PREFACE

This is the 36th edition of the separate Passenger Services Conference resolutions manual, one of the four companion volumes of Procedures Conferences resolutions issued on behalf of the Agency and Services Conferences of IATA. The manual Part I contains all Resolutions adopted by the 37th Passenger Services Conference (Hamburg, October 2015). The manual Part II contains all the Recommended Practices (RPs).

It is important to check the “effectiveness status” of Resolutions/RPs. Some of the Resolutions/RPs included in this volume have not been declared effective at the time of publication of this manual. Members are accordingly advised to consult the latest memorandum referring to the PSC series of Resolutions/RPs. An updated “tranche chart” is available online (refer the folder “Files” on the Private Site of the PSC: www.iata.org/psc).

The main points of interest are as follows (with a reference to the standard in brackets):

As a result of the Passenger Services Conference decision to no longer support paper tickets and miscellaneous documents the following Resolutions and Recommended Practices are rescinded:

- Resolution 720 Passenger Ticket and Baggage Check – Technical Specifications;
- Resolution 720a Passenger Ticket and Baggage Check – Issuance and Honouring Procedures;
- Resolution 720b Carbonised Traffic Documents – Technical Specifications;
- Resolution 722 Transitional Automated Ticket (TAT);
- Resolution 722a Off Premise Transitional Automated Ticket (OPTAT);
- Resolution 725 Miscellaneous Charges Order (MCO) – Technical Specifications;
- Resolution 725b – Miscellaneous Charges Order (MCO) – Issuance and Honouring Procedures (Agents);
- Resolution 725c including Attachment A, Automated Miscellaneous Charges Order (MCO) – Carrier (Coupon-by Coupon);
- Resolution 726 – Multiple Purpose Document (MPD);
- Resolution 726a – Multiple Purpose Document (MPD) – Carrier, Carbonised, Automated;
The Frequent Traveller’s Medical Clearance Form is revised (See Resolution 700);

A new resolution is introduced, Electronic Ticket – General Procedures and Definitions which brings together in one place general business rules for the issuance of electronic tickets only together with the definitions used in electronic ticketing. The definitions were previously published in
Resolutions 722f, 722g and 722h. This resolution replaces the former Resolution 722 which was previously describing procedures for the Transitional Automated Ticket the procedures for which were rescinded. (See Resolution 722 which is completely replaced);

- The Automated Ticket and Boarding Pass - ATB2 resolution is completely revised to only support the issuance of electronic ticket support documents and boarding passes. (See Resolution 722c where the body text is completely revised);

- The Automated Ticket and Boarding Pass - ATB2 and Multiple Purpose Document (MPD) – Coupon – by - Coupon Technical Specifications resolution is completely revised to only support the issuance of electronic ticket support documents and boarding passes. (See Resolution 722e);

- Electronic ticketing definitions are removed to a new Resolution 722 to ensure consistency of definitions across all ticketing resolutions. (See Resolutions 722, 722f, 722g and 722h);

- As a result of the removal of the Flight Interruption Manifest, references to the coupon status ‘G Exchanged to FIM’ for ground handlers is removed (See Resolutions 722f, 722h, 725f and 725h);

- Additional notices concerning the carriage of certain hazardous materials and a provision to mask the frequent flyer number on passenger receipts are added to electronic ticketing resolutions (See Resolutions 722f, 722g and 722h);

- The capability to print or print exchange electronic tickets to paper is deleted (See Resolutions 722f, 722g);

- A procedure is added for setting the involuntary indicator when an EMD-A value coupon is associated to it (See Resolution 722f);

- New electronic ticketing and EMD procedures to support the Enhanced Distribution Capability are added (See Resolutions 722f and 725f);

- A new Flown Cabin Designator is added to electronic ticketing resolutions used to identify for each coupon flown, the compartment on an aircraft on which the journey has been completed (See Resolutions 722f and 722h);
A new resolution is introduced, Electronic Miscellaneous Document (EMD) – General Procedures and Definitions, which brings together, in one place, general business rules for the issuance of electronic miscellaneous documents only together with the definitions used. The definitions were previously published in Resolutions 725f, 725g and 725h. This resolution replaces the former Resolution 725a ‘Miscellaneous Charges Order (MCO) – Issuance and Honouring Procedures’ (See Resolution 725a which is completely revised);

Electronic miscellaneous document definitions are removed to Resolution 725a to ensure consistency of definitions across all EMD resolutions. (See Resolutions 725a, 725f, 725g and 725h);

An Unsolicited Airport Control message is added for EMDs (See Resolution 725f and 725h);

A provision to mask the frequent flyer number on passenger receipts are added to EMD resolutions (See Resolutions 725f, 725g and 725h);

Provisions for the collection of reservations change fees on paper MCOs are deleted. Only electronic procedures remain (See Resolution 727a);

A new form of payment code to support IATA Easypay is added (See Resolution 728);

Provisions for the involuntary change of carrier, routing, class or type of fare are completely revised. Only exchange/reissue of coupons is permitted and Flight Interruption Manifests are no longer referenced as an industry standard including diversion en-route. Provisions for paper tickets are deleted (See Resolution 735d);

Procedures for endorsements are completely revised. Provisions for manual endorsements and endorsement request via teletype are deleted (See Resolution 736);

A new Attachment V1 is added to Resolution 740 detailing procedures and specifications for a home printed baggage tag (See Resolution 740);

Provisions are added to extend the period during which provisionally assigned airline codes may remain active, to 18 months. (See Resolutions 762 and 767);

A requirement for evidence or proof of payment is added to the Multilateral Interline Traffic Agreement – Passenger (See Resolutions 780 and 780e);

As a result of the Passenger Services Conference decision to only support electronic tickets and electronic miscellaneous documents in resolution, the provision to opt out of accepting interline partners’ paper
tickets and MCOs is removed since the industry default becomes electronic (See Resolutions 780 and 780e);

- A procedure to release developmental (Alpha) and candidate (Beta) data exchange messages is added (See Resolution 783);

- A provision to add a first and second non-consecutive baggage tag licence plate number in the bar coded boarding pass is added. Version 6 is released. (See Resolution 792);

- New definitions for ‘cross accrual’ and ‘service recognition’ to assist in the management of frequent flyer programs are added (See Recommended Practice 1008);

- Various amendments and editorials are added to the passenger experience resolutions to aid implementation (See Recommended Practices 1701d, 1701f, 1701j, 1701k, 1701m);

- A provision to mask the frequent flyer number on printed documents issued in Common Use Self Service Kiosks is added (See Recommended Practice 1706d);

- A Remarks element for transmitting the client identification number information (CLID) is added to DCS messages (See Recommend Practice 1708);

- The document form code table is completely re-designed to make the readability and usability better. Many form codes have been re-allocated to electronic documents. At the same time a number of form codes have been exchanged between the Area Settlement Plan (ASP) and the Billing and Settlement Plan (BSP) (See Recommend Practice 1720a Attachment A);

- A Global Unique Identifier (GUI) is added to baggage information messages (See Recommend Practice 1745);

- The IATA Intermodal Interline Traffic Agreement – Passenger has been amended to reflect only electronic miscellaneous documents (EMD) will be issued. References to MCOs are deleted (See Recommended Practice 1780e);

- A new recommended practice is introduced to provide a framework for Interline Traffic Agreements for Enhanced Distribution Capability (See Recommended Practice 1780f);

- A new recommended practice is introduced to recognize the IATA Ground Handling Manual as a standard (See Recommended Practice 1690a);

- Clarifications are added to differentiate between exchanges versus reissues throughout the book;
In addition to the specific amendments mentioned, references to processes related to paper tickets, paper excess baggage tickets, paper miscellaneous documents and their related procedures are removed.

REFERENCE MARKS

The following symbols placed against an item indicate changes from the previous edition.

Symbol — Meaning

- — Addition of a new item.
- — Change to an item.
- — Cancellation of an item.

Any comments concerning this Manual should be addressed to the Head, Airline Distribution Standards, Geneva via email to: mcewend@iata.org.

Special Notice

This 36th Edition of the Passenger Services Conference Resolution Manual (PSCRM) effective from 1 June 2016 will no longer contain any references to paper traffic documents, and as such they will not be supported. Any documents issued (or reissued) on or after 1 June 2016 must be electronic. Paper traffic documents issued before this date, under the provisions of the previously effective resolutions published in the 35th Edition should be honored in accordance with those resolutions. From 1 June 2016, the industry default for all ticketing processes will be electronic. This also includes the removal of Flight Interruption Manifests (FIMs) as an interline procedure. Instead all documents must be reissued to the New Operating Carrier.

Impact for Multilateral Interline Traffic Agreements (MITA)

As a consequence of these changes, the MITA published in this edition no longer supports the acceptance of interline paper traffic documents. There will also no longer be any provision for carriers to advise IATA of their ‘opt-out’ of accepting paper traffic documents.

Limited Exception for Interline Paper Excess Baggage Tickets
In recognition of the limited implementation of interline EMD capability, the Passenger Services Conference (PSC) agreed to allow an exception for Excess Baggage Tickets (EBTs). Carriers who wish to interline excess baggage charges and who do not have interline EMD capability may continue to issue paper EBTs. This exception applies for one year up to and including 31 May 2017, and will be reviewed by the PSC in October 2016. The PSC agreed that the provisions of the 35th Edition of the PSCRM (including the terms of the MITA contained therein) will continue to apply with regards to the issuance and acceptance of paper EBTs only.

Carriers who do not wish to accept paper EBTs may notify IATA under the provisions of paragraph 2.2.8 of the MITA contained in the 35th Edition of the PSCRM, which will continue to apply for the period of this exception, with regards to paper EBTs.

Summary

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**Acceptance**

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May be paper, if issued prior to 1 June 2016 where travel is on/after 1 June 2016.

Accepted under the provisions of PSCRM 35th Ed.

Exception: Carrier may notify IATA of their refusal to accept paper documents, under the provisions of the MITA within the PSCRM 35th Ed.

Must be electronic.
Issuance, Exchange or Reissue of Paper Excess Baggage Ticket only.

| May be paper. Issued under the provisions of PSCRM 35th Ed. | Must be electronic only. 12 month exception period expires, unless extended by PSC. |

Acceptance of Paper Excess Baggage Ticket only.

| May be paper. Accepted under the provisions of PSCRM 35th Ed. Exception: Carrier may notify IATA of their refusal to accept under provisions of the MITA within the PSCRM 35th Ed. | May be paper, subject to review by the October 2016 Passenger Services Conference. Accepted under the provisions of PSCRM 35th Ed. Exception: Carrier may notify IATA of their refusal to accept under provisions of the MITA within the PSCRM 35th Ed. |

Considerations Around Interline Excess Baggage

This exception concerning paper EBTs provides carriers with an opportunity to assess their requirements to interline baggage charges. Carriers are encouraged to actively analyze the interline EBTs they are currently issuing and accepting and to use this period to complete their transition to electronic processes.

Changes to Form Code Assignments

As part of the package of proposals adopted, the PSC endorsed several changes to industry form code assignments, as published in Recommended Practice 1720a. This included the reassignment of many form codes that had been allocated to paper documents. Given the exception for EBTs outlined above, the effective date of the form code reassignments for paper EBTs will be deferred and reassessed at the 2016 PSC.

Carriers should ensure that these changes to industry form code assignments are considered when assessing their distribution strategy. This is especially important if carriers intend to continue issuing paper documents for their own online services, or intended to bilaterally issue or accept paper documents with partners. Where any aspect of distribution relies on industry form code assignments, this should be carefully considered.