



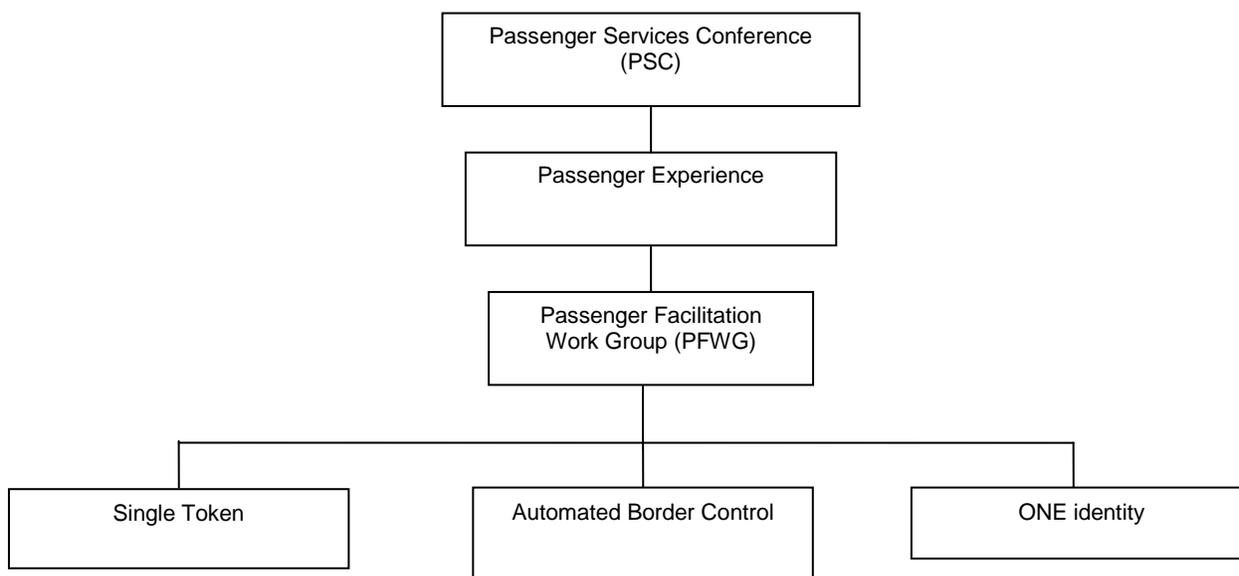
Strategic Partnerships

PASSENGER FACILITATION

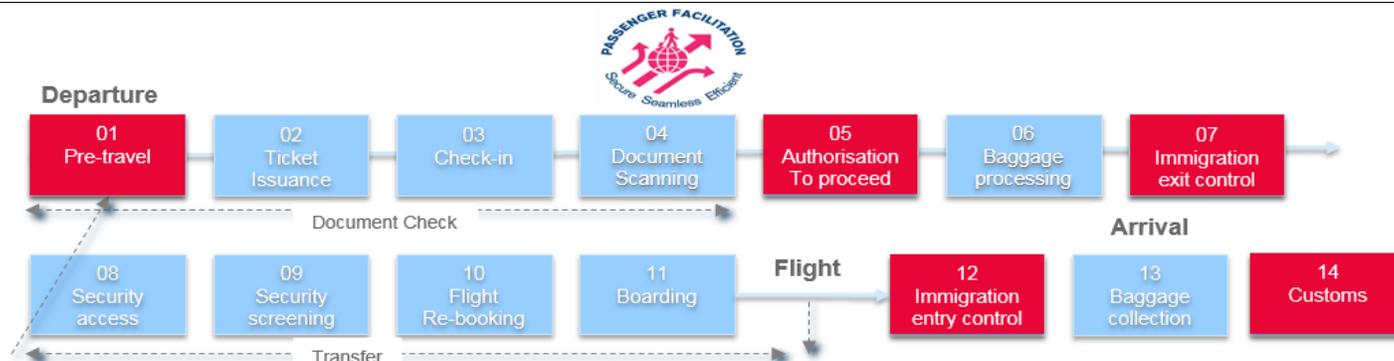
DESIGNED FOR

- Automatic border control system providers

AREAS OF ACTIVITY & PASSENGER FACILITATION STRUCTURE



PASSENGER EXPERIENCE PROCESS STEPS



Suppliers with solutions linking to Passenger Experience Process Steps 1-5-7-12 and 14 should join this group

EXCLUSIVE ACCESS TO MEETINGS & WORK GROUPS

IATA has realised the value of integrating airline operations with the operations of connected stakeholders such as airports and governments with the aim of providing a seamless journey for the passenger. This group will look at how processes can be linked across stakeholder environments for the entire end-to-end passenger journey; through development and harmonisation of standards, technology and policy.

The Passenger Facilitation Program currently covers:

SINGLE TOKEN

- This initiative aims to reduce repetitive identity checks and create a seamless flow through the use and reuse of a biometric token. The Single Token is created during the enrolment process at the airport after identity check and is then reuse through biometric identification.
- Identify best practices in terms of introducing biometric capture at various passenger touchpoints.
- Develop a process flow based on biometric data recognition
- Improve wait time reduction, operational efficiency and increase non-aeronautical revenues
- Enhance the overall passenger experience by allowing a paper free process

AUTOMATED BORDER CONTROL

- Improve border crossing through the promotion of automated border control in order to support passenger growth and reduce waiting times without compromising security.
- Promote interoperability through bilateral/multilateral agreements and International Registered Traveller Programs
- Improve travel experience and overall cost effectiveness through the integration of other risk based facilitation initiatives

ONE IDENTITY

- Look at the evolution of mobile identity and assess the steps needed to develop verified digital passports
- Work on the various streams necessary to enable the introduction of digital identity incl. a trust framework, data privacy, technology, process model etc.
- Identify the regulatory obstacles and work with the regulator to enable sustainable use of digital identity

PASSENGER FACILITATION WORKING GROUP (PFWG)

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The objective of the Passenger Facilitation Working group is to develop global standards to facilitate global implementation for each of the covered area. The working group will:

- Develop sound business cases demonstrating industry wide cost savings for each project.
- Develop standards for each area of process
- Liaise with other standard making bodies such as ICAO (International Civil Aviation Organization) and WCO (World Customs Organization)
- Liaise with other international organizations such as ACI
- Work closely with other IATA WG and departments
- Encourage 'harmonised' implementation of these processes by developing relevant Recommended Practices and Implementation Guides.

ADDITIONAL STRATEGIC PARTNERSHIPS' BENEFITS

BRANDING

- Recognition as a valuable supporter of IATA and the air transport industry
- Inclusion in the IATA Strategic Partnerships online directory
- Exclusive usage of the IATA Strategic Partnerships logo
- Promotion through the electronic quarterly newsletter, the Partner Brief, viewed by thousands of aviation industry contacts
- Monthly posting of Strategic Partners' press releases on the IATA website

IATA CLEARING HOUSE DISCOUNT

Strategic Partners receive a substantial discount upon joining the **IATA Clearing House**:

The IATA Clearing House (ICH) provides the means to settle all the billed items sent to and from airlines around the world. Used by more than 400 airlines either directly or via special links, the ICH settles around USD 50 billion of interline billings every year. Its efficiency is so great that airline cash and settlement requirements are reduced by around 75%, and risks for all participants are

minimized. <http://www.iata.org/services/finance/clearinghouse/Pages/index.aspx>

PUBLICATIONS

Partners may purchase publications at a preferential rate: www.iata.org/publications

COURSES

Strategic Partners may attend, at a reduced fee, IATA training courses: www.iata.org/training

Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability)