting documentation:
 - Preview paper released at WPS on Current vs. Future state and the steps the PoC towards the future.
 - Business paper released before the IATA Board of Governor's meeting on the benefits of implementing digital identity.
 - Technical paper on obstacles, what we did, how we did it, and how we would change it.
- Due to immense interest and the appetite of the industry, an End-to-End version 2.0 (most likely in a live environment) will be launched at the end of 2023.

Accelerate@IATA

Accelerate@IATA began four years ago as the first aviation industry-owned innovation program. Today, it maintains the same spirit, aiming at helping the program's member airlines connect with vigorously vetted startups from different ecosystems (including outside of aviation) to ensure business readiness and optimized operations by leveraging new technologies.

From its inception until January 2023, the program was run by a third-party innovation service provider, Plug and Play. As of Q1 2023, Accelerate@IATA has become an in-house serviced program, one of the pillars of the IATA Innovation Hub.

The program is mainly a matchmaking and education service between member airlines and IATA-vetted startups. It is currently structured as a quarterly program, with one challenge or segment taking place for a total of 12 weeks from launch to end. The challenges are based on industry-wide problems that will take collaboration to solve.

The segments organized in 2023 have been aligned with the Modern Airline Retailing program:

- Segment 5 on Digital Identity (part of MAR Pillar 1)
- Segment 6 on Delivering New Partnerships for Offers and Orders (part of MAR Pillar 3)
- Segment 7 on Choice of Digital Payments for the Customer (part of MAR pillar 2).

While Segment 5 is currently active, Segment 6 and 7 will be launched in the next few weeks. The theme for the 4th segment of 2023 will be chosen by the member airlines.

The main differences between the current way we are running the program in-house vs previous years includes:

- **An intensive vetting process:** IATA subject matter experts vet the solutions to ensure they all align (or don't conflict) with current and planned industry policies and standards.
- **Virtual Selection Days:** to ensure that all parties (both airlines and startups) do not needlessly invest resources without an assured outcome, keeping the participation of the program as flexible and resource mindful as possible.
- **Tailored Selection Days:** each airline meets their chosen startups on a 1:1 basis, rather than a generic selection that might not be of interest to all members. After these personalized selection days, the airlines choose the 5-7 startups that will be admitted into the program. Our goal is to keep a high ROI for all members as well as to increase success rate in pilots.

Innovation Roundtable

The IATA Innovation Roundtable is a collaborative initiative aimed at fostering industry-wide innovation through digital innovation community discussion. Inspired by recommendations from member airlines during quarterly DTAC meetings, this initiative recently emerged to explore the potential of Generative AI across various aspects of the aviation industry. A total of 18 key industry topics were identified, and the feasibility of integrating Generative AI into these areas was assessed and a report will soon be available at IATA Innovation Hub. This roundtable serves as a platform for brainstorming and generating innovative solutions to enhance and optimize various facets of the aviation sector using technology. The next roundtable is planned for November 2023.

Item G4: Report of IATA Strategic Partnerships

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Submitted by: Antonio Laverghetta, Senior Manager Strategic Partnerships (lavergheta@iata.org) and
Tanya Gagliardi, Senior Manager Strategic Partnerships (gagliardit@iata.org)

Background

The IATA Strategic Partnerships program is a platform for aviation solution providers to build as well as strengthen relationships with key industry stakeholders. Through their participation in various IATA work groups, Strategic Partners gain a unique insight into airlines' priorities with the opportunity to be recognized for working together with IATA in serving the air transport industry.

The IATA Strategic Partnerships program covers over 30 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-Pay
- Plan Standards
- Settlement & Accounting Standards
- Architecture and Technology
- Offers & Orders Transformation
- Customer Experience and Facilitation
- Common Use
- All Baggage Services
- Baggage re-flighting Sub-Group
- Baggage information exchange Sub-Group
- Baggage Security and Customs Sub-Group

Learn more on www.iata.org/sp

The benefits and the updated list of Areas open to Strategic Partners are available from the following link:
<http://www.iata.org/about/sp/areas/Pages/index.aspx>