



3 July 2020

Reinvigoration of the Multilateral Interline Framework

Frequently Asked Questions and Answers



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1. Standards and Multilateral Agreements

Questions	Answers
Can an airline still be MITA but retire from ICH?	Yes, it is possible.
Are the short-term activities around Reinvigorating Interline having a direct impact on passenger re-protection following Irregular Operations?	<p>In the case of involuntary rerouting, all IATA members and MITA participants are bound by Resolution 735d. No changes to this Resolution are proposed as part of this short-term activity.</p> <p>IATA has recently published a guidance document based on the various existing standards covering the Reservations, Ticketing, Sales Reporting and Billing aspects related to the handling of involuntary flight changes due to Irregular Operations in case of Interline. This document can be used by carriers to better determine the critical aspects related to passenger re-protection in order to provide an overall excellent customer experience even in times of disruption.</p>
Are any significant changes anticipated to the way the MITA Agreement operates?	<p>There are no significant changes. The objective of this activity is to make the MITA Agreement easier to use with a new partner and easier to understand. The focus has been to simplify and clarify the language of the existing MITA Agreement. Substantive changes to the fundamental operation of the agreement will not be pursued.</p>
Do Civil Aviation Authorities or other government bodies have oversight over the MITA or other interline agreements?	<p>IATA is not able to provide general advice on this topic, as every regulator may have slightly different requirements. In most jurisdictions the Civil Aviation Authority would not require oversight of Interline Agreements, but it is important for airlines to ensure their own compliance with any applicable regulatory requirements.</p>
Is interline involving surface transport operators and airlines (intermodal) in scope for this activity?	<p>IATA has had an Intermodal Group active under the Passenger Standards Conference for some time. IATA had also established a Memorandum of Understanding with the International Federation of Railways in 2019 to work together to develop standards supporting intramodality. However, work on this initiative (and the dedicated Intermodal Group active under the Shop Order Board of the Passenger Standards Conference) was paused for 2020.</p> <p>Due to the current crisis and situation, more and more airlines are seeking to establish new intermodal relationships to protect connectivity and reduce emissions. The future working approach around this topic and to supporting intermodal relationships will continue to be explored and airlines are encouraged to become involved in this activity.</p>
Is Cargo also addressed in the activities around Reinvigorating Interlining?	<p>No, in these activities we're only Passenger focused. In case you would like to know more about Cargo please access www.iata.org/cargo or contact cargo@iata.org.</p>
Could you please provide more details on staff and duty travel embargoes?	<p>Each airline can individually determine whether they wish to offer staff and duty travel on their services to team members of other airlines. During times of crisis, airlines may limit or restrict this with one or many partners. It is important to check in with all airlines with whom you have staff and duty travel agreements to be very clear around any embargoes they may have in place.</p>



<p>Where can I find and access the General Business Requirements document (GBR) for electronic ticket and electronic miscellaneous document (EMD) connectivity?</p>	<p>These are available on the IATA Standard Setting Workspace (SSW) under the IATA Ticketing Group page on the Standard Setting Workspace. More information and access links to the SSW can be found in the IATA Information Paper for Airlines.</p>
<p>Is the MITA concurrence with an airline implying that the carrier partner has a concurrence with the entire group from which the initial carrier is part of?</p>	<p>No, an Interline relationship is formed between any two parties of the agreement only when those parties establish a concurrence.</p>
<p>How do the proposed changes impact airlines already signed up under MITA and has multiple Interline agreements?</p>	<p>If the changes are adopted by airlines at the Passenger Standards Conference in November 2020, they will become effective as of 1 June 2021. The MITA Agreement (Resolution 780) changes from time to time. Parties to the MITA agreement are bound by any amendments that are made through the Conference process, unless they choose to withdraw from the agreement (or from individual concurrences) before the changes take effect. Further details of this are described within the MITA agreement itself.</p>
<p>Are there any changes expected to the settlement and billing processes?</p>	<p>No. The billing and settlement process will continue in accordance with the rules contained in the IATA Revenue Accounting Manual and the Manual of Regulations and Procedures of the IATA Clearing House.</p>
<p>How will the MITA Agreements be impacted and used from an NDC and One Order perspective?</p>	<p>In 2019, the Interline Group, under the Plan Standards Board of the Passenger Standards Conference began an exploration into an evolution of the current Interline Framework and this approach and vision have been endorsed by the Distribution Advisory Council (DAC) including a set of objectives for a new framework for interline to address the current challenges.</p> <p>This Framework moves away from airline specific interactions and introduces generic "retailer" and "supplier" relationships, relying on the New Distribution Capability Standards and concepts introduced by NDC and ONE Order.</p> <p>The Standard Retailer and Supplier Interline Agreement (SRSIA) Framework should support new partners and different business models with a simple, flexible standard agreement built around the concepts of retailers and suppliers.</p> <p>Carriers should not be forced into one model and should have the freedom to pursue any model in any partnership.</p> <p>The MITA is a Standard single Interline Agreement under which IATA and non-IATA member airlines may concur to create an Interline relationship. This Agreement establishes a legal framework for Interline and describes responsibilities, liability provisions and general procedural obligations.</p> <p>The SRSIA will exist in parallel to the existing Multilateral Interline Traffic Agreement (MITA). IATA member airlines may wish to form an interline relationship under the MITA, or under the SRSIA, or under any other bilateral agreement, just as they do today.</p>
<p>What are the procedures recommended in the IATA RP for the Interline formation with ticketless carriers around billing</p>	<p>It is recommended that carriers should agree to the value for billing and as well on the processes around invoicing and settlement, and how to manage disputes.</p> <p>Where a Ticketless Carrier does not have access to ticketed data, support for billing (and disputes) may be based on data that is</p>



and settlement (sales based vs. usage-based Agreement)?	captured and stored in different record types. These processes should be agreed between carriers.
Is the cross selling of ancillaries included in the short-term package? How will these be addressed from a mid/long term perspective?	<p>For the short-term the approach is very much focused on the current distribution environment and existing Standards with a key focus to making the formation of new interline relationships simpler and faster.</p> <p>It is acknowledged that the current Framework provides limited support for ancillary services, leaving customers with less choice on Interline itineraries. Therefore, at the direction of IATA Board of Governors the goal is to continue the explorations around mid-term opportunities on cross selling of ancillaries and hybrid approaches to Offer and Order based Interline initiated in 2019 by Future of Interline.</p>
Are all the utilities mentioned in the initial Information Paper in scope to be reviewed in the short-term working plan?	No. Some areas are challenging but since they are commercial, they must be managed individually.
Under Resolution 766, carriers must establish a bilateral Agreement as to how inventory will be booked when a re-accommodation is required following an irregular interruption. This may include, for example, whether normal availability can be used or not. What happens when such an Agreement is not in place?	When an Agreement is not in place, by default the airline wishing to obtain inventory must directly contact the other airline and must receive a positive response before proceeding. This would have to be contact in person, or by telephone, or email. This process is very slow, inefficient and does not support automation.
Does this work include more recommendations around the handling of involuntary schedules operations?	Yes, the IATA Guidance Paper on Irregular Operations (IROPs).
Can you provide more details on the mid/long term approach and position of Future of Interline?	The Future of Interline Program , as developed the Interline Group, under the Plan Standards Board under the Passenger Standards Conference, was initially planned to be managed as a Distribution Advisory Council (DAC) work package. As a result of the pandemic, IATA shifted focus to support airlines preserving cash, reducing costs, and stimulating demand, therefore the Future of Interline Program has been temporarily paused alongside other projects and programs within IATA. At the direction of IATA Board of Governors, the Program should continue the explorations around mid-term opportunities on cross selling of ancillaries, hybrid approaches to Offer and Order based Interline, as well as exploring other types of partnerships.



2. IATA Services

Questions	Answers
How can I share my airline's information in the IATA Interline Repository of Information?	Please contact us or your regular IATA local office contact person, and we will send you the template to be filled-in and returned to IATA.
Is there a cost related to registering or accessing the IATA Repository of Interline Information?	No. The IATA Repository of Interline Information is made available free of charge without any associated costs.
How often is the information in the IATA Repository of Interline Information updated?	The Information in the Repository is updated as often as needed based on received notification requests from individual participants. IATA will also run 2 annual update request campaigns to all registered participants.

3. Industry Education and Awareness

Questions	Answers
Where do I find information about the Interline Framework including relevant IATA contacts if I have further questions?	Please check regularly the www.iata.org/interline webpage for updates and relevant information.
What is the most relevant documentation I need to read if I want to start Interlining?	We encourage any new participant to thoroughly read all the information published under www.iata.org/interline webpage, starting with the Information Paper for Airlines .
Please explain the differences between the MITA Customer Portal and the MITA Extranet	Currently, the following information can be accessed by airlines via: MITA Extranet <ul style="list-style-type: none"> → Withdraw / New Participants Memos → Withdraw / New concurrences Memos → Airline contacts MITA Portal <ul style="list-style-type: none"> → Airlines own MITA and BIETA agreements (application table) → Airlines codes
How do I get access to the MITA Extranet site?	You can access MITA through the IATA Customer Service Portal in the Service Section. Please note that any new access request needs to be approved by the airline administrator.
Where can I find and how can I access the MITA Agreement?	Like all Resolutions and Recommended Practices adopted by the Passenger Standards Conference, the MITA Agreement (Resolution 780) is published in the Conference Resolution Manual, which most airlines already have access to. The agreement is also published within the MITA Manual. Both publications are published every year and are delivered through the IATA eReader software. The content is linked to related publication for an easy navigation without leaving the application. To purchase either publication visit the MITA webpage .



Where can I check if an airline is part of the MITA Agreement?	Please log-in to the IATA Customer Service Portal and from your main screen containing all your airline's active services, please select <i>MITA Agreements</i> . All Agreements in MITA can be also checked either in the MITA Manual (updated every 6 months), or through the MITA Daily files. In average there are from 5 to 8 updates in MITA concurrences per week.
Where do I find information on MITA costs?	More information about MITA Manual cost can be found on the MITA webpage .
What are the annual costs of becoming a MITA member?	The annual cost is 23K USD with one concurrence included. For additional concurrences (i.e. from 2 to 20) there is an additional fee of 700 USD per year. For more than 20 concurrences the fee is 130 USD per concurrence, per year. MITA Membership is free of charge for IATA Members.
How can the MITA annual charge and breakdown be accessed?	The information is posted on the IATA Customer Portal . It is also available by following the route: Customer Portal/ Libraries/ BSP/ CASS/ Coding & MITA fees.
Can the system providers get the access to MITA information, and is this data available in importable format in PRA Systems?	Yes, the data is available in Excel files that can be converted to formats suitable for system integration.
How can I access IATA Prorate Manual?	New users should register via IATA Extranet . This is a paid subscription. In case you would like to know more please contact us .