



Memorandum

Call of Meeting

PSC/2021-07/18

3rd Passenger Standards Conference (PSC)

To: All Accredited Representatives of the IATA Passenger Standards Conference

Copy: IATA Strategic Partners participating in Passenger Standards Conference activities
All Members, A4A Passenger Council, via Ms. Barbara Kostuk

From: Head, Airline Distribution Standards

Date: 14 July 2021

Notice of Meeting

In accordance with Article VI of the Provisions for the Conduct of IATA Traffic Conferences, notice is hereby given of the 3rd IATA Passenger Standards Conference (PSC). Under IATA Resolution 009, this Conference combines the 43rd Passenger Services Conference and 2021 Passenger Tariffs Composite Coordinating Conference.

Digital Event: 12-13 October 2021

Due to COVID-19, the Conference Steering Group has endorsed holding the Conference as a digital event in two sessions as follows:

- [12 October 2021](#) 8:00-12:00am EST (Eastern Standard Time/US) / 2:00-6:00 pm CEST (Central European Time)
- [13 October 2021](#) 8:00-12:00am EST (Eastern Standard Time/US) / 2:00-6:00 pm CEST (Central European Time)

Reports from each Board and group will be presented and discussed, and voting items will be presented. All voting will then occur separately via online ballot.

Please pay attention to the following action items:

- Registration to Event
- Update your accredited rep (if necessary)
- Test your access to SSW for participation in the online balloting process



Registration for the digital event

Attendance at the digital event is open to any delegates from member airlines, or from eligible Strategic Partners.

<https://register.gotowebinar.com/register/352728143897713932>

Online Balloting

All voting items related to the digital event (including changes to Resolution and Recommended Practices, and other actions taken by the Conference) will occur by online ballot, as part of the 3rd Governance balloting Cycle.

Online balloting will open on **30 September 2021**, and will close on **28 October 2021**. Further information will be provided within the agenda.

Accredited Representatives

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

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

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

For [detailed instructions](#) or assistance with this process, please contact standards@iata.org.

Agenda Items

For agenda items being submitted directly to the Conference, the following schedule has been established:

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| • Deadline for agenda submissions: | 6 August 2021 |
| • Issue of Meeting documentation: | 30 August 2021 |
| • Issue of Voting items / Agenda final transmittal: | 30 September 2021 |
| • Cycle 3 / Conference Ballot Opens: | 30 September 2021 |

It is important to note that because voting will occur through online balloting, no onsite voting items will be considered. The second agenda transmittal will be final.

We look forward to seeing you online.

A blue ink handwritten signature, appearing to read "Henry Coles", with a stylized flourish at the end.

Henry Coles
Head, Airline Distribution Standards