IATA offers the air transport industry a comprehensive suite of products on a multitude of topics. Ranging from regulations and standards to guidance material, these publications are designed to promote safety and optimize efficient operations.

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The CCHB provides information on the crucial legal aspects of the carriage of cargo by air, with recent examples of cases decided by the courts. These government-approved rules establish the rights and obligations of the parties, as well as the procedures and requirements for agents who wish to obtain and maintain industry accreditation, thus becoming part of the airlines, global cargo distribution network.

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### Temperature Control Regulations (TCR)

The global standard for the safe transportation of healthcare products by air, the IATA TCR is an all-inclusive guide designed to facilitate the proper transport of temperature-sensitive pharmaceutical products. The TCR has the most current practices for packaging, labelling, handling and shipping perishable healthcare products.

**Audience:** Airlines, Ground Handlers, Freight Forwarders, Airports, Training Providers Organizations, Regulators, Service Providers, Shippers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** [www.iata.org/tcr](http://www.iata.org/tcr)

### The Air Cargo Tariff and Rules (TACT)

TACT aims to simplify and speed up air cargo processes for all involved parties. For decades, TACT has been the ultimate reference guide for the air cargo industry. As such, TACT provides quick access to the rules governing air cargo processes as well as global rates and charges information. Moreover, TACT promotes and invests in an air cargo rate management and distribution system to generate efficiency gains for the industry.

**Audience:** Airlines, Freight Forwarders, Ground Handlers, General Sales Agents, Shippers, Airports, Government Authorities

**Language:** English

**How to purchase:** Online Store or Customer Service

**More information:** [www.iata.org/tact](http://www.iata.org/tact)

### ULD Regulations (ULDR)

A comprehensive reference for all segments of the air cargo industry, the IATA ULDR is the foundation for improved aircraft operations and safety. The ULDR contains all the technical and operational specifications as well as regulatory and airline requirements applicable to ULD operations.

**Audience:** Airlines, Ground Handlers, Freight Forwarders, Airports, Regulators, Service Providers, ULD Original Equipment Manufacturers, Shippers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** [www.iata.org/uldr](http://www.iata.org/uldr)
SAFETY, SECURITY AND OPERATIONS

Airport Development Reference Manual (ADRM)
Long considered the gold standard for airports planning world-class infrastructure, the 10th Edition ADRM has been entirely revamped. It is published jointly with Airports Council International (ACI) and in close collaboration with world-renowned industry specialists who continue to review and comment on the ADRM to ensure it remains relevant and current.

Audience: Airport Planners, Airlines, Airports, Government Authorities, Architects and Engineering Consultants involved in airport development and planning, capacity planning, terminal planning, apron, etc.
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/adrm

Baggage Reference Manual (BRM)
The BRM merges two products formerly known as the Baggage Services Manual and the Baggage Book. Designed to provide insight into the key features of baggage operations, it presents potential issues that might occur along a generic baggage chain and ways to overcome them. Topics include: how to set corporate baggage policy, baggage tracing and claims, reducing mishandled baggage, understanding baggage tag design and baggage messages.

Audience: Airlines, Airports, Ground Service Providers, Baggage Supply Chain
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/brm

Emergency Response Best Practices Handbook
Designed to provide the tools necessary to create an Emergency Response Planning department from the ground up, the Emergency Response Best Practices Handbook will equip your organization with the insight and critical information necessary to develop a robust emergency response plan, aligned with industry best practices.

Audience: Airlines, Ground Handlers, Airports, Aviation Service Providers
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/erp-handbook

IATA Ground Operations Manual (IGOM)
The IGOM is your definitive source for the latest industry-approved standards harmonizing ground handling processes and procedures for frontline personnel. The IGOM is procedure driven, focusing on “how to do it”.

Audience: Airline Ground Operators, Ground Service Providers, Airport Ground Operators, Regulatory and Government Agencies, Training Organizations, System Providers, Ground Support Equipment Companies
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/igom

IATA Guide to Facilitation
The IATA Guide to Facilitation is a comprehensive guide for your facilitation activities. It is the must-have reference to help you with your Advance Passenger Information/Passenger Name Record compliance data.

Audience: Headquarters level Airline Facilitation Managers responsible for responding to policy issues, airport supervisory level staff who need to respond to facilitation-related issues at the local level, and other participants in the international civil air transport chain.
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/facilitation-guide

NEW! IATA Load Control–XML Message Toolkit (LCXML)
Available as of Q1 2017, this toolkit offers next-generation standards for electronic messaging in the load control industry. It uses XML standards that bring uniformity, clarity, accuracy and economy to the electronic exchange of information in the load control industry. It should be the go-to source for technical experts developing open and flexible XML applications.

Audience: Airlines, Ground Service Providers, Airport Ground Operators, System Providers, Message Brokers
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/lcxml

IOSA Standards Manual (ISM)
The ISM provides the IOSA standards and recommended practices (ISARPs), associated guidance material, and other supporting information necessary for an operator to successfully undergo an IOSA audit. The ISM may also be used as a guide for any operator wanting to structure its operational management and control systems in conformity with the latest industry operational practices. The ISM is the only source of assessment criteria used by auditors when conducting an audit against the ISARPs.

Audience: Airlines that operate at least one two-pilot, multi-engine aircraft with a maximum certificated takeoff mass in excess of 5,700 kg (12,566 lb)
Language: English
How to purchase: Free of charge
More information: www.iata.org/iosa

ISAGO Standards Manual (GOSM)
The GOSM provides the ISAGO standards and recommended practices (GOSARPs), associated guidance material, and other supporting information necessary for a provider to successfully undergo an ISAGO audit. The GOSM may also be used as a guide for any provider wanting to structure its operational management and control systems in conformity with the latest industry operational practices. The GOSM is the only source of assessment criteria used by auditors when conducting an audit against the ISARPs.

Audience: Ground Service Providers, ISAGO audit pool auditors and Audit Organizations that perform ISAGO audits
Language: English
How to purchase: Free of charge
More information: www.iata.org/isago
Quick Reference Guide on Marshalling Signals
Covers 24 images of aircraft marshalling signals in a single unit that is 9.6 cm x 15.2 cm (3.75 in x 6.0 in).

**Audience:** Ground Operation Staff, Training Organizations of Airlines, Airports, Ground Service Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/marshalling-signals

Security Manual
A practical tool that will enhance the ability of the reader to understand all aspects of aviation security. It contains extensive guidance material on all aspects of aviation security, including Security Management Systems, the regulatory environment, building a security program, threats to aviation, screening operations, risk management, and more.

**Audience:** All industry stakeholders with an interest in aviation security, including airlines, airports, government entities, service providers, and education establishments with security programs

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/security-manual
**A4A/IATA Reservations Interline Message Procedures (AIRIMP)**

Provides communications standards for the handling of passenger reservations interline messages. These standards are used in millions of transactions between travel agency and airline systems and by airline-to-airline systems.

**Audience:** Airlines, Airports, Global Distribution Systems, Computer Reservation Systems, System Providers, Government Agencies and Travel Agents

**Language:** English

**How to purchase:** IATA Online Store - AIRIMP

**More information:** www.iata.org/airimp

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**Airline Coding Directory (ACD)**

A reference that contains all airline designators, three-digit airline numeric codes and location identifiers. The ACD also includes IATA currency codes, ISO country codes, coordinators and airlines applying reconfirmation procedures and numeric location-type codes.

**Audience:** Airlines, Airports, Original Equipment Manufacturers, Global Distribution Systems, Computer Reservation Systems, System Providers, Ground Handlers, Government Agencies, Libraries and Travel Agents

**Language:** English

**How to purchase:** IATA Online Store - ACD

**More information:** www.iata.org/acd

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**City Code Directory (CCD)**

A worldwide list of city, airport, country, province, state and territory names and/or codes used by airlines when computing their tariffs, fares and rates.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers, Travel Agencies

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/city-codes

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**Flex Fares Resolutions Manual**

This electronic manual offers easy, one-stop access to all Passenger Tariff Conference agreements. Containing resolutions effective in all IATA Traffic Conference areas, the Manual is regularly amended with changes from e-Tariff meetings or Mail Votes. This product provides an understanding of the new IATA Flex Fare structure, and is used for Fare Construction and Pricing/Ticketing.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/le-resolutions

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**Flex Fares**

Flex Fares are new multilateral interline fares derived from published carrier fares. The concept is simple: for a given market, a base fare is calculated using available carrier fares in the market, and an interline premium is added to reflect the flexibility in an IATA fare.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers

**Language:** English

**How to purchase:** Customer Service

**More information:** www.iata.org/flight-fares

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**Mileage Manual (MPM)**

The MPM is the definitive compilation of the shortest operated mileages and maximum permitted mileages between more than 700,000 specified city pairs. It is an essential reference for fare construction.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers, System Integration Allowed

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/mpm

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**Multilateral Interline Traffic Agreements (MITA) and Bilateral Interline E-Ticketing Agreements (BIETA)**

MITA provides the passenger and cargo interline Agreements that spell out which airlines have agreements and the basic rules airlines follow when processing revenue and issuing documents for carriage on each other’s services. BIETA provides all the passenger and cargo bilateral E-ticketing interline agreements.

**Audience:** Airlines, Airports, Original Equipment Manufacturers, Global Distribution Systems, Computer Reservation Systems, System Providers, Government Agencies, Libraries, Travel Agents and Educational Institutions

**Language:** English

**How to purchase:** IATA Online Store - MITA and BIETA

**More information:** www.iata.org/mita

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**Online Library**

This indispensable online platform offers ready access to vital reference information, including historical and current Interline Tariffs documentation, news, meeting calendars, events and links to Passenger products and activities around the world.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/online-library

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**Passenger Fare Construction Toolkit**

This Toolkit will help you understand and manage the wave of major changes for fare construction, including new special fare pricing logic, new currency conversion process, new mixed class calculation sequence.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines, Service/Solution Providers, Travel Agents

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/passenger-fare-toolkit

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**Passenger Services Conference Resolutions Manual (PSCRM)**

Official industry source universally agreed upon by airlines for the international interline environment. The PSCRM contains procedures for reservations, passenger and baggage check-in and ticket issuance, specifications for baggage tag and ticketing, and various multilateral interline agreements and other passenger traffic-related regulations.

**Audience:** Airlines, Airports, Original Equipment Manufacturers, Global Distribution Systems, Computer Reservation Systems, System Providers, Government Agencies, Libraries, Travel Agents and Educational Institutions

**Language:** English

**How to purchase:** IATA Online Store - PSCRM

**More information:** www.iata.org/paxresolutions

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The Composite Manual is a cornerstone of the publications related to the Passenger Tariff Coordinating Conferences. It consists of resolutions divided into five different important pillars: common industry definitions, mileage principles, fare construction principles, common currency application, interline baggage acceptance rules.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/composite-manual

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* These products under the Passenger section can be purchased individually or as a package at a reduced price. Contact Customer Service for details.
Reservations Services Manual (RSM)
A reference and training manual illustrated with real-life, easy-to-follow examples to better understand reservations rules and procedures. The RSM contains all internationally agreed upon reservations, rules and interline reservations message procedures, and addresses every possible reservations scenario.

Language: English
How to purchase: IATA Online Store - RSM
More information: www.iata.org/rsm

Ticketed Point Mileage Manual (TPM)*
The official source for flown mileages between more than 50,000 city pairs and the corresponding codes.

Audience: Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/ticket-mileage

Ticketing Handbook
The Ticketing Handbook is the official guide to worldwide airline passenger ticketing. It details what entries to make on electronic tickets and miscellaneous documents. This Handbook clarifies even the most complicated fare calculation rules by explaining each ticketing principle in easy-to-understand language, with helpful, relevant examples.

Audience: Airlines and Travel Agents
Language: English
How to purchase: IATA Online Store or Customer Service
More information: www.iata.org/thb

Timatic Mainframe
IATA Timatic is the industry standard used by airlines and travel agents to verify passengers, travel document requirements. Timatic delivers personalized results based on the passenger’s destination, transit points, nationality, residence country, etc. Timatic Mainframe is available via most airlines Departure Control Systems and Global Distribution Systems.

Audience: Airlines, Ground Handlers and Travel Agents
Language: English
How to purchase: IATA Netherlands Customer Service
More information: www.iata.org/timaticmainframe

TimaticWeb2.com and TimaticWeb 2 Cobranded
TimaticWeb 2 is a web-based solution used by airlines and travel agents to verify passengers, travel document requirements for their destination and any transit points. Using the cobranded version, airlines and travel agents can easily create their own TimaticWeb 2 page with their own corporate branding and include it on their internal or external website.

Audience: Airlines, Travel Agents and other travel-related organizations
Language: English
How to purchase: www.timaticweb2.com/register
More information: www.timaticweb2.com

Timatic AutoCheck
Timatic AutoCheck is an XML solution that enables airlines and other travel organizations to automate the passenger travel document validation activity so that 100% of international passengers can have their travel document checked automatically. It can be integrated into check-in systems as well as reservations systems to push passport, visa and health regulations to passengers during the booking process.

Audience: Airlines, Ground Handlers and Travel Agents
Language: English
How to purchase: Local Timatic Office
More information: www.iata.org/timaticautocheck

* These products under the Passenger section can be purchased individually or as a package at a reduced price. Contact Customer Service for details.
FINANCE, CHARGES AND STATISTICS

20-Year Passenger Forecast
IATA has teamed up with Tourism Economics — an Oxford Economics Company — to help you explore scenarios and reduce uncertainties regarding the future of the global passenger market. The Air Passenger Forecast service provides annual projections of air passenger flows for almost 4,000 country-pairs over the coming 20 years, allowing you to start planning for tomorrow, today. The forecasts are updated twice each year (April and October).

The service consists of a suite of products to meet your needs: the online Data Tool gives you access to our full forecast databank, complete with the drivers that underpin our modelling; the Global Report details our forecasting framework and summarizes the key forecast variables over the long run; the Country Reports provide concise, in-depth summaries of the outlooks for the world’s largest air travel markets.

**Audience:** Airlines, Airports, Consulting Firms, Travel and Tourism Agencies and Service Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/pax-forecast

Airline Industry Freight Forecast
The Airline Industry Freight Forecast is the most comprehensive tool to analyze future freight traffic trends. The report provides detailed five-year traffic forecasts for over 3,000 individual country-pairs, plus aggregate results at regional and global levels.

The forecast is derived from the results of a survey of the industry’s major airlines.

A summary report by IATA Economics provides analysis of the macroeconomic events shaping the industry and their direct implications for airlines’ projections. It also identifies key challenges and opportunities across top routes and regions.

**Audience:** Airlines, Airports, Consulting Firms, Financial Institutions, Publishing Companies, Education Institutions

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/freight-forecast

NEW! Aviation Charges Intelligence Center (ACIC)
Replacing the Airport, ATC and Fuel Charges Monitor, ACIC has been completely rebuilt. Now includes four major enhancing tools: Calculation, Simulation, Benchmarking and Data Feed. The totally revamped database, updated daily, covers over 50 aeronautical charge types from more than 670 airports, ATC charges for 200+ countries and jet fuel charges for 400+ airports. Charges include: landing, lighting, aircraft parking, passenger service, security, terminal navigation, emissions, noise, overflight charges and taxation.

**Audience:** Route/Network Planners, IT Providers, Airlines, Airports, Supply Chain, Government Authorities, Consulting Firms

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/acic

**Essential Documents on International Air Carrier Liability**
The Essential Documents on International Air Carrier Liability is the ‘must-have’ desktop reference companion for airline counsels, air transport law specialists, private practitioners, regulators and academics worldwide.

**Audience:** Air Transport Law Specialists, Regulatory Bodies, Government Agencies

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/ liability

IATA Consolidated Exchange Rates (ICER)
ICER provides daily updates of the IATA exchange rates for converting fares, taxes and fees to an alternate currency of payment. This is the official source for international payment currency conversions used by the industry for pricing and ticketing, directly offering combinations of currency exchanges at the bank reselling rate (BSR).

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/icerc

IATA List of Ticket and Airport Taxes and Fees (Tax List)*
A quick reference tool, the IATA Tax List is issued quarterly and includes all information required for collecting, filing, ticketing and remitting airport taxes charges and fees.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/tax-list

IATA Rates of Exchange (IROE)
IROE is the official source of airline industry currency rates of exchange for fare construction proposes, based on the average of the exchange rates for five banking days ending on the 10th of each month. The IROE file is available in two formats. The IROE Quarterly is a PDF file with monthly updates of significant changes.

**Audience:** Airlines, Global Distribution Systems, Fares Search Engines and Service/Solution Providers

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/iroe

Integrated Risk Management Guidance Material
This handbook offers a practical guide to Enterprise Risk Management (ERM). A unique tool for any aviation and non-aviation entity that is integrating its management systems, this publication is a “how to” manual on exposing and managing risk.

**Audience:** Risk or Insurance Managers, Safety or Quality Managers, Airlines and Ground Service Providers, Regulators and Civil Aviation Authorities

**Language:** English

**How to purchase:** IATA Online Store or Customer Service

**More information:** www.iata.org/risk-management

International Aircraft Financing
In international aircraft financing, the principles of finance are intermingled with air law, economics, taxation, accounting, insurance, politics and engineering. Each plays an essential role that is dependent on all other disciplines.

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