



Airline Payment index

Airline Payment index Application – Airlines only

This Airline Payment index Application must be submitted to the following email address: armi@iata.org.

Please review the **Airline Payment index Terms and Conditions** attached as Appendix A to this Application, for further details on the application requirements, assessment process and benefits in respect of the Airline Payment index.

If the applicant is already a part of the Airline Retailing Maturity (ARM) index, please do not complete this application form. The Airline Payment index is included within the ARM index Value Capture Compass. Contact your company's ARM index Champion or armi@iata.org for further details.

Date of Airline Payment index Application (Day/Month/Year)

1. Applicant Contact Details

Company Name	
Name of Primary Contact Person	
Title	
Email Address	
Telephone Number	
Company Address	Street: Postal Code: City – State/Province – Country:

2. Short Summary of the Applicant

Please summarize in several sentences the background of the applicant, including its name, type of business, market involvement, products/solutions offered, etc.

3. Application Information

Airline Payment index / ARM index Value Capture Compass

The Airline Payment index is a survey that will assess the maturity of an airline in capturing potential value within payment and settlement associated with airline retailing. IATA will provide secure access to the ARM index self-service platform to collect the survey answers in a confidential manner.



The Airline Payment index is functionally within the ARM index Value Capture Compass. The applicant will have access to answer the payment and settlement questions within the survey completely. The applicant may, if interested, complete the retailing questions as well to assess its status on the retailing journey.

Based on the survey answers received, IATA will provide a confidential individual assessment of the potential payment and settlement value capture maturity of the Applicant and considerations that can be explored by the airline for further potential value. Additionally, IATA will provide industry benchmarking regarding the Airline Payment index to airline participants on the 4 payment and settlement pillars.

All individual input and assessment information within the Airline Payment index / ARM index Value Capture Compass will be strictly confidential to the Applicant and IATA.

Self-service platform users' access

Upon the receipt of this application, IATA will provide secure access to the self-service platform to collect the Applicant's input for assessment in a confidential manner.

The Airline Payment index uses the same platform as the Airline Retailing Maturity (ARM) index Value Capture Compass.

In the table below, please add the names of the people who you wish to have access granted to the self-service platform to input data. The Airline Payment index Champion (primary contact person for your company listed in Section 1) will have access to further areas of the self-service platform to receive the reporting.

Name (First and Last)	Email
Example Smith	example.smith@airline.com

By duly executing this Airline Payment index Application, the Applicant hereby confirms and agrees as follows:

- The individual signing this Airline Payment index Application is a legal representative of the Applicant, with the power to make the statements set out herein and to enter into a legal agreement on behalf of the Applicant.
- It accepts the **Airline Payment index Terms and Conditions** in Appendix A. IATA reserves the right, at its sole discretion, to modify the Airline Payment index Terms and Conditions at any time, and to alter, discontinue or cancel the Airline Payment index at any time, with reasonable prior notification.
- The information contained in this Airline Payment index Application, and in all Supporting Documents submitted in connection with same, is true and accurate.
- IATA is not responsible for the accuracy and reliability of any information supplied by external sources, including information supplied as part of this Airline Payment index Application.
- IATA does not validate the quality or other aspects of the Applicant's activities, services, or products, stand-alone or in comparison with those of other entities.

[APPLICANT'S FULL CORPORATE NAME]

Per:



Name of Signatory:

Title:

Date:



Appendix A: Airline Payment index Terms & Conditions (“Terms and Conditions”)

These Terms and Conditions are a legal and binding agreement between Applicant (also referred to as “entity”) and the International Air Transport Association (“IATA”), an association incorporated by a Special Act of the Parliament of Canada, with its head office located at 800 Place Victoria, PO Box 113, Montreal, Quebec, Canada H4Z 1M1, governing the terms and conditions for Airline Payment index.

By completing and submitting the attached Airline Payment index Application, Applicant agrees that it will be bound by these Terms and Conditions. The individual agreeing to these Terms and Conditions on behalf of the Applicant represents that he/she are authorized to bind the Applicant as a party to these Terms and Conditions. If the Applicant does not agree to all of the below Terms and Conditions, do not complete and submit the attached Airline Payment index Application.

Airline Payment index

1. What Do We Assess?

The purpose of the Airline Payment index is to assess the Applicant’s maturity in the journey of airline payment and settlement using the scope of a particular entity’s potential value captured.

Only airlines can participate in the Airline Payment index.

The Airline Payment index does not validate the quality or other aspects of the Applicant’s activities, services, or products, stand-alone or in comparison with those of other entities.

2. Application Requirements

The following table sets out the minimum requirements that must be submitted for assessment. The input will be requested by IATA providing secure access to the ARM index self-service platform to collect the Applicant’s input in a confidential manner.

	Applicants	Minimum Requirements	Additional Reference
Value Capture Compass	Airlines	<p>Survey: Airline to respond to 20 survey questions regarding potential value captured on Payment and Settlement.</p> <p>Airlines are invited to complete all Payment and Settlement survey questions to ensure the quality of the points of consideration within the report stemming from the survey questions.</p>	<p>The Airline may answer the 20 Payment and Settlement questions or choose to go further in completing the full 67 questions on airline retailing.</p> <p>Reporting will be focused on the Payment and Settlement but will offer additional insights for those that complete the airline retailing portions of the survey.</p>

3. Airline Payment index Validation Process

1. Applicant must submit a duly completed and signed Airline Payment index Application to: armi@iata.org.



2. IATA will review that the Airline Payment index Application has been fully completed. IATA will then provide secure access to the ARM index self-service platform to collect the Applicant's input in a confidential manner.
3. IATA will review that the Applicant's secure input has been fully completed. In the event of an incomplete Application Form and/or Input in the ARM index self-service platform, IATA representatives will contact the Applicant to obtain missing details/documents.
4. Once IATA has granted the Airline Payment index entry to the Applicant, the Applicant may at any time update the information in the Value Capture Compass. To make additions or updates, the Applicant must follow the regular process for the Value Capture Compass (as applicable). Please be aware that reporting is generated biannually. Prior to each reporting cycle, IATA will notify the Applicant to update the survey to obtain the report that reflects the most recent progress made.

4. Pricing

1. Currently, there are no fees for Airlines in association with Airline Payment index. Subject to section 4.2. below, IATA reserves the right to charge Airlines fees for New Entries and/or Yearly Subscriptions in the future.
2. IATA reserves the right to modify the applicable fees by providing notification of changes sixty (60) days in advance to entities with an active status.

5. Confidentiality

IATA will keep all data provided by the Applicant in complete confidentiality. Data provided will only be used in industry benchmarking in an anonymized and aggregated manner to keep individual Applicant's data confidential.

6. Reporting Benefits

The benefits of Airline Payment index include inclusion in industry benchmarking, the availability of airline specific analysis and recommendations for potential value capture distributed in biannual reporting.

7. Intellectual Property

1. **Ownership** – All right, title and interest in and to the Airline Payment index, including, without limitation, all intellectual property rights and any accompanying written or printed materials, are owned by IATA. Nothing contained in these Terms and Conditions shall be construed as granting or transferring any ownership or license rights in or to the Airline Payment index to the Applicant, other than as expressly stated herein.
2. **Trademarks** – "IATA", the IATA logo, "Airline Payment index", "Airline Retailing Maturity index", "ARM index", the ARM index logo, and other IATA logos and product/service names ("IATA Trademarks") are trademarks of IATA and are protected by applicable laws of certain countries. Nothing contained in these Terms and Conditions shall be construed as granting or transferring any ownership or license rights in or to any IATA Trademarks, other than as expressly stated herein. The Applicant shall not use the "Airline Payment index" or "ARM index" trademark/name or any other IATA Trademark in relation to its Airline Retailing-related programs, products or services without prior written permission from IATA, which may be withheld in IATA's sole discretion.

8. Disclaimer and Limitation of Liability

1. AIRLINE PAYMENT INDEX AND ALL ASSOCIATED BENEFITS ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT WARRANTY OF ANY KIND. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IATA DISCLAIMS



ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, QUALITY, PERFORMANCE, ACCURACY, COMPLETENESS AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

2. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IATA SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, REVENUE, GOODWILL, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION OR ANY OTHER PECUNIARY LOSS (EVEN IF IATA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), HOWEVER CAUSED, AND REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF, OR RELATED TO, AIRLINE PAYMENT INDEX OR THESE TERMS AND CONDITIONS.

9. Miscellaneous

1. **Amendment** – IATA reserves the right, in its sole discretion, to modify these Terms and Conditions at any time, and to alter, discontinue or cancel Airline Payment index at any time, with reasonable prior notification.
2. **Severability** – If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid, illegal or unenforceable, such provision shall be omitted and the remaining terms shall remain in full force and effect.
3. **No Waiver** – The failure of IATA to exercise or enforce any right or provision of these Terms and Conditions does not constitute a waiver of such right or provision.
4. **Relationship of the Parties** – The parties are independent contractors and nothing contained herein shall be interpreted as creating a partnership, joint venture, franchise or agency relationship, and neither party shall have the right to bind or engage the other party.
5. **Governing Law, Jurisdiction and Venue** – These Terms and Conditions shall be governed by the laws of the Province of Quebec, Canada, and the laws of Canada applicable therein, as if these Terms and Conditions were a contract wholly entered into and wholly performed within the Province of Quebec, without reference to choice of law provisions. The parties to these Terms and Conditions irrevocably consent to personal jurisdiction and venue of the courts of competent jurisdiction sitting in the judicial district of Montreal, Quebec, Canada to resolve any dispute arising from, or in connection with, these Terms and Conditions.
6. **Assignment** – These Terms and Conditions may not be assigned or otherwise transferred by Applicant without IATA's prior written consent.
7. **Entire Agreement** – These Terms and Conditions (together with the attached Application) constitute the entire agreement and understanding between the parties regarding the subject matter thereof. No modification or waiver of these Terms and Conditions shall be binding unless it is in writing and signed by both parties. These Terms and Conditions supersede any and all prior agreements between the parties regarding the subject matter hereof.