

BEFORE THE  
DEPARTMENT OF TRANSPORTATION  
WASHINGTON, D.C.

Notice of IATA Traffic Conference  
Actions Tentatively Exempted  
From Filing for Approval

Docket OST-2012-0058

**NOTICE OF TIER 1 AGREEMENTS FILING  
BY THE  
INTERNATIONAL AIR TRANSPORT ASSOCIATION**

4 July 2013

Communications with respect to this  
Document should be sent to

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Summary

DOCKET: **DOT-OST-2012-0058** DOT ORDER: **None Requested**

Date:	4 July 2013
Filing fee/IATA Acct:	Waived by Order 2012-4-18, Appendix A, Section D
US/UST involved	Yes
Intended effective date:	1 June 2012
Meeting site, date:	33 <sup>rd</sup> Passenger Services Conference (PSC), Singapore, 12-13 October 2011
Agreement(s)/Minutes	PSC/RESO/151 bis dated 4 July 2013  PSC/MINS/038 dated 23 February 2012  Resolutions 003, 720a, 722, 722f, 722g, 722h, 725a, 725b, 725d, 725f, 725g, 725h, 726e, 728, 762, 763, 767, 780e and 792.  Recommended Practices 1701a, 1701d, 1701h, 1701i, 1701j, 1701k, 1706, 1706c, 1707a, 1707b, 1708, 1715, 1719, 1719b, 1720a, 1728, 1739, 1740c, 1745, 1790 and 1797.

## **NOTICE OF TIER 1 AGREEMENTS FILING**

Pursuant to statements submitted by Member airlines of the International Air Transport Association (IATA), the undersigned has been constituted to be their attorney-in-fact for filing with the Department of Transportation copies of agreements adopted by the IATA Traffic Conferences.

On their behalf, and pursuant to the procedures specified in Order 2012-4-18 (13 April 2012), I am filing with the Department, in Docket OST-2012-0058, this Notice, the subject agreements and supporting documentation. These agreements are Tier 1 agreements tentatively exempted by Order 2012-4-18 from Condition #2 to the Department's approval of the Provisions for the Conduct of the IATA Traffic Conferences, which condition requires pre-implementation Department review. The intended effective date of the agreements is 1 June 2012.

The subject agreements amend or establish Resolutions and/or Recommended Practices that do not address subject areas which the Department has indicated it still chooses to review under Condition #2. The text of the agreements and other conference documentation sent to airline Members of IATA accompany this Notice. The cover pages of the documentation clearly identify each affected Resolution and/or Recommended Practice and show whether the subject agreements are amendments or new agreements. Other pages provide the text of each subject agreement. Where an affected Resolution or Recommended Practice has previously been exempted from Condition #2 by Department action, the cover pages include the appropriate docket and order number. The cover pages include a summary to explain the nature and purpose of the subject amendments and/or agreements.

Respectfully submitted,

/s/ Douglas Lavin

Douglas Lavin

Regional Vice President – North America  
International Air Transport Association  
Attorney-In-Fact

**CERTIFICATE OF SERVICE**

A copy of this notice has been served this day by first class or priority mail on the following person:

Chief, Transportation, Energy & Agriculture Section  
Antitrust Division  
Department of Justice  
Washington, D.C. 20530

A copy of this notice has been sent this day by email to John Kiser (John.Kiser@dot.gov) and to Della Davis (Della.Davis@dot.gov) of the Department of Transportation.

\_\_\_\_\_  
/s/ Douglas Lavin  
Douglas Lavin

4 July 2013  
Date Served





## **MINUTES**

**31<sup>st</sup> Joint ATA/IATA Passenger Services Conference (JPSC)**

**33<sup>rd</sup> IATA Passenger Services Conference (PSC)**

**Singapore  
12-13 October 2011**







M E M O R A N D U M  
PSC/MINS/038

TO: All Members, Passenger Services Conference - Accredited  
Representatives  
All Members, Joint ATA/IATA Passenger Services Conference -  
Accredited Representatives (ATA members via Ms P. Edwards)

COPY: IATA Strategic Partners

FROM: Head, Passenger Interline Standards

DATE: 23 February 2012

SUBJECT: **"PASSENGER WEEK 2011"**  
**MINUTES**  
**31<sup>st</sup> Joint ATA/IATA Passenger Services Conference (JPSC)**  
**33<sup>rd</sup> IATA Passenger Services Conference (PSC)**  
**Singapore, 12-13 October 2011**

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Please find attached the Minutes of the 31<sup>st</sup> Joint ATA/IATA Passenger Services Conference (JPSC) and the 33<sup>rd</sup> IATA Passenger Services Conference (PSC) as approved by the Chairman.

The "book of finally adopted resolutions & RPs" referred to in these Minutes are issued under cover of Memorandum PSC/RESO/151 dated 23 February 2012.

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# MINUTES

**31<sup>st</sup> Joint ATA/IATA Passenger Services Conference (JPSC)**  
**33<sup>rd</sup> IATA Passenger Services Conference (PSC)**  
**Singapore, 12-13 October 2011**

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## MINUTES

### 31<sup>st</sup> Joint ATA/IATA Passenger Services Conference (JPSC) 33<sup>rd</sup> IATA Passenger Services Conference (PSC)

Singapore, 12-13 October 2011

## ADMINISTRATION

### A1 Opening of Meeting

1. The Chairman, Mrs. Patricia George, opened the 31<sup>st</sup> Joint ATA/IATA Passenger Services Conference (JPSC) and the 33<sup>rd</sup> IATA Passenger Services Conference (PSC) at 1400 hours on 12 October 2011. She introduced Rosalie Crabbe (UA), Chairperson of the ATA Passenger Council. The Chairman welcomed IATA's new legal counsel, Mr Daniel Kanter, and she expressed her thanks to his predecessor, Mr Colin Flynn, who had recently taken up a senior position in the legal department of SQ. The attendance list is shown in **Attachment A**.
2. The Chairman reminded the meeting of the importance of the industry standard-setting which took place under the auspices of the JPSC and its committees. These industry standards had enabled the Simplifying the Business strategy to be successful in areas such as Electronic Ticketing and other global industry projects and provided a solid foundation on which the Board of Governors would be able to base its recommendations for future industry projects.
3. Conference noted the anti-trust warnings regarding discussion on competitively sensitive topics as well as meeting guidelines for the Chairman and delegates.

### A2 Examination of Credentials of Accredited Representatives

4. Conference noted the list of IATA PSC accredited representatives and ATA Passenger Council representatives.

**Secretary note:** towards the end of 2011 the ATA (Air Transport Association of America) re-branded itself as the **A4A - Airlines for America**.

### A3 Approval of Minutes – JPSC/30 and PSC/32

5. Conference approved as published the Minutes from the 30<sup>th</sup> meeting of the JPSC and 32<sup>nd</sup> meeting of the PSC.

#### **A4 Status of PSC Resolutions and RPs**

6. The Secretary, Mr Mike Muller (IATA), reported that he had received approval from the US Department of Transportation (DoT) for the Book of Finally Adopted Resolutions and RPs (BoF) from the 2008 meeting. He advised that IATA had not yet filed the BoF from the 2009 and 2010 meetings in anticipation of positive action on the IATA initiative to move to a self-assessment environment (refer to agenda item P12).

#### **A5 Effectiveness Date of Amendments to Industry Standards**

7. Conference confirmed that the general effective date of 1 June 2012 would apply to all amendments regarding Resolutions, RPs and AIRIMP unless otherwise agreed.

#### **A6 Any Other Business**

8. No other business was presented.

#### **A7 Date and Place of Next Meeting**

9. The Secretary advised that it is planned to hold the next meeting in conjunction with a commercial event to be held in TC2 in October 2012. Final confirmation of dates and venue will be advised.

**Secretary note:** the 2012 meeting of the Joint A4A/IATA Passenger Services Conference (JPSC) will be held in Abu Dhabi during the week of 15 October in conjunction with several other industry meetings as well as the commercial conference called the World Passenger Symposium. For an overview of these events, please refer to the “week-at-a-glance” document posted on the PSC private site (refer to folder “PSC 34”), access via: <http://www.iata.org/workgroups/Pages/psc.aspx>

**Secretary note:** for online information on future IATA meetings, refer to: [www.iata.org/workgroups/calendar](http://www.iata.org/workgroups/calendar)

### **POLICY**

#### **P1 Report – Status of Industry Coding Systems**

10. Conference noted this report.

#### **P2 Ratification of Special Fees and Charges Codes (Resolution 728)**

11. Conference agreed to ratify the list of codes shown in **Attachment B** that had been assigned on a provisional basis since the last meeting of the JPSC in October 2010.

12. Mr Dave McEwen (IATA) advised that only 28 alpha/alpha codes remain available in the stock and consequently the entire industry needs to ensure that it would be able to handle alpha/numeric codes as soon as possible and no later than June 2012 (agenda item T2.35/P refers).

### **P3 Report – Coding Working Group (Resolutions 762, 763 and 767)**

13. The Coding Working Group (CODEWG) had made a thorough review of the coding assignment processes with a view to updating Resolutions 762, 763 and 767 to simplify and make more transparent the assignment procedures. Noting an abstention from Adria Airways, the PSC agreed to amend Resolutions 762, 763 and 767 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council adopted counterpart changes to Resolution 5.38 as shown in Section II of the ATA Minutes.
14. Conference complimented Mr Karr Cannelin (formerly with Finnair) who had voluntarily made a significant contribution to the accuracy of IATA data regarding location identifiers.
15. Conference agreed that the CODEWG should continue its mandate and in 2012 focus on developing workable solutions for problematic metropolitan areas and multiple city locations. Volunteers were noted from JP, OS, LH, LY, SITA and UA.

### **P4 Airline Designator and Accounting Code for an Indirect Air Carrier (Resolutions 762 and 767)**

16. Mr Jim Gallagher (PublicCharters.com) provided an overview of the business model of “indirect air carriers” and requested that Resolutions 762 and 767 be amended to allow access to IATA codes by such companies. This item failed due to lack of support.

#### **P4.1 Airline Designator for ULD Owners (Resolution 762)**

17. The Secretary noted that Resolution 762 allowed non-airline ULD owners to apply for an airline designator code on the condition that they are members of the Interline ULD Control User Group (IULDUG). However, since this group no longer exists, it was proposed that new criteria be established based on participation in the ULD area of the IATA strategic Partnership Program. The PSC agreed to amend Resolution 762 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 5.38 as shown in Section II of the ATA Minutes.

### **P5 Report – BSP Form Codes and Document Supply Chain**

18. Conference noted this report and Sabre’s comment that GDSs require plenty of advance notice for recycling of form codes.

### **P5.1 Changes to RP 1720a New Form Codes for EMD**

19. The Ticketing Committee (JPTC) proposed to reassign form codes for use with EMD and also proposed to release some form codes for use with Off-Premise EMD. The PSC agreed to amend RP 1720a as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.04 as shown in Section II of the ATA Minutes.

### **P5.2 Changes to RP1720a New Form Codes**

20. The Transport Clearing House (TCH) of Russia proposed to expand the definitions of form codes within the range of 61 to provide more details regarding type of tickets per sub-range. The PSC agreed to amend RP 1720a as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.04 as shown in Section II of the ATA Minutes.

## **P6 Report – Simplifying the Business (StB)**

21. Conference noted the report. Mr Eric Leopold (IATA) advised that a new initiative would be launched regarding airline distribution aiming to sell a wide range of airline products through all distribution channels, identifying customer trends and personalizing both offers and prices. Also another initiative would be launched regarding Passenger Facilitation to enable simple and common ways for passengers to provide advanced passenger data that different governments require. These two new projects would be supported by the goals towards sustainable profits and better service reflected on the StB Think Tank white paper as shown in **Attachment C**.

**Secretary note:** for more information on StB initiatives please refer to:  
<http://www.iata.org/whatwedo/stb/Pages/index.aspx>

### **P6.1 Report – Automated Baggage Rules Task Force (ABRTF)**

22. Conference noted this report and disbanded the ABRTF in view that they had completed their mandate to automate baggage rules. It was advised that any outstanding standards issues should be handled by existing IATA working groups and ATPCO.

### **P6.2 Report – IATA e-services**

23. Conference noted this report and IATA gave heartfelt thanks to the system providers for all their support to airlines to achieve EMD capability.

### **P6.3 Report – Fast Travel / Passenger Experience Working Group (PEMG)**

24. Members were reminded that Conference had adopted IATA Resolution 705/ATA 1.40 to establish the Passenger Experience Management Group (PEMG) to drive the development of standards to provide an end-to-end self-service experience at airports. And that the “end-to-end” passenger process is described in IATA RP 1701/ATA 30.301 whereas individual RPs are published (or will be developed) in the 1701 series from 1701a to 1701n. Conference noted this report.

#### **P6.3.1 RP 1701a - Passenger Data Harmonization**

25. The Passenger Facilitation Working Group (PFWG) developed a global framework for aircraft operators to provide passenger data to States to enhance border security. Accordingly the PSC established RP 1701a (Passenger Data Harmonization) as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council established counterpart RP 30.301a as shown in Section II of the ATA Minutes.

#### **P6.3.2 RP 1701d - Self-Service Automated Document Check**

26. The Fast Travel Working Group (FTWG) proposed changes to the guidelines in RP 1701d (Self Service Automated Document Check) to reflect improvements in the accompanying implementation guide. The PSC agreed to amend RP 1701d as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to RP 30.201d as shown in Section II of the ATA Minutes.

#### **P6.3.3 RP 1701h - Security Checkpoint Access and Egress**

27. The Passenger Facilitation Working Group (PFWG) developed guidelines in cooperation with the Airports Council International (ACI) to improve the passenger process at security checkpoint access and exit points (egress). It was proposed to publish these recommendations to provide a useful reference for airport terminal design and management of the passenger flow around security checkpoints. The PSC established RP 1701h (Security Checkpoint Access and Egress) as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council established counterpart RP 30.301h as shown in Section II of the ATA Minutes.

#### **P6.3.4 RP 1701k - Self-Boarding**

28. The Fast Travel Working Group (FTWG) proposed changes to the guidelines in RP 1701k (Self Boarding) to reflect improvements in the accompanying implementation guide. The PSC agreed to amend RP 1701k as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to RP 30.201k as shown in Section II of the ATA Minutes.

**P6.3.5 RP 1701j Automated and Self-Service Flight Rebooking for Irregular Operations**

29. The Fast Travel Working Group (FTWG) developed guidelines to address automated and self-service rebooking facilities for irregular operations. These guidelines would be for airlines to use on their own self-service machines or in a common use environment to facilitate self-service rebooking at airports. The PSC established RP 1701j as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council established counterpart RP 30.301j as shown in Section II of the ATA Minutes.
30. Mr Jerry Foran (BA) reported that the adopted text had not been reviewed by the entire membership of the Ticketing Committee and Reservations Committee. The Chairman directed that the RP should be sent to the next meetings of the JPTC and ResCom for their review and comment.

<b>ACTION: JPTC and ResCom</b>
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**P6.3.6 RP 1701i - International Traveler Scheme**

31. The Passenger Facilitation Working Group (PFWG) developed guidelines to promote the adoption of commonalities between national registered traveler schemes to foster interoperability for the benefit of passengers. The PSC established RP 1701i (International Traveler Scheme) as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council established counterpart RP 30.301i as shown in Section II of the ATA Minutes.

**P6.3.7 RP 1706c – Common Use Self-Service (CUSS)**

32. The Common Use Working Group (CUWG) developed changes to RP 1706c to amend the procedures for using credit card numbers as a form of identification (FOID). This action was required to comply with PCI-DSS requirements. The PSC agreed to amend RP 1706c as shown in the book of finally adopted Resolutions & RPs. Noting an abstention from Southwest, the ATA Passenger Council agreed to make counterpart changes to RP 30.100 as shown in Section II of the ATA Minutes.

**P6.3.8 RP 1797 – Common Use Passenger Processing Systems (CUPPS)**

33. The Common Use Working Group (CUWG) developed changes to RP 1797 to amend the procedures for using credit card numbers as a form of identification (FOID). This action was required to comply with PCI-DSS requirements. The PSC agreed to amend RP 1706c as shown in the book of finally adopted Resolutions & RPs. Noting an abstention from Southwest, the ATA Passenger Council agreed to make counterpart changes to RP 30.201 as shown in Section II of the ATA Minutes.



### **P6.3.9 Resolution 792 – Bar Coded Boarding Pass (BCBP) – Version 5**

34. The Passenger Experience Management Group (PEMG) and the BCBP task force had identified the requirement to add a new element in the 2D bar code to manage passenger eligibility for “Fast Track” lanes at airports, independently from possibly already existing criteria (e.g. class of transport, frequent flyer status, etc.). The PSC agreed to amend Resolution 792 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.205 as shown in Section II of the ATA Minutes.

### **P7 Co-ordination with the Commission of European Communities (CEC) on PSC Matters**

35. Conference noted this report.

### **P8 Elimination of Remaining Paper Tickets – Paper Out Strategy**

36. Members were reminded of the resolution adopted by the 60<sup>th</sup> IATA AGM held in Singapore in 2004 that endorsed action by the IATA Board of Governors to establish a program of cost reduction that became known as ‘Simplifying the Business’ and the agreement that the *‘priority area to be addressed is a transition to 100% electronic ticketing, targeting the phase-out of all paper tickets by 31 December 2007’*.
37. However, to date, the large majority of carriers still maintain some form of legacy paper ticketing (in their own offices and at airports) which is still used for both online and interline sales. This means that many carriers are obliged to maintain legacy paper infrastructure for what is rapidly becoming a decreasing part of their business with all of the incumbent costs. Carriers therefore cannot fully realize the benefits that operating in a 100% paperless environment would bring. For example, carriers still have the costs of the procurement and shipment of paper tickets by secure courier, maintenance of printers and legacy revenue accounting processes.
38. Accordingly the Secretary proposed that Conference establish a deadline date of 1 April 2014 for the abolition of all remaining paper tickets, miscellaneous documents, excess baggage tickets and Flight Interruption Manifests (FIMs). This date was chosen in recognition of the deadline of 1 January 2014 for BSPs to use exclusively the EMD and the deadline date of 31 March 2012 for interline staff travel to be 100% paperless.
39. Whereas Conference supported the concept of a deadline date, several airlines voiced concern at the date itself in view of merger activity and other issues which would prevent them from meeting such an aggressive deadline date. After some debate it was agreed that 1 April 2016 would be a realistic target date for the entire industry. Moreover Conference endorsed a proposal to request that the StB Steering Group recommend the launch of a business case to ensure appropriate resources are available to launch a project to oversee the rapid expansion of paperless carriers to meet the deadline date.

<b>ACTION: StB Steering Group</b>
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40. In addition Conference instructed the JPTC to review all ticketing Resolutions and RPs with a goal to sunset paper ticket standards effective 1 April 2016.

<b>ACTION: JPTC</b>
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**P8.1 Add Paragraph 2.2.6 to Resolution 780e**

41. The JPTC proposed that Resolution 780e be updated to align its provisions with those of Resolution 780. The PSC agreed to amend Resolution 780e as shown in the book of finally adopted Resolutions & RPs.

**P9 ZED-MIBA Forum – Sunset of Paper Tickets for Interline Staff Travel**

42. Conference noted this report and disbanded the ZMF/IATA Staff Travel Automated Solutions (ZISTAS) Working Group.

**P10 Report – Passenger Distribution Group (PDG)**

43. Members noted the Terms of Reference of a new group called the Passenger Distribution Group (PDG) as shown in **Attachment D**. Mr Eric Leopold (IATA) advised that there is an emerging vision for multi-channel airline distribution as described in goal one of the StB Think Tank white paper as shown in **Attachment C**.
44. He reported that the first meeting of the PDG had agreed to develop a direction on how to develop standards and infrastructure for a new distribution model. Mr Patrick Graf (LX) enquired about any plans on how standards for the new distribution model would be developed. Mr Leopold replied that consideration would be given to more agile and quicker ways of creating standards, perhaps in a similar fashion to OpenTravel and OpenAXIS.

**P11 Report - PCI DSS Working Group (PDWG)**

45. Conference noted this report and agreed to extend the mandate of the PDWG for 12 more months. Volunteers to participate in the group were identified as: BA, DL, LH, SK and UA.

**P12 Co-ordination with the US Department of Transportation (DoT) – Initiative for Self-Assessment**

46. The Secretary reminded Conference that IATA had submitted an exemption from “Condition #2” (Docket OST-2010-0114) in May 2010. Whereas it was frustrating not to have had an Order issued after 17 months of waiting, he advised that recent dialogue with the US DoT had resulted in a promise that action would likely be taken before the end of 2011. The Secretary committed to advising all members as soon as an Order is issued.

<b>ACTION: Secretary</b>
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### **P13 US DoT – Enhancing Airline Passenger Protections Bill**

47. Conference noted this report. Mr Jim Casey (ATA) reported that some elements had been given a delayed implementation date of 24 January 2012 after interventions from ATA and IATA.

### **P14 Report – Involuntary Rerouting Working Group (IRWG)**

48. Conference noted this report and agreed to extend the mandate by 12 months with terms of reference as shown in **Attachment E**.
49. Mr Johan Lodewijckx (KL) said that the work to establish a new proposed resolution to handle schedule changes was on-going and was definitely needed by the industry. As a result he requested Conference to extend the mandate of IRWG and looked forward to the face-to-face meeting in March after JPTC.

## **AIRPORT SERVICES**

### **B1 Report of the Airport Services Committee (ASC)**

50. Conference noted this report which advised that all items in the JPSC agenda had been endorsed by the ASC through electronic means.

#### **B1.1 ASC Membership**

51. A copy of the ASC membership for 2012 is shown in **Attachment F**. New nominations to fill the vacant seats should contact the ASC Secretary Mr Andrew Price ([pricea@iata.org](mailto:pricea@iata.org)).

#### **B1.2 ASC Election of Chairman**

52. Conference noted that the chair of the ASC remained vacant. There were no on-site volunteers for the position. Volunteers should contact the ASC Secretary Mr Andrew Price ([pricea@iata.org](mailto:pricea@iata.org)).

#### **B1.3 ATA Baggage Committee – Terms of Reference and Membership**

53. Conference noted the ToR and the membership.

### **B2 Report of the IATA Ground Handling Council (IGHC)**

54. Conference noted the report of the IGHC.

### **B3 Report – Fast Travel – Passenger Experience Management Group (Resolution 705)**

55. Conference noted that report for Fast Travel and the PEMG had been addressed in agenda item P6.3.

### **B4 Report of the Baggage Working Group (BWG)**

56. Conference noted the report of the BWG and agreed to extend its mandate by a further 12 months so that it could develop the detail for the strategy developed by the Baggage Steering Group (refer to agenda item B4.1). The PSC agreed to amend the Terms of Reference as shown in **Attachment G**.

#### **B4.1 The New Baggage Steering Group (BSG)**

57. Conference agreed that the group should be formally established for a period of 1 year to start with. A vote was held for the vacant positions on the group, with South African Airlines and Lufthansa being elected to the membership. A copy of the BSG Terms of Reference and 2012 membership is shown in **Attachment H**.

### **B5 Report of the DCS Messages Working Group (DCSMWG)**

58. Conference agreed to extend the mandate of the DCSMWG by 12 months and amend their Terms of Reference as shown in **Attachment I**. Conference also agreed to establish the Multi-channel Merchandise Sales and Delivery Task Force (MMSDTF) with Terms of Reference as shown in **Attachment J** in order to develop standards that would support the issuance of EMDs at check-in at the airport following requests from certain DCS systems. Volunteers for this new group were noted from Amadeus, AF, AY, DL, LH, SITA and UA.

### **B6 Standardized Special Baggage Codes**

59. The ASC had endorsed a proposal from LH regarding the addition of several baggage codes in RPs 1747 and 1800 to facilitate sales of ancillary services. However, it was reported that the Reservations Committee had reviewed this item and determined that current procedures exist to transmit this kind of information. The item failed due to lack of support.

## **B7/P Packaged Items (DCSMWG)**

60. This “package” contained miscellaneous items documented in B7.1/P through B7.9/P which had been developed by the DCSMWG and endorsed by the ASC with no opposition noted. The Secretary advised that items B7.5/P had been removed from the package by SK. The PSC agreed to all proposed changes in agenda items B7.1/P through B7.9/P (except B7.5/P) as shown in the book of finally adopted Resolutions and RPs.

### **B7.1/P Add Time and Date Variation to .O/ Element**

61. The ASC noted that when ground handling an international flight into the USA, the handling agent must send vetting messages to the US Government for the passenger's trip. If the passenger has several onward connections, it is difficult for a DCS to calculate the time between flights to know whether more than one vetting message is needed for the trip. Accordingly it was proposed that the .O/ element should be modified to include departure and arrival times, as well as an optional date change indicator on the arrival time, so that the DCS can correctly calculate the timeframe. The PSC agreed to amend RPs 1707a, 1707b, 1708, 1708a, 1715 and 1719b as shown in the book of finally adopted Resolutions & RPs. LH advised that they could not support any changes to DCS messages for at least the next three years due to system migration planned for 2014.

### **B7.2/P Editorial Issues in RP1706 – Add Baggage Information Message (BIM)**

62. The ASC noted that the message type BIM is missing from the list in RP 1706. The PSC agreed to amend RP 1706 as shown in the book of finally adopted Resolutions & RPs.

### **B7.3/P Number of Services in Remarks Elements in DCS Messages**

63. The ASC noted that certain types of PNRs with unequal services and names are causing many errors on the DCS side when the PNL/ADL entries are misleading, causing deficiencies in customer service. Accordingly, it was proposed to change RP 1707b to bring consistency to the format that RES systems use when creating PNL/ADLs for PNRs of this nature. The PSC agreed to amend RP 1707b as shown in the book of finally adopted Resolutions & RPs.

### **B7.4/P Clarification of Name Fields in the SSR DOCS**

64. SITA proposed to the Reservations Committee (ResCom) that AIRIMP be updated to reduce the amount of mismatches regarding passenger names exchanged for advance passenger information (API). This would be based on the chevron characters (<) in the machine readable zone (MRZ) of passports. DCSMWG was requested to make counterpart changes regarding the chevron to RP 1707b. The PSC agreed to amend RP 1707b as shown in the book of finally adopted Resolutions & RPs.

**B7.5/P Report – PCI DSS Working Group (PDWG)**

65. IATA noted that credit card schemes prohibit the use of card numbers for any purpose other than for payment transactions. This was confirmed by several airlines at ResCom who agreed to remove credit cards as a form of identification (FOID) in AIRIMP (refer to agenda item R3). Accordingly the Secretary had scanned the DCS standards and identified one example of a credit card being used as a FOID and proposed changes to RP 1708. However, there was no support for this item which was declared defeated and referred to the next meeting of the DCSMWG.

<b>ACTION: DCSMWG</b>
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**B7.6/P SSR UPGR Upgrades**

66. Delta proposed to ResCom the establishment of SSR code UPGR that would be sent with the Cancel/Rebook message for a passenger who wanted to be upgraded using the frequent flyer miles of somebody else. This was in recognition that code FQTU can only be used if the passenger to be upgraded is also the frequent flyer member. ResCom agreed to establish a new SSR code UPGR. Accordingly, the PSC agreed to add code UPGR to the PNL/ADL in RP 1708 and the PSM list of codes in RP 1715 as shown in the book of finally adopted Resolutions & RPs.

**B7.7/P Editorials for New PSC Resolutions Manual**

67. The ASC proposed several editorial updates to RP 1707b and RP 1708a. These were agreed by the PSC agreed as shown in the book of finally adopted Resolutions & RPs.

**B7.8/P Unique Passenger Per Segment Identifier**

68. AF advised that it would be beneficial to be able to identify a passenger on a flight segment and to guarantee the passenger's uniqueness. AF proposed to add a key element to always match the relevant passenger on a given flight segment through various systems (e.g. GDS, DCS and other peripheral systems). This new element, originated in the GDS, would be transmitted on PNL/ADL and on PRL, moreover it could also be used to convey this unique reference on other DCS messages when necessary.
69. Accordingly the ASC proposed the establishment of a new optional .U element to convey a unique identifier for a passenger travelling on a flight segment. This element would only be used when bilaterally agreed. The PSC agreed to this proposal for RPs 1707b, 1708, 1719 and 1719b as shown in the book of finally adopted Resolutions & RPs.

#### **B7.9/P      Web Check –in Data on PNL / ADL**

70. The ASC reported that several airlines had requested that a standard format and content be developed for sending data to DCS for passengers who had checked-in in advance (such as web based check-in). It was noted that there are already a number of different formats being used so it would be ideal to agree on an industry standard. The ASC proposed to modify the .R/ element in the PNL/ADL to be used on a bilateral basis. The PSC agreed to amend RP 1708 as shown in the book of finally adopted Resolutions & RPs.

#### **B8/P      Packaged Items (BWG)**

71. This “package” contained miscellaneous items documented in B8.1/P through B8.13/P which had been developed by the BWG and endorsed by the ASC. The Secretary advised that items B8.1/P, B8.2/P and B8.3/P were for information only and B8.5/P was withdrawn from the package by IATA. The PSC agreed to all proposed changes in agenda items B8.4/P through B8.13/P (except B8.5/P) as shown in the book of finally adopted Resolutions and RPs. The ATA Passenger Council agreed to all counterpart changes as shown in Section II of the ATA Minutes.

#### **B8.1/P      Resolution 740 / RP 1740a Review**

72. The baggage working group was requested to advise whether or not a review of currently used baggage label stock recommendations and resolutions was necessary in order to align the resolutions and standards with commercially available products. The Baggage Working Group did not feel that this alignment was needed.

#### **B8.2/P      RP 1740c Review**

73. The baggage working group was asked to advise whether this recommended practice should be updated or removed from the Passenger Services Conference Resolutions Manual as the technology has not been widely adopted. The group advised that as some members were using the technology it should remain in place.

#### **B8.3/P      Creation of a BSM Testing Contact List**

74. One of the major challenges in baggage handling is the correct reception and interpretation of baggage messages. The BWG has established this list of people who may be contacted in order to ensure the correct handling of messages between airlines. Conference noted this item. For an updated copy of this list please contact Mr Andrew Price ([pricea@iata.org](mailto:pricea@iata.org)).

**B8.4/P Clarify and Correct Errors in RP 1745 re Batch BSM**

75. This agenda item was to correct the handling of batch BSM messages making the .S element mandatory for each set of .N messages. The .G element was also added to the table of repeatable elements. The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.5/P Amendments to RP 1745 Section 9 Baggage Manifest Message (BMM)**

76. The ASC proposed to change RP 1745 to align the element usage of the baggage manifest message with how these elements are used in RP 1800, removing the .K element, (default printer) .Y element (frequent traveler) and .L (automatic PNR address) elements, and adding the .S (reconciliation data) element. The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.6/P Amendments to RP 1745 Section 8 Baggage Control Messages**

77. The ASC proposed to change RP 1745 to align the element usage of the baggage control message with how these elements are used in RP 1800 to add the .H and .R elements. The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.7/P Amendments to RP 1745 Section 7 Baggage Not Seen Message (BNS)**

78. This change to RP 1745 was to align the element usage of the baggage not sent message with how these elements are used in RP 1800, to add the .H and .E elements, and remove the .L, .W and .Y elements. The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.8/P RP1739, Attachment 'E' – Add RP1800 Reference to 'Common Automation Methods'**

79. The ASC proposed to change RP 1739 for consistency's sake to include the following reference: *Common automation methods for passenger and baggage security reconciliation are described in RP 1800 and RP 1745.* The PSC agreed to amend RP 1739 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.



**B8.9/P Editorial Issues in RP 1745 – BNS, .H Missing in Example Messages**

80. The ASC proposed to change RP 1745 to add the .H field to the example message, aligning the example to the text of the RP. The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.10/P Editorial Issues in RP 1745 – Attachment E**

81. The ASC proposed to change RP 1745 to correct the reference to a BTM (baggage transfer message) to the BPM (Baggage Process Message). The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.11/P Editorial Issues in RP 1745 – Inconsistencies in .U Example Message**

82. The ASC proposed to change RP 1745 to remove inconsistencies in the examples in section 2.3.24. The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.12/P Editorial Issues in RP 1745 and other – Questionable reference to the 'IATA Systems and Communication Reference Manual'**

83. The ASC proposed to change RP 1745 to remove reference to the IATA Systems and Communication Reference Manual. The PSC agreed to amend RP 1745 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.45 as shown in Section II of the ATA Minutes.

**B8.13/P Editorial Issues in RP 1740c – References**

84. The ASC proposed to change to RP 1740c to remove the phrase “pending approval by the PSC in 2005” as the approval was given in 2005. The PSC agreed to amend RP 1740c as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 30.49 as shown in Section II of the ATA Minutes.

## **B9 Second City/Airport Code in PNL**

85. Members were referred to agenda item R5 (EMD-S and SVC – Number of Location Codes). It was noted that ticketing resolutions provide for either one or two locations, whereas a teletype message sent from a third party does not allow for more than one location. Accordingly it is concluded that it is necessary to make amendments to AIRIMP section 2.10.6 and examples in section 3.21.2 for the SVC element transmission to allow for 2 locations, corresponding to EMD origin and destination codes.
86. Regarding DCS, the difference in format would only be the addition of an optional second city/airport code for the PNL. Accordingly it was proposed to add an example in RP 1708 to show an optional second city/airport code. The PSC agreed to amend RP 1708 as shown in the book of finally adopted Resolutions & RPs.

## **TICKETING**

### **T1 Report of Ticketing Committee – Selection of Committee Membership for the IATA Passenger Forms and Procedures Committee (PFPC)**

87. Conference noted the report of the Joint Passenger Ticketing Committee (JPTC) as presented. Chairman thanked the Committee for its work done throughout the year.
88. Conference was advised that the term of office for AC, AF, NH, AA, CO, SA UA and VS, were expiring and that eight Ticketing Committee members would need to be selected. The Chairman asked if there were any other Members that wished to be considered.
89. There were a total of 8 nominations for the eight vacant positions. Accordingly AA, AC, AF, CO, LY NH, SA, and UA were elected by acclamation for a three year period. A copy of the updated membership is shown in **Attachment K**. Conference noted that all places are now taken.
90. Conference also extended the mandate of the EMDWG and IRWG for a further 12 months.

### **T2/P Ticketing “Package”**

91. This “package” contained miscellaneous items documented in T2.1/P through T2.35/P which had been approved at JPTC with no opposition noted. Agenda items T2.28/P, T2.32/P and T2.35/P were withdrawn from the package for further consideration.
92. The PSC unanimously adopted agenda items T2.1/P through T2.34/P (except for T2.28/P, T2.32/P) as shown in the book of finally adopted Resolutions & RPs as detailed below.

93. Noting that T2.32/P and T2.34/P were for IATA action only, the ATA Passenger Council unanimously agreed to counterpart changes in items T2.1/P through T2.33/P (except for T2.28/P) as shown in Section II of the ATA Minutes.

**T2.1/P Remove the Condition on ET Coupon before Requesting Control of EMD-A Coupon**

94. The Ticketing Committee (JPTC) proposed to remove the condition that a carrier must have control of the electronic ticket flight coupon before requesting control of the associated EMD. The PSC agreed to amend Resolution 725f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.63 as shown in Section II of the ATA Minutes.

**T2.2/P Disassociate when Carrier Not Part of the Itinerary Obtains Control of ETKT or EMD Coupon**

95. The Ticketing Committee (JPTC) proposed to amend Resolutions 722f and 725f requiring the Validating Carrier of the ET to disassociate an EMD-A coupon(s) when control of the associated ET coupon(s) is passed to a carrier not part of the itinerary. The PSC agreed to amend Resolutions 722f and 725f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 and 20.63 as shown in Section II of the ATA Minutes.

**T2.3/P Amendment to Definition of Coupon Status Indicator 'C' (Checked-In)**

96. The Ticketing Committee (JPTC) proposed to align the definitions in all of the electronic ticket and EMD resolutions for the Coupon Status Indicator 'C'. The PSC agreed to amend Resolutions 722f, 722g, 722h, 725f, 725g and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.60, 20.61, 20.62, 20.63, 20.64 and 20.66 as shown in Section II of the ATA Minutes.

**T2.4/P Disassociation Upon COS to 'E', 'P', 'R', 'X'**

97. The Ticketing Committee (JPTC) proposed to amend Resolution 722f to indicate which carrier should disassociate the EMD-A coupon(s) when setting final status to 'E', 'P', 'R' or 'X' on the associated ET coupon(s). The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.5/P Remove Mandate to Request EMD Control**

98. The Ticketing Committee (JPTC) proposed to amend Resolution 722f to remove the requirement to request control of the EMD-A coupon(s) on receipt of the System Update request for association. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.6/P Revise EMD Definitions in RP 1790 and ATA 10.90**

99. The Ticketing Committee (JPTC) proposed to align the definitions in Recommend Practice 1790 with those in the EMD Resolutions. The PSC agreed to amend Recommended Practice 1790 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Recommend Practice 10.90 as shown in Section II of the ATA Minutes.

**T2.7/P Revise 'Consumed At Issuance' Glossary Definition**

100. According to the decisions of the June 2011 Ticketing Committee this proposal was entirely replaced with agenda items *T2.21/P* and *T2.22/P*.

**T2.8/P Clarify Definition of System Update Message**

101. The Ticketing Committee (JPTC) proposed to clarify that the System Update message applied at coupon level. The PSC agreed to amend Resolutions 722f, 722h, 725f and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.60, 20.62, 20.63 and 20.66 as shown in Section II of the ATA Minutes.

**T2.9/P Add 'In Connection With Qualifier' to ET Neutral Display Response**

102. The Ticketing Committee (JPTC) proposed to add the 'In Connection With Qualifier' in the display response and correct the number of characters for the 'In Connection with Document Number' to 14. The PSC agreed to amend Resolutions 722g and 725g as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.61 and 20.64 as shown in Section II of the ATA Minutes.

### **T2.10/P      Revise Ambiguous EMD Definitions**

103.      The Ticketing Committee (JPTC) proposed to synchronize the EMD definitions in all of the ET and EMD Resolutions. The PSC agreed to amend Resolutions 722f, 722g, 722h, 725f, 725g and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.60, 20.61, 20.62, 20.63, 20.64 and 20.66 as shown in Section II of the ATA Minutes.

### **T2.11/P      Remove Mandate for Disassociation Prior to Coupon Status Update**

104.      The Ticketing Committee (JPTC) proposed to remove the timing to disassociate an EMD-A coupon(s) when setting it to a final status of 'E', 'R', 'V' or 'Z'. The PSC agreed to amend Resolution 725f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.63 as shown in Section II of the ATA Minutes.

### **T2.12/P      Removal of XT from fare Calculation**

105.      The Ticketing Committee (JPTC) proposed to clarify that the code 'XT' cannot be used in the fare calculation of an ET. The PSC agreed to amend Resolutions 720a, 722, 722f and 722g as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 110.15, 20.10, 20.60 and 20.61 as shown in Section II of the ATA Minutes.

### **T2.13/P      Revise Coupon Notification Coupon Status Indicator**

106.      The Ticketing Committee (JPTC) proposed to make complete the definition of Coupon Status 'N' by adding coupon status indicators 'G' and 'Z'. The PSC agreed to amend Resolutions 722f and 722h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.60 and 20.62 as shown in Section II of the ATA Minutes.

### **T2.14/P      Amendment to System Update**

107.      The Ticketing Committee (JPTC) proposed to align the text in Resolution 722f for 'System Update' to the text in Resolution 725f. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.15/P      Amendment to Change of Status**

108.      . The Ticketing Committee (JPTC) proposed to clarify when the Change of Status should be synchronized for the ET and EMD-A. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.16/P      Unsolicited Airport Control to Marketing Carrier with Flown Information**

109.      The Ticketing Committee (JPTC) proposed to add a process for the Operating Carrier to send an Unsolicited Airport Control message to the Marketing Carrier when the Marketing Carriers is not the Billing Carrier. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.17/P      Remove RFISC from EMD Refund Cancel response Message**

110.      The Ticketing Committee (JPTC) proposed to remove the RFISC from the Refund Cancel response message. The PSC agreed to amend Resolution 725g as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.64 as shown in Section II of the ATA Minutes.

**T2.18/P      EMD Special Characters used in Reason for Issuance Sub-Code Description**

111.      The Ticketing Committee (JPTC) proposed to prevent the use of special characters in the Reason for Issuance Sub-Code Description of the EMD. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.19/P      EMD Mutual Exclusivity of Coupon Value and Fare Calculation**

112.      The Ticketing Committee (JPTC) proposed to clarify that Coupon Value and Fare Calculation were mutually exclusive at the document level. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

## **T2.20/P      EMD Product Characteristics**

113. The Ticketing Committee (JPTC) proposed to introduce new data elements that would capture product characteristics. The PSC agreed to amend Resolutions 722f, 725f and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.60, 20.63 and 20.66 as shown in Section II of the ATA Minutes.

## **T2.21/P      EMD Update Glossary Definition of Consumed at Issuance Indicator**

114. The Ticketing Committee (JPTC) proposed to update the glossary definition for the 'Consumed at Issuance Indicator'. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

## **T2.22/P      EMD Consumed at Issuance Indicator Glossary Definition**

115. The Ticketing Committee (JPTC) proposed to further update the glossary definition for the 'Consumed at Issuance Indicator' making it applicable to Resolution 725g/ATA 20.63 only. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

## **T2.23/P      Addition of Attribute Group and Attribute Sub-Group**

116. The Ticketing Committee (JPTC) proposed add additional data elements available from the Optional Services pricing record. The PSC agreed to amend Resolutions 722f, 725f, 725g and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.60, 20.63, 20.64 and 20.66 as shown in Section II of the ATA Minutes.

## **T2.24/P      Inconsistency in EMD Coupon Status Definitions**

117. The Ticketing Committee (JPTC) proposed to align the Coupon Status definitions across the EMD resolutions. The PSC agreed to amend Resolutions 725f, 725g and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.63, 20.64 and 20.66 as shown in Section II of the ATA Minutes.

**T2.25/P Unsolicited Billing Message**

118. The Ticketing Committee (JPTC) proposed to amend the Unsolicited Airport Control message to send billing information to the Marketing Carrier in a block space code-share scenario. The PSC agreed to amend Resolution 725f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.63, as shown in Section II of the ATA Minutes.

**T2.26/P EMD Create Dependency Between RFIC and RFISC**

119. The Ticketing Committee (JPTC) proposed to group certain RFISCs to a specific RFIC. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.27/P Definition of Total Ticket Document Amount**

120. The Ticketing Committee (JPTC) proposed to align the definitions of data elements related to the Total Ticket Document Amount. The PSC agreed to amend Resolution 722f as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 as shown in Section II of the ATA Minutes.

**T2.28/P Add ABR MSC Information to the ET Record**

121. This item was removed from the package of items referenced in agenda item T2/P. The Ticketing Committee (JPTC) proposed to introduce new data elements to the ET to be able to identify the carrier whose baggage rules have been applied in an itinerary. This would facilitate the interpretation of IATA Tariff Composite Resolution 302 which defines a hierarchy as to whose baggage rules will apply.
122. A Member felt there remained too many regulatory issues that were unresolved that needed clarification particularly with the U.S. DoT. As a result, this Member felt that information would not be accurate and thereby increase the possibility of liability where incorrect baggage information was placed on the ET receipt.
123. Following a deferred vote, with 1 Member remaining in opposition this item was declared defeated by the IATA PSC. However since voting rules for the ATA are different, this same proposal was agreed by the ATA Passenger Council to make changes to ATA Resolutions 110.15, 20.10, 20.12, 20.13, 20.51, 20.52 and 20.60 as shown in Section II of the ATA Minutes. This item was subsequently referred back to the JPTC for review since now IATA and ATA resolutions would reflect different requirements.

<b>ACTION: JPTC</b>
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**T2.29/P Resolution Editorials**

124. The Ticketing Committee (JPTC) proposed a number of editorial amendments to Resolutions 722f and 725g. The PSC agreed to amend Resolutions 722f and 725g as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.60 and 20.64 as shown in Section II of the ATA Minutes.

**T2.30/P Current Surcharge Ticketing – RAWG Requests**

125. The Ticketing Committee (JPTC) proposed to include verbiage to cover new additional surcharge scenarios. The PSC agreed to amend Resolution 722 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.10 as shown in Section II of the ATA Minutes.

**T2.31/P Current Surcharge Ticketing – Clean-Up**

126. The Ticketing Committee (JPTC) proposed to amend verbiage to cover additional surcharge scenarios not currently part of the existing resolutions. The PSC agreed to amend Resolution 722 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 20.10 as shown in Section II of the ATA Minutes.

**T2.32/P Expiry of Neutral Paper Documents**

127. This item was removed from the package of items referenced under T2/P. The Ticketing Committee (JPTC) proposed to add a sunset date into Resolutions 725d and 725e which currently are used as a standard to support the issuance of the vMCO and vMPD in IATA BSPs, reflecting the IATA Board target for the wide introduction of the EMD in BSPs with all BSPs being 100% EMD no later than 31 December 2013.
128. A Member felt that, whilst they were not against the concept in principle, they had a concern that not all GDSs would be fully ready in all BSPs to support this deadline. UA abstained by name and following a deferred vote, JL abstained on the condition that IATA consults with all members in 2012 to review EMD penetration and assess options for case-by-case workaround solutions for those airlines who are unable to meet the deadline of 31 December 2013. The PSC agreed to amend Resolutions 725d and 725e as shown in the book of finally adopted Resolutions & RPs.

<b>ACTION: IATA</b>
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**T2.33/P Delete Reference to Sundry Charges**

129. The Ticketing Committee (JPTC) proposed to remove references to Sundry Charges in Recommended Practice 1790. The PSC agreed to amend Recommended Practice 1790 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 10.90 as shown in Section II of the ATA Minutes.

**T2.34/P Single Source RBD Service**

130. The Ticketing Committee (JPTC) proposed to amend Recommended Practice 1728 to make it clear that ATPCO is the only source of RBD data. The PSC agreed to amend Recommended Practice 1728 as shown in the book of finally adopted Resolutions & RPs.

**T2.35/P Industry Implementation Strategy for Alphanumeric TFC Coding**

131. This item was removed from the package of items referenced under agenda item T2/P. The Ticketing Committee (JPTC) proposed to amend Resolution 728 to set a deadline by which all systems should be ready to accept alphanumeric coding of taxes, fees and charges.
132. The original proposal was submitted with a deadline of 31 December 2012. However IATA noted that, since the JPTC had met, there had been a substantial increase in the number of code allocations and, as such, it would be better to ensure that systems were ready no later than 30 June 2012. The PSC agreed to amend Resolution 728 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 110.15 as shown in Section II of the ATA Minutes.

**T3 Credit Card as FOID and PCI DSS Compliancy**

133. The Ticketing Committee (JPTC) proposed to remove the option to use a credit card number as FOID as it was understood that this violates operating regulations of the card schemes. A Member advised that using the credit card was inherent in their ET process and could not support the entire removal of this provision from the resolution. It was clarified that, as long as the full card number was not transmitted, then this met the requirements of the PCI DSS rules. With three Members in opposition and 3 abstaining this item was declared defeated by the PSC Chairperson. There was no motion to vote by ATA carriers and this item was referred back to the JPTC.

<b>ACTION: JPTC</b>
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**T4 Fee Calculation on EMD**

134. The Ticketing Committee (JPTC) proposed to formalize the standard format for entering a fee calculation on an EMD. The PSC agreed to amend Resolutions 725a and 725b as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 110.25 as shown in Section II of the ATA Minutes.

**T5 Update to Resolution 728**

135. The Ticketing Committee (JPTC) proposed to remove the credit card product codes of all cards other than international or national brands acceptable in the BSP and remove the BIN numbers. The PSC agreed to amend Resolution 728 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 110.16 as shown in Section II of the ATA Minutes.

**T6 Current Surcharge Ticketing – Reductions**

136. The Ticketing Committee (JPTC) proposed a new way of showing negative surcharges. Even though the current method of showing 'LESS' was not providing as much information as was available in pricing, a Member felt that, given the number of times this would occur, it was not worth making expensive changes to revenue accounting and prorate systems. With one Member in opposition this item was declared defeated by the IATA PSC Chairperson. There was no motion by ATA carriers and this item was sent back to JPTC for further evaluation.

<b>ACTION: JPTC</b>
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**T7 Deletion of Carrier Fee Type OA**

137. The Ticketing Committee (JPTC) proposed to remove the Carrier Fee Type OA as it was suggested that it was not supported in the ATPCO optional services filing solution and no carrier had requested it to be implemented. A Member clarified that in fact they had requested for the automation of OA fees by ATPCO and therefore could not support the removal from the Resolution. With two Members in opposition this item was declared defeated by the IATA PSC Chairperson. There was no motion by ATA carriers.

**T8 Corrections to Matrices for Carrier Fees**

138. IATA management proposed to correct a number of omissions and typographical errors in the Carrier Fee data elements and matrices. The PSC agreed to amend Resolutions 722f, 722g, 722h, 725f, 725g and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.60, 20.61, 20.62, 20.63, 20.64 and 20.66 as shown in Section II of the ATA Minutes.

## **T9 Removal of Tax Reporting Form From Resolution 728**

139. IATA TTBS management proposed to remove the tax, fee, charge reporting from Resolution 728 as it no longer meets the requirements for reporting new TFC requests and changes to existing TFCs. The PSC agreed to amend Resolution 728 as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolution 110.16 as shown in Section II of the ATA Minutes.

## **T10 Reporting of Taxes at Coupon Level**

140. The Coupon Tax Task Force (CTTF) on behalf of BDISG submitted an agenda item to the JPTC in June 2011 to request new data elements to support revenue accounting to identify taxes, fees and charges at the ticket coupon level. However it was not addressed by the JPTC since no firm proposal was submitted. It had been suggested by a Member that industry could not wait another year to have these data elements in place as TFCs were getting ever more complex. Accordingly this item was submitted direct to conference to agree to add a number of new data elements to the data elements glossary and related matrices in order to add further clarity to the reporting of taxes, fees and charges at the ticket coupon level.
141. A Member felt that this issue was complex and the implications for such changes had not been fully thought through. As a result, this Member felt that this issue should have been reviewed first by the JPTC. After a deferred vote and with three abstentions the PSC agreed to amend Resolutions 722f, 722g 722h, 725f, 725g and 725h as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council, however with one opposing, three abstentions and two Members in agreement did not agree to make counterpart changes to Resolutions 20.60, 20.61, 20.62, 20.63, 20.64 and 20.66. It was requested that this item be referred back to the JPTC for review and possible enhancements.

<b>ACTION: JPTC</b>
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## **T11 “Consumed at Issuance” Indicator**

142. Discussion at the JPTC and EMD Task Force revealed a concern that there is no automated mechanism for a GDS to send the ‘Consumed at Issuance Indicator’ for an EMD-S. Further discussion revealed that the only logical conclusion was that it would have to be the I.T. hosted solution provider that would be the only one able to set this indicator upon instruction from the Validating Carrier it hosts. As this was an important issue for EMD implementation, IATA Management was asked to prepare an agenda item directly to conference removing the data element from the issuance request message. This would make it clear that a GDS, when sending an issuance request message to the validating carrier, will not be required to send the indicator.

143. A Member felt it was premature to remove the indicator from the messaging matrices since it was not known how this indicator might be used in the future. Moreover that this issue should have nonetheless have had the opportunity to be reviewed by the JPTC. Following a deferred vote and, with one abstention, the PSC agreed to amend Resolutions 722f and 725g as shown in the book of finally adopted Resolutions & RPs. The ATA Passenger Council agreed to make counterpart changes to Resolutions 20.61 and 20.63 as shown in Section II of the ATA Minutes.

## RESERVATIONS

### R1 Report - ATA/IATA Reservations Committee (ResCom)

144. Conference noted this report. BA, EK, EY, IB, MS, SA and US were appointed to the IATA Reservations Committee as shown in **Attachment AA**.

### R2 Report - Reservations Working Group (RESWG)

145. Conference noted this report and endorsed the work plan as shown in **Attachment BB**. Conference agreed to extend the mandate of RESWG for a further 12 months.

### R3 Remove Credit Cards as Form of Identification (FOID)

146. ResCom proposed amendments to AIRIMP to delete examples of using a credit card as a form of identification (FOID) in order to comply with PCI-DSS standards. Ms Michelle Bryant (LH) advised that her airline would require a delayed effective date due to automated systems issues. However, Ms Elaine Rusen (SK) advised that her airline continued to require payment cards as FOID and therefore she could not accept the proposal as written. Noting opposition from SK and abstentions from KL, MS and UA, this item was declared defeated and sent back to the Reservations Committee (ResCom) for further study.

<b>ACTION: ResCom</b>
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### R4 SSR Matrix

147. Rescom proposed that the SSR matrix in AIRIMP be clarified to more clearly identify exceptions for processing, and additionally proposed a new section to explain exceptional processing of SSRs. Conference agreed to amend AIRIMP as shown in **Attachment CC**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment CC**.

## **R5 EMD-S and SVC – Number of Location Codes**

148. The EMD Task Force (EMDTF) proposed amending AIRIMP for the SVC element transmission to allow for two locations, corresponding to EMD origin and destination codes. Conference agreed to amend AIRIMP as shown in **Attachment DD**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment DD**.

## **R6/P Reservations “Package”**

149. This “package” contained miscellaneous items documented in R6.1/P through R6.20/P which had been approved at ResCom with no opposition noted. Conference unanimously adopted changes to AIRIMP in agenda items R6.1/P through R6.20/P as shown in **Attachments EE through XX**. The ATA Passenger Council unanimously agreed to counterpart changes to SIPP in agenda items R6.1/P through R6.20/P also as shown in **Attachments EE through XX**.

### **R6.1/P Allow HS to be Sent Without a Previously Received KD**

150. ResCom proposed to amend AIRIMP to allow sending an SSR ASVC with an HS action code without a previously received ASVC KD. Conference agreed to amend AIRIMP as shown in **Attachment EE**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment EE**.

### **R6.2/P New SSR PCTC Example**

151. ResCom proposed to update AIRIMP with an example in which an airline has elected to collect, in the PNR, passenger contact information as required by a legislative mandate such as the EC Regulation on “Investigation and Prevention of Accidents and Incidents in Civil Aviation”. Conference agreed to amend AIRIMP as shown in **Attachment FF**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment FF**.

### **R6.3/P Advanced Passenger Information (API) Codes**

152. ResCom proposed to amend AIRIMP to clarify procedures for the use of SSR DOCO codes. Conference agreed to amend AIRIMP as shown in **Attachment GG**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment GG**.

#### **R6.4/P      Advice of Electronic Ticket Number for Passive Segments Where a Passive Segment Notification Agreement Exists**

153.      ResCom proposed to amend AIRIMP to clarify procedures when a passive segment notification agreement exists by adding SSR RLOC to the example. Conference agreed to amend AIRIMP as shown in **Attachment HH**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment HH**.

#### **R6.5/P      Service PNR Message**

154.      ResCom proposed to amend AIRIMP to clarify the sequence of record locators in AIRIMP. Conference agreed to amend AIRIMP as shown in **Attachment II**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment II**.

#### **R6.6/P      SSR UPGR Upgrades**

155.      ResCom proposed to amend AIRIMP to add a new SSR code UPGR that would be sent with the Cancel/Rebook message for a passenger who wanted to be upgraded using the frequent flyer miles of somebody else or for any upgrade based on partner agreement. Conference agreed to amend AIRIMP as shown in **Attachment JJ**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment JJ**.

#### **R6.7/P      Visa Place of Issuance in SSR DOCO**

156.      ResCom proposed to update AIRIMP to clarify examples regarding the place of issue of the visa. Conference agreed to amend AIRIMP as shown in **Attachment KK**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment KK**.

#### **R6.8/P      Add Military ID (M) to List of Travel Documents for SSR DOCS in AIRIMP**

157.      ResCom proposed to amend AIRIMP to show a separate code to distinguish military identification (ID) in view that such code is already being used by several governments. Conference agreed to amend AIRIMP as shown in **Attachment LL**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment LL**.

#### **R6.9/P      Establish Procedures for Accurate Completion of SSR DOCS**

158.      ResCom proposed to add a new section for AIRIMP regarding “irregular names”. Conference agreed to amend AIRIMP as shown in **Attachment MM**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment MM**.

**R6.10/P Clarification of Name Fields in the SSR DOCS**

159. ResCom proposed to update AIRIMP to reduce the amount of mismatches regarding passenger names exchanged for advance passenger information (API). Conference agreed to amend AIRIMP as shown in **Attachment MM**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment MM**.

**R6.11/P SSR DOCx for Passive Segments**

160. ResCom proposed to amend AIRIMP to allow the transmission of SSR DOCx element in a Passive Segment Notification messages. Conference agreed to amend AIRIMP as shown in **Attachment OO**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment OO**.

**R6.12/P Infant without a Seat and EMD Issuance**

161. ResCom proposed to amend AIRIMP to clarify procedures when an infant without a seat is issued an EMD. The change would cater for instances when the name on the EMD and the associated ET may not be the actual user of the service. Conference agreed to amend AIRIMP as shown in **Attachment PP**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment PP**.

**R6.13/P Update Paragraph References in AIRIMP**

162. ResCom proposed some editorial amendments to AIRIMP. Conference agreed to amend AIRIMP as shown in **Attachment QQ**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment QQ**.

**R6.14/P Editorial Repairs to AIRIMP**

163. ResCom proposed to amend AIRIMP in order that the field in SSR construction rules for the “number in party” should be changed to “number of services”, as was adopted for the SSR ASVC. Conference agreed to amend AIRIMP as shown in **Attachment RR**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment RR**.

**R6.15/P Multiple Services for One Passenger in AIRIMP**

164. ResCom proposed to amend AIRIMP to align the verbiage used to describe “Unequal number of names/services” to use the term ‘number of services’. Conference agreed to amend AIRIMP as shown in **Attachment SS**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment SS**.



**R6.16/P      Bilateral SSRs**

165. ResCom proposed to add a new paragraph in AIRIMP to define the difference between a bilateral SSR and a non-bilateral SSR. Conference agreed to amend AIRIMP as shown in **Attachment TT**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment TT**.

**R6.17/P      Seat Characteristics in Replies**

166. ResCom proposed to amend AIRIMP to allow systems to exchange seat location codes in reply messages when bilaterally agreed. Conference agreed to amend AIRIMP as shown in **Attachment UU**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment UU**.

**R6.18/P      Additional Services**

167. ResCom proposed to amend AIRIMP to add examples describing when the seat has been confirmed through an interactive conversation. Conference agreed to amend AIRIMP as shown in **Attachment VV**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment VV**.

**R6.19/P      Unsolicited Reply Messages**

168. ResCom proposed to add a new paragraph in AIRIMP to describe an Unsolicited Reply message. It was noted this will resolve many issues some are having with SSR DOCS. Conference agreed to amend AIRIMP as shown in **Attachment WW**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment WW**.

**R6.20/P      Correct SSR DOCS Examples**

169. ResCom proposed to amend AIRIMP to make the SSR DOCS examples more accurate in accordance with government regulations. It was clarified these amendments do not require programming changes. Conference agreed to amend AIRIMP as shown in **Attachment XX**. The ATA Passenger Council agreed to counterpart changes in SIPP also as shown in **Attachment XX**.

## MISCELLANEOUS

### M1 Report - PSC Steering Group (PSCSG)

170. Conference noted this report. The position for TC3 was filled by All Nippon (NH). The Secretary noted that the position to represent TC1 remains vacant. An updated governance chart showing industry standards setting groups that report to the PSC is shown in **Attachment L**.

171. Updated area charts showing which groups (“areas of involvement”) are open to Strategic Partners are available from:

<http://www.iata.org/membership/sp/areas/Pages/index.aspx>

(Refer to “Passenger Standards”, “Passenger Experience”, “Passenger Facilitation”, “Baggage Services”, “Common Use”, “EMD/e-services” and “Travel Partners”).

### M2 Report - PADIS Board (PADIS)

172. Conference noted this report and agreed to establish the Expert Advisory Task Force (EATF) with terms of Reference as shown in **Attachment M**.

#### M2.1 PNRGOV Working Group

173. Conference noted this report.

### M3 Report - Cargo Services Conference (CSC)

174. Conference noted this report.

### M4 Report – Scheduling Services

175. Conference noted this report.

#### M4.1 Report - Schedules Information Standards Committee (SISC)

176. Conference noted this report and agreed to disband the SSIM Appendix A/D/F/I Task Force (ADFITF) with consequential changes to the Terms of Reference for SISC as shown in **Attachment N**.

### M5 Report – Fraud Prevention Working Group (FPWG)

177. Conference noted this report and an onsite document providing a summary of a conference call from September 2011 with members of the FPWG as shown in **Attachment O**.

### **M5.1 Circulation of Fraudulent Emails under IATA's Name**

178. The Secretary reported that fraudsters had made attempts to collect money from users of IATA products and services. Accordingly all members were requested to take note of information and guidelines as shown in **Attachment N**.

### **M6 Report – BSP Data Interchange Standards Group (BDISG)**

179. Conference noted this report.

### **M7 Report – Strategic Partnerships**

180. Conference noted this report.

### **M8 Report - Agency Solutions Technical Working Group (ASTWG)**

181. Mr Tim Powell (Sabre) advised that his company believed that this group provided a good forum for GDSs to address technical issues with airlines and their agents. Conference noted the report and extended its mandate by a further 12 months.

### **M9 Rescinding AIRDES (RP 1737) and Reconfirmation Procedures (RP 1762)**

182. The Secretary proposed to rescind RP 1737 (AIRDES) because this system no longer exists. He also proposed to rescind RP 1762 (Reconfirmation Procedures) because he believed that industry procedures were no longer required.
183. The PSC agreed to rescind RP 1737 as shown in the book of finally adopted Resolutions & RPs. However, members had not had sufficient time to study the effects of rescinding RP 1762 and so requested the ResCom to investigate this issue and report back to the next Conference.

<b>ACTION: ResCom</b>
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### **Close of Meeting**

184. The Chairman recognized that Mr Stephan Corking (Amadeus) was participating in his last JPSC meeting. She thanked him for his strong support of PSC activities, especially ResCom and RESWG activities, and wished him well in his new position. The Chairman closed the meeting at 17.15 hours.



<b>Airline / Company Name</b>	<b>First Name</b>	<b>Last Name</b>	<b>Job Title</b>	<b>Email</b>
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**NEW TAX CODES**  
**As of September 2011**

CODE	NAME	COUNTRY	REQUESTED BY	DATE	PURPOSE / DETAILS
-PU-	AIRPORT DEVELOPMENT LEVY	GAMBIA	BRUSSELS AIRLINES	29/10/10	INVESTMENT IN EXPANSION AND RENEWAL of AIRPORT INFRASTRUCTURE.
-PX-	AIRPORT SECURITY CHARGE	NICARAGUA	TACA	03/11/10	PROVISION OF SECURITY SERVICES.
-PD-	AVIATION SECURITY FEE	PHILIPPINES	SOUTH EAST ASIAN AIRLINES (SEAAIR)	04/11/10	TO ENSURE ADEQUATE SECURITY MEASURES TO PREVENT HIJACKING AND ANTI-TERRORISM.
-PZ-	PASSENGER SERVICE CHARGE	QATAR	QATAR AIRWAYS	08/11/10	PROVISION OF IMMIGRATION AND SECURITY SERVICES TO PRESERVE AND ENHANCE FACILITATION AND SECURITY.
-QB-	AIRPORT TAX	ECUADOR	LAN ECUADOR	20/12/10	USE OF TERMINAL FACILITIES AT THE UIO AND GYE AIRPORTS..
-QI-	AIRPORT AUXILIARY FACILITY TAX	ECUADOR	LAN ECUADOR	21/12/10	USE OF AUXILIARY FACILITIES IN THE TERMINAL AT THE UIO AND GYE AIRPORTS.
-QD-	AIR TRANSPORT LEVY	AUSTRIA	AUSTRIAN AIRLINES	22/12/10	IMPOST OF THE AUSTRIAN GOVERNMENT ON AIR PASSENGERS TO PROVIDE TAX REVENUES FOR THE EXCHEQUER.



-QF-	SOLIDARITY TAX	GABOM	GABON AIRLINES	22/12/10	TO CONTRIBUTE TO NATIONAL SOLIDARITY FOR DEVELOPMENT
-QJ-	SECURITY CHARGE	ZAMBIA	KENYA AIRWAYS	13/01/11	PROVISION AND DEVELOPMENT OF SECURITY SERVICES.
-PQ- <sup>1</sup>	SECURITY CHARGE	MADAGASCAR	AIR MADAGASCAR	13/01/11	PROVISION OF SECURITY SERVICES THE 8 MALAGASY AIRPORTS.
-TF-	VALUE ADDED TAX	SRI LANKA	SRI LANKAN AIRLINES	10/03/11	COLLECTION OF VAT.
-QQ -	AIRPORT SECUIRITY FEE	GUATEMALA	AMERICAN AIRLINES	25/03/11	PROVISION OF SECURITY SERVICES AT THE GUATEMALA AIRPORTS.
-RR-	AIRPORT TAX	CONGO	KENYA AIRWAYS	01/04/11	TO COVER THE COSTS OF A.N.A.C. SERVICES.
-SS- <sup>1</sup>	AVIATION INFRASTRUCTURAL DEVELOPMENT FUND LEVY FEE (DOMESTIC)	ZIMBABWE	AIR ZIMBABWE	04/04/11	FOR AN INFRASTRUCTURE DEVELOPMENT AND EQUIPMENT MODERNIZATION PROGRAM BASED ON THE USER-TO-PAY CONCEPT.
-RF-	PASSENGER CHARGE	SERBIA	JAT	05/04/11	AIR TRANSPORT DEVELOPMENT.
-RY-	SALES TAX	YEMEN	YEMENIA	18/04/11	DOMESTIC TAX TO RAISE REVENUE FOR THE TREASURY.
-YT-	PASSENGER SERVICE CHARGE	MAYOTTE	AIR AUSTRAL	21/04/11	TO PROVIDE PASSENGER FACILITIES AT THE AIRPORT.
-RP-	AIRPORT DEVELOPMENT CHARGE	SAINT LUCIA	AMERICAN AIRLINES	27/04/11	FOR THE PURPOSE OF MAKING PAYMENTS FOR THE DEBT SERVICE REQUIRED TO IMPLEMENT AIRPORT FACILITY IMPROVEMENT PROJECTS.
-SM-	INFRASTRUCTURE DEVELOPMENT CHARGE	TOGO	AIR FRANCE	23/05/11	FINANCE EXPANSION AND IMPROVEMENT OF THE GNASSINGBE EYADEMA AND LOMÉ AIRPORT. IN ADDITION, THE RDIA WILL BE USED TO FINANCE THE RESEARCH LOCATION FOR THE CONSTRUCTION OF A NEW AIRPORT AT LOMÉ.
-TE-	SECURITY CHARGE	NIGERIA	AIR NIGERIA	01/06/11	IMPROVE SECURITY SERVICES AT NIGERIAN AIRPORTS.

<sup>1</sup> Subsequently postponed

<b>-MM-</b>	PASSENGER SERVICE CHARGE	MYANMAR	MYANMAR AIRWAYS	14/06/11	TO IMPROVE AIRPORT TERMINAL PASSENGER SERVICES
<b>-TP-</b>	PASSENGER SECURITY AND SAFETY FEE	UNITED ARAB EMIRATES	EMIRATES AIRLINES	27/06/11	COVER ADDITIONAL COSTS FOR SECURITY AND SAFETY.
<b>-VA-</b>	PASSENGER CLEARANCE TAX	PAPUA NIUGINI	AIR NIUGINI	05/07/11	TO PREVENT THE ARRIVAL OF UNWANTED DETRIMENTAL PLANT AND ANIMAL PESTS, DISEASES AND WEEDS.
<b>-UC-</b>	PASSENGER AVIATION SERVICE CHARGE	JAMAICA	AIR JAMAICA	13/07/11	TO FINANCE AIR NAVIGATION SERVICES FOR OPERATIONS ORIGINATING AND TERMINATING IN JAMAICA AND THE PROVISION OF REGULATORY SERVICES.
<b>-UM-</b>	SECURITY CHARGE	SOUTH AFRICA	SAA	09/08/11	ACS CHARGE IS FOR SERVICES RENDERED BY AVIATION COORDINATION SERVICES (PTY) LTD TO PROVIDE / HOLD BAGGAGE SCREENING BAGGAGE RECONCILIATION AND CUTE SERVICES AT SOUTH AFRICAN AIRPORTS.

**CODES RESCINDED, WITHDRAWN OR EXPIRED**

CODE	NAME	COUNTRY	REQUESTED BY	DATE	PURPOSE / DETAILS
-BS-	TICKET TAX (INTERNATIONAL)	BAHAMAS	BAHAMASAIR HOLDING LTD.	30 /10/11	LEVIED ON ALL TICKETS SOLD IN THE BAHAMAS WITH A DEPARTURE ENTITLING PASSENGER TO TRAVEL OUTSIDE THE BAHAMAS ON INTERNATIONAL FLIGHTS.
-SS-	AVIATION INFRASTRUCTURAL DEVELOPMENT FUND LEVY FEE (DOMESTIC)	ZIMBABWE	AIR ZIMBABWE	04/05/11	FOR AN INFRASTRUCTURE DEVELOPMENT AND EQUIPMENT MODERNIZATION PROGRAMME BASED ON THE USER-TO-PAY CONCEPT
-JO-	TICKET SALES TAX (INTERNATIONAL)	JORDAN	ROYAL JORDANIAN AIRLINES	09/02/11	LEVIED ON EACH PASSENGER DEPARTING JORDAN, IRRESPECTIVE PLACE OF ISSUE AND PAYMENT OF THE TICKET.
-PQ-	SECURITY CHARGE	MADAGASCAR	AIR MADAGASCAR	31/01/11	PROVISION OF SECURITY FACILITIES AT THE 8 MALAGASY AIRPORTS

**CODES REINSTATED**

No codes were reinstated





# A road map to prepare for tomorrow's passenger

Five goals towards sustainable profits  
and better service



**StB**  
Simplifying  
the Business



## Are you ready for tomorrow's passenger?

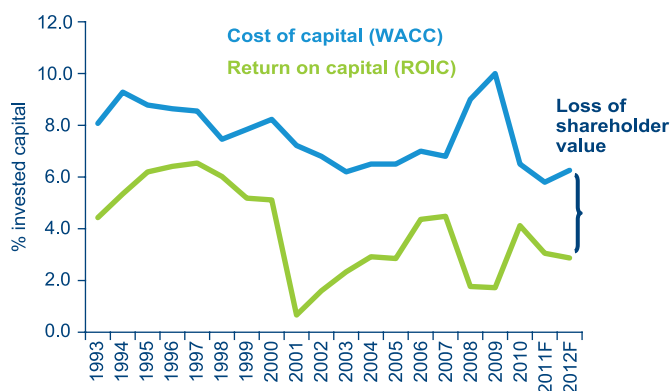
Air transport is today an integral part of the global economy. The industry moves people and goods across the globe quickly and efficiently, fostering economic development, greater human understanding and international trade. In the future, as economic interdependence grows so will the need for fast and secure transport.

IATA's Simplifying the Business program (StB), announced in 2004 in Singapore, was envisioned to address these challenges. And over the past seven years, it has demonstrated success, from the move to 100% electronic ticketing and 100% bar coded boarding passes to the widespread implementation of common-use self-service kiosks. This success was dependent on the mobilization of all industry stakeholders – including airlines, agents, airports, governments and ground handlers – towards a common goal of lowering cost and improving service and efficiency.

But the industry continues to face the twin challenges of profitability and customer satisfaction. Global shocks have become a constant in our business, from increasing fuel prices to natural disasters. And from the shopping experience to long lines at security, travelers face numerous pain points in their journey.

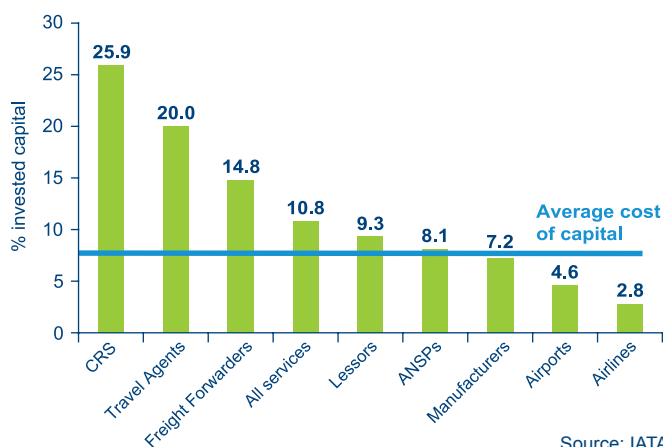
The graphs below illustrate the challenge for the industry, and, in particular, for airlines.

Return on invested capital in the airline industry vs cost of capital



Source: IATA

Return on invested capital, 2002-2009



Source: IATA

It's time to build on the success of Simplifying the Business (StB) and define the next wave of projects that will allow the industry to save costs, improve service and prepare for tomorrow's passenger. This white paper outlines the work of the StB think tank, which has proposed five goals in the areas of airline distribution, airport experience and system interoperability. The think tank, facilitated by IATA, consists of representatives from both airlines and system providers: Air Canada, Air France/KLM, Air New Zealand, British Airways, Emirates, Hewlett-Packard, IBM, L.E.K Consulting, and Oracle.

We look forward to your input.

Eric Leopold  
Director, Passenger

# THE FIVE GOALS

## Goal 1: Airline products can be sold through all channels, identifying customers, and personalizing offers and prices.

Planning travel should be an exciting experience. But from a sense of initial euphoria at the thought of travelling somewhere new, today's consumer is quickly confused by the dizzying array of travel options available to her. Take the example of a business traveler journeying from London to Austin, Texas. She starts to plan out her journey, but quickly realizes she needs to visit multiple websites to do so, from various airlines to hotels and car rental options. With 10 windows open on her computer to try and identify the best fare, services and coordinate timings, she sits back and wonders, "Why can't I just find everything in one place?"

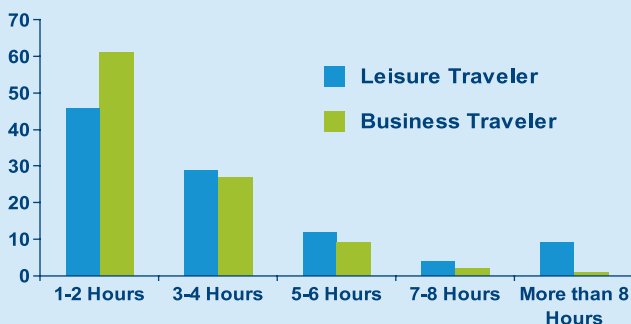
### The Problem

In a recent IBM survey, none of the respondents indicated that they were able to complete their travel booking needs in one website visit. Travelers are bogged down by search and comparisons between products and services across the travel market.

For example, how does a consumer know which airline offers door to door bag delivery? How can a consumer choose personalized service levels across all airline offerings if they can't easily see what is on offer at one single location?

Not surprisingly, the increased number of choices available to travelers requires significant time investment in pre-booking search.

Average number of hours spent shopping and / or booking travel



Source: IBM Institute for Business Value Analysis, IBM-Oxford Economics Global Traveler Survey September 2010

On their most recent trip...

- Almost 20% of travelers spent 5 or more hours shopping and / or booking
- 25% of leisure travelers spent more than 4 hours shopping / booking
- Business travelers are more efficient, but ~40% of them spent more than 2 hours shopping / booking

Beyond just taking a long time to book travel, there is a more fundamental issue: the current distribution channels do not cater for the personalized service that a 21<sup>st</sup> century consumer has come to expect.

Instead, they drive commoditization of airline products. Price becomes top of list in terms of consumer preferences. This drives carriers to unbundle as many elements of the product as possible to have a low cost base product and then charging for many add-ons in order to maintain margins.

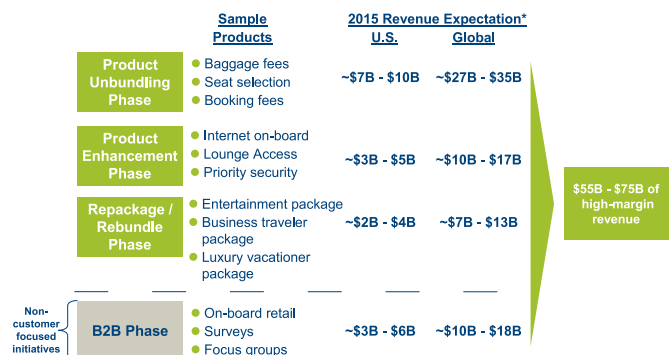
Airline websites (direct channels) are more advanced, in terms of features and design, than systems used by agents (indirect channels). They enable the consumer to interact with the brand and experience the value of the product. For example corporate buyers can access customized options within their specific corporate deals. Individual consumers can access personalized options, after being identified by a frequent flyer number for example.

The indirect channel however does not offer personalization for individual consumers. Through the push of content to airline distribution systems, the ability to mix and match options for the sophisticated 21<sup>st</sup> century consumer is limited.

This misalignment between consumer buying preferences and the selling models used by airlines and other travel distribution companies limits innovation. Furthermore there is a lack of consumer related data and buying behavior patterns, which also restricts the ability of airlines to innovate based on consumer demand.

### The Solution

A consumer-centric approach that allows for more retail driven sales and distribution.



Source: Company financials, Press releases, L.E.K. analysis

Standards need to be developed to build an infrastructure that supports all travel industry related channels. That way, any airline website or agent system can display a complete range of services. Going back to our traveler, that means that she would have



a choice of multiple channels, each one proposing a complete range of end-to-end services based on her preferences and their own brand proposition.

For the industry, it will help to know who is buying the ticket so that personalized options can be presented to the consumer, regardless of the channel used. This would allow airlines to package their products in a meaningful way, based on buying patterns. It could also allow them to make more sophisticated offers to the consumer. Imagine the travel industry adopting the technology that online retail sales channels use in suggesting options to consumers based on their personal preferences. Airlines want to be able to launch fast new personalized offerings through all sales channels.

Tracking who is interested in buying what, regardless of channel, also allows for innovation of new products and services.

According to L.E.K. merchandizing revenues will amount to up to US\$75bn in 2015 from US\$23bn in 2010 estimated by Amadeus IdeaWorks. Airlines need consistent product distribution across all channels in order to achieve those results.

## How we get there

Standards need to be developed in the areas of consumer data and interoperability of reservation systems. IATA could be in a position to facilitate the development of these standards amongst industry stakeholders.

## Goal 2: Passenger data is provided by passengers and validated by governments

Let us return to our business traveler from London. After spending several hours on various booking websites she has an itinerary in place. Prior to her journey, she now needs to submit advance passenger information, as required by the US government. But if she gets confused by the varying requirements and makes a mistake, she might end up being denied boarding at the gate – a very unpleasant surprise for any passenger.

## The Problem

Today, harmonization between countries on the collection and distribution of passenger data is limited and, increasingly, required by more and more governments. Airlines are liable for fines when passengers are deemed inadmissible due to missing data or documentation. Passengers are confused due to the inconsistency of the information required depending on different regulations.

In most cases airlines are required to collect relevant data before the passenger reaches the gate and this causes delays, slows the check in process, and, on occasion, results in denied boarding, as airlines may not be able to validate the information until the passenger reaches the gate.

As a consequence, carriers have had to invest in their own computer systems to meet different government requirements, or contract with independent data processors. This has resulted in additional costs to carriers.

## The Solution

Elements of the required passenger information can be embedded into an electronic passport linked to biometrics and a visa validation service provided by governments, building one single data set. Ultimately the responsibility and ownership of data provision should be passed on to the passenger, and validated by governments.

Information for passengers on the different government requirements could be held in a solution based on IATA Timatic which allows airlines and travel agents to check passenger immigration and health requirements, based on destination, transit points, nationality, residence and departure.

All travel vendors would be responsible for the collection of an agreed set of passenger data that is able to be sent on for verification to the relevant government agency.

## How we get there

The industry needs to lobby governments and the International Civil Aviation Organization for a common approach on standards and liability issues. Infrastructure needs to be put in place to support and facilitate the distribution of passenger data on a global industry-wide basis. Governments should be persuaded to provide biometric and visa verification services as a responsibility of states.

### **Goal 3: Passengers can access real-time information relating to operational information on flight status, wait times and bags on any device in any location**

So our passenger is ready to travel to Texas to take advantage of some warm winter weather. Twenty four hours before her scheduled departure time from London it starts to snow. She is receiving conflicting information from the news channels on television, the airport website and the airline website. She tries to contact the airline, but after spending a long time on hold she gives up. Since she booked her travel with an agent, the airline cannot push information to her as it does not have her contact details. She doesn't know what to do. Should she show up at the airport or not?

#### **The Problem**

Passengers suffer from uncertainty and stress associated with flight delays, cancellations and bag mishandling. Optimization of modern technology could go a long way to ease the pain, by allowing access to information in real-time.

Today the lack of consumer contact information creates further frustrations for passengers, airline, and airport staff when dealing with irregular operations. The need to collect an agreed level of passenger contact data is required in the first instance, in order to be able to share the data and then provide value added solutions back to the consumer.

Social media and smart phones deliver immediate information to passengers that is not necessarily available to airline and airport staff managing customer service and expectations. So in some cases the passenger is getting more information about what's happening than airline or airport staff.

#### **The Solution**

A range of devices can be used to keep the customer informed. A message sent to a passengers' smart/mobile phone on flight delays or cancellations would allow the passenger to make reasonable decisions on their journey. Messages could also be sent on bag status. Finding out that your bag has not made the flight before you reach baggage claim manages expectations. Knowing that it will be delivered to your hotel translates to great customer service.

Touch screen kiosks at airports can be used to communicate more effectively with meaningful messages, relating to flight delays when unavoidable due to extreme weather conditions for example. Easy wi-fi access in all airports would further enable dynamic communication.

#### **How we get there**

Harmonization on data sharing across all industry stakeholders would improve service throughout the system. The creation of a best practice on passenger information collection would lead to proactive customer service and industry alignment. By reaching agreement and developing standards through negotiations with industry stakeholders, airlines, airports, security agencies, border control, and ground handlers on supporting infrastructure would serve as a solid base for future development.

### **Goal 4: The consumer ground experience is hassle free**

Once the snow has cleared, our stressed-out passenger has managed to check-in for a flight to the US. But once she drops off her luggage, she proceeds to the security check to find a very long queue. Passengers are wondering if they need to take off their shoes or belts, or leave their laptops in their carry-on luggage. She wonders, "Why does this have to be so complicated?"

#### **The Problem**

The biggest pain point for passengers today is the hassle associated with airport controls. Passengers experience uncertainty and stress due to inconsistency of processes at airports which can be better integrated than they are today. There are long wait times, in addition to different procedures to be followed at different airports around the world.

#### **The Solution**

Passport, visa, customs and immigration issues could be solved at booking; and off-airport document checks validated by governments could be similar to credit card validation. There are already existing standards for automated bag drop and check in – and using biometrics in conjunction with Checkpoint of the Future and immigration, the customer experience could be a simplified and hassle free experience.

The Checkpoint of the Future ends the one-size-fits-all concept for security. Passengers approaching the checkpoint will be directed to one of three lanes: "Known travelers", "Normal", and "Enhanced security". The determination will be based on a biometric identifier in the passport or other travel document that triggers the results of a risk assessment conducted by government before the passenger arrives at the airport.

The three security lanes will have technology to check passengers according to risk. "Known travelers" who have registered and completed background checks with government authorities will have expedited

access. “Normal screening” would be for the majority of travelers. And those passengers for whom less information is available, who are randomly selected or who are deemed to be an “Elevated risk” would have an additional level of screening.



Checkpoint of the Future at IATA's AGM in Singapore, 2011

Existing self-service options which are already in place should work with the Checkpoint of the Future and immigration, aiming to improve security screening and introduce faster processing, making more efficient use of passenger data.

## How we get there

Governments, airports and airlines need to cooperate by sharing data with each other. The industry as a whole should start by lobbying governments on standards and infrastructure for data exchange. Airlines and airports need to work together to link all of the different components of processing the passenger through the airport and onto the aircraft to the final destination.

## Goal 5: Seamless end to end customer journey through interoperability of travel partners

Our traveler boards the plane and her flight takes off for New York, her first point of entry into the US. When she lands in New York, she finds out that she needs to postpone her connecting flight to Austin for a day to attend a critical meeting in the city. Today, that means she needs to separately change her flight, hotel reservation, car rental reservation and any other experiences she may have booked in Austin.

## The Problem

Today, the primary identifier of a customer is a booking reference. And not just one. There might be several booking references that don't talk to each other. So if a traveler needs to make a change, or book something else through a different travel agent, the systems can't talk to each other. There is no concept of a master PNR

that encompasses all aspects of a travel experience. A booking reference given to a customer in a distribution system is not recognizable in the operating carrier's host reservation system or through that airline's customer facing systems. Increasing code share and interlining within airline alliances is increasing customer expectations for a seamless journey. With the growing importance of alliances, and the existence of many different proprietary airline host systems, the industry is missing standards for an inter-airline host system communication to enable alliances and partners to service their joint customers from whichever airline touch point in the journey the customer has reached.

Customers cannot experience a seamless integrated journey with reduced stress if travel partners are not connected. When a flight is changed, for example, the airport pick-up service may not be notified. The changes in the travel distribution landscape have forced many customers to assume the role of travel agents responsible for finding schedules that work well across travel modes and also monitoring connections between modes in transit.

## The Solution

To alleviate the stress factor of customers and the airlines that serve them, both could benefit from a service that addressed the disconnected nature of travel today by providing assurances mid journey that everything was on track, and if not, assurances that the problem had been resolved. If airlines had more information about the final destination of their passengers they would be in a better position to delight the customer with more information, better service, and choices on how to adjust when things change.

Collaboration and connectivity are limited within segments of the travel industry, should a passenger need to transfer from one airline to another due to a change of plans. At the airport, it is good to know the possible length of the delay. It would be even better if the traveler was confident that changes to their airport pick-up had been made and that a late check-in at the hotel had been arranged.

## How we get there

To achieve a seamless end to end customer journey through interoperability of travel partners, the industry needs standards for data exchange protocols. By reaching agreement through cooperation with travel partners, the future could be a single travel wallet for the entire journey, with all travel segments talking to each other, to the passenger, and being able to exchange information with the consumer at different points during his trip.

## CONCLUSION

Despite the difficulties she encountered, our traveler reaches Austin safely, and has the chance to explore new business opportunities, gain exposure to new people and places, and enjoy a break from the European winter.

### Where do we go next?

These ideas have been crystallized over a few months of interaction among the StB Think Tank. It's now your turn. Join us and shape the future direction of the industry as we prepare for tomorrow's passenger. Let us know what you think and how you think you can contribute to these goals. Share these ideas amongst your stakeholders. The think tank will have a session dedicated for feedback at the IATA World Passenger Symposium, on Friday 14 October. In addition, ongoing feedback is welcome and can be sent to [passenger@iata.org](mailto:passenger@iata.org).

As a next step and based on the feedback received, these ideas will be presented to the StB Steering Group and formulated into proposals for the December 2011 IATA Board of Governors meeting.

Tony Tyler, IATA's Director General, believes passionately that "aviation is a force for good in the world, a force for progress, growth and wealth in both material and human spirit." Let us work together to build a sustainable future for our industry.







## How can marketing, sales, and service become truly customer-centric?

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[beorourke@us.ibm.com](mailto:beorourke@us.ibm.com)



## CONTRIBUTIONS

The following airline delegates are members of the StB Think Tank and were appointed to propose a way forward for Simplifying the Business.



**Rob Broere**  
Vice President IT – Passenger  
Services Systems & Passenger  
Experience – Emirates



Rob Broere, who originates from the Netherlands, started his career in 1981 at KLM working on the IT side of the RES/DCS system. He has always been involved in the core airline systems and during his career of over 30 years supported many airlines across the world with their systems. He joined Emirates in 1995 and is as Vice President IT – Passenger Services Systems & Passenger Experience, responsible for the running and expanding the Passenger systems and driving forward the customer experience from an IT point of view. He combines his knowledge of the Airline Industry with the knowledge of what IT can do and uses that to support the airline driving forward the customer experience. In 2010 he joined the IATA StB Steering Group and was appointed Chairman of both the Steering Group and IATA StB Think Tank with as aim driving forwards the industry.



**Patrice Ouellette**  
Director Customer Solutions  
& Innovations – Air Canada



Patrice Ouellette joined the e-Commerce/IT department in 2004 after spending the first 10 years of his career at Air Canada with the Airport department. He has performed many roles during that period from an agent check-in to General Manager Customer Service Eastern Canada, responsible for all the Air Canada operations at more than 10 airports.

In 2005 he created the Customer Service Platform within Air Canada taking the responsibility for the self service applications and Customer facing Airport innovations. His team has lead the introduction of many innovations like mobile applications for smart phones, mobile check-in, the electronic boarding pass and a complete re-architecting of the Kiosk and Web Check-in Self Service product .The CSP team introduced self tagging in selected stations and smart drop a quick baggage drop off solution for airport.

He is currently Director Customer Solutions and Innovations within the IT department. The role consists of developing new and maintaining actual customer facing application and at the same time promoting and often demonstrating the use of new and innovative technologies direct into the business.



**Glen Morgan**  
Head of Service Transformation –  
British Airways



Glenn is seen as a thought leader in the travel, aviation, & technology sectors, plugged into emerging digital trends and innovation in behavior and technology. If it's new, cutting edge and interesting, Glenn can tell you how to exploit it. Glenn has worked across range of industries where IT is a boardroom issue, including telecommunications, utilities, oil and gas, government, and airlines and prior to his current role, was Technology & Service Partner at British Airways Plc.

As Head of Service Transformation, Glenn will develop and refine the business strategy by understanding market trends, develop external customer insight and business innovations, seek opportunities for competitive differentiation and reengineer and develop new sales and distribution channels. Prior to his current role, Glenn worked in Dubai, UAE for Emirates Airline. Glenn holds a Black Belt in Six Sigma from GE and is also a specialist Lean Practitioner.



**Matthias Koch**  
Director Research and  
Development – Air France



Director Research and Development Passenger Ground Experience in the Marketing Department of Air France and KLM, has been working in the airline industry for over twenty years. He has a strong background in the Marketing, Sales, Revenue Management, Pricing and Ground Services aspects of the airline business with a particular emphasis on Innovation and Product Development.

Working today on new business solutions and the future travel experience on the ground he is also a member of the

IATA Simplifying the Business Steering Group and the recently created IATA Think Tank. Based today in Paris, Matthias has lived and worked in countries like Germany, Venezuela and Mexico.



**Todd Grace**  
Strategy Manager –  
Air New Zealand



AIR NEW ZEALAND

Todd is currently working as a Strategy Manager in the area of Strategic Development at Air New Zealand. His role focuses on our airport business, in particular operations, service development and airport company commercial relationships.

He is responsible for identifying areas for creating value in airports through effective use of technology, strategic partnerships and improved operating and customer service processes. It also focuses on managing the commercial relationship between the airline and the airports and inputting into the charging process as required by legislation.

The role entails delivering travel solutions for our customers, and developing a suite of innovative products and services based on our customer's needs. This has seen the development and implementation of Air New Zealand's self service product for New Zealand airports including the use of mobile and NFC technology.

## Strategic Partners

**The following delegates were appointed by their companies, which are IATA Strategic Partners, to advise IATA on the implementation of strategic initiatives.**

**Daniel Friedli**  
Hewlett Packard



Daniel Friedli, a Swiss and Canadian national, joined the airline industry in 1998 as a TPF trainee for Atraxis, the Swissair IT subsidiary. After several years of TPF development in the Reservations and Ticketing areas, Daniel himself led training for TPF developers in South Africa for several months, passing on extensive domain knowledge. Transitioning to EDS with the rest of Atraxis, he started

working on strategic and pursuit related projects. In that time, he also started his engagements in several IATA groups to help define industry standards. In 2006, Daniel decided to widen his domain knowledge and move from the system provider side to the airline. He joined Swiss International Air Lines, albeit still on the IT side of things. At SWISS, Daniel focused on large, strategic projects such as the implementation of interline ETKT, Star Alliance collaboration as well as developing strategies around mobile device usage and the value and need of next generation PSS systems. In 2010, Daniel decided to take a challenging role with HP at the forefront of defining HP's new PSS product. In this role, he currently also represents HP at industry conferences and working groups such as the IATA StB Think Tank as well as in customer facing roles supporting the existing HP airline community as well as potential new business.



**Eric Conrad**  
Leader IBM's Global Travel &  
Transportation Industry – IBM



Eric Conrad leads IBM's Global Travel & Transportation Industry comprising, Air Travel Related Services, Freight & Logistics, and rail.

Across his 25+ year career, the last 16 of which have been in Asia Pacific, Eric has gained extensive, direct experience in creating business value for Travel & Transportation clients, working across the United States, Europe, and in many Asian economies such as Malaysia, Singapore, Indonesia, Thailand, the Philippines, Vietnam, Korea, Japan, Hong Kong, China, Australia and India.

Working with some of the most prestigious global airlines, Eric has been able to create significant client benefits through major multi-year partnerships with IBM focused upon technology-driven transformation. His transformation work has effectively linked strategic planning to business and operational planning, all the way through to technology deployment.

Eric has an MBA in International Business (1st in Class) from the University of Connecticut, USA. He graduated with a Bachelor of Science ( Business Administration) from the University of Delaware, also in the USA .





**John Thomas**  
Vice President – L.E.K.



John Thomas is a Vice President at L.E.K. Consulting and heads L.E.K.'s global Aviation & Travel practice. John has more than 21 years experience in strategy, financial, commercial, operational and organizational consulting to the aviation industry and has worked with most of the leading airlines around the world (both legacy and LCC) on a broad range of major issues e.g. he has been instrumental in the adaptation of merchandising (ancillary revenue) to the airline industry, and has advised on many of the major merger and acquisition deals in the industry.

John Thomas has also worked with OEMs, CNS/ATMs, airports, tour operators, travel destinations, cruise lines, hotels, resorts, loyalty programs, caterers, as well as having extensive experience in the GA and Corporate Aviation industries. He has worked with clients in North and South America, Europe, the Middle East and the Asia Pacific region.



**Vijay Anand**  
Senior Director, Industries  
Business Unit – Oracle



Vijay Anand is the Senior Director at Oracle Corporation's Industries Business Unit and the Global Industry Lead for Travel, Transportation & Logistics Industries. Vijay has over 20 years of experience across Transportation Industries IT Solutions and Consulting. Prior to joining Oracle Corporation, he was part of SITA for 8 years in the capacity of Solutions Director.

Vijay has a graduate degree in Science specializing in Physics (Applied Electronics) and MBA from Canadian School of Management, in addition to Project Management Professional (PMP) qualification. He is an active member of the Project Management Institute, American Association of Airport Professionals, Singapore Computer Society and Singapore Quality Institute.

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## **Passenger Distribution Group (PDG)**

### **Terms of Reference**

The Passenger Distribution Group is established by the Passenger Services Conference (PSC) to with the following terms of reference.

#### **Objectives**

- Set a vision for multi-channel airline distribution
- Validate the strategy and industry business case and requirements
- Act as an industry voice on airline distribution
- Define key industry messages for distribution-related matters
- Review progress of IATA projects in distribution
- Act as a watch group on industry developments
- Be the central provider of industry informational and statistical data

#### **Appointments**

- This is a group comprised of IATA member airlines; non-member airlines may receive a special appointment by IATA SVP IDFS
- Delegates are airline director-level or above in charge of airline distribution or distribution system strategy; there are no alternates
- Industry stakeholders may be invited to attend meetings upon invitation by IATA SVP IDFS

#### **Schedule**

- annual in-person meetings at IATA's Head (Montreal), Executive (Geneva), or Regional offices
- Regular calls (monthly or quarterly)
- Meeting agendas shall be circulated in advance of each meeting for review and comments by delegates, the Chairmen of the PSC Steering Group and the StB Steering Group. Minutes shall be taken at each meeting and circulated among the delegates for review, comment, and approval.

#### **Technical sub-groups**

1. The PDG may create technical sub-groups to address specific issues and business requirements, for example requirements to develop new schemas or rules and tools. Such sub-groups will be coordinated with the secretariat of the PSC and/or the Passenger Agency Conference (PACConf).

#### **Administrative**

- The PDG will have a one year mandate (renewable as required) and will report to the PSC with any proposed technical improvements, recommendations and an industry standards implementation plan.
- During the year the PDG will provide regular progress reports to the PSC Steering Group and the StB Steering Group
- The group will coordinate its activities with other industry groups involved in airline distribution
- The Secretary is the IATA Director Passenger ([leopolde@iata.org](mailto:leopolde@iata.org))

## **INVOLUNTARY REROUTING WORKING GROUP**

### **TERMS OF REFERENCE**

An Involuntary Rerouting Working Group (IRWG) is established with the following Terms of Reference:

1. Perform a complete review of current IATA and ATA industry standards related to involuntary rerouting.
2. Identify outdated and/or conflicting processes, within the IATA and ATA standards and perform a comparison between them.
3. Identify the main differences to determine best practices from both resolutions
4. Liaise with other industry groups with potential impact for gaining intellect including (but not limited to) revenue accounting, tariffs, reservations, airports.
5. Develop a common approach for re-ticketing in the case of planned schedule changes.
6. Prepare agenda item(s) as necessary to promote quick and efficient involuntary rerouting processes both unplanned (i.e. Irregular operations) scenarios and planned schedule changes.
7. Report findings and/or proposals to the Ticketing Committee (JPTC).

### **PARTICIPANTS**

Volunteers from the JPTC, RESWG and RAWG who have indicated their participation.

### **REPORTING STRUCTURE/MANDATE RESTRICTION**

The working group will have a mandate for 1 year. All activity of the working group will be fully communicated to JPTC for discussion. A report will be submitted to the JPSC with recommendations and proposals.

**AIRPORT SERVICES COMMITTEE (ASC) MEMBERSHIP 2012**

<b>Airport Services Committee (ASC) Membership 2012</b>		
<b>Airline</b>	<b>Traffic Conference Area</b>	<b>Term of Office Expires</b>
Air France	1	2012
Alitalia	2	2013
American Airlines	1	2014
British Airways	2	2012
Delta Airlines	1	2014
Egyptair	2	2013
El Al	2	2013
Iberia	2	2014
Japan Airlines	3	2013
KLM	2	2012
Lufthansa (Vice Chairman)	2	2012
South African Airways	2	2014
United Airlines	1	2012
<i>vacant</i>		
<i>vacant</i>		
<i>vacant</i>		
<i>vacant</i>		
<i>Vacant</i>		

## **ATA/IATA Baggage Working Group (BWG)**

### **Terms of Reference**

The Baggage Working Group (BWG) shall:

- report to the Airport Services Committee (ASC);
- Review and develop messages for baggage handling and bag tag construction (for example, but not limited to, Resolutions 740, 741, 742, 742a, 743, 743a, 746, and RPs 1740a, 1740b, 1740c, 1740d, 1740e, 1743d, 1743e, 1744, 1745, 1751, 1800);
- Note that procedures regarding self-service processes pertaining to baggage will be handled by the PEMG (RP 1701 series);
- Review and develop recommendations on baggage processes;
- Review and improve relevant Resolutions and RPs with respect to reducing interline baggage mishandling as regards to baggage messages, and bag tag construction as described in Resolution 740;
- Identify any cross-functional issues related to baggage messaging that need to be resolved outside the BWG, for example by the Passenger Experience Management Group (PEMG);
- Align and cooperate with other industry working groups relating to baggage messaging issues;
- Utilize electronic and/or other means of communication wherever possible and meet only when necessary. Such formal meetings should not exceed two per year;
- Forward proposed amendments to current ATA/IATA Resolutions and Recommended Practices as well as new submissions to the ASC for adoption by the PSC;
- Consist of representatives from ATA/IATA carriers, airports participating in the IATA Airport Advisor Programme and participants in the IATA Strategic Partners programme with an interest in baggage management.

The IATA contact for BWG matters is the IATA Head, Baggage Services (pricea@iata.org)



## **Baggage Steering Group (BSG)**

### **Terms of Reference**

The BSG is established by the PSC with the following terms of reference:

To develop, maintain and communicate a baggage vision, taking from and adding to the Vision 2050 work of IATA and working closely with the PEMG;

To be the owners of baggage processes, technology and data from the point of baggage acceptance by the airline (i.e. the point at which the airline takes physical control of the bag) to the point of return of the bag to the passenger;

To determine a plan for the delivery of that vision at an industry level;

To determine how industry wide measures and performance targets for baggage handling can be developed and captured.

The group shall meet 4 times per year, using technology as appropriate to minimize travel, but at least 1 meeting will be face-to-face.

#### **Periods of membership**

Airlines are invited to join the group by the PSC. This group is set up to be small and dynamic, and thus membership is limited to 10 airlines. The representatives of each airline must be senior members of their airline's management team. Airlines join the group for a period of 2 years, after which they may be re-elected for a further periods of 2 years up to a maximum of 6 years.

Airports may be invited to join the group in an advisory capacity for a period of 2 years with the same renewal conditions. Airport members are chosen from the IATA Strategic Partnership Programme by IATA as necessary. Airport membership is limited to 3 airports.

Failure to attend more than 2 consecutive meetings will result in the representative being asked to step down, unless good cause is provided.

The IATA contact for Baggage Steering Group is the IATA Head, Baggage Services ([pricea@iata.org](mailto:pricea@iata.org))

**BSG Membership**

<b>Name</b>	<b>Airline</b>	<b>E-Mail</b>
<b>Airlines</b>		
Darphin, Mikaël	Air France	<a href="mailto:midarphin@airfrance.fr">midarphin@airfrance.fr</a>
Rick Nagy	Alaska Airlines	Rick.Nagy@AlaskaAir.com
Harvey Tate	British Airways	<a href="mailto:harvey.tat@ba.com">harvey.tat@ba.com</a>
Cunningham, Dede	Continental Airlines	<a href="mailto:dede.cunningham@coair.com">dede.cunningham@coair.com</a>
Hosford, D.	Delta Airlines	<david.hosford@delta.com>
Schut, Jaap	KLM	Jaap.Schut@KLM.COM
Michael Harwerth	Lufthansa German Airlines	micha.harwerth@dlh.de
Scott Speers	Qantas Airlines	<a href="mailto:sspeers@qantas.com">sspeers@qantas.com</a>
TBA	South African Airways	
Phil. Ryan	US Airways	<Phil.Ryan@USAirways.com>
<b>Airport Advisors</b>		
Mark van Gaalen	Amsterdam Schiphol Airport	<gaalen@schiphol.nl>
John Shepperd	British Airports Authority	<a href="mailto:john_shepperd@baa.com">john_shepperd@baa.com</a>
David Bourgon	McCarran Las Vegas Airport	<davidb@mccarran.com>

## **DCS Messages Working Group (DCSMWG)**

### **Terms of Reference**

Evolving standards that impact DCS messaging require that DCS experts meet with the following terms of reference, which set out the objectives and scope of the DCS Message Working Group (DCSMWG).

The Working Group will:

- review, amend, and synchronize DCS messages in Recommended Practices 1707-1719d with the work in other, associated IATA passenger and baggage working groups, such as the Reservations Committee and the Joint ATA/IATA Passenger Ticketing Committee;
- monitor and support industry security related activities to include APIS requirements and AVSEC/WG;
- continue to refine and update the documentation of DCS messages in Recommended Practices 1707-1719d to fully utilize the DCS Message Dictionary and Message Directory documented in Recommended Practices 1707, 1707a and 1707b;
- continue to review the editorial process of the DCS messages and continually edit them for precision;
- seek expanded airline participation in the DCSMWG by experts in all applicable channels;
- report their progress to the Airport Services Committee (ASC) once a year and seek approval of their work for subsequent submission to each year's PSC.

## **Multi-channel Merchandise Sales and Delivery Task Force” (MMSDTF)**

### **Terms of Reference**

A new task force is established by the Passenger Services Conference (PSC). It is named the “IATA Multi-channel Merchandise Sales and Delivery Task Force” (MMSDTF). The objectives are to:

1. Identify the business requirements for making sales of airline products and services (defined as “merchandise”) from multiple sources, such as agents, kiosks, internet, data devices, etc.
2. Create standards that facilitate the sales of merchandise by a carrier’s own representatives and by third-party sales channels, such as brokers or third-party ground handlers.
3. Consider functionality for product availability displays and product pricing.
4. Consider product sales and delivery for the host carrier and interline partners.
5. Create standards that facilitate the delivery of merchandise to all appropriate venues, including departure or arrival airports, in-flight, home delivery, or electronic fulfillment.
6. Consider procedures for sales with immediate delivery and those that have later delivery.
7. Consider procedures for sales and delivery that are flight-related (delivery on-board) and those that are not flight-related (delivery independent of a flight).
8. Create standards for proof of purchase and for proof of delivery.
9. Create standards for failure of delivery (including irregular operations), with a process for refund, subsequent re-use, re-booking or compensation.
10. Create or modify standards for merchandizing lists (such as PNL/ADL, catering lists, store room, in-flight manifests) to advise appropriate offices/personnel for timely merchandise delivery and inventory control.
11. Utilize available communications modes (such as XML, EDIFACT, and teletype) with the EMD source-application, appropriate for each functional scenario in sales, delivery and reporting.
12. Utilize the industry’s structure for EMD (Electronic Miscellaneous Documents) as a sales and revenue record.
13. Utilize the EMD as a tracking record for status and usage, such as ‘used, refunded, or expired’.
14. Be mindful of new and emerging technologies and devices that can be utilized to make sales of airline merchandise.

An invitation to participate in the MMSDTF shall be extended to cross-disciplinary personnel from airlines and Partner Companies who are experts in every aspect of airline merchandizing, sales and delivery, including:

1. Departure control
2. Revenue management and accounting
3. Product marketing
4. EMD source-application (such as RES)
5. Airport operations

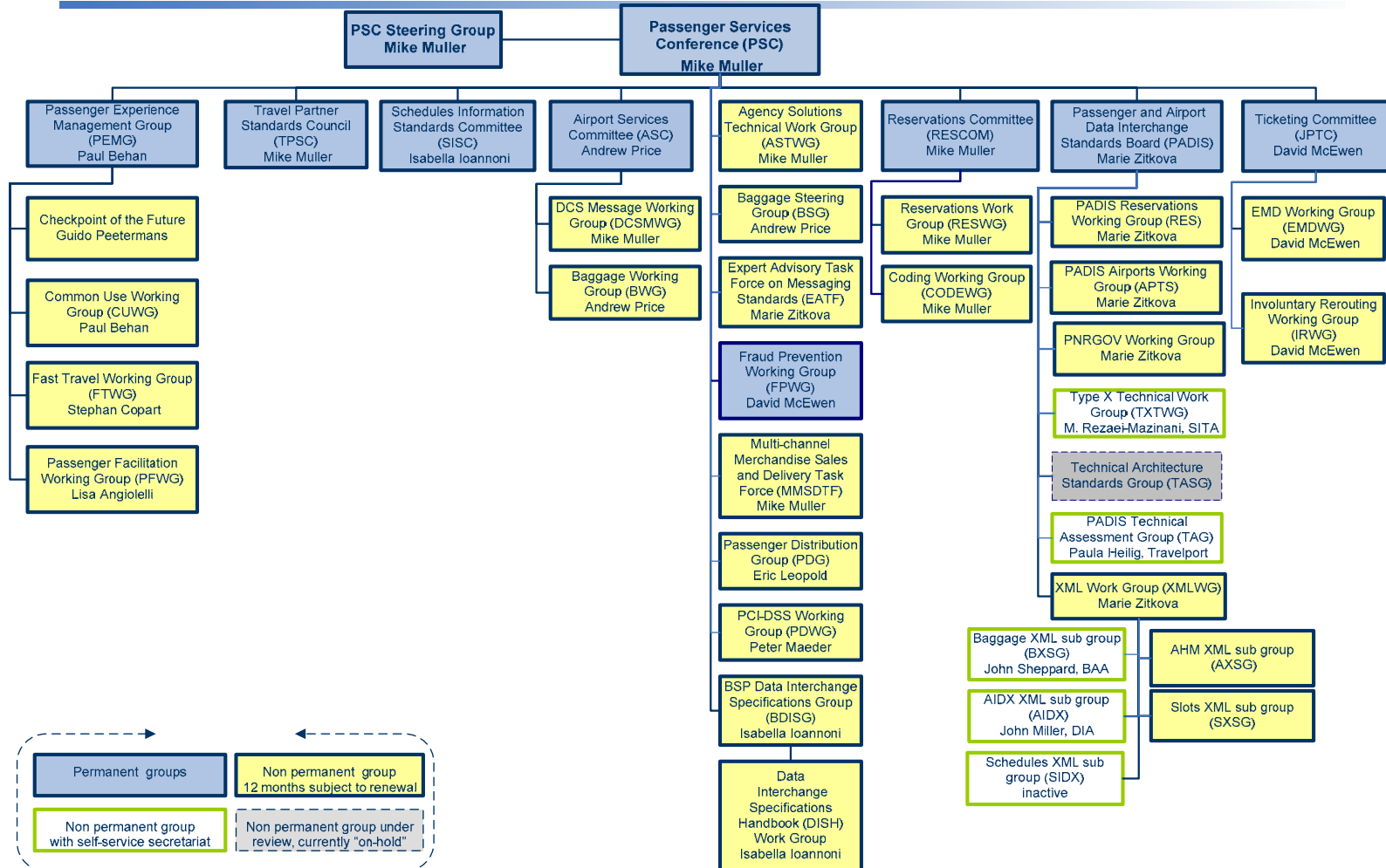
The MMSDTF directs the business practices and general execution of airline merchandizing. The MMSDTF liaises with other, related working groups in the execution of new or amended standards and practices. Meetings take place at least twice a year, and more frequently, if needed. The group develops recommendations in the form of amended or new Resolutions and Recommended Practices. The MMSDTF reports directly to the Passenger Services Conference.

### TICKETING COMMITTEE (PFPC) MEMBERSHIP

Airline	Traffic Conference Area	Year Term of Office Expires at Conclusion of Passenger Services Conference:
Air Canada	1	2014
Air France	2	2014
All Nippon Airlines	3	2014
American Airlines	1	2014
British Airways	2	2013
Continental	1	2014
Delta Air Lines	1	2012*
Egyptair	2	2013
EI Al	2	2014
Emirates	2	2013
Japan Airlines	3	2012*
KLM	2	2013
LAN	1	2012*
Lufthansa	2	2013
SAS	2	2012*
South African Airways	2	2014
United Airlines	1	2014
US Airways	1	2013

\* Expires at the conclusion of PSC 2012

## Passenger Governance – Passenger Services Conference (PSC)





*(JPSC 2011 Attachment M)*

# Expert Advisory Task Force

Advancing IATA Messaging standards in  
the passenger services area

# Objectives and methodology

## ➤ Objectives

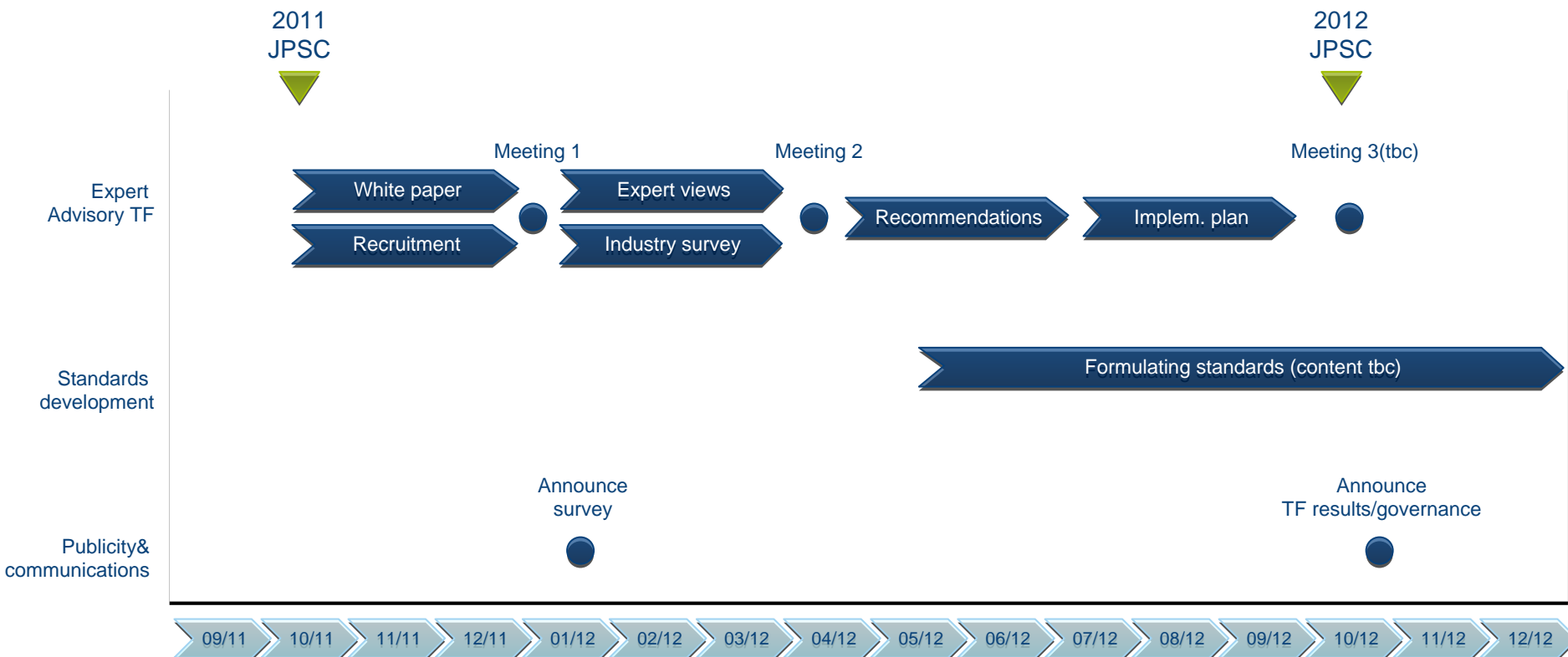
- Determine the industry requirements, drivers and barriers for data exchange standardization activities, and recommend the scope and the nature of standards needed and the priorities for their development
  - technology, process, how deep, maintaining message schemas or data objects, airline or IT vendor driven development, relations with other standards organizations..

## ➤ Methodology

- IATA staff to write a white paper highlighting key questions and proposing industry approach to addressing them, the white paper will be complemented by an industry survey on key topics.
- The Task Force will review the white paper and, taking into account the information gathered during the survey, recommend actions and priorities.



# Expected timelines



# Membership and skillsets

- 5 airlines
  - Traditional network carrier
  - LCC
  - Asian (booming market) carrier
- 2 IT suppliers
  - Legacy provider
  - Substantial but newcomer with no legacy
- 1-2 airports
- 1-2 standards experts
  - Internet/web technology,
  - Industry standards
- Airframer?
- Airline distribution commercial trends
- Airline operations trends (i.e. EFB, slots, )
- Airport operations trends
- Legacy systems operations
- Large scale
- Standards development
- Internet/web technology trends
- Industry standards
- SESAR and NextGen Data Architecture
- Corporate IT Architecture
- Industry standards (OpenAXIS, OPENTRAVEL)
- Aircraft communications technology

## **Schedules Information Standards Committee (SISC)**

### **Terms of Reference**

The Schedules Information Standards Committee (SISC) is established by the IATA Passenger Services Conference (PSC) with the following terms of reference:

- Develop and maintain a set of common standards for the exchange of schedule data, including industry standard code sets for a variety of schedule related data elements;
- Review and propose amendments to SSIM Appendix A (ATA/IATA Aircraft Types); Appendix D (Passenger Terminal Indicators); Appendix F (UTC — Local Time Comparisons) and Appendix I (Region Codes);
- Disseminate and encourage the use of common schedule data handling procedures and standard formats for the exchange of schedule information as published in the Standard Schedules Information Manual (SSIM);
- Liaise with other IATA committees and working groups, in particular the Schedule Policy Working Group (SPWG) as well as other organizations as appropriate to meet changing industry requirements and to further the objectives of the SISC;
- The Joint Schedules Advisory Group (JSAG) will ensure formal liaison between the airport coordinator community and SISC;
- SISC will provide an annual report to the PSC comprising all proposed and adopted changes to SSIM. In addition a written report of the work of SISC will be made to the Heads of Delegation Meeting of the regularly scheduled IATA Schedules Conferences;
- The PSC will be responsible for final endorsement of proposed changes to SSIM;
- Participation is by schedules specialists from IATA airlines and industry experts in the IATA Strategic Partnership programme;
- A rapporteur will be established to provide liaison for non-IATA airlines participating in the Schedules Conference;

Airport Coordinators participating in the IATA Schedule Conference are invited to participate in SISC.

**Executive Summary**  
**FPWG – Fraud Prevention Working Group**  
**Minutes of 21 September 2011 Conference Call**

**Theme ‘Redefining and Reengineering IATA’s Fraud Prevention Activity’**

Member Participants: UA/CO, BA, LH, NZ, AA,

Partners: ARC

IATA Staff from Passenger Interline Standards, Passenger Agency, Risk Management, Credit Card Services and Cargo.

**Objective: Reason for the Call**

It has been a considerable time since the FPWG had the opportunity to discuss industry fraud issues and this has not gone unnoticed by our Members. Many have felt frustrated by the lack of coordinated attention to fraud prevention activities at a global level. Since the advent of 100% ET and the closure of the TICKETS database, IATA activity has focused mainly on credit card fraud prevention which has been handled by IATA Card Services.

IATA’s senior management has requested that we take a fresh look at redefining and re-energizing IATA's role in fraud prevention. Ultimately we may conclude that IATA's role should sit more within our financial services area rather than the passenger services area.

**Main Outcome & Conclusions**

- There has been no full time employee looking after IATA’s fraud prevention activity for a number of years
- Perception in IATA that since 100% Electronic Ticketing fraud would go away which is not true
- IATA is dealing with the credit card fraud issue quite well as there are resources for that and IATA has also encouraged use of the Perseuss system for credit card fraud information sharing
- So much more fraud that is not being dealt with which has become diverse and has many guises and methods of operation.

- Areas of fraud that are concerning Members at the moment are;
  - Internet based crime and e-commerce
  - Fake travel agency websites that purport to sell travel (often against cash payment)
  - Solicitation email scams (asking for tickets, payment of fake invoices)
  - Internal employee fraud
  - Frequent Flyer abuse and brokering schemes
  - Agency fare abuse
  - Cargo false claims, invoicing and air way bill tampering (falsifying weights)
  - Falsified or bogus baggage claims
- Feeling that the fraud prevention community is isolating itself and has no natural place to communicate and share issues on global basis
- Often internally different aspects of fraud are dealt with in the relevant business areas if at all.
- No information exchange, extranets out of date, self-defeating since there is a feeling that no one is posting anything so no one looks at it
- Biggest tool to prevent fraud is communication, alerts and information sharing and whilst Members have done things on regional basis, there has been no coordinated activity at the global level and Members felt they have largely been left on their own.
- Members felt it would be good as a base step to document different types of fraud and break them down into separate distinct pieces, then determine who owns the issue to be resolved.
- In the USA ARC reported they had seen a reduction in hacking and credit card fraud in favor of accessing the ticketing systems and taking cash payments. They had worked and continue to work with ticketing systems to prevent abuse. They also have their forums to discuss 'fraud from everywhere'

## Conclusion

It is evident that there are many different flavors and guises of fraud with many different modes of operation. For some fraud, such as in the credit card area, there is clearly some strong activity but in other types of fraud there are different levels of expertise required. For example having the knowledge to know how to go to banks, internet service providers, and email companies to get them to close the fraudsters down.

## Profile of Future Activity

- Members acknowledged that fraud prevention does not sit well anywhere within the IATA governance structure but felt that finance was possibly one area where it would be best placed, particularly if there was to be a wider remit including cargo and baggage.
- IATA was asked if there was something that could be set up specifically to deal with frequent flyer brokerage fraud. There had been a sub group dealing with these issues in the past.
- Fraud prevention needs to be coordinated with a global group and not just on regional basis. Globally the fraud prevention community needs to get together to discuss issues such as those raised in this paper
- Someone needs to take the lead in coordination and facilitation. It is IATA Member carriers that are being hurt and as such IATA should not think they cannot do anything because it is not affecting an IATA agent. As it is IATA's Members that are being affected it is in IATA's remit to coordinate these activities.
- Create a forum for the exchange of ideas and experiences and to look at how this whole topic can be divided up into appropriate pieces which can then be allocated within the IATA framework.
- Making a list of all these areas of fraud will give an overall scope and it will soon be clear which are the big topics (we have one of them with credit card), that way they will not get mixed up with other types of fraud
- A dedicated resource should be assigned to kick start the re-engineering process. Up to now there has been no coordination and Members have been left on their own.
- Profile of any individual tasked with fraud prevention should be someone who has a fraud prevention background. They should have the skills to quantify the fraud and reach out to the different areas which then helps with defining what resources are needed.
- The business case for resources can be developed by looking at recent surveys that have been published.

## Conclusion

Members valued the start of this consultation process, in contrast to previous attempts at re-engineering. Fraud is varied and evolving and IATA needs to look at positioning itself to coordinate and lead this activity with a dedicated resource and look at positioning this in the appropriate business area.

***IATA Reservations Committee Membership***

<b>Airline</b>	<b>TC area</b>	<b>Year Term of Office Expires</b>
Air France (AF)	2	2013
Air Canada	1	2013
All Nippon Airways (NH)	3	2012
British Airways (BA)	2	2014
Delta Air Lines (DL)	1	2012
Egyptair (MS)	2	2014
EI AI (LY)	2	2012
Emirates (EK)	2	2014
Etihad (EY)	2	2014
Finnair (AY)	2	2012
Iberia (IB)	2	2014
Japan Airlines (JL)	3	2012
KLM (KL)	2	2012
Lufthansa (LH)	2	2013
Scandinavian Airlines System (SK)	2	2012
South African Airways	2	2014
United Airlines (UA)	1	2012
US Airways (US)	1	2014

	Topic	Progress	Next Steps	Action by	Target Date
1	AIRIMP Audit and Clean-up	Ongoing item Phase 1 is complete	Future RESWG and ResCom meetings as appropriate. Suggestions: email to IATA.	All	
2	TSA Secure Flight Program	Add passives section to AIRIMP		KL	JPSC
3	Fixed Request Fixed Reply/Cancel as Free Text	RESWG/14 agenda item 7		Secretary	RESWG/17
4	SSRs Matrix	Matrix updated to identify exceptions and new section 3.24 established	More radical re-arranging of verbiage within AIRIMP to be studied. Draft has been developed by Amadeus	Secretary Amadeus	JPSC RESWG/17
5	Additional services – increase number in party	Submitted to RESWG/14 by Amadeus	Comments to be sent to Amadeus	Amadeus	RESWG/17
6	Bilateral SSRs	Item finalized at RESWG/16		Secretary	JPSC
7	Credit Card as FOID	Item finalized at RESWG/16		Secretary	JPSC
8	Service PNR Message	RESWG/15 agenda item 12 was agreed		Secretary	JPSC
9	Editorial Repairs to AIRIMP	Item finalized at RESWG/16		Secretary	JPSC
10	Self Service Flight Rebooking for Involuntary Rerouting	RESWG/15 agenda item 14. The Fast Travel Group is developing a RP for Self Service Flight Rebooking for Involuntary Rerouting and requested input from the Reservations Working Group	SITA to liaise with the 2 groups to assist in the development of the RP	SITA	JPSC 2011
11	Explanation in AIRIMP of receiving KK reply messages on SSRs for which no previous request could have been sent			Amadeus/ KLM	JPSC
12	Additional Services	Changes to 3.21. to allow HS to be sent without a previously received KD		Secretary	JPSC
13	Fixed arm rest characteristic – Seat maps and requests	ResCom/23 developed the LY proposal	Find out what LY wants to do and find out what code can be used. Can consider mail vote.	EI AI	RESWG/17
14	Re-write 3.19 – advance boarding passes			BA/1A	RESWG17
15	Add Military ID (M)	Check with ICAO to see if this code is planned for ICAO 9303	IATA to check with ICAO	Secretary	



## 2.11.6.7 SSR Matrix and ATA 105.175

SSR Code	Action Code	Reply	Automated Format	Free Text in Request	Free Text in Reply/Cancel	Reference
ADMD	Not permitted	Not permitted	Not permitted	Mandatory See 3.1.23	Not permitted	See 3.1.23
ADPI	Mandatory	Not Permitted	Not Permitted	Mandatory	Not Applicable	See 3.13.4
ADTK	Not permitted	Not permitted	Not permitted	Mandatory	Not permitted	Bilateral See 3.1.14
AOXY <sup>(4)</sup>	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral See 3.7.7
ASVC	Mandatory	Mandatory	Mandatory	Mandatory Fixed Request	Mandatory Fixed Reply/Cancel	Bilateral See 2.11.6.6 and 3.21
ASVX	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted	See 9
AUTK	Mandatory	Required	Not permitted	Not permitted	Optional	Bilateral See 3.11
AVIH	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
AVML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
BBML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
BIKE	Mandatory	Mandatory	Mandatory	Optional	Optional	
BLML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
BLND	Mandatory	Mandatory	Mandatory	Optional	Optional	
BSCT	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
BULK	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
CBBG	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
CHLD	Mandatory	Optional	Not permitted	Not permitted	Optional	See 3.17
CHML	Mandatory	Mandatory	Mandatory	Optional	Optional	
<b>CKIN</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Mandatory</b>	<b>Optional</b>	<b>See 1.5.5.1 and 1.5.5.2 and 3.24.1</b>
CLID	Mandatory	Optional	Not permitted	Not permitted	Optional	Bilateral See 3.8.3
COUR	Mandatory	Optional	Mandatory	Optional	Optional	
<b>CRUZ</b>	<b>Mandatory</b>	<b>Optional</b>	<b>Mandatory</b>	<b>Optional</b>	<b>Optional</b>	<b>Bilateral See 2.11.6.5 3.24.4</b>
DBML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
DCRW	Mandatory	Optional	Mandatory	Optional	Optional	Bilateral See 3.22.3
DEAF	Mandatory	Mandatory	Mandatory	Optional	Optional	
DEPA	Mandatory	Mandatory	Mandatory	Optional	Optional	
DEPU	Mandatory	Mandatory	Mandatory	Optional	Optional	
DOCA	Mandatory	Not permitted	Optional	Not permitted	Not permitted	See 3.13.3
DOCO	Mandatory	Not permitted	Optional	Not permitted	Not permitted	See 3.13.2
DOCS	Mandatory	Optional	Optional	Not permitted	Not permitted	See 3.13.1
DPNA	Mandatory	Mandatory	Mandatory	Mandatory	Optional	

EPAY	Mandatory	Mandatory	Not permitted	Optional	Optional	Bilateral See 3.14
ESAN	Mandatory	Mandatory	Mandatory	Mandatory	Optional	Bilateral
ETLP	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted	Reserved for DCS RP1707b 3.24.2 RP1708 2.12.6.9 RP1719d 3.1
EXST	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
FOID	Mandatory	Not Permitted	Not Permitted	Mandatory	Not permitted	Bilateral See 3.10
FPML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
FQTR <sup>(3)</sup>	Mandatory	Optional	Not permitted	Optional	Optional	Bilateral See 3.8.1 – Option 1
FQTR <sup>(3)</sup>	Mandatory	Optional	Mandatory	Optional	Optional	Bilateral See 3.8.2 – Option 2
FQTS <sup>(3)</sup>	Mandatory	Optional	Not permitted	Optional	Optional	Bilateral See 3.8.1 – Option 1
FQTS <sup>(3)</sup>	Mandatory	Optional	Mandatory	Optional	Optional	Bilateral See 3.8.2 – Option 2
FQTU <sup>(3)</sup>	Mandatory	Optional	Not permitted	Optional	Optional	Bilateral See 3.8.1 – Option 1
FQTU <sup>(3)</sup>	Mandatory	Optional	Mandatory	Optional	Optional	Bilateral See 3.8.2 – Option 2
FQTV <sup>(3)</sup>	Mandatory	Optional	Not permitted	Optional	Optional	Bilateral See 3.8.1 – Option 1
FQTV <sup>(3)</sup>	Mandatory	Optional	Mandatory	Optional	Optional	Bilateral See 3.8.2 – Option 2
FRAG	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	
FRAV	Mandatory	Not permitted	Not permitted	Not permitted	Not permitted	See 3.1.8, 3.2.4 and 3.2.5
GFML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
GPST	Mandatory	Mandatory	Mandatory	Optional	Optional	See 3.1.9 and 3.19.12
GRPF	Optional	Optional	Not permitted	Optional	Optional	See 1.5
GRPK	Mandatory	Optional	Mandatory	Mandatory	Optional	Bilateral
GRPS	Optional	Optional	Optional	Optional	Optional	See 1.5, 3.2.8, 3.5 and 3.6
HNML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
INFT	Mandatory	Mandatory	Mandatory	Mandatory	Optional	See 2.6.15 and 3.16
IROP	Mandatory	Not permitted	Not permitted	Optional	Not permitted	Bilateral See 3.18
KSML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
<b>LANG</b>	<b>Mandatory</b>	<b>Optional</b>	<b>Mandatory</b>	<b>Mandatory</b>	<b>Optional</b>	<b><u>See 3.24.2</u></b>
LCML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
LFML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
LSML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
MAAS	Mandatory	Optional	Mandatory	Mandatory	Optional	
MCOA	Mandatory	Not permitted	Optional	Mandatory	Not permitted	Bilateral
MEDA	Optional	Optional	Not permitted	Mandatory	Optional	See 3.7.7
MEQT	Mandatory	Mandatory	Mandatory	Mandatory	Optional	Bilateral See 2.11.6.3 and 2.11.6.4
MOML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	

NAME	Not permitted	Not permitted	Not permitted	Mandatory	Not permitted	See 3.5.2 and 3.6.3
NLML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
NOML	Mandatory	Optional	Mandatory	Not permitted	Optional	See 3.1.22
NRSB	Mandatory	Not permitted	Not permitted	Not permitted	Not permitted	Bilateral, See 3.22.1
NSSA	Mandatory	Mandatory	Mandatory	Not permitted	Optional	
NSSB	Mandatory	Mandatory	Mandatory	Not permitted	Optional	
NSSR	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral
NSST	Mandatory	Mandatory	Mandatory	Optional	Optional	
NSSW	Mandatory	Mandatory	Mandatory	Not permitted	Optional	
<b>OTHS</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Mandatory</b>	<b>Optional</b>	<b>See 2-41-6-2 3.24.2</b>
PCTC	Mandatory	Not permitted	Not permitted	Optional	Not permitted	See 3.20
PETC	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
POXY <sup>(4)</sup>	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral See 3.7.7
PPOC	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral
RLOC	Not permitted	Not permitted	Optional	Mandatory	Not permitted	Bilateral See 8.10 or 8.12
RQST	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
RVML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
SEAT	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	See 3.19
SEMN	Mandatory	Optional	Mandatory	Mandatory	Optional	
SFML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
SLPR	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
SMSA	Mandatory	Mandatory	Mandatory	Not permitted	Optional	
SMSB	Mandatory	Mandatory	Mandatory	Not permitted	Optional	
SMSR	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral
SMST	Mandatory	Mandatory	Mandatory	Optional	Optional	
SMSW	Mandatory	Mandatory	Mandatory	Not permitted	Optional	
SPEQ	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
SPML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Mandatory	Optional	
STCR	Mandatory	Mandatory	Mandatory	Not permitted	Optional	
SVAN	Mandatory	Mandatory	Mandatory	Mandatory	Optional	Bilateral
TKNA <sup>(2)</sup>	Mandatory	Not permitted	Mandatory	Mandatory	Not permitted	Bilateral See 3.1.15, 3.1.19 and 8.12
TKNC <sup>(2)</sup>	Mandatory	Not permitted	Mandatory	Mandatory	Not permitted	Bilateral See 3.1.19 and 8.12
TKNE	Mandatory	Not permitted	Mandatory	Mandatory	Not permitted	Bilateral See 3.1.16 and 3.1.17
TKNM	Mandatory	Not permitted	Mandatory	Mandatory	Not permitted	Bilateral See 3.1.15
TKNR	Mandatory	Not permitted	Mandatory	Mandatory	Not permitted	See 3.1.15 and 3.1.19.5
TKNX	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted	See 9
TKTL	Mandatory	Not permitted	Not permitted	Not permitted	Not permitted	See 3.1.11 and 3.1.12
TLAC	Not permitted	Not permitted	Not permitted	Optional	Not permitted	See 3.12
TWOV	Mandatory	Optional	Mandatory	Optional	Optional	
UMNR	Mandatory	Mandatory	Mandatory	Mandatory	Optional	See 2.6.20

VGML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
VJML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
VLML <sup>(1)</sup>	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
VOML	Mandatory	Mandatory	Mandatory	Not permitted	Not permitted	
WCBD	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral
WCBW	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral
WCHC	Mandatory	Mandatory	Mandatory	Optional	Optional	
WCHR	Mandatory	Mandatory	Mandatory	Optional	Optional	
WCHS	Mandatory	Mandatory	Mandatory	Optional	Optional	
WCLB	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral
WCMP	Mandatory	Optional	Mandatory	Optional	Optional	Bilateral
WCOB	Mandatory	Mandatory	Mandatory	Optional	Optional	Bilateral
WEAP	Mandatory	Mandatory	Mandatory	Mandatory	Optional	See 3.1.21
XBAG	Mandatory	Mandatory	Mandatory	Mandatory	Optional	

.....

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### **3.24 EXCEPTIONAL SSR PROCESSING**

#### **3.24.1 Check-in Information**

SSR CKIN may follow either the automated format rules (when passenger & segment associated) or the following formats may be used:

1. Where all members in the itinerary are requested to provide the service for all segments

SSR CKIN YY HK/CHECK TRAVEL DOCUMENTS

As HK is included in the request, the member does not need to reply.

2. Targeting only 1 member but for all segments pertaining to that member

SSR CKIN BA CHECK TRAVEL DOCUMENTS

As no action/status code was included in the element, no reply can be sent from the member.

Please also refer to 1.5.5.1/2 for details on cross referencing group bookings with SSR CKIN.

#### **3.24.2 Provide other information to the member or the booking source**

SSR OTHS may either follow the automated format rules or may use one of the following formats:

1. Sending free text information to all members in the itinerary

SSR OTHS YY PASSENGER REFUSED TO PROVIDE PASSPORT DATA

As no action/status code is included in the message, no reply can be sent from the member.

2. Targeting all segments for one member:

SSR OTHS BA NN1 PASSENGER ESCORT

Should the request pertain to one or more (but not all) passengers in the itinerary, the following format would be used:

SSR OTHS BA NN1 PASSENGER ESCORT-1MANSART/PASCALE MRS

As the request includes an action code, the member should reply accordingly

SSR OTHS BA KK1 PASSENGER ESCORT

Or

SSR OTHS BA NO1 PASSENGER ESCORT/INVALID REQUEST

**3.24.3 Languages spoken by the passenger**

SSR LANG may either follow the automated format rules or may use the following format:

SSR LANG UA HK/MIAJFK0026Y29OCT.PSGR SPEAKS ZULU ONLY

Should the request pertain to one or more (but not all) passengers in the itinerary, the following format would be used:

SSR LANG UA HK/MIAJFK0026Y29OCT-1MEEKS/JOHN MR.PSGR SPEAKS ZULU ONLY

In all cases, the number in party is replaced by an oblique.

**3.24.4 Cruise Passenger**

SSR CRUZ uses the following format:

SSR CRUZ DL HK/ATLMIA1125Y09MAY.CARNIVAL CRUISE

As the SSR is for all passengers in the itinerary, the number in party is replaced by the oblique character (/).

## 2.10.6 Additional Services: Non-Segment-Associated

Requests and replies for additional services (non-segment associated) will use auxiliary service element SVC. Additionally, auxiliary service element SVC can be used to advise the member that an EMD has been issued for a service without having sent a previous request.

### 2.10.6.1 Element Construction — Request

	Components	Number and Type of Characters	Examples
(a)	Service Identifier	3 a	SVC
(b)	Airline designator to whom the service is requested (3 character codes are preceded with an oblique)	2 an or 3 a	BA
(c)	Action code Refer to 3.21.1.2	2 a	NN
(d)	Number of services requested	1 – 3 n	1
(e)	<a href="#">Primary Location Code</a>	3 a	MAD
(f)	<a href="#">Secondary Location Code (Optional)</a>	<a href="#">3 a</a>	<a href="#">BIO</a> (See Chapter 3 <a href="#">Additional Services – Non-Segment-Associated-Services</a> )
<del>(f)</del> (g)	Service date	2 n 3 a	17OCT
<del>(g)</del> (h)	Reason for Issuance Code (RFIC) <sup>(1) (2)</sup>	1 an	/H
<del>(h)</del> (i)	Reason for Issuance sub code (RFISC) <sup>(2)</sup>	3 – 15 an	/E23
<del>(i)</del> (j)	Commercial Name of Service <sup>(2)</sup>	1 – 30 an	/LOUNGE ACCESS
<del>(j)</del> (k)	Name (preceded by NM-) Refer to name element paragraph 2.11.6.1(f) <sup>(2)</sup>		/NM- 1BIGGIN/ANDREW
<del>(k)</del> (l)	EMD number including coupon number (if applicable) <sup>(2)</sup>	As defined	/0061234567890C1

## 2.10.6.2 Construction — Reply

	Components	Number and Type of Characters	Examples
(a)	Service Identifier	3 a	SVC
(b)	Airline designator	2 an or 3 a	BA
(c)	Reply code Refer to 3.21.1.2	2 a	KD
(d)	Number of services	1 – 3 n	1
(e)	<a href="#">Primary Location Code</a>	3 a	MAD
(f)	<a href="#">Secondary Location Code (Optional)</a>	<a href="#">3 a</a>	<a href="#">BIO</a> (See Chapter 3 <a href="#">Additional Services – Non-Segment-Associated-Services</a> )
<del>(f)</del> (g)	Service date	2 n 3 a	17OCT
<del>(g)</del> (h)	Reason for Issuance Code (RFIC) <sup>(1)</sup> <sup>(2)</sup>	1 an	/H
<del>(h)</del> (i)	Reason for Issuance sub code (RFISC) <sup>(2)</sup>	3 – 15 an	/E23
<del>(i)</del> (j)	Commercial Name of Service <sup>(2)</sup>	1 – 30 an	/LOUNGE ACCESS
<del>(j)</del> (k)	Name (preceded by NM-) Refer to name element paragraph 2.11.6.1(f) <sup>(2)</sup>		/NM-1BIGGIN/ANDREW
<del>(k)</del> (l)	EMD number including coupon number (if applicable) <sup>(2)</sup>	As defined	/0061234567890C1
<del>(l)</del> (m)	Free Text (preceded by a period)	1 – 90 an	.LOUNGE AT GATE 43



### AIRIMP 3.21.2 (new examples)

Example 5 — Message from booking source to Member requesting non-flight related services for two passengers, with two locations codes in the SVC element.

```
MUCRM1A
.HDQRM1P
HDQ1P RT7D9K/8F6Q/38278505/ROM/1P/T/IT
1MULLER/MIKEMR 1EDWARDS/PATTYMRS
AF6107 J 10DEC TLSORY HK1
ARNK
AF0276 J 10DEC CDGNRT HK1
AF0275 J 20DEC NRTCDG HK1
ARNK
AF6156 J 20DEC ORYTLS HK1
SVC AF NN1 ORYCDG 10DEC/B/0BR/TRANSFER/NM-1MULLER/MIKEMR
SVC AF NN1 CDGORY 20DEC/B/0BR/TRANSFER/NM-1EDWARDS/PATTYMRS
```

Example 5(a) — Message from the Member to the booking source confirming the non-flight related services for one passenger with KD for one service as an EMD is required and with a KK for the other service as no EMD is required. Free text with additional information is included in the reply.

```
HDQRM1P
.MUCRM1A
HDQ1P RT7D9K
1MULLER/MIKEMR 1EDWARDS/PATTYMRS
AF6107 J 10DEC TLSORY HK1
ARNK
AF0276 J 10DEC CDGNRT HK1
AF0275 J 20DEC NRTCDG HK1
ARNK
AF6156 J 20DEC ORYTLS HK1
SVC AF KD1 ORYCDG 10DEC/B/0BR/TRANSFER/NM-1MULLER/MIKEMR
SVC AF KK1 CDGORY 20DEC/B/0BR/TRANSFER/NM-
1EDWARDS/PATTYMRS.COMPLEMENTARY
```

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### **3.21.1.2 Action/Reply/Advice/Status Codes**

#### **Action codes**

NN – Service Requested

HS – EMD issued for confirmed service (~~only to be used following KD~~)

XX – Service cancelled

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### 3.20 PASSENGER PROVIDED CONTACT INFORMATION

**3.20.1** ~~A passenger provided contact name and telephone number can be sent in an SSR as required. SSR PCTC should be used to record the name and telephone number of a person other than the passenger to be contacted in the event of an emergency.~~

[...]

**3.20.3** Passenger provided contact name may be an entity (such as a travel agency name) or a personal name. The contact should not be a person travelling on the covered flight.

...

**3.20.8** When the passenger provided contact has been solicited but the passenger refuses to provide one or one is not available, put two slashes after the HK and end the element, however passenger name and/or free text fields can be added, if needed.

**3.20.9** Examples:

(a) [...]

(b) element showing emergency contact

SSR PCTC AF HK/JOHN BAKER/FR33122334455.TO BE CONTACTED IN CASE

SSR PCTC AF///OF EMERGENCY

SSR PCTC BA HK/MARY SMITH/US18433445566-1SMITH/JOHN.TO BE

SSR PCTC BA/// CONTACTED IN CASE OF EMERGENCY

~~(b)~~ (c) element showing passenger provided contact solicited, but not available or refused, with free text and/or passenger name

[...]

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### 7.1.16.2 SSR DOCO CODES

7.1.16.2.1. ~~Travel Document Type Codes~~ Passenger Other Supplementary Information Code

~~Passenger Visa~~ Visa Number.....V

Redress Number.....R

Known Traveler Number .....K

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**3.1.17.1 Where a Passive Segment Notification Agreement Exists (See 8.10)**

.....

TYORMNH  
. HDQRM1F 240827  
HDQ1F MSOCKK/8HH6/16311116/TYO/1F/T/JP/JPY  
1TAMURA/TADASHIMR  
NH006T21DEC NRTLAX PK1/1705 0945  
SSR TKNE NH HK1 NRTLAX0006T21DEC.2051761069389C1  
**SSR RLOC NH NRTLAX0006T21DEC.XXFFDD**

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#### 8.4.6 Construction of SPR Messages

The sequence of elements is as follows:

- (a) Address;
- (b) Communications Reference;
- (c) Message Identifier SPR;
- ~~(d) Record Locator of this SPR sender;~~
- ~~(e) (d) Record Locator of the SPN or SPM originator;~~
- (e) Record Locator of this SPR sender;
- ~~(f) Record Locator of the SPN or SPM originator;~~
- ~~(g) Record Locator of this SPR sender;~~
- ~~(h) (f) Name(s);~~
- ~~(i) (g) Air Segment(s);~~
- ~~(j) (h) Auxiliary Segment(s);~~
- ~~(k) (i) SSR(s);~~
- ~~(l) (j) OSI(s).~~

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### 2.11.6.7 SSR Matrix

SSR Code	Action Code	Reply	Automated Format	Free Text in Request	Free Text in Reply/Cancel	Reference
UMNR	Mandatory	Mandatory	Mandatory	Mandatory	Optional	See 2.6.20
UPGR	Mandatory	Not permitted	Mandatory	Optional	Not Permitted	See 3.8.2.4 <u>Bilateral</u>

### 3.8.2.4 Upgrade Advisory to Partner Airline

Bilateral agreements between airlines may contain provision for SSR UPGR to be exchanged between two members together with the cancel/rebook, when one member has upgraded a passenger on the other member's flight. In the bilateral agreement between the two members it is stated that the member sending the message takes full responsibility of the upgrade. The SSR informs the operating member that this is not a regular cancel/rebook and allows for special processing. This advisory may be used for any upgrade based on partner agreement.

Example 1 Message illustrating passenger Patell has been upgraded by DL on a KL Flight. SSR UPGR included without free text.

Addressee .....MUCRM1A  
Originator .....HDQRM DL 021715  
Record Locator Sender .....HDQDL HGTHZZ/MSP/15252635/MSP/DL/A/US  
Name Element .....1PATELL/ROHNAMR  
Segment Element.....KL652M30MAR IADAMS XX1  
Segment Element.....KL652C30MAR IADAMS LK1/1755 0740/1  
Segment Element.....KL651M01APR AMSIAD HK1  
Supplementary Element .....SSR UPGR KL HK1 IADAMS0652C30MAR

Example 2 Message illustrating passengers Pylka and Mooers have been upgraded by KL on a DL Flight. SSR UPGR included with free text.

Addressee .....HDQRM DL  
Originator .....MUCRM1A 091540  
Record Locator Sender .....MUC1A DH87E0/AMSKL0200/6958423/AMS/KL/A/NL  
Name Element .....1PYLKA/BARBARAMRS 1MOOERS/SARAHMRS  
Segment Element.....DL0239M30MAR AMSATL XX2  
Segment Element.....DL0239C30MAR AMSATL LK2/1020 1410  
Segment Element.....DL0238M01APR ATLAMS HK2  
Supplementary Element .....SSR UPGR DL HK2 AMSATL0239C30MAR.COMMERCIAL UPGRADE

### 3.8.2.4 5 Frequent Traveler Accrual – Service Recognition (FQTS)

.....

#### 7.1.8.2 Special Service Requirement (SSR) Codes

Unaccompanied Minor	UMNR
<u>Upgrade</u>	<u>UPGR</u>

#### 7.2 Passenger Reservations Codes and Abbreviations (Decoding)

UPD	Request to Member for an update of block parameters
<u>UPGR</u>	<u>Upgrade</u>

**Secretary note:** add SSR to PNL/ADL in RP 1708



AIRIMP and SIPP

### 3.13.2.4 Examples

(a) Non-Automated Format (1)

A passenger requiring two Visa documents for this PNR:

SSR DOCO BA HK1//V/9891404/LONDON/14MAR03/USA-1STEVENSON/JOHNMR  
~~SSR DOCO BA HK1//V/586D4FF/WASHINGTON/23AUG01/GBR-1STEVENSON/JOHNMR~~  
SSR DOCO BA HK1//V/586D4FF/GB EMBASSY WASHINGTON/23AUG01/GBR-1STEVENSON/JOHNMR

.....

AIRIMP and SIPP

### **3.13.1.1 Definitions**

The Following Documents have been defined by ICAO 9303 as travel documents:

*(editor: add in alphabetical sequence)*

Military ID.....M

### **7.1.16.1.1 Travel Document Type Codes**

*(editor: add in alphabetical sequence)*

Military ID.....M

## **7.2. PASSENGER RESERVATIONS CODES AND ABBREVIATIONS (Decoding)**

*(editor: add in alphabetical sequence)*

M.....Military ID

AIRIMP and SIPP

### **3.13.1.5 Irregular Names**

#### **(a) Single-name passenger**

In cases where the passenger has a single name, record that in the SSR DOCS as the "Travel Document Surname" and insert FNU (first name unknown) in the "Travel Document First Given Name" field.

#### **(b) Single-character name**

The "Travel Document Surname" and/or the "Travel Document First Given Name" can be a single character.

#### **(c) Hyphenated names**

In cases where the passenger has a hyphenated name, replace the hyphen with a space in the "Travel Document Surname" and/or the "Travel Document First Given Name".

#### **(d) Names with apostrophe**

In cases where the passenger has an apostrophe in their name, delete the apostrophe when recording the name in the "Travel Document Surname" and/or the "Travel Document First Given Name".

## AIRIMP and SIPP

### 3.13.1 API — Passenger Travel Document Information

The elements *Travel Document Surname*, *Travel Document First Given Name* and *Travel Document Second Given Name* must match the surname, first given name and second given name (if applicable) as shown in the official travel document. If the name is from the Machine Readable Zone (MRZ) of an official document, e.g. passport, the chevron character (<) in the MRZ should be interpreted as a space character. A double chevron (<<) should be interpreted as a change of field, e.g. from surname to given name. Spaces in the name fields of the SSR DOCS should not be removed and should be transmitted in messages to business partners and governments.

AIRIMP and SIPP (**Secretary note:** *this section is all new*)

### 3.13.4 API – Passive Segments

#### 3.13.4.1 Where a passive segment notification agreement exists (See 8.10)

SSR DOCS/DOCA/DOCO may be transmitted for Passive segments. If these SSR's are sent with the initial transmission of PK/PL segment(s), the Action Code of the segment(s) will be PK or PL. If these SSR's are sent after the initial transmission of PK/PL segments, the Action Code for these same segment(s) will be PU. If the Record Locator of the receiving system is known, it should be included as an OSI or SSR item, not in the Secondary Record Locator Line (See 2.5.2).

Example 1 — Message illustrating SSR DOCS (non-automated format) sent as the initial transmission of PK segment for the total party, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Record Locator Sender ..... HDQ1S MSOCKK/8HH6/16311116/LAX/1S/T/US/USD  
Name Element ..... 1TAMURA/TADASHIMR  
Segment Element ..... DL2756T01NOV ATLJFK PK1/1705 0945  
Supplementary Element ..... SSR DOCS DL HK1////01APR80/M//TAMURA/TADASHI/TAKEHIKO

Example 2 — Message illustrating SSR DOCS (automated format) sent as the initial transmission of PL segment for two passengers within the party and the record locator using an SSR item:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Record Locator Sender ..... HDQ1S MSOCKK/8HH6/16311116/LAX/1S/T/US/USD  
Name Element ..... 2VALVERDE/JOSEMR/ALBERTOMR 1SANTOS/MARIAMRS  
Segment Element ..... DL2756T01NOV ATLJFK PL3/1705 0945  
Supplementary Element ..... SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654087/SIN/12JUL64/M/23OCT14  
Supplementary Element ..... SSR DOCS DL ///VALVERDE/JOSE/JESUS-1VALVERDE/JOSEMR  
(Continuation Line)  
Supplementary Element ..... SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654051/SIN/01JUN81/M/10DEC15  
Supplementary Element ..... SSR DOCS DL ///VALVERDE/ALBERTO/RODRIGUEZ-  
1VALVERDE/ALBERTOMR  
(Continuation Line)  
Supplementary Element ..... SSR RLOC DL ATLJFK2756T01NOV.ABCDEF  
(Record Locator Addressee)

Example 3 — Message illustrating SSR DOCS (automated format) sent after the initial transmission of PK/PL segments for one passenger, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Record Locator Sender ..... HDQ1S MSOCKK/8HH6/16311116/LAX/AA/T/US/USD  
Name Element ..... 1VALVERDE/ALBERTOMR  
Segment Element ..... DL2756T01NOV ATLJFK PU1  
Supplementary Element ..... SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654051/SIN/01JUN81/M/10DEC15  
Supplementary Element ..... SSR DOCS DL ///VALVERDE/ALBERTO/RODRIGUEZ-  
1VALVERDE/ALBERTOMR  
(Continuation Line)

Example 4 - Message illustrating SSR DOCS (non-automated format) and SSR TKNE sent as the initial transmission of PK segment for the total party, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Record Locator Sender... HDQ1S MSOCKK/8HH6/16311116/LAX/1S/T/US/USD  
Name Element..... 1VALVERDE/ALBERTOMR  
Segment Element..... DL2756T01NOV ATLJFK PK1/1705 0945  
Supplementary Element . SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654051/SIN/01JUN81/M/10DEC15  
Supplementary Element.. SSR DOCS DL ///VALVERDE/ALBERTO/RODRIGUEZ-  
1VALVERDE/ALBERTOMR  
Supplementary Element . SSR TKNE DL HK1 ATLJFK2756T01NOV.2051761069389C1

Example 5 - Message illustrating SSR DOCO (automated format) and SSR TKNE sent after the initial transmission of PK/PL segments for one passenger, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... MUCRM1A 240827  
Record Locator Sender..... MUC1A RF87TG/CDGAF0200/1665874/PAR/AF/A/FR/EUR  
Name Element ..... 1ANTHONY/EDITHMRS  
Segment Element..... DL0021T01NOV CDGATL PU1  
Supplementary Element..... SSR DOCO DL HK1 CDGATL0021T01NOV//V/9891404/PARIS/20SEP10  
Supplementary Element..... SSR DOCO DL ///US-1ANTHONY/EDITHMRS  
(Continuation Line)  
Supplementary Element..... SSR TKNE DL HK1 CDGATL0021T01NOV-  
1ANTHONY/EDITHMRS.2055231982461C1

### 3.13.4.2 Where no passive segment notification agreement exists (See 8.10)

The message identifier PTN is used to allow the receiving system to recognize SSR DOCS/DOCA/DOCO and/or SSR TKNE has been sent for one or more passive segments in the message.

Example 1 — Message illustrating SSR DOCS (non-automated format) sent for a confirmed segment for the total party, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Message Identifier ..... PTN  
Record Locator Sender..... HDQ1S MSOCKK/8HH6/16311116/LAX/1S/T/US/USD  
Name Element ..... 1TAMURA/TADASHIMR  
Segment Element..... DL2756T01NOV ATLJFK HK1/1705 0945  
Supplementary Element..... SSR DOCS DL HK1////01APR80/M//TAMURA/TADASHI/TAKEHIKO

Example 2 — Message illustrating SSR DOCS (automated format) sent for a waitlisted segment for two passengers of the party and the record locator using an SSR item:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Message Identifier ..... PTN  
Record Locator Sender ..... HDQ1S MSOCKK/8HH6/16311116/LAX/1S/T/US/USD  
Name Element ..... 2VALVERDE/JOSEMR/ALBERTOMR 1SANTOS/MARIAMRS  
Segment Element ..... DL2756T01NOV ATLJFK HL3/1705 0945  
Supplementary Element ..... SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654087/SIN/12JUL64/M/23OCT14  
Supplementary Element ..... SSR DOCS DL ///VALVERDE/JOSE/JESUS-1VALVERDE/JOSEMR  
(Continuation Line)  
Supplementary Element ..... SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654051/SIN/01JUN81/M/10DEC15  
Supplementary Element ..... SSR DOCS DL ///VALVERDE/ALBERTO/RODRIGUEZ-  
1VALVERDE/ALBERTOMR  
(Continuation Line)  
Supplementary Element ..... SSR RLOC DL ATLJFK2756T01NOV.ABCDEF  
(Record Locator Addressee)

Example 3 — Message illustrating SSR DOCS (automated format) sent for a confirmed segment for the total party, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Message Identifier ..... PTN  
Record Locator Sender ..... HDQ1S MSOCKK/8HH6/16311116/LAX/AA/T/US/USD  
Name Element ..... 1VALVERDE/ALBERTOMR  
Segment Element ..... DL2756T01NOV ATLJFK HK1  
Supplementary Element ..... SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654051/SIN/01JUN81/M/10DEC15  
Supplementary Element ..... SSR DOCS DL ///VALVERDE/ALBERTO/RODRIGUEZ-1  
VALVERDE/ALBERTOMR  
(Continuation Line)

Example 4 - Message illustrating SSR DOCS (non-automated format) and SSR TKNE sent for a confirmed segment for the total party, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... HDQRM1S 240827  
Message Identifier ..... PTN  
Record Locator Sender ..... HDQ1S MSOCKK/8HH6/16311116/LAX/1S/T/US/USD  
Name Element ..... 1VALVERDE/ALBERTOMR  
Segment Element ..... DL2756T01NOV ATLJFK HK1/1705 0945  
Supplementary Element ..... SSR DOCS DL HK1  
ATLJFK2756T01NOV/P/SIN/S78654051/SIN/01JUN81/M/10DEC15  
Supplementary Element ..... SSR DOCS DL ///VALVERDE/ALBERTO/RODRIGUEZ-  
1VALVERDE/ALBERTOMR  
Supplementary Element ..... SSR TKNE DL HK1 ATLJFK2756T01NOV.2051761069389C1

Example 5 - Message illustrating SSR DOCO (automated format) and SSR TKNE sent for a confirmed segment for the total party, record locator unknown:

Addressee ..... ATLRMDL  
Sender ..... MUCRM1A 240827  
Message Identifier ..... PTN  
Record Locator Sender ..... MUC1A RF87TG/CDGAF0200/1665874/PAR/AF/A/FR/EUR  
Name Element ..... 1ANTHONY/EDITHMRS  
Segment Element ..... DL0021T01NOV CDGATL HK1  
Supplementary Element ..... SSR DOCO DL HK1 CDGATL0021T01NOV//V/9891404/PARIS/20SEP10  
Supplementary Element ..... SSR DOCO DL ///US-1ANTHONY/EDITHMRS  
(Continuation Line)  
Supplementary Element ..... SSR TKNE DL HK1 CDGATL0021T01NOV-  
1ANTHONY/EDITHMRS.2055231982461C1



AIRIMP and SIPP

#### **2.11.6.1 Automated Format**

.....

(k) Name(s) (if applicable) — enter ..... For infants not occupying a seat, the name association for the SSR Element should be that of the adult on whose lap the infant will be seated. ....

.....

#### **3.21.1.1 Rules of Usage**

....

(xi) For infants not occupying a seat, the name association for the SSR Element should be that of the adult on whose lap the infant will be seated.

AIRIMP and SIPP

*Change the reference in the following places:*

- 2.10.6.1(j) ....Refer to name element paragraph 2.11.6.1(~~f~~) (k)
- 2.10.6.2(j) ....Refer to name element paragraph 2.11.6.1(~~f~~) (k)
- 2.11.6.6(k) ....Refer to name element paragraph 2.11.6.1(~~f~~) (k)
- 2.11.7.1(d) .....of names in SSR elements as described in 2.11.6.1(~~f~~) (k)
- 3.5.1.13 .....separate names associated SSR items (see 2.11.6.1(~~f~~) (k))
- 3.6.2.16 .....Unequal number of names/services (see 2.11.6.1(~~f~~) (k)) ....

## AIRIMP and SIPP

### 2.11.6 Construction of SSR

....

#### 2.11.6.1 Automated Format

....

(e) Number ~~in party~~ of services (one, two or three digits without leading ~~zeros~~): zeros

....

(l) If applicable....

(e)	Number <del>in Party</del> <u>of services</u> (without leading zeros)	1-3n	1
-----	---	------	---

#### 2.11.6.2 Non-Automated Format

....

(e) Number ~~in party~~ of services (~~a~~-one, two or three digits without leading ~~zeros~~): zeros

....

Notes:

....

2. Where specified....

(e)	Number <del>in Party</del> <u>of services</u> (without leading zeros)	1-3n	1
-----	---	------	---

AIRIMP and SIPP

~~**3.5.1.13** Unequal number of names/services~~

~~JONES/B and BAKER/C require separate names associated SSR items (see 2.11.6.1(f) "Construction and Sequence of Components: for rule).~~

**3.5.1.13** Multiple number of services for a passenger

When a passenger requires a multiple number of the same service, the SSR contains the number of services; JONES/B and BAKER/C require multiple XBAG and AVIH services, respectively. They require separate name-associated SSR items (see 2.11.6.1(k) for the rule.)

.....

~~**3.6.2.16** Unequal number of names/services (see 2.11.6.1(f) "Construction and Sequence of Components").~~

**3.6.2.16** Multiple number of services for a passenger

When a passenger requires a multiple number of the same service, the SSR contains the number of services; JONES/B and BAKER/C require multiple XBAG and AVIH services, respectively. They require separate name-associated SSR items (see 2.11.6.1(k) for the rule.)

AIRIMP and SIPP

#### **2.11.6.8 Standard and Bilateral SSR Definitions**

Standard SSR codes must be able to be processed by any receiving member. This does not imply that the receiving member supports or accepts the service requested. When required, the appropriate advice code should be returned to the message sender.

Bilateral SSR codes are those that are agreed to be exchanged only between two members, or a CRS and one or more members.

## **AIRIMP and SIPP**

### **2.11.6.4 Replies**

#### **2.11.6.4.1 Automated format**

When replying to an automated format SSR Element, respond with appropriate Advice Code and repeat back the same components as received in the request message 2.11.6.1(a) through 2.11.6.1(k), as applicable. Component 2.11.6.1(l) (free text) may be returned or modified/added at the discretion of the sender. For “NSSA”, “NSSB”, “NSSW”, “SMSA”, “SMSB”, “SMSW”, with an Advice Code of “KK”, the component 2.11.6.1(l) is optional. When 2.11.6.1(l) is used, it must contain a seat number and when bilaterally agreed up to 5 zone and location codes can be added after the seat number.

[...]

#### **2.11.6.3 Examples of SSR Request Items (refer to 2.11.6.4 for appropriate reply)**

##### **(a) Automated Format Examples**

[...]

Example 23a — (bilateral) A request for contiguous seats 30E and 30F requested

1RAULOT/MARION 1PEYRE/FREDERIC  
IB101Y20MAR SVQMAD HK2  
SSR RQST IB NN2 SVQMAD0101Y20MAR.30E30F

Example 23b — (bilateral) A request for non contiguous seats 50B and 100A with the SSR SEAT in the non smoking zone.

1RAULOT/MARION 1PEYRE/FREDERIC  
UA0001Y25FEB ORDHNL HK2  
SSR SEAT UA NN2 ORDHNL 0001Y25FEB.50BN100AN

Example 23c — (bilateral) A generic seat request for a non-smoking window seat

1RAULOT/MARION 1PEYRE/FREDERIC  
UA0001Y25FEB ORDHNL HK2  
SSR NSST UA NN2 ORDHNL 0001Y25FEB.W

[...]

#### **2.11.6.4.3 Examples of SSR Replies (refer to 2.11.6.1 and 2.11.6.2 for appropriate request)**

##### **(i) Automated Format**

[...]

*Example 23a — (bilateral) Confirmation of contiguous seats in the non smoking zone where 30E is a window, exit row and leg space seat and 30F is an aisle, leg space seat*

1RAULOT/MARION 1PEYRE/FREDERIC  
IB101Y20MAR SVQMAD HK2  
SSR RQST IB KK2 SVQMAD0101Y20MAR.30ENWEL30FNAL

*Example 23b — (bilateral) Confirmation of non contiguous seats in the non smoking section where 50B is a non smoking seat, bulkhead, leg space and exit row and 100A is a non smoking seat, aisle and bulkhead seat.*

1RAULOT/MARION 1PEYRE/FREDERIC  
UA0001Y25FEB ORDHNL HK2  
SSR SEAT UA KK2ORDHNL0001Y25FEB.50BNBLE100ANAB/RS

*Example 23c — (bilateral) Confirmation of non contiguous seats in the non smoking section where 50A is a non smoking seat, window, leg space and exit row and 50B is a non smoking seat, aisle and exit row seat.*

1RAULOT/MARION 1PEYRE/FREDERIC  
UA0001Y25FEB ORDHNL HK2  
SSR NSST UA KK2ORDHNL0001Y25FEB.50ANWLE50BNAE  
[...]

### **3.19 PRE-RESERVED SEAT SELECTION AND BOARDING PASS NOTIFICATION**

[...]

#### **3.19.4 Construction and Sequence of Components**

(ii) when more than one seat number is included in the entry, the seat numbers will be included with no separation,

(iii) when confirming a pre-reserved seat request, following the seat request, seat number may be followed by location codes (bilaterally agreed)

~~(iii)~~ (iv) when unable to confirm a pre-reserved seat request, following the seating request, include the reason preceded by an oblique (may not be used in conjunction with a Transaction Identifier)

[...]

#### **3.19.8 Reply Messages**

[...]

**3.19.8.4** When seats are confirmed, the Zone Code must follow each seat number and when bilaterally agreed can be followed by location code

[...]

##### **3.19.8.6 Examples of Reply Items**

[...]

Example 8 — *(By bilateral agreement)* A confirmation for pre-reserved rear-facing seats on BA flight 4505, J class, on July 6, for all three Members of a PNR party, in the non-smoking section (Boarding pass inhibited):

SSR SEAT BA KK3 LGWNAS4505J06JUL.07CN07DN07EN/RS

Example 9 — *(By bilateral agreement)* A confirmation for pre-reserved seats on UA flight 0001, Y class, on FEB 25 in the non-smoking section for a bulkhead, leg space and exit row seat (boarding pass inhibited):

SSR SEAT UA KK1ORDHNL0001Y25FEB.50BNBLE/RS



AIRIMP and SIPP

**3.21.1.4 Examples of Request and Reply Messages for Pre-Reserved seats in SSR SEAT elements in conjunction with SSR ASVC elements**

.....

Example 7 (a) – Message from the booking source to the member advising a seat has been confirmed through an interactive conversation.

MUCRM1A  
.SWIRM1G  
BPR  
SWI1G XDWGS2/H34Z/99999992/LON/1G/T/GB  
1DRAKE/STEVEMR  
BA0285K10JUN LHR SFO HK1  
BA0284J20JUN SFOLHR HK1  
SSRSEATBALK1 LHR SFO 0285K10JUN.29A/RS  
SSRSEATBALK1 SFOLHR 0284J20JUN.28C/RS

Example 7 (b) – Message from the member to the booking source. The SSR SEAT is not included as the seat is already confirmed. SSR ASVC is sent with KD as EMD-A is required.

SWIRM1G  
.MUCRM1A  
SWI1G XDWGS2  
1DRAKE/STEVEMR  
BA0285K10JUN LHR SFO HK1  
BA0284J20JUN SFOLHR HK1  
SSRASVCBAKD1 LHR SFO 0285K10JUN.A/0B5/SEAT/CHARGEABLE SEAT  
SSRASVCBAKD1 SFOLHR 0284J20JUN.A/0B5/SEAT/CHARGEABLE SEAT

## AIRIMP and SIPP

### 2.11.6.6 Unsolicited Reply Messages

A member may send a Reply Message to the booking source, without a previous received request message from the booking source. This way the member can synchronize the data directly entered into the members PNR with the booking source. This also applies to SSR Codes where replies are not permitted according to the SSR Matrix.

Example 1 – Passengers contacts UA directly advising UA of the mandatory Secure Flight Data. The Ticket will be issued by a Travel Agent. An unsolicited Reply Message is sent by UA informing the booking source about this data in order for them to be able to issue the ticket.

HDQRM1S  
.HDQRMUA  
HDQ1S HDI84J  
VONWUPPERTAL/HEINO MR  
UA0944Y10JUN ORDFRA HK1  
UA0945Y20JUN FRAORD HK1  
SSRDOCSUAKK1/////10SEP53/M//VONWUPPERTAL/HEINO

Example 2 – Passengers contacts UA directly to book a seat and to request a vegetarian meal. An Unsolicited Reply message is sent by UA to booking source.

HDQRM1S  
.HDQRMUA  
HDQ1S HDI84J  
VONWUPPERTAL/HEINO MR  
UA0944Y10JUN ORDFRA HK1  
UA0945Y20JUN FRAORD HK1  
SSRNSSTUAKK1 ORDFRA0944Y10JUN.10A  
SSRNSSTUAKK1 FRAORD0945Y20JUN.12F  
SSRVGMLUAKK1 ORDFRA0944Y10JUN  
SSRVGMLUAKK1 FRAORD0955Y20JUN

2.11.6.67 Additional Services: Segment-Associated  
2.11.6.78 SSR Matrix

AIRIMP and SIPP

### 3.13.1.4 Examples

#### (a) Non-Automated Format (1)

Mr. John Stevenson is travelling with an United States Permanent Resident Card number ~~DA~~A23145890 issued to a citizen from Singapore.

**Note:**

*This example has been split into two lines as the first line exceeds the maximum limit of 69 characters. Refer to section 2.11.5 — General Construction Rules.*

SSR DOCS AA HK1/~~IC~~/USA/~~DA~~A23145890/USA~~SGP~~/12JUL64/M/12JUL04/STEVENSON/  
SSR DOCS AA ///JOHN/RICHARD-1STEVENSON/JOHNMR

#### Automated Format (2)

Mr. John Stevenson is travelling with an United States permanent resident card number ~~DA~~A23145890 and a Singaporean Passport number S78654091.

**Note:**

*These example have been split into two lines as the first line exceeds the maximum limit of 69 characters. Refer to section 2.11.5 — General Construction Rules.*

SSR DOCS BA HK1MADLHR0455Y28JUN/P/~~SINSGP~~/S78654091/~~SINSGP~~/12JUL64/M/23OCT05/  
SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR  
SSR DOCS BA HK1LHRLAX0269Y01JUL/~~IC~~/US/~~DA~~A23145890/~~USSG~~/12JUL64/M/12JUL04/  
SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR  
SSR DOCS BA HK1LAXAKL7302Y03JUL/P/~~SINSGP~~/S78654091/~~SINSGP~~/12JUL64/M/23OCT05/  
SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR





## MEMORANDUM

PSC/RESO/151 bis

To: All Members, Passenger Services Conference - Accredited Representatives

Copy: IATA Strategic Partners

From: Head, Interline and Intermodal

Date: 4 July 2013

Subject: **“PASSENGER WEEK 2011”**  
**BOOK OF FINALLY ADOPTED RESOLUTIONS & RPs**  
**31<sup>st</sup> Joint ATA/IATA Passenger Services Conference (JPSC)**  
**33<sup>rd</sup> IATA Passenger Services Conference (PSC)**  
**Singapore, 12-13 October 2011**

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Attached are the resolutions & recommended practices (RPs) which were adopted at the above-mentioned Conference (except for RP 1708a). The Minutes of the Conference are issued separately under Memorandum PSC/MINS/038 dated 23 February 2012.

The resolutions and RPs were originally circulated under cover of memorandum PSC/RESO/151 dated 23 February 2012. Subsequently they were filed with Governments, where required, except for the United States Department of Transportation (DoT). The intended effective date was 1 June 2012.

The delay in filing these resolutions and RPs with the DoT was in recognition of new procedures to create a “self-assessment” environment for PSC agreements. These new procedures were finally revealed at the PSC meeting in October 2012 (refer to agenda item P5 in the Minutes circulated under Memorandum PSC/MINS/042 dated 28 January 2013).

The DoT Order 2012-4-18 provides for a three-tiered system for filing and implementation of PSC agreements. This memorandum will be filed with the DoT using procedures for “Tier 1”. The changes for RP 1708a will be filed separately using the procedures for “Tier 2”.

Mike Muller

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## OUTLINE OF CONTENTS

### RESOLUTIONS & RECOMMENDED PRACTICES ADOPTED AT:

33<sup>rd</sup> PASSENGER SERVICES CONFERENCE (PSC)  
INTENDED EFFECTIVE DATE: **1 JUNE 2012**

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PSC(33)003	STANDARD RECISSION RESOLUTION
PSC(33)720a <b>[OST-2012-0058]</b>	PASSENGER TICKET AND BAGGAGE CHECK- ISSUANCE AND HONORING PROCEDURES <i>(amending)</i>
PSC(33)722 <b>[OST-2012-0058]</b>	TRANSITIONAL AUTOMATED TICKET (TAT) <i>(amending)</i>
PSC(33)722f <b>[OST-2012-0058]</b>	ELECTRONIC TICKET – AIRLINE <i>(amending)</i>
PSC(33)722g <b>[OST-2012-0058]</b>	ELECTRONIC TICKET – NEUTRAL <i>(amending)</i>
PSC(33)722h <b>[OST-2012-0058]</b>	ELECTRONIC TICKET – GROUND HANDLING <i>(amending)</i>
PSC(33)725a <b>[OST-2012-0058]</b>	MISCELLANEOUS CHARGES ORDER (MCO) – ISSUANCE AND HONOURING PROCEDURES BY MEMBERS <i>(amending)</i>
PSC(33)725b <b>[OST-2012-0058]</b>	MISCELLANEOUS CHARGES ORDER (MCO) – ISSUANCE AND HONOURING PROCEDURES (AGENTS) <i>(amending)</i>
PSC(33)725d	AUTOMATED MISCELLANEOUS CHARGES ORDER (MCO) NEUTRAL (COUPON-BY-COUPON) <i>(amending)</i>
PSC(33)725f <b>[OST-2012-0058]</b>	ELECTRONIC MISCELLANEOUS DOCUMENT – AIRLINE <i>(amending)</i>

PSC(33)725g <b>[OST-2012-0058]</b>	ELECTRONIC MISCELLANEOUS DOCUMENT – NEUTRAL (amending)
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PSC(33)762	AIRLINE DESIGNATORS (amending)
PSC(33)763	LOCATION IDENTIFIERS (amending)
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PSC(33)780e <b>[OST-2012-0058]</b>	IATA INTERLINE TRAFFIC PARTICIPATION AGREEMENT – PASSENGER (amending)
PSC(33)792	BAR CODED BOARDING PASS (BCBP) – <del>VERSION 4</del> <u>VERSION 5</u> (amending)
PSC(33)1701a	PASSENGER DATA HARMONIZATION (new)
PSC(33)1701d	SELF SERVICE <u>AUTOMATED</u> DOCUMENT CHECK (amending)
PSC(33)1701h	SECURITY CHECKPOINT ACCESS AND EGRESS (new)
PSC(33)1701i	INTERNATIONAL TRAVELER SCHEME (new)
PSC(33)1701j <b>[OST-2012-0058]</b>	AUTOMATED AND SELF-SERVICE FLIGHT REBOOKING FOR IRREGULAR OPERATIONS (new)
PSC(33)1701k	SELF BOARDING (amending)



PSC(33)1706	FUNCTIONAL SPECIFICATION FOR STANDARD DEPARTURE CONTROL SYSTEM (amending)
PSC(33)1706c	COMON USE SELF SERVICE (CUSS) (amending)
PSC(33)1707a <b>[OST-01-9575]</b>	DATA FIELD DIRECTORY FOR DCS PASSENGER MESSAGES (amending)
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PSC(33)1720a	STANDARD THIRTEEN-DIGIT NUMBERING SYSTEM FOR TRAFFIC DOCUMENTS (amending)
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PSC(33)1739	PASSENGER/ BAGGAGE RECONCILIATION PROCEDURES (amending)
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PSC(33)1790 <b>[OST-2012-0058]</b>	ADDITIONAL SERVICES (amending)
PSC(33)1797 <b>[OST-2012-0058]</b>	COMMON USE PASSENGER PROCESSING SYSTEMS (CUPPS) (amending)



## SUMMARY OF CHANGES

RESOLUTIONS/RECOMMENDED PRACTICES FINALLY ADOPTED AT:  
33<sup>rd</sup> PASSENGER SERVICES CONFERENCE (PSC)

INTENDED EFFECTIVE DATE:  
**1<sup>ST</sup> JUNE 2012**

<b>Resolution/ Recommended Practice</b>	<b>Summary of Resolution/RP</b>	<b>Summary of Amendment</b>
<b>RESOLUTION 003</b> STANDARD RECISSION RESOLUTION	Resolution rescinds a previously adopted Resolution.	RP 1737 – Automated Interline Revenue Data Exchange System (AIRDES) rescinded in view that this service no longer exists
<b>RESOLUTION 720a</b> PASSENGER TICKET AND BAGGAGE CHECK – ISSUANCE AND HONOURING PROCEDURES	Provides governing rules on how to issue a ticket, and applicable conditions for the honoring and re-issuance of tickets.	Clarifies that the combined tax code 'XT' must not be used for the transmission of tax, fee, charge data in electronic tickets.
<b>RESOLUTION 722</b> TRANSITIONAL AUTOMATED TICKET (TAT)	Provides governing rules on how to produce an "automated" ticket issued by airlines. It also provides the technical specifications and applicable conditions for the honoring of such tickets.	<p>Ticketing of surcharges is revised to reflect new ways of filing single and multiple segment surcharges. Examples are added on how to ticket multiple surcharges.</p> <p>Clarifies that the combined tax code 'XT' must not be used for the transmission of tax, fee, charge data in electronic tickets.</p>
<b>RESOLUTION 722f</b> ELECTRONIC TICKET – AIRLINE	Provides governing rules and technical specifications on how to produce an Electronic Ticket (ET) issued by airlines. This allows ticketing to be performed without the issuance of paper tickets. Also included are the applicable conditions for the issuance and honoring of such tickets.	<p>Various definitions for EMD, coupon status codes and messages are revised.</p> <p>Clarifies that the combined tax code 'XT' must not be present in the fare calculation of the ticket.</p> <p>Procedures are added to clarify what should happen to an electronic ticket when an associated EMD is present.</p> <p>Various data elements are added and amended.</p> <p>Various amendments to the data elements matrix.</p>

<b>Resolution/ Recommended Practice</b>	<b>Summary of Resolution/RP</b>	<b>Summary of Amendment</b>
<b>RESOLUTION 722g</b> ELECTRONIC TICKET – NEUTRAL	Provides governing rules and technical specifications on how to produce an Electronic Ticket (ET) issued by travel agents. This allows ticketing to be performed without the issuance of paper tickets. Also included are the applicable conditions for the issuance and honoring of such tickets.	Definitions for EMD and coupon status codes are revised.  Clarifies that the combined tax code 'XT' must not be present in the fare calculation of the ticket.  Various data elements are added and amended.  Various amendments to the data elements matrix.
<b>RESOLUTION 722h</b> ELECTRONIC TICKET – GROUND HANDLING	Provides governing rules and technical specifications to be followed for the third party ground-handling of electronic tickets (ETs). This allows airlines to have their electronic tickets handled by third party ground handlers.	Various definitions are revised.  Clarifies that the combined tax code 'XT' must not be present in the fare calculation of the ticket.  Various data elements are added and amended.  Various amendments to the data elements matrix.
<b>RESOLUTION 725a</b> MISCELLANEOUS CHARGES ORDER (MCO) – ISSUANCE AND HONOURING PROCEDURES BY MEMBERS	Provides governing rules on how to issue and honor a Miscellaneous Charges Order (MCO) issued by airlines.	Procedures for completing a fee calculation on an EMD are added.
<b>RESOLUTION 725b</b> MISCELLANEOUS CHARGES ORDER (MCO) – ISSUANCE AND HONOURING PROCEDURES (AGENTS)	Provides governing rules on how to issue and honor a Miscellaneous Charges Order (MCO) issued by agents.	Procedures for completing a fee calculation on an EMD are added.
<b>RESOLUTION 725d</b> AUTOMATED MISCELLANEOUS CHARGES ORDER (MCO) – NEUTRAL (COUPON-BY- COUPON)	Provides technical specifications and print line specifications for the issuance of Miscellaneous Charges Order 'automated' issued by agents	The provision that this resolution shall expire 31 December 2013 is added.

<b>Resolution/ Recommended Practice</b>	<b>Summary of Resolution/RP</b>	<b>Summary of Amendment</b>
<b>RESOLUTION 725f</b> ELECTRONIC MISCELLANEOUS DOCUMENT – AIRLINE	<p>Provides governing rules for the issuance and use of Electronic Miscellaneous Documents (EMD) by airlines.</p> <p>The EMD is an electronic method to document the sale and usage of charges associated to various usage, e.g. excess baggage charges.</p>	<p>Various definitions for EMD, coupon status codes and messages are revised.</p> <p>Clarifies that the combined tax code 'XT' must not be present in the fare calculation of the ticket.</p> <p>Procedures are added to clarify what should happen to an EMD-A when control is requested from a carrier who is not the operating carrier.</p> <p>A new Unsolicited Billing message is added to support codeshare.</p> <p>Various data elements are added and amended.</p> <p>Various amendments to the data elements matrix.</p>
<b>RESOLUTION 725g</b> ELECTRONIC MISCELLANEOUS DOCUMENT – NEUTRAL	<p>Provides governing rules for the issuance and use of Electronic Miscellaneous Documents (EMD) by agents.</p>	<p>Various definitions for EMD, coupon status codes and messages are revised.</p> <p>Various data elements are added and amended.</p> <p>Various amendments to the data elements matrix.</p>
<b>RESOLUTION 725h</b> ELECTRONIC MISCELLANEOUS DOCUMENT – GROUND HANDLING	<p>Provides governing rules and technical specifications to be followed for the third party ground-handling of electronic miscellaneous documents (EMDs). This allows airlines to have their EMDs handled by third party ground handlers.</p>	<p>Various definitions for coupon status codes and messages are revised.</p> <p>Various data elements are added and amended.</p> <p>Various amendments to the data elements matrix.</p>
<b>RESOLUTION 726e</b> MULTIPLE PURPOSE DOCUMENT (MPD) – NEUTRAL, CARBONISED, MANUAL	<p>Provides governing rules on how to issue a Multiple Purpose Document (MPD) by agents.</p>	<p>The provision that this resolution shall expire 31 December 2013 is added.</p>

<b>Resolution/ Recommended Practice</b>	<b>Summary of Resolution/RP</b>	<b>Summary of Amendment</b>
<b>RESOLUTION 728</b> CODE DESIGNATORS FOR PASSENGER TICKET AND BAGGAGE CHECK	Provides various coding structures in order to identify the type of fare and other conditions of travel for tickets and other documents.	The reporting form for taxes, fees and charges is deleted since this will be supplied directly by the IATA Ticket Tax Box Service.  Payment card listings are revised and the Bank Identification Number (BIN) numbering system is deleted.
<b>RESOLUTION 762</b> AIRLINES DESIGNATORS	Provides the governing rules for the assignment and use of airline designators for the entire airline and travel and tourism industry.	Various editorial amendments to reflect more accurately the current code assignment procedures. Also a change to criteria for ULD owners in recognition of the disbandment of the Interline ULD Control User Group (IULDUG).
<b>RESOLUTION 763</b> LOCATION IDENTIFIERS	Provides rules for the assignment of unique three-letter codes to identify specific locations and metropolitan areas	Various editorial amendments to reflect more accurately the current code assignment procedures.
<b>RESOLUTION 767</b> ASSIGNMENT CRITERIA FOR AIRLINE ACCONTRING CODES AND AIRLINE PREFIXES	Provides governing rules for the assignment and use of airline accounting codes and airline prefixes.	Various editorial amendments to reflect more accurately the current code assignment procedures.
<b>RESOLUTION 780e</b> IATA INTERLINE TRAFFIC PARTICIPATION AGREEMENT – PASSENGER	Provides the standard text for multi-lateral interline traffic agreements where only one airline is able to issue tickets.	New provision to allow an airline to provide advance notice to its interline partners that it will no longer accept paper tickets.
<b>RESOLUTION 792</b> BAR CODED BOARDING PASS (BCBP) – <del>VERSION 4</del> <u>VERSION 5</u>	Provides the governing rules and technical specifications for the issuance of a Bar-Coded Boarding Pass (BCBP).	Added a new element in the 2D bar code to manage passenger eligibility for “fast track” lanes at airports.
<b>RP 1701a</b> PASSENGER DATA HARMONIZATION	One of the “passenger experience standards” that provides guidelines for the exchange of passenger data to enhance border security	Establishment of a global framework for aircraft operators to provide passenger data to States.
<b>RP 1701d</b> SELF SERVICE <u>AUTOMATED</u> DOCUMENT CHECK	One of the “passenger experience standards” that provides guidelines for self service document check capability	Updating of guidelines for self service document checking by passengers.

<b>Resolution/ Recommended Practice</b>	<b>Summary of Resolution/RP</b>	<b>Summary of Amendment</b>
<b>RP 1701h</b> SECURITY CHECKPOINT ACCESS AND EGRESS	One of the “passenger experience standards” that provides best practice suggestions for airports regarding procedures at security checkpoints	Establishment of guidelines for the consideration of airports for security access and egress (act of exiting).
<b>RP 1701i</b> INTERNATIONAL TRAVELER SCHEME	One of the “passenger experience standards” that encourages Governments to harmonize their registered traveler schemes	Establishment of guidelines to promote the adoption of commonalities between national registered traveler schemes.
<b>RP 1701j</b> AUTOMATED AND SELF-SERVICE FLIGHT REBOOKING FOR IRREGULAR OPERATIONS	One of the “passenger experience standards” that provides guidelines for self service re-booking in cases of irregular operations	Establishment of guidelines for airlines to use on their own self-service machines or in a common use environment to facilitate self-service re-booking at airports.
<b>RP 1701k</b> SELF BOARDING	One of the “passenger experience standards” that provides guidelines for self boarding	Updating of guidelines for self-service boarding by passengers.
<b>RP 1706</b> FUNCTIONAL SPECIFICATION FOR STANDARD DEPARTURE CONTROL SYSTEM	Defines user requirements to assist airlines, manufacturers, airport authorities or vendors who provide standard Departure Control Systems (DCS)	Editorial update
<b>RP 1706c</b> COMON USE SELF SERVICE (CUSS)	Provides a recommended practice outlining specification and standard for members who plan to operate shared self service devices in a common environment.	Various editorial updates to clarify procedures including truncation of credit card numbers when used as a form of identification to comply with PCI-DSS requirements
<b>RP 1707a</b> DATA FIELD DIRECTORY FOR DCS PASSENGER MESSAGES	Provides definitions and formats for the automatic creation, transmission, receipt and interpretation of this group of messages.	Update to allow DCSs to correctly calculate the timeframe between flights to facilitate vetting by US authorities
<b>RP 1707b</b> DATA ELEMENT DIRECTORY FOR DCS PASSENGER MESSAGES	Provides specifications and rules governing the use of DCS Passenger Messages. These messages are used to provide various pieces of information that support the “seamless” interline transportation of passengers.	Update to allow DCSs to correctly calculate the timeframe between flights to facilitate vetting by US authorities.  Addition of element to allow unique identifier for passengers.  Various editorial updates to clarify procedures

<b>Resolution/ Recommended Practice</b>	<b>Summary of Resolution/RP</b>	<b>Summary of Amendment</b>
<b>RP 1708</b> PASSENGER NAME LIST (PNL) AND ADDITIONS AND DELETIONS LIST (ADL)	Provides the definitions, formats and procedures for the creation, transmission and interpretation of Passenger Name Lists Messages and Additions/Deletion Lists Messages associated with the passenger data produced by an airline reservations system.	Update to allow DCSs to correctly calculate the timeframe between flights to facilitate vetting by US authorities  Addition of element to allow unique identifier for passengers  Various editorial updates to clarify procedures
<b>RP 1715</b> PASSENGER SERVICE MESSAGE (PSM)	Provides guidance on how to inform downline stations of disembarking and transiting passengers who require assistance or special handling	Update to allow DCSs to correctly calculate the timeframe between flights to facilitate vetting by US authorities
<b>RP 1719</b> PASSENGER FINAL SALES MESSAGE (PFS)	The PFS message gives information to reservations systems about the final counts loaded on an aircraft at the departure station. List contains a numeric summary of passenger counts and may contain passenger names	Addition of element to allow unique identifier for passengers
<b>RP 1719b</b> PASSENGER RECONCILE LIST (PRL)	The PRL is a list containing all passenger check-in details for actual boarded passengers of a flight departure.	Update to allow DCSs to correctly calculate the timeframe between flights to facilitate vetting by US authorities.  Addition of element to allow unique identifier for passengers
<b>RP 1720a</b> STANDARD THIRTEEN-DIGIT NUMBERING SYSTEM FOR TRAFFIC DOCUMENTS	Provides guidelines regarding the numbering systems for airline and travel agent traffic documents	Updates to provide IATA with several new form codes to satisfy the rapid increase in use of electronic tickets and electronic miscellaneous documents.



<b>Resolution/ Recommended Practice</b>	<b>Summary of Resolution/RP</b>	<b>Summary of Amendment</b>
<b>RP 1728</b> RESERVATIONS AND TICKET CODING DIRECTORY	Guidelines to encourage airlines to publish via the industry “Single Source RBD Service” the reservations booking designator and the class of service code they want to be used in their services in conjunction with a given fare basis code	Updated to reflect that ATPCO is the source of the ‘Single Source RBD Service’.
<b>RP 1739</b> PASSENGER/ BAGGAGE RECONCILIATION PROCEDURES	Guidelines to ensure that baggage is transported with the passenger on board	Editorial update
<b>RP 1740c</b> RADIO FREQUENCY IDENTIFICATION (RFID) SPECIFICATIONS FOR INTERLINE BAGGAGE	Provides specifications for the development of radio frequency identification (RFID) technology to more efficiently handle (e.g. sortation, reconciliation, etc.) baggage, utilizing the license plate concept defined in Resolution 740.	Editorial update
<b>RP 1745</b> BAGGAGE INFORMATION MESSAGES	Provides the definitions, formats and specifications for all of the messages used in the baggage handling process.	Various editorial updates to clarify procedures
<b>RP 1790</b> ADDITIONAL SERVICES	Guidelines to facilitate the reservations, sales and delivery of airline additional services	Definitions for the EMD are revised.  References to ‘Sundry Charges’ are deleted.
<b>RP 1797</b> COMMON USE PASSENGER PROCESSING SYSTEMS (CUPPS)	Provides guidelines for CUPPS systems that enable airlines to share check-in desks or gate podiums for boarding processes	Various editorial updates to clarify procedures including truncation of credit card numbers when used as a form of identification to comply with PCI-DSS requirements



**RESOLUTION 003  
STANDARD RECISSION RESOLUTION**

PSC(33)003

Expiry: 2 June 2012  
Type: B

M9

Resolved that, effective 1 June 2012, the following RP is rescinded:

RP 1737 - Automated Interline Revenue Data Exchange System (AIRDES)

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012



**RESOLUTION 720a**  
**PASSENGER TICKET AND BAGGAGE CHECK — ISSUANCE AND**  
**HONOURING PROCEDURES**  
*(amending)*

PSC(~~32-33~~)720a

Expiry: Indefinite  
Type: B

T2.12/P

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**15. TAX/FEE/CHARGE BOX<sup>1</sup>**

15.2.5 If there are not enough tax/fee/charge boxes on the ticket to accommodate all tax, fee and charge entries, combine as many amounts as necessary into one amount. Enter the amount in one tax/fee/charge box preceded or followed by the code “XT”. Detail the combined taxes, fees and charges in the fare calculation area after the fare calculation entries or, optionally, in the “Endorsement/Restrictions” box. ~~Effective no later than 1 February 2009 the tax code “XT” shall not be used for transmission of tax/fee/charge data in electronic tickets. This change shall not apply to electronic tickets issued prior to the date of system implementation.~~

**Filing Period:**

1 March -  
13 April 2012

**Effective Date:**

1 June 2012



**RESOLUTION 722**  
**TRANSITIONAL AUTOMATED TICKET (TAT)**  
*(amending)*

PSC(~~32-33~~)722

Expiry: Indefinite

Type: B

T2.31/P

**3.16.7 Surcharge (*other than stopover and/or transfer charge*)**

**3.16.7.1 Single Segment**

When a surcharge (other than stopover and/or transfer charge) is applicable to a specific segment, imprint 'Q' followed by the amount immediately after the segment to which it applies. The same process shall be followed for documenting a surcharge on an unticketed point contained within the specific segment.

Example:

NYC\_LH\_FRA\_Q15.00AZ\_ROM

The above example also applies when LON is a surcharged unticketed point between NYC and FRA.

T2.30/P

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**3.16.7.2 Multiple Segments**

When a surcharge (other than a stopover and/or transfer charge) is applicable to several consecutive or non-consecutive segments, imprint 'Q' followed by the first and last cities of the segments to which the surcharge applies, in the direction of travel, and the amount. When the surcharge crosses multiple fare components, this entry shall be made at the end of the itinerary preceding the total amount in NUCs. When the surcharge is contained within a single fare component, this entry shall be made at the end of the fare component to which the surcharge applies, preceding the fare component amount in NUCs.

Example:

WAS\_AF\_PAR\_AF\_LON\_BA\_BAH M780.00Q\_WASBAH156.00NUC936.00

Example (within one fare component):

WAS AF PAR AF LON BA BAH Q WASBAH156.00M780.00NUC936.00

The above example may have been priced as:

WAS to BAH = 156.00

Or WAS to PAR equipment and LON to BAH equipment = 156.00

Example (crossing fare components):

WAS TG BKK M1000.00 TG WAS M1000.00Q WASWAS156.00NUC2156.00

**Note:** *Sleeper/berth surcharge may optionally be collected on an MCO.*

### **3.16.7.3 Multiple Surcharges**

**3.16.7.3.1** Where more than one surcharge applies to a single segment, they shall be shown separately directly after the segment to which they apply.

Example:

LON BB BKK Q75.00Q25.00CC TYO Q75.00M1000.00NUC1150.00

**3.16.7.3.2** Where more than one surcharge applies on consecutive sectors imprint each separate 'Q' followed by the first and last ticketed cities, in the direction of travel, of each sector to which the surcharges apply followed by the amount. When the surcharge crosses multiple fare components, this entry shall be made at the end of the itinerary preceding the total amount in NUCs. When the surcharge is contained within a single fare component, this entry shall be made at the end of the fare component to which the surcharge applies, preceding the fare component amount in NUCs.

Example (within one fare component):

LON BB FRA BB BKK M1000.00CCFRA CC LON Q BKKLON100.00Q  
BKKLON75.00M1000.00 NUC2175.00END

Example (crossing fare components):

LON BB FRA BB BKK M1000.00CCFRA CC LON M1000.00Q  
LONLON100.00Q LONLON75.00NUC2175.00END



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**3.19 TAX/FEE/CHARGE<sup>1</sup>**

**3.19.1.5** If there are not enough "Tax/fee/charge" boxes on the ticket to accommodate all tax, fee and charge entries, combine as many amounts as necessary into one amount. Imprint the amount in one "Tax/Fee/Charge" box preceded or followed by the code "XT". Detail the combined taxes, fees and charges in the fare calculation area after the fare calculation entries or, optionally, in the "Endorsements/Restrictions" box. ~~Effective no later than 1 February 2009 the tax code "XT" shall not be used for transmission of tax/fee/charge data in electronic tickets. This change shall not apply to electronic tickets issued prior to the date of system implementation.~~

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**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012



**RESOLUTION 722f**  
**ELECTRONIC TICKET — AIRLINE**  
*(amending)*

PSC(32-33)722f

Expiry: Indefinite  
Type: B

T2.10/P

**Section 3 – Definitions**

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**3.5 ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)** - An electronic record issued by a Member or its authorized agent, in accordance with applicable tariffs, for residual value or for the collection of miscellaneous charges. An EMD must be either an EMD-A or an EMD-S.

T2.3/P

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**Section 5 – Technical Specifications**

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**5.4 COUPON STATUS INDICATORS**

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**5.4.2 C Checked-In** – Indicates the passenger is entitled to board. ~~has made his/her presence known to the Marketing or Operating Carrier personally or via electronic means (e.g. a self-service device). It may indicate that the customer has checked baggage and/or secured a boarding pass. The carrier holding airport control shall forward coupon status updates or return control to the Validating Carrier within 72 hours following the scheduled departure date/time for flight coupons with a current or future travel date, or within 72 hours following the date/time control is obtained for flight coupons with a past travel date.~~

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T2.13/P

**5.4.8 N Coupon Notification** — Indicates coupon data for a coupon(s) not showing a final status of E, F, G, P, J, R, ~~or~~ X, or Z and for which control of the coupon is not provided.

T2.16/P

## Section 5 – Technical Specifications

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### 5.5 MESSAGES

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5.5.3.5 Unsolicited Airport Control – A message generated by the Validating Carrier to the Marketing/Operating Carrier providing airport control of an ET flight coupon(s). This message may also be sent by the Operating Carrier, ~~by including the Billing Carrier Indicator,~~ to advise the Billing Marketing Carrier of the Flown Ticket/Coupon(s) information. Response acknowledges receipt and may provides “Response Comments” regarding the ET flight coupon(s), or denies the request.

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T2.8/P

**5.5.3.9 System Update** — A request from a carrier to associate or disassociate an EMD-A coupon(s) to or from an ET coupon. Response either acknowledges or denies the request.

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T2.12/P

**6.1.2 Tax and Special Fees/Charges** codes shall be used as published in the IATA Airline Coding Directory, section titled “ISO Codes and IATA Currency Codes and Ticket Codes for Taxes, Fees and Charges”. The tax/fee/charge code “XT” shall not be used for transmission of tax/fee/charge data in electronic tickets and shall not be present in the fare calculation of the ticket.

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## Section 6 - Procedures

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### 6.4 CONTROL

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#### 6.4.6 Change of Status

When a carrier is being notified of a change of coupon status, only coupon(s) being changed shall be included in the 'Change of Status' message.

When the carrier holding control of the ET flight coupon(s) notifies the Validating Carrier of Coupon Status Indicator updates to FLOWN/USED via a 'Change of Status' message, the same Coupon Status Indicator shall be sent via a separate 'Change of Status' message for the corresponding EMD-A value coupon(s).

The intent of the association between the ET flight coupon(s) and the EMD-A value coupon(s) is to ensure the usage of the coupons is synchronized.

If an EMD-A coupon is not to be used, it shall be disassociated from the corresponding ET coupon using a System Update message for disassociation prior to sending a 'Cchange of Status' message to 'FLOWN/USED', for the corresponding ET coupon.

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### 6.4.7 Request Airport Control

The Marketing or Operating Carrier shall request Airport Control from the Validating Carrier via a "Request Airport Control" message using Transaction Action "B".

~~When a carrier obtains control of an ET flight coupon(s) indicating a corresponding EMD-A value coupon(s), that carrier shall also request Airport Control of the corresponding EMD-A value coupon(s) from the Validating Carrier of the EMD-A via a "Request Airport Control" message using Transaction Action "B".~~

6.4.7.1 The Validating Carrier shall include in the "Response" message all sold coupon data, and current coupon data when different from sold, associated to the ticket, including conjunction tickets. Coupon data for which "Airport control" is not provided shall be included. (...)

6.4.7.1.1 When the carrier requesting control of an ET flight coupon(s) associated to an EMD-A value coupon(s) is not the Operating Carrier of the requested coupons, the Validating Carrier of the ET, if relinquishing control, shall disassociate the EMD-A value coupons from the ET flight coupon(s).

...

### 6.4.8 Unsolicited Airport Control

...

6.4.8.3 Only the Validating Carrier can relinquish control of an ET flight coupon to another carrier. A carrier may return control only to the Validating Carrier.

6.4.8.4 If control of an ET flight coupon(s) which has an EMD-A value coupon(s) associated to it is being passed to a carrier which is not the Operating Carrier of the requested coupons, the Validating Carrier of the ET shall indicate the associated EMD-A value coupon(s) as disassociated in the "Unsolicited Airport Control" request.

If the "Unsolicited Airport Control" request is accepted by the carrier, or if no response is received, the Validating Carrier shall disassociate the EMD-A value coupon(s) from the ET flight coupon(s).

*Note: Subsequent paragraphs to be renumbered.*

**6.4.10.5.1** The Operating Carrier may also send an Unsolicited Airport Control message to the Marketing Carrier, when the Marketing Carrier is not the Billing Carrier, to provide flown coupon information.

...

## **6.8 PRINT**

...

**6.8.2** Upon initiating a Print transaction, the carrier shall send a 'System Update' message to disassociate any remaining associated EMD-A value coupon(s) to the Validating Carrier of the EMD.

## **6.9 PRINT EXCHANGE**

...

**6.9.11** Upon initiating a Print Exchange transaction, the carrier shall send a 'System Update' message to disassociate any remaining associated EMD-A value coupon(s) to the Validating Carrier of the EMD.

## **6.10 EXCHANGE/REISSUE**

...

**6.10.5** Upon initiating an Exchange/Reissue transaction, the carrier shall send a 'System Update' message to disassociate any remaining associated EMD-A value coupon(s) to the Validating Carrier of the EMD.

## **6.11 REFUND**

...

**6.11.4** Upon initiating a Refund transaction, the carrier shall send a 'System Update' message to disassociate any remaining associated EMD-A value coupon(s) to the Validating Carrier of the EMD.

...

**6.17 SYSTEM UPDATE**

...

**6.17.4** When the corresponding ET flight coupon(s) are other than final or suspend status, the receiving system shall not deny the System Update request. When the corresponding ET flight coupon(s) are at final or suspend status, the receiving system shall deny the system update request for association.

**RESOLUTION 722f****Attachment ‘A’**

**ELECTRONIC TICKET AND MISCELLANEOUS DOCUMENTS  
DATA ELEMENTS GLOSSARY**

...

**ADDITIONAL SERVICES ATTRIBUTE GROUP – 3 ALPHANUMERIC**(Applicable to 725f, 725g and 725h only)

A value which specifies the high-level group applicable to the service at the coupon level as defined by ATPCO.

**ADDITIONAL SERVICES ATTRIBUTE SUB GROUP – 3 ALPHANUMERIC**(Applicable to 725f, 725g and 725h only)

A value which specifies the Sub Group (within the specified Group) applicable to the service at the coupon level as defined by ATPCO.

...

**ADDITIONAL SERVICES INDUSTRY CARRIER INDICATOR – 1 ALPHANUMERIC**(Applicable to 725f, 725g and 725h only)

An indicator which specifies whether the service uses an industry-defined or carrier-defined Reason for Issuance Sub Code

I	=	Industry
C	=	Carrier



...

**ADDITIONAL SERVICES SERVICE TYPE – 1 ALPHANUMERIC**

(Applicable to 725f, 725g and 725h only)

A value which specifies whether the service is for baggage allowance, baggage charges, flight, merchandise, reissue/refund or ticket.

<u>A</u>	<u>=</u>	<u>Baggage Allowance</u>
<u>C</u>	<u>=</u>	<u>Baggage Charges</u>
<u>F</u>	<u>=</u>	<u>Flight</u>
<u>M</u>	<u>=</u>	<u>Merchandise</u>
<u>R</u>	<u>=</u>	<u>Reissue Refund</u>
<u>T</u>	<u>=</u>	<u>Ticket</u>
<u>Blank</u>	<u>=</u>	<u>no application</u>

T2.29/P

**CARRIER FEE DATA**

A series of data elements representing...

...

**Carrier Fee Tax Amount – 12 ALPHANUMERIC**

The amount of the tax applied.

T2.21/P

T2.22/P

...

**CONSUMED AT ISSUANCE INDICATOR — 1 ALPHANUMERIC**

(Applicable to EMD-S only) (Applicable to 725g only)

Indicates a coupon(s) of an EMD-S shall be considered ‘Flown/Used’ at issuance time as defined by the Marketing/Operating Carrier for an additional service.

<u>Y</u>	<u>Consumed at Issuance</u>
<u>N</u>	<u>Not Consumed at Issuance</u>
<u>Blank</u>	<u>Not applicable</u>

T2.19/P

...

**COUPON VALUE — 9 ALPHANUMERIC**

(applicable to 725f, 725g and 725h only) (Shall not apply be present for any coupon in the document when Fare Calculation aArea, fFare eCalculation aArea nNet aAmount, or fFare eCalculation sSell aAmount data is present).

...

**FARE CALCULATION AREA — 87 ALPHANUMERIC**

(Repeatable field) (Shall not apply be present in the document when Coupon Value data is present)

...

**PRODUCT CHARACTERISTIC TYPE – 35 ALPHANUMERIC**(applicable to 725f, 725g and 725h) (repeatable field)Designates an optional service product characteristic type (e.g. T-shirt size, color or pre-reserved seat number)**PRODUCT CHARACTERISTIC VALUE – 70 ALPHANUMERIC**(applicable to 725f/g/h) (repeatable field)Text that describes the product sold (e.g. large, blue) for corresponding Product Characteristic Type.

...

**REASON FOR ISSUANCE CODE — 1 ALPHANUMERIC**(applicable to 725f/20.63, 725g/20.64 and 725h/20.66 only), (Refer RP1790/10.90), (stored in passenger name record)A Primary single character code, which defines the reason for issuance. Defined Reason for Issuance Codes are listed below.

- A Air Transportation – to be used for all air transportation related sub-codes (for example these include, but not limited to Charter, Involuntary Downgrading, Upgrading)
- B Surface Transportation/Non Air Services – to be used for all surface transportation/non air services related sub-codes (for example these include, but not limited to Bus, Car Hire)
- C Baggage – to be used for all baggage related sub-codes (for example these include, but not limited to Angling Equipment, Biking Equipment)
- D Financial Impact – to be used for all financial impact related sub-codes (for example these include, but not limited to Booking Reservation Change Fee, Refundable Balances)
- E Airport Services – to be used for all airport services related sub-codes (for example these include, but not limited to Check-in, Lounge Access)
- F Merchandise – to be used for all merchandise related sub-codes (for example these include, but not limited to T-shirt)
- G Inflight Services – to be used for all inflight services related sub-codes (for example these include, but not limited to Sleeper Berth, Beverage)

...

**REASON FOR ISSUANCE SUB-CODE DESCRIPTION – 70 ALPHANUMERIC**  
**(Repeatable field)** (applicable to 725f, 725g, and 725h only)

Description of the service on the EMD at the coupon level. This description may differ based on the associated Reason for Issuance Code and the Fee Owner Airline Designator.

Note: this element must only contain characters which are alpha or numeric or a combination of both. Characters such as /, -, and . are not permitted.

T10

...

**TAXES/FEE/CHARGE DATA AT THE TICKET COUPON LEVEL**

....

**Airport Code - 5 ALPHA**

(Repeatable field)

The airport code identifying the airport to which the coupon tax applies

**Applicable Amount – 11 ALPHANUMERIC**

(Repeatable field)

The tax amount applicable to the coupon as published in the IATA TTBS or other applicable filing mechanism.. This amount is expressed in the Coupon Tax Currency Type

....

**Currency Type– 4 ALPHANUMERIC**

(Repeatable field)

The ISO currency code representing the currency code in which the Coupon Tax Applicable Amount was published or filed in

...

**Reported Amount – 11 ALPHANUMERIC**

(Repeatable field)

The tax amount applicable to a coupon expressed in the currency of payment. This is the reported amount converted from the Coupon Tax Applicable Amount at applicable daily Bank Exchange Rate

...

**Segment Tax Airport Codes - 6 ALPHA**

(Repeatable field)

The origin and destination airport codes identifying multiple segment taxes.

...

#### **TOTAL TICKET/DOCUMENT AMOUNT – 12 ALPHANUMERIC**

T2.27/P

~~The sum of the base fare amount plus all applicable tax/fee/charge amount(s) preceded by the applicable ISO Currency Code or BT/IT.~~

The sum of the base or equivalent fare (or fee for EMD) amount as applicable plus all tax/fee/charge amounts preceded by the ISO Currency Code. The field may contain BT/IT preceded by the ISO Currency Code. Refer to PSC Resolution 722 for further information. The stated amount is exclusive of Carrier Fees (for example, OA/OB/OC/OD).

#### **TOTAL TICKET/DOCUMENT NET AMOUNT – 12 ALPHANUMERIC**

~~The sum of the base net fare amount plus all applicable tax/fee/charge amount(s) preceded by the applicable ISO Currency Code or BT/IT.~~

The sum of the base or equivalent net fare (or fee for EMD) amount as applicable plus all tax/fee/charge amounts preceded by the ISO Currency Code. The field may contain BT/IT preceded by the ISO Currency Code. Refer to PSC Resolution 722 for further information. The stated amount is exclusive of Carrier Fees (for example, OA/OB/OC/OD).

#### **TOTAL TICKET/DOCUMENT SELL AMOUNT – 12 ALPHANUMERIC**

~~The sum of the base net fare amount plus all applicable tax/fee/charge amount(s) preceded by the applicable ISO Currency Code or BT/IT.~~

The sum of the base or equivalent sell fare (or fee for EMD) amount as applicable plus all tax/fee/charge amounts preceded by the ISO Currency Code. The field may contain BT/IT preceded by the ISO Currency Code. Refer to PSC Resolution 722 for further information. The stated amount is exclusive of Carrier Fees (for example, OA/OB/OC/OD).

## Attachment 'B'

T8

[illegible]

ELEMENT DESCRIPTION																			
Transaction	NO CHAR. A, N OR A/N	DISPLAY		UNOLICITED AIRPORT CONTROL		HISTORY DISPLAY		REQUEST AIRPORT CONTROL		CHANGE OF STATUS		REDIRECT AIRPORT CONTROL		RESERVATION CHANGE		EMERGENCY LOCK		SYSTEM UPDATE	
Action code ->		D,J		T (I-ATA only)		H		B		C		N		A		M		U	
RESOLUTION 722f		REQ	RES P	REQ	RE SP	REQ	RE SP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...																			
Tax/Fee/Charge Data at the Ticket Coupon Level																			
...																			
Coupon Tax Airport Code	5A		C	C					C										
Coupon Tax Reported Amount	11A/N		C	C					C										
Coupon Tax Currency Type	4AN		C	C					C										
Coupon Tax Applicable Amount	11A/N		C	C					C										
Segment Tax Airport Codes	6A		C	C					C										

**Filing Period:**

1 March -  
13 April 2012

**Effective Date:**

1 June 2012

**RESOLUTION 722g**  
**ELECTRONIC TICKET — NEUTRAL**  
*(amending)*

PSC(~~32-33~~)722g

Expiry: Indefinite  
Type: B

T2.10/P

**Section 3 – Definitions**

...

**3.6 ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)** - ~~a~~An electronic record issued by a Member or its authorized agent, in accordance with applicable tariffs, for refundable value or for the collection of miscellaneous charges. An EMD must be either an EMD-A or an EMD-S.

....

T2.3/P

.....

**Section 5 – Technical Specifications**

....

**5.4 COUPON STATUS INDICATORS**

....

**5.4.2 C** **Checked-in** – Indicates the passenger is entitled to board. ~~has made his/her presence known to the operating carrier personally or via electronic means (e.g. a self-service device). It may indicate that the customer has checked baggage and/or secured a boarding pass.~~

T2.12/P

....

**Section 6 — Procedures**

**6.1 GENERAL**

....

**6.1.2** Tax and Special Fees/Charges codes shall be used as published in the IATA Airline Coding Directory section titled “ISO Codes and IATA Currency Codes and Ticket Code for Taxes, Fees and Charges”. The tax/fee/charge code “XT” shall not be used for transmission of tax/fee/change data in electronic tickets and shall not be present in the fare calculation of the ticket.

## 6.9 VOID ORIGINAL ISSUE OR EXCHANGE/REISSUE

...

### 6.9.3 Void Exchange/Reissue

...

**6.9.3.5** When the Validating Carrier receives a Void message to cancel an 'ET to EMD-S Exchange/Reissue' request and the EMD-S is already at used status as a result of the presence of the Consumed at Issuance Indicator ~~in the Issuance request~~, the Validating Carrier shall update the Coupon Status Indicator of the EMD-S value coupon from 'F' to 'V' for Void and change the coupon status of the exchanged/reissued ET flight coupon to 'O' for 'Open for Use' and transmit a Settlement Authorization Code or deny the request.

.....



[illegible]

T8

ELEMENT DESCRIPTION																			
Transaction	CHAR. A, N OR A/N	ISSUANCE (INFORMATION – ATA ONLY)		DISPLAY		HISTORY DISPLAY		EXCHANGE/ REISSUE		REFUND		RESERVATIONS CHANGE		SYSTEM CANCEL		REFUND CANCEL		VOID	
Action Code -- ->		S(I-ATA ONLY)		D		H		E		R		A		X,Y		Z		V,W	
RESOLUTION 722 G		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...																			
Carrier Fee Amount	12 A/N	<u>C</u>			C			<u>C</u>											
Carrier Fee Application Code	2 A/N	<u>C</u>			C			<u>C</u>											
Carrier Fee Approval Code (Credit Card)	6 A/N	<u>C</u>			C			<u>C</u>											
Carrier Fee Code	3 A/N	<u>C</u>			<u>C</u>			<u>C</u>											
Carrier Fee Commercial Name	30 A/N	C			C			<u>C</u>	€										
...																			
Carrier Fee Tax on Tax Currency Code	3 A/N	C			C			C											
Carrier Fee To Airport/City Code	5 A/N	<u>C</u>			C			<u>C</u>											
...																			

T2.9/P

ELEMENT DESCRIPTION		
Transaction	NO CHAR A, N OR A/N	DISPLAY
Action code --->		D
RESOLUTION 722 G		REQ      RESP
...		
In Connection With Coupon Number	1 N	C
In Connection With Document Number	14 13 A/N	C
In Connection With Qualifier	1 N	<u>C</u>
.....		

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012

**RESOLUTION 722h**  
**ELECTRONIC TICKET – GROUND HANDLING**  
(amending)

T2.3/P

PSC(32-33)722h

Expiry: Indefinite  
Type: B

.....

**Section 3 – Definitions**

....

**3.2 COUPON STATUS INDICATORS**

....

**3.2.2 C** **Checked-In** – Indicates that a the passenger is entitled to board. ~~has been allocated a seat or accepted for standby on a specific flight, either in person by the Operating Carrier/Ground Handler or via electronic means e.g., self-service device. It may indicate that the passenger has checked baggage and/or secured a boarding pass.~~

....

T2.13/P

**3.2.8 N Coupon Notification** — Indicates coupon data for a coupon(s) not showing a final status of E, F, G, P, R, or X, or Z and for which control of the coupon is not provided.

....

T2.10/P

**Section 3 – Definitions**

...

**3.5 ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)** - An electronic record issued by a Member or its authorized agent, in accordance with applicable tariffs, for residual value or for the collection of miscellaneous charges. An EMD must be either an EMD-A or an EMD-S.

....

T2.8/P

**Section 5 – Technical Specifications**

...

**5.3 MESSAGES**

...

**5.3.3.7 System Update** — A request from a Ground Handler to an Operating Carrier or from an Operating Carrier to a Ground Handler to associate or disassociate an EMD-A coupon(s) to or from an ET coupon. Response either acknowledges or denies the request.

## RESOLUTION 722h

### Attachment 'B'

#### MESSAGE CONSTRUCTION MATRIX – GROUND HANDLING MESSAGES

T8

ELEMENT DESCRIPTION															
Transaction	CHAR. A, N OR A/N	DISPAY		AIRPORT CONTROL REQUEST – GROUND HANDLING)		CHANGE OF STATUS		REDIRECT		EMERGENCY LOCK		UNSOLICITED AIRPORT CONTROL – GROUND HANDLING		SYSTEM UPDATE	
Action Code --->		D		G		C		N		M		K		U	
Resolution 722 h		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...															
Carrier Fee Expiry Date (Applicable 722g)	4 A/N														
...															
Carrier Fee Tax on Tax Currency Code (Applicable 722g)	3 A/N														
...															

T10

ELEMENT DESCRIPTION													
Transaction	CHAR. A, N OR A/N	DISPLAY		AIRPORT CONTROL REQUEST – GROUND HANDLING		CHANGE OF STATUS		REDIRECT AIRPORT CONTROL		EMERGENCY LOCK		UNSOLICITED AIRPORT CONTROL – GROUND HANDLING	
Action code ->		D		G		C		N		M		A	
RESOLUTION 722h		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...													
Tax/Fee/Charge Data at the Ticket Coupon Level													
.....													
Coupon Tax Airport Code (Applicable 722f/722g)	5A												
Coupon Tax Reported Amount (Applicable 722f/722g)	11A N												
Coupon Tax Currency Type (Applicable 722f/722g)	4AN												
Coupon Tax Applicable Amount (Applicable 722f/722g)	11A N												
Segment Tax Airport Codes (Applicable 722f/722g)	6A												

#### Filing Period:

1 March -  
13 April 2012

#### Effective Date:

1 June 2012

**RESOLUTION 725a**  
**MISCELLANEOUS CHARGES ORDER**  
**(MCO) – ISSUANCE AND HONOURING PROCEDURES BY MEMBERS**  
*(amending)*

PSC(24-33)725

Expiry: Indefinite  
Type: A

T4

.....

**Section 5 – Electronic Miscellaneous Documents**

**5.1. ELECTRONIC MISCELLANEOUS DOCUMENT (EMD) FEE CALCULATION**

**5.2** Fee Calculation shall be provided on an EMD for the entire EMD itinerary when there is no Coupon Value data element present.

**5.3** All amounts shall be in the currency of payment

**5.4** When equipment constraints prohibit the parentheses, an asterisk(s) may be used.

**5.5** Routing Sequence shall be shown as follows:

**5.5.1** List city codes and carrier codes in alternating order, separated by a space.

Example:

LON AF PAR LH FRA

**Note 1:** *The underlining shows where spaces are to occur, but the underlining shall not appear on the ticket.*

**Note 2:** *Three-letter airline designators shall appear in the Fee Calculation as set forth in Resolution 722, Attachment 'C', Key, paragraph 3.*

**Note 3:** *The carrier in the Fee Calculation should be the Marketing Carrier*

**5.5.2** Show all routing points that represent the beginning or end of a segment:

**5.5.3** When multiple identical services apply for one coupon/portion of travel, the total for this coupon/portion of travel shall be shown in the Fee Calculation. In the below example there are 1 service charge of EUR66.00 on LHR-SIN coupon and 2 service charges of EUR66.50 each on SIN-SYD coupon.

Example:

LON 6X SIN66.00 6X SYD133.00EUR199.00END

**5.5.4** Separate EMDs shall be issued when multiple non-identical services apply for one coupon/portion of travel. Service itineraries expressed in the Fee Calculation shall be shown sequentially.

**5.6** Precede by the symbol "X/" any point on the routing at which no stopover is permitted.

**5.7** When there is a break in the service itinerary, replace the carrier code with an oblique and a hyphen “/-”.

Example:

BOS BB NYC66.00/-WAS CC FRA100.00END

**5.8** When a fee covers multiple segments which include a surface sector, replace the carrier code with two obliques “//”.

Example:

BOS BB NYC//WAS CC FRA100.00END

**5.9** Show the total sum of the Fee Calculation entries as the last entry, preceded by the ISO currency code of the currency of payment.

**5.10** END - denotes end of the Fee Calculation.

**5.11** Items shall be separated by spaces except where alphabetic characters are followed by numerics or signs or vice versa. A space shall, however, be maintained between a location identifier and an airline designator whether or not the airline designator is a numeric-alpha designator. At such time as three-letter airline designators are implemented, the space preceding these designators shall be replaced by a period.

## **5.12 Fee Calculation Examples**

The following examples demonstrate the intended use of the Fee Calculation on an Electronic Miscellaneous Document.

This example shows two fees priced, one per segment:

LON 6X SIN66.00 6X SYD100.00EUR166.00END

This example shows one fee priced over more than one segment:

LON 6X SIN 6X SYD166.00EUR166.00END

This example shows two fees, both priced over more than one segment on a return itinerary:

LON 6X SIN 6X SYD166.00 6X SIN 6X LON166.00EUR332.00END

This example shows a break in service between two fees:

LON 6X FRA100.00/-SIN 6X SYD166.00EUR266.00END

This example shows a break in service between two fees sequentially priced over more than one segment (LON-SIN-SYD appears twice in the passenger itinerary):

LON 6X SIN 6X SYD100.00/-LON 6X SIN 6X SYD50.00GBP150.00END

**Filing Period:**

1 March -  
13 April 2012

**Effective Date:**

1 June 2012

**RESOLUTION 725b**  
**MISCELLANEOUS CHARGES ORDER**  
**(MCO) – ISSUANCE AND HONOURING PROCEDURES (AGENTS)**  
(amending)

PSC(24-33)725b

Expiry: Indefinite  
Type: A

T4

.....

**Section 5 – Electronic Miscellaneous Documents**

**5.1. ELECTRONIC MISCELLANEOUS DOCUMENT (EMD) FEE CALCULATION**

**5.2** Fee Calculation shall be provided on an EMD for the entire EMD itinerary when there is no Coupon Value data element present.

**5.3** All amounts shall be in the currency of payment

**5.4** When equipment constraints prohibit the parentheses, an asterisk(s) may be used.

**5.5** Routing Sequence shall be shown as follows:

**5.5.1** List city codes and carrier codes in alternating order, separated by a space.

Example:

LON AF PAR LH FRA

**Note 1:** The underlining shows where spaces are to occur, but the underlining shall not appear on the ticket.

**Note 2:** Three-letter airline designators shall appear in the Fee Calculation as set forth in Resolution 722, Attachment 'C', Key, paragraph 3.

**Note 3:** The carrier in the Fee Calculation should be the Marketing Carrier

**5.5.2** Show all routing points that represent the beginning or end of a segment;

**5.5.3** When multiple identical services apply for one coupon/portion of travel, the total for this coupon/portion of travel shall be shown in the Fee Calculation. In the below example there are 1 service charge of EUR66.00 on LHR-SIN coupon and 2 service charges of EUR66.50 each on SIN-SYD coupon.

Example:

LON 6X SIN66.00 6X SYD133.00EUR199.00END

**5.5.4** Separate EMDs shall be issued when multiple non-identical services apply for one coupon/portion of travel. Service itineraries expressed in the Fee Calculation shall be shown sequentially.

**5.6** Precede by the symbol "X/" any point on the routing at which no stopover is permitted.

**5.7** When there is a break in the service itinerary, replace the carrier code with an oblique and a hyphen “/-”.

Example:

BOS BB NYC66.00/-WAS CC FRA100.00END

**5.8** When a fee covers multiple segments which include a surface sector, replace the carrier code with two obliques “//”.

Example:

BOS BB NYC//WAS CC FRA100.00END

**5.9** Show the total sum of the Fee Calculation entries as the last entry, preceded by the ISO currency code of the currency of payment.

**5.10** END - denotes end of the Fee Calculation.

**5.11** Items shall be separated by spaces except where alphabetic characters are followed by numerics or signs or vice versa. A space shall, however, be maintained between a location identifier and an airline designator whether or not the airline designator is a numeric-alpha designator. At such time as three-letter airline designators are implemented, the space preceding these designators shall be replaced by a period.

## **5.12 Fee Calculation Examples**

The following examples demonstrate the intended use of the Fee Calculation on an Electronic Miscellaneous Document.

This example shows two fees priced, one per segment:

LON 6X SIN66.00 6X SYD100.00EUR166.00END

This example shows one fee priced over more than one segment:

LON 6X SIN 6X SYD166.00EUR166.00END

This example shows two fees, both priced over more than one segment on a return itinerary:

LON 6X SIN 6X SYD166.00 6X SIN 6X LON166.00EUR332.00END

This example shows a break in service between two fees:

LON 6X FRA100.00/-SIN 6X SYD166.00EUR266.00END

This example shows a break in service between two fees sequentially priced over more than one segment (LON-SIN-SYD appears twice in the passenger itinerary):

LON 6X SIN 6X SYD100.00/-LON 6X SIN 6X SYD50.00GBP150.00END

**Filing Period:**

1 March -  
13 April 2012

**Effective Date:**

1 June 2012



**RESOLUTION 725d**  
**AUTOMATED MISCELLANEOUS CHARGES ORDER (MCO) — NEUTRAL**  
**(COUPON-BY-COUPON)**  
*(amending)*

PSC(~~32-33~~)725d

Expiry: ~~Indefinite~~ 31 December 2013  
Type: B

T2.32/P

RESOLVED that:

Applicable to IATA BSPs: the provisions of this resolution shall apply in respect of imprinting on blank card or plain paper. No exchange value coupon is produced.  
The provisions of this resolution shall expire 31 December 2013.

**Filing Period:**

1 March -  
13 April 2012

**Effective Date:**

1 June 2012



**RESOLUTION 725f**  
**ELECTRONIC MISCELLANEOUS DOCUMENT — AIRLINE**  
*(amending)*

PSC(32-33)725f

Expiry: Indefinite  
Type: B

T2.10/P

**Section 3 – Definitions**

...

**3.5 ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)** - An electronic record issued by a Member or its authorized agent, in accordance with applicable tariffs, for residual value or for the collection of miscellaneous charges. An EMD must be either an EMD-A or an EMD-S.

.....

T2.3/P  
T2.24/P

**Section 5 – Technical Specifications**

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**5.4 COUPON STATUS INDICATORS**

**5.4.1 A Airport Control** - Indicates a carrier or Ground Handler has secured the EMD value coupon(s) prior to use.

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**5.4.2 C Checked-In** – Indicates that the service(s) associated to an ET flight coupon has been recognized or acknowledged. the passenger has presented an EMD to the Marketing or Operating Carrier. (Only applicable to EMD-A).

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**5.4.6 I Irregular Operations** - Indicates the carrier holding control is extending control beyond the normal 72 hour period provided for under Airport Control, Checked-In or Lifted/Boarded status. This extension may not exceed 7 days from original scheduled departure of the associated ET flight coupon (only applicable to EMD-A).

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**5.4.10 R Refunded** - Indicates the unused value of the EMD value coupon(s) has been returned/remitted to the passenger/purchaser.

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**5.4.12 U Unavailable** - Indicates the Validating Carrier has determined the EMD value coupon(s) is no longer available for use as issued.

**5.4.13 V Void** - Indicates cancellation of the entire EMD sale or exchange/reissue transaction within the Validating Carrier's reporting period.

**5.4.14 Y Refund Taxes/Fees/Charges Only** - Indicates the Validating Carrier has determined the EMD value coupon(s) is no longer available for use as issued ~~ticketed~~.

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T2.8/P

## Section 5 – Technical Specifications

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### 5.5 MESSAGES

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**5.5.3** The following are EMD Messages:

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**5.5.3.4** System Update — A request from a carrier to associate or disassociate an EMD-A coupon(s) to or from an ET coupon. Response either acknowledges or denies the request.

T2.25/P

**5.5.3.5** Unsolicited Billing – A message generated by the Operating Carrier to advise the Billing Carrier of the Flown/Used EMD/Coupon(s) information when a special settlement agreement exists. This shall provide the Billing Carrier the information needed to settle the EMD/Coupon(s) with the Validating Carrier.

T2.11/P

## Section 6 - Procedures

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### 6.1 GENERAL

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#### 6.1.10 EMD-Associated

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**6.1.10.3** ~~Prior to~~ Upon coupon status updates to Closed, Exchanged/Reissued, Refund, Suspend or Void of an associated EMD-A ~~record~~ value coupon(s), the EMD-A ~~record~~ value coupon(s) shall be disassociated from the corresponding ET ~~record~~ flight coupon(s) using a System Update message for disassociation.

T2.1/P
T2.2/P

#### 6.5 CONTROL

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##### **6.5.7 EMD-Stand-alone**

**6.5.7** When a carrier requesting control of an EMD-A value coupon(s) associated to ET an flight coupon(s) is not the Operating Carrier of the requested coupon(s), the Validating Carrier, if relinquishing control, shall disassociate the EMD-A value coupon(s) from the associated ET flight coupon(s)

**6.5.7.1** ~~Any carrier may request control of an EMD value coupon(s) from the Validating Carrier in accordance with EMD bilateral agreements.~~

##### **6.5.8 EMD-Associated**

**6.5.8.1** ~~Any carrier holding control of an ET flight coupon(s) may request control of the corresponding EMD value coupon(s) from the Validating Carrier in accordance with EMD bilateral agreements.~~

*Note: Subsequent paragraphs to be renumbered.*

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### 6.5.11 Code Share

**6.5.11.1** For special settlement arrangements where the Billing Carrier will settle the Flown/Used coupon(s) with the Validating Carrier, the Operating Carrier must include the Billing Airline Designator in the Change Of Status message to the Validating Carrier.

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**6.5.11.3** When the Operating Carrier receives the response message for the Change of Status Message including the Settlement Authorization code for the Billing Carrier, they will send an Unsolicited ~~Airport Control~~ Billing message to the Billing Carrier including the Settlement Authorization code received from the Validating Carrier. The Coupon Statuses shall be as received by the Operating Carrier and the EMD/Coupon(s) to be settled shall have F status and the Settlement Authorization code included. The Transaction Action is "L" for Unsolicited Billing message as shown in the Message Construction Matrix in Attachment B.

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**RESOLUTION 725f****Attachment 'B'****ELECTRONIC MISCELLANEOUS DOCUMENT MESSAGE CONSTRUCTION  
MATRIX — AIRLINE MESSAGES**

ELEMENT DESCRIPTION			
Data Element	CHAR. A, N OR A/N	<u>UNSOLICITED BILLING</u>	
Transaction Action Code →		<u>L</u>	
725f		<u>REQ</u>	<u>RESP</u>
Additional Collection – Tax/Fee/Charge(s) Amount (Unlimited)	11 A/N	<u>C</u>	
Additional Collection – Ticket/Document – Total Amount	12 A/N	<u>C</u>	
Additional Services Filed Fee Amount	12 A/N	<u>C</u>	
Additional Services Filed Fee Bankers Selling Rate (BSR)	13 A/N	<u>C</u>	
Additional Services Number of Services/Fees	3 N	<u>C</u>	
Agent Numeric Code (IATA Number)	8 N	<u>C</u>	
Agent Pseudo City Code	8 A/N	<u>C</u>	
Airline Confirmation Number	20 A/N		
Airline Designator (Validating Carrier)	3 A/N		
Airline Indexing Field	20 A/N	<u>Q</u>	
Approval Code (Credit Card) (Applicable 725g)	6 A/N		
Around the World Fare Indicator (Applicable 722f/722g)	1 A/N		
Associated Fare Basis	15 A/N	<u>M</u>	
Associated Fare Basis/Ticket Designator	15 A/N	<u>C</u>	
Authorised Amount (Credit Card) (Applicable 725g)	11 N		
Bank Exchange Rate (BBR)	13 A/N	<u>C</u>	
Base Fare Amount	12 A/N	<u>M</u>	
Base Fare Net Amount (Applicable 725g)	12 A/N	<u>Q</u>	
Base Fare Sell Amount (Applicable 725g)	12 A/N		
Booking Agent Identification	6 A/N	<u>C</u>	
<b>Carrier Fee Data: (Applicable 725g)</b>			
Carrier Fee Amount (Applicable 725g)	12 A/N		
Carrier Fee Application Code (Applicable 725g)	2 A/N		
Carrier Fee Approval Code (Credit Card) (Applicable 725g)	6 A/N		
Carrier Fee Code (Applicable 725g)	2 A/N		
Carrier Fee Commercial Name (Applicable 725g)	30 A/N		
Carrier Fee Expiry Date (Applicable 725g)	4 A/N		
Carrier Fee Form of Payment Credit Card Account Number (Applicable 725g)	25 A/N		
Carrier Fee Form of Payment Credit Card Vendor Code (Applicable 725g)	2 A/N		
Carrier Fee Form of Payment Type (Applicable 725g)	24 A/N		
Carrier Fee From Airport/City Code (Applicable 725g)	5 A/N		
Carrier Fee Reporting Indicator (Applicable 725g)	1 N		
Carrier Fee Tax Amount (Applicable 725g)	12 A/N		
Carrier Fee Tax Application Code (Applicable 725g)	2 A/N		
Carrier Fee Tax Code (Applicable 725g)	2 A/N		
Carrier Fee Tax Currency Code (Applicable 725g)	3 A		

ELEMENT DESCRIPTION			
Data Element	CHAR. A, N OR A/N	<u>UNSOLICITED BILLING</u>	
<b>Transaction Action Code →</b>		<b>L</b>	
725f		<u>REQ</u>	<u>BESP</u>
Carrier Fee Tax on Tax Amount (Applicable 725g)	12 A/N		
Carrier Fee Tax on Tax Application Code (Applicable 725g)	2 A/N		
Carrier Fee Tax on Tax Code (Applicable 725g)	2 A/N		
Carrier Fee Tax on Tax Currency Code (Applicable 725g)	3 A/N		
Carrier Fee To Airport/City Code (Applicable 725g)	5 A/N		
Carrier Fee Type (Applicable 725g)	2 A/N		
Checked-In/Lifted Airline Designator (Marketing Carrier)	3 A/N		
Checked-In/Lifted Airline Designator (Operating Carrier)	3 A/N		
Checked-In/Lifted Destination Airport City Code	5 A/N		
Checked-In/Lifted Origin Airport City Code	5 A/N		
Commission Amount (Applicable 725g)	11 N		
Commission Rate (Applicable 725g)	5 N		
Commission Type (Applicable 725g)	6 A/N		
Consumed at Issuance Indicator (Applicable 725g)	1 A/N		
Coupon/Itinerary Sequence Number	2 A/N	<u>C</u>	
Coupon Number	1 N	<u>M</u>	
Coupon Status Indicator	1 A/N	<u>M</u>	
Coupon Value	12 A/N	<u>C</u>	
Credit Card Corporate Contract (Applicable 725g)	1 A/N		
Credit Card Transaction Information (Applicable 725g)	25 A/N		
Date of Issue (ddmmmyy)	7 A/N	<u>M</u>	
Date of Service (Applicable EMD-S)	7 A/N	<u>C</u>	
Document Type	1 A	<u>M</u>	
Endorsements/Restrictions	147 A/N	<u>C</u>	
Equivalent Fare Paid	12 A/N	<u>C</u>	
Equivalent Fare Paid Net Amount (Applicable 725g)	12 A/N		
Equivalent Fare Paid Sell Amount (Applicable 725g)	12 A/N		
<b>Excess Baggage Data Elements</b>			
Currency Code per Unit	3 A	<u>C</u>	
Excess Baggage/Over Allowance Qualifier	1 A	<u>C</u>	
Rate per Unit	12 A/N	<u>C</u>	
<b>Exchanged Residual Fare Component Data:</b> (Applicable 725g)			
Exchanged Residual Fare Calculation Coupon/Itinerary Sequence Number	2 A/N		
Exchanged Residual Fare Component Base Amount	12 A/N		
Exchanged Residual Fare Component Base Net Amount	12 A/N		
Exchanged Residual Fare Component Base Sell Amount	12 A/N		



ELEMENT DESCRIPTION					
Data Element	CHAR. A, N OR A/N	DISPLAY		<u>UNSOLICITED BILLING</u>	
Transaction Action Code →		<u>D</u>		<u>L</u>	
725f		REQ	RESP	<u>REQ</u>	<u>RESP</u>
Exchanged Residual Fare Component Construction Principle Amount	12 A/N				
Exchanged Residual Fare Component Construction Principle from Airport/City	5 A/N				
Exchanged Residual Fare Component Construction Principle Indicator	3 A/N				
Exchanged Residual Fare Component Construction Principle to City/Airport Code	5 A/N				
Exchanged Residual Fare Component Count	2 A/N				
Exchanged Residual Fare Component Coupon Sequence	6 A/N				
Exchanged Residual Fare Component Fare Basis Code	15 A/N				
Exchanged Residual Fare Component Fare Rule Code	3 A/N				
Exchanged Residual Fare Component from Airline Designator	3 A/N				
Exchanged Residual Fare Component from Airport/City Code	5 A/N				
Exchanged Residual Fare Component Number	2 A/N				
Exchanged Residual Fare Component Ticket Designator	15 A/N				
Exchanged Residual Fare Component to Airport/City Code	5 A/N				
Exchanged Residual Fare Component Waiver Code	15 A/N				
Exchanged Residual Fare Stop/No Stopover Indicator	1 A/N				
Exchanged Residual Rate of Exchange (Roe)	10 A/N				
Exchanged Residual Tax/Fee/Charge Amount	11 A/N				
Exchanged Residual Total Amount	12 A/N				
Exchanged Residual Total Base Construction Amount	12 A/N				
Exchanged Residual Total Net Amount	12 A/N				
Exchanged Residual Total Net Construction Amount	12 A/N				
Exchanged Residual Total Sell Amount	12 A/N				
Exchanged Residual Total Sell Construction Amount	12 A/N				
Exchanged Ticket Number Qualifier	1 A/N				
Expiry Date (Credit Card) (Applicable 725g)	4 N				
Extended Payment Code (Applicable 725g)	2 A/N				
Fare Calculation Area	87 A/N		C	<u>C</u>	
<b>Fare Component Calculation Elements<sup>12</sup></b>					
Fare Calculation Coupon/Itinerary Sequence Number	2 A/N		C	<u>C</u>	
Fare Calculation Net Amount (Applicable 725g)	87 A/N				
Fare Calculation Pricing Indicator	1 A/N		C	<u>C</u>	
Fare Calculation Reporting Indicator	1 N		C	<u>C</u>	
Fare Calculation Sell Amount (Applicable 725g)	87 A/N				
Fare Component Agreement Code	15 A/N		C	<u>C</u>	
Fare Component Airline Designator	3 A/N		C	<u>C</u>	
Fare Component Base Amount	12 A/N		C	<u>C</u>	

ELEMENT DESCRIPTION			
Data Element	CHAR. A, N OR A/N	UNSOLICITED BILLING	
Transaction Action Code →		L	
725f		REQ	RESP
Fare Component Base Net Amount (Applicable 725g)	12 A/N		
Fare Component Base Sell Amount (Applicable 725g)	12 A/N		
Fare Component Calculation Account Code	20 A/N	C	
Fare Component Calculation Input Designator	20 A/N	C	
Fare Component Calculation Price Quote Date	7 A/N	C	
Fare Component Construction Principle Amount	12 A/N	C	
Fare Component Construction Principle From Airport/City Code	5 A/N	C	
Fare Component Construction Principle Indicator	3 A/N	C	
Fare Component Construction Principle To Airport/City Code	5 A/N	C	
Fare Component Count	2 A/N	C	
Fare Component Coupon Priced RBD	2 A/N	C	
Fare Component Coupon Sequence	6 A/N	C	
Fare Component Fare Base Code	15 A/N	C	
Fare Component Fare Owner	3 A/N	C	
Fare Component Fare Rule Code	3 A/N	C	
Fare Component From Airport/City Code	5 A/N	C	
Fare Component Number	2 A/N	C	
Fare Component Rule Number	4 A/N	C	
Fare Component Stop/No Stopover Indicator	1 A/N	C	
Fare Component Tariff Number	3 N	C	
Fare Component Ticket Designator	15 A/N	C	
Fare Component Ticket Designator Qualifier	3 A/N	C	
Fare Component To Airport/City Code	3 A/N	C	
Fare Component Waiver Code	15 A/N	C	
Fare Rule Indicator (Applicable 725g)	3 N		
Fee Owner Airline Designator	3 A/N		
Flown Airline Designator (Marketing Carrier)	3 A/N		
Flown Airline Designator (Operating Carrier)	3 A/N		
Flown Destination Airport/City Code	5 A/N		
Flown Origin Airport/City Code	5 A/N		
Form of Payment Amount	12 A/N	C	
Form of Payment Credit Card Account Number	25 A/N	C	
Form of Payment Credit Card Vendor Code	2 A	C	
Form of Payment Type	24 A/N	M	
Frequent Flyer Airline Designator	3 A/N	C	
Frequent Flyer Reference Number	20 A/N	C	
In Connection With Coupon Number	1 N	C	

ELEMENT DESCRIPTION			
Data Element	CHAR. A, N OR A/N	<u>UNSOLICITED BILLING</u>	
Transaction Action Code →		<u>L</u>	
725f		<u>REQ</u>	<u>RESP</u>
In Connection With Document Number	14 A/ N	<u>C</u>	
In Connection With Qualifier	1 N	<u>C</u>	
Invoice Number (PLA) (Applicable 725g)	10 A/N		
Involuntary Indicator	1 A/N	<u>C</u>	
ISO Country Code	2 A/N	<u>M</u>	
Issued In Exchange For	24 A/N	<u>C</u>	
Issuing Agency/Airline Name and Place of Issue	71 A/N	<u>M</u>	
Issuing Agent Identification	11 A/N	<u>C</u>	
Net Reporting Indicator (Applicable 725g)	2 A/N		
New Reissue Ticket Number Qualifier	1 A/N		
Non-Commissionable (Applicable 725g)	1 A		
Non-Endorsable Indicator	1 A	<u>C</u>	
Non-Interlinable (Applicable 725g)	1 A		
Non-Refundable/No Value/Penalty Amount	12 A/N	<u>O</u>	
Non-Refundable Amount Qualifier/No Value Amount Qualifier/Penalty Amount Qualifier	2 A	<u>O</u>	
Non-Refundable Indicator	1 A	<u>C</u>	
Non-Reissuable/Non-Exchangeable Indicator	1 A	<u>C</u>	
Number of Booklets Issued	1 N	<u>C</u>	
Number of Ticket/Document Numbers	2 N	<u>M</u>	
Original Issue Agent Numeric Code (IATA Number)	8 N	<u>C</u>	
Original Issue Date (DDMMYY)	7 A/N	<u>C</u>	
Original Issue Location – City Code	3 A/N	<u>C</u>	
Original Issue Ticket/Document Number	14 A/N	<u>C</u>	
Passenger Check-In Identification (FOID)	4 A	<u>O</u>	
Passenger Check-In Identification Number (FOID)	25 A/N	<u>O</u>	
Passenger Check-In Identification Type (FOID)	2 A	<u>O</u>	
Passenger Name	49 A/N	<u>C</u>	
Passenger Specific Data	29 A/N	<u>C</u>	
Passenger Type Code	3 A/N	<u>C</u>	
Penalty Restriction Indicator	1 A	<u>O</u>	
PNR Reference	13 A/N	<u>O</u>	
PNR Reference of Validating Carrier	13 A/N	<u>C</u>	
Present At (Applicable EMD-S)	70 A/N	<u>C</u>	
Present Credit/Debit Card Indicator	1 A	<u>C</u>	
Present To (Applicable EMD-S)	43 A/N	<u>C</u>	
Pricing System Code	3 A/N	<u>C</u>	
Priceable Unit Number	2 A/N	<u>C</u>	
Promotional Code	15 A/N	<u>C</u>	

ELEMENT DESCRIPTION			
Data Element	CHAR. A, N OR A/N	<u>UNSOLICITED BILLING</u>	
Transaction Action Code →		<u>L</u>	
725f		<u>REQ</u>	<u>RESP</u>
Rate of Exchange (ROE)	10 A/N	<u>C</u>	
Reason For Issuance Code	1 A/N	<u>M</u>	
Reason For Issuance Sub Code	3 A/N	<u>M</u>	
Reason for Issuance Sub Code Description	70 A/N	<u>C</u>	
Refund Calculation Indicator (Applicable 725g)	1 A/N		
Refund-Tax/Fee/Charges Amount (Applicable 725g)	11 A/N		
Refund-Ticket/document Total Amount (Applicable 725g)	12 A/N		
Remarks	70 A/N	<u>C</u>	
Total Base Construction Amount	12 A/N	<u>C</u>	
Total Net Construction Amount (Applicable 725g)	12 A/N		
Total Sell Construction Amount (Applicable 725g)	12 A/N		
<b>Reissued Flown Flight Coupon Data</b>			
Fare Calculation Coupon/Itinerary Sequence Number	2 N	<u>C</u>	
Reissued Flown Airline Designator (Marketing Carrier)	3 A/N	<u>C</u>	
Reissued Flown Airline Designator (Operating Carrier)	3 A/N	<u>C</u>	
Reissued Flown Count of Intermediate Stops	2 N	<u>C</u>	
Reissued Flown Coupon Number	1 A/N	<u>C</u>	
Reissued Flown Destination Airport/City	5 A/N	<u>C</u>	
Reissued Flown Intermediate Airport/City Code Stop(s)	5 A/N	<u>C</u>	
Reissued Flown Origin Airport/City	5 A/N	<u>C</u>	
Reissued Flown Stopover Code	1 A	<u>C</u>	
Reissued Flown Waiver Code	15 A/N	<u>C</u>	
Reissued Ticket/Document Date of Issue	7 A/N	<u>C</u>	
Reissued Ticket/Document Number	14 A/N	<u>C</u>	
Response Comments	64 A/N		<u>O</u>
Segment/Coupon Identifier	2 N	<u>M</u>	
Servicing Airline/System Provider Identifier	4 N	<u>M</u>	
Settlement Authorization Code	14 A/N	<u>M</u>	
Sold Airline Designator (Marketing Carrier)	3 A/N	<u>C</u>	
Sold Airline Designator (Operating Carrier)	3 A/N	<u>C</u>	
Sold Destination Airport/City Code	5 A/N	<u>C</u>	
Sold Origin Airport/City Code	5 A/N	<u>C</u>	
Source of Approval Code (Credit Card) (Applicable 725g)	1 A/N		
Sponsor Information	34 A/N	<u>C</u>	
Statistical Code (Applicable 725g)	3 A/N		
Stopover Code (X/O Indicator)	1 A	<u>C</u>	..
Tax on Commission Indicator (Applicable to IATA only) (Applicable 725g)	1 A/N		

ELEMENT DESCRIPTION			
Data Element	CHAR. A, N OR A/N	<u>UNSOLICITED BILLING</u>	
<b>Transaction Action Code →</b>		<u>L</u>	
725f		<u>REQ</u>	<u>RESP</u>
<b>Tax/Fee Charge Data at the Ticket Coupon Level</b>			
Cabin	1 A/N	<u>C</u>	
Equipment Type	3 A/N	<u>C</u>	
Journey Turnaround Airport/City Code	5 A/N	<u>C</u>	
Passenger Date of Birth	6 N	<u>C</u>	
Tax/Fee/Charge Amount	12 A/N	<u>C</u>	
Tax/Fee/Charge Amount (Unlimited)	11 A/N	<u>C</u>	
Tax/Fee/Charge Amount Currency Code	3 A	<u>C</u>	
Tax/Fee/Charge Amount Paid/New Qualifier Code	1 A	<u>C</u>	
Tax/Fee/Charge Code	2 A/N	<u>C</u>	
Tax on EMD Qualifier	1 A	<u>C</u>	
Ticket/Document Number	14 A/N	<u>M</u>	
Ticket Handler Airline Designator	3 A/N		
Ticket Handler System Indicator	1 A		
Ticket Issuance Originator Code	1 A	<u>M</u>	
Ticketing Mode Indicator (/ or X) (Applicable 725g)	1 A/N		
Total Number in Excess Segments	12 A/N	<u>C</u>	
Total Number of Flight Segments	2 N	<u>C</u>	
Total Number of Flight/Value Coupons	2 N	<u>C</u>	
Total Ticket/Document Amount	12 A/N	<u>M</u>	
Total Ticket/Document Net Amount (Applicable 725g)	12 A/N		
Total Ticket/Document Sell Amount (Applicable 725g)	12 A/N		
Tour Code	15 A/N	<u>C</u>	
Transaction Action	1 A		
Transaction Agent I.D.	11 A/N		
Transaction Agent Pseudo City Code (Applicable 725g)	6 A/N		
Transaction Date/Time (DDMMYY/HHMMSSZ) (Applicable 725g)	15 A/N		
True Origin/Destination City Codes	10 A/N	<u>C</u>	
Unticketed Point City/Airport Code	5 A/N	<u>C</u>	
Unticketed Point Date and Local Time of Arrival	11 A/N	<u>C</u>	
Unticketed Point Date and Local Time of Departure	11 A/N	<u>C</u>	
Unticketed Point Departure Equipment Type	3 A/N	<u>C</u>	
Validating Airline Designator	3 A/N		
Waiver Code	15 A/N	<u>O</u>	

ELEMENT DESCRIPTION					
Transaction	CHAR. A, N OR A/N	DISPLAY	REQUEST AIRPORT CONTROL	CHANGE OF STATUS	SYSTEM UPDATE
Action Code --->		D, J	B	C	U
RESOLUTION 725f		REQ RESP	REQ RESP	REQ RESP	REQ RESP
...					
<u>Additional Services Attribute Group</u>	<u>3 A/N</u>	<u>Q</u>	<u>Q</u>		
<u>Additional Services Attribute Sub-Group</u>	<u>3 A/N</u>	<u>Q</u>	<u>Q</u>		
...					
<u>Additional Services Industry Carrier Indicator</u>	<u>1 A/N</u>	<u>Q</u>	<u>Q</u>		
...					
<u>Additional Services Service Type</u>	<u>1 A/N</u>	<u>Q</u>	<u>Q</u>		
...					

ELEMENT DESCRIPTION					
Transaction	CHAR. A, N OR A/N	DISPLAY	REQUEST AIRPORT CONTROL	CHANGE OF STATUS	SYSTEM UPDATE
Action Code --->		D, J	B	C	U
RESOLUTION 725 f		REQ RESP	REQ RESP	REQ RESP	REQ RESP
...					
<u>Carrier Fee Code (Applicable 725g)</u>	<u>32 A/N</u>				
...					
<u>Carrier Fee Expiry Date (Applicable 725g)</u>	<u>4 A/N</u>				
<u>Carrier Fee Fare Component Number (Applicable 725g)</u>	<u>2 A/N</u>				
<u>Carrier Fee Fare Component Rule Code (Applicable 725g)</u>	<u>3 A/N</u>				
<u>Carrier Fee Fare Component Rule Matching Fare Class (Applicable 725g)</u>	<u>8 A/N</u>				
<u>Carrier Fee Fare Component Rule Number (Applicable 725g)</u>	<u>4 A/N</u>				
<u>Carrier Fee Fare Component Tariff Number (Applicable 725g)</u>	<u>3 N</u>				
...					
<u>Carrier Fee Form of Payment Credit Card Vendor Code (Applicable 725g)</u>	<u>2 A/N</u>				
...					
<u>Carrier Fee Owner (Applicable 725g)</u>	<u>3 A/N</u>				
...					
<u>Carrier Fee Tax on Tax Currency Code (Applicable 725g)</u>	<u>3 A/N</u>				
...					

ELEMENT DESCRIPTION									
Transaction	NO CHAR. A, N OR A/N	DISPLAY		REQUEST AIRPORT CONTROL		CHANGE OF STATUS		SYSTEM UPDATE	
Action code ->		D		B		C		U	
RESOLUTION 725f		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...									
Tax/Fee/Charge Data at the Ticket Coupon Level									
.....									
Coupon Tax Airport Code	5A		C		C				
Coupon Tax Reported Amount	11AN		C		C				
Coupon Tax Currency Type	4AN		C		C				
Coupon Tax Applicable Amount	11AN		C		C				
Segment Tax Airport Codes	6A		C		C				

ELEMENT DESCRIPTION									
Transaction	CHAR. A, N OR A/N	DISPLAY		REQUEST AIRPORT CONTROL		CHANGE OF STATUS		SYSTEM UPDATE	
Action Code --->		D		B		C		U	
RESOLUTION 725f		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...									
Product Characteristic Type	35 A/N		0		0				
Product Characteristic Value	70 A/N		0		0				
...									

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012



**RESOLUTION 725g**  
**ELECTRONIC MISCELLANEOUS DOCUMENT — NEUTRAL**  
*(amending)*

PSC(32-33)725g

Expiry: Indefinite  
Type: B

T2.10/P

**Section 3 – Definitions**

...

**3.7 ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)** - An electronic record issued by a Member or its authorized agent, in accordance with applicable tariffs, for refundable value or for the collection of miscellaneous charges. An EMD must be either an EMD-A or an EMD-S.

....

T2.3/P

**Section 5 – Technical Specifications**

...

**5.4 COUPON STATUS INDICATORS**

**5.4.1 A Airport Control** - Indicates a carrier or Ground Handler has secured the EMD value coupon(s) prior to use.

**5.4.2 C Checked-In** – Indicates that the service(s) associated to an ET flight coupon has been recognized or acknowledged. the passenger has presented an EMD to the Marketing or Operating Carrier.  
(Only applicable to EMD-A).

T2.24/P

**5.4.3 E Exchanged/Reissued** - Indicates the value of the EMD value coupons has been used as in payment for a new transaction.

**5.4.4 F Flown/Used** - Indicates the EMD value coupon has been used and is now eligible for billing/revenue reporting. Status to be set by the carrier holding control only.

**5.4.5 I Irregular Operations** - Indicates the carrier holding control is extending control beyond the normal 72 hour period provided for under Airport Control, Checked-In or Lifted/Boarded status. This extension may not exceed 7 days from original scheduled departure of the associated ET flight coupon (only applicable to EMD-A).

**5.4.7 O Open For Use** - Indicates the EMD value coupon(s) is ~~available for use~~ eligible for all coupon status updates.

**5.4.8 R Refunded** - Indicates the unused value of the EMD value coupon(s) has been returned/remitted to the passenger/purchaser.

**5.4.9 S Suspended** - Indicates the Validating Carrier has restricted the use of the EMD value coupon(s).

**5.4.10 U Unavailable** - Indicates the Validating Carrier has determined the EMD value coupon(s) is no longer available for use as issued ~~ticketed~~.

**5.4.11 V Void** - Indicates cancellation of the entire EMD sale or exchange/reissue transaction within the Validating Carrier's reporting period.

**5.4.12 Y Refund Taxes/Fees/Charges Only** - Indicates the Validating Carrier has determined the EMD value coupon(s) is no longer available for use as issued ~~ticketed~~.

....

T2.29/P
T11

## Section 6 - Procedures

...

### 6.6 VOID

...

#### 6.6.9.1 EMD-Stand-alone

...

**6.6.11** When the Validating Carrier receives a Void message to cancel an 'EMD to EMD-S Exchange/Reissue' request and the EMD-S is already at used status as a result of the presence of the Consumed at Issuance Indicator ~~in the Issuance request~~, the Validating Carrier shall update the Coupon Status Indicator of the EMD-S value coupon from 'F' to 'V' for Void and change the coupon status of the exchanged/reissued EMD value coupon to 'O' for 'Open for Use' and transmit a Settlement Authorization Code or deny the request.

...

### 6.7 REFUND CANCEL

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**6.7.3** The data elements to be included in the 'Refund Cancel' message are shown in the Message Construction Matrix in ~~IATA Resolution 722~~, Attachment 'B'.

...

...

...

□ □ □ □

## RESOLUTION 725g

## ELECTRONIC MISCELLANEOUS DOCUMENT MESSAGE CONSTRUCTION MATRIX — NEUTRAL MESSAGES

[illegible]

[illegible]

11

[illegible]

10

[illegible]

T2.9/P

ELEMENT DESCRIPTION	
Transaction	NO CHAR A, N OR A/N
Action code --->	
RESOLUTION 725G	
...	
In Connection With Document Number	14 13 A/N
.....	

T2.20/P

ELEMENT DESCRIPTION																	
Transaction	CHAR. A, N OR A/N	ISSUANCE		DISPLAY		HISTORY DISPLAY		EXCHANGE/ REISSUE		REFUND		SYSTEM CANCEL		REFUND CANCEL		VOID	
Action Code -- ->		S		D		H		E		R		X,Y		Z		V,W	
RESOLUTION 725 G		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...																	
Product Characteristic Type	35 A/N	Q			Q			Q	Q		Q						
Product Characteristic Value	70 A/N	Q			Q			Q	Q		Q						
...																	

T2.17/P

ELEMENT DESCRIPTION																	
Transaction	CHAR. A, N OR A/N	ISSUANCE		DISPLAY		HISTORY DISPLAY		EXCHANGE/ REISSUE		REFUND		SYSTEM CANCEL		REFUND CANCEL		VOID	
Action Code --- >		S(I-ATA ONLY)		D		H		E		R		X,Y		Z		V,W	
RESOLUTION 725 G		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...																	
Reason for Issuance Sub Code	3 A/N	M			M		C	M	M		M				€		
...																	

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012

**RESOLUTION 725h**  
**ELECTRONIC MISCELLANEOUS DOCUMENT — GROUND HANDLING**  
*(amending)*

PSC(32-33)725h

Expiry: Indefinite  
Type: B

T2.3/P

**Section 3 – Definitions**

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**3.2 COUPON STATUS INDICATORS**

**3.2.1 A Airport ~~e~~Control** - Indicates a carrier or Ground Handler has secured the EMD value coupon(s) prior to use.

**3.2.2 C Checked-In** – Indicates that the service(s) associated to an ET flight coupon has been recognized or acknowledged. the passenger has presented an EMD to the Marketing or Operating Carrier and the delivery of the service has been accepted.  
(Only applicable to EMD-A).

T2.24/P

**3.2.3 E Exchanged/Reissued** - Indicates the value of the EMD value coupon(s) has been used in payment for a new transaction.

**3.2.4 F Flown/Used** - Indicates the ~~value associated with the~~ EMD value coupon has been used and is now eligible for billing/revenue reporting. Status to be set by the carrier holding control only.

...

**3.2.12 U Unavailable** - Indicates the Validating Carrier has determined the EMD value coupon(s) is no longer available for use as issued ~~ticketed~~.

**3.2.13 V Void** - Indicates cancellation of the entire ~~electronic sale record~~ EMD sale or exchange/reissue transaction within the Validating Carrier's reporting period.

**3.2.14 Y Refund Taxes/Fees/Charges Only** - Indicates the Validating Carrier has determined the EMD value coupon(s) is no longer available for use as issued ~~ticketed~~.

~~5.4.15~~ **3.2.15 Z Closed** - Indicates the Validating Carrier has determined that the EMD value coupon(s) is not available for use.

[illegible]





ELEMENT DESCRIPTION									
Transaction	NO CHAR. A, N OR A/N	DISPLAY		AIRPORT CONTROL REQUEST – GROUND HANDLING		CHANGE OF STATUS		SYSTEM UPDATE	
Action code ->		D		G		C		U	
RESOLUTION 725h		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...									
Tax/Fee/Charge Data at the Ticket Coupon Level									
...									
Coupon Tax Airport Code (applicable 725f and 725g)	<u>5A</u>								
Coupon Tax Reported Amount (applicable 725f and 725g)	<u>11AN</u>								
Coupon Tax Currency Type (applicable 725f and 725g)	<u>4AN</u>								
Coupon Tax Applicable Amount (applicable 725f and 725g)	<u>11AN</u>								
Segment Tax Airport Codes (applicable 725f and 725g)	<u>6A</u>								

ELEMENT DESCRIPTION									
Transaction	CHAR. A, N OR A/N	DISPLAY		REQUEST AIRPORT CONTROL- GROUND HANDLING		CHANGE OF STATUS		SYSTEM UPDATE	
Action Code ->		D		G		C		U	
RESOLUTION 725h		REQ	RESP	REQ	RESP	REQ	RESP	REQ	RESP
...									
Product Characteristic Type	<u>35 A/N</u>		<u>Q</u>		<u>Q</u>				
Product Characteristic Value	<u>70 A/N</u>		<u>Q</u>		<u>Q</u>				
...									

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012

**RESOLUTION 726e**  
**MULTIPLE PURPOSE DOCUMENT (MPD) — NEUTRAL, CARBONISED, MANUAL**  
*(amending)*

PSC(~~32-33~~)726e

Expiry: ~~Indefinite~~ 31 December 2013  
Type: B

T2.32/P

RESOLVED that:

In countries/Areas where a Billing and Settlement Plan (BSP) has been implemented the provisions of this resolution shall apply only in respect of MPDNMs supplied in a virtual format version distributed and issued via IATA BSP *link*. The provisions of this resolution shall expire 31 December 2013.

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012



**RESOLUTION 728**  
**CODE DESIGNATORS FOR PASSENGER TICKET AND BAGGAGE CHECK**  
*(amending)*

PSC(~~32-33~~)728

Expiry: Indefinite  
Type: B

T9

RESOLVED that:

....

**4.2 Special Fees and Charges Codes**

Special Fees and Charges Codes are assigned to identify taxes, fees and charges which are collected at the time of ticket issuance, entered in the "TAX/FEE/CHARGE" box, and are paid or payable to government agencies and airport authorities. When applying to IATA for a new Special Fees and Charges Code or applying to use an ISO code, or advising IATA about amendments to an existing code, the Application Form in Attachment "B" supplied separately by the IATA Ticket Tax Box Service (TTBS) shall be used. Only one code will be assigned for the same type Special Fee or Charge for multiple airports within a country. If the same type of Special Fee or Charge has different rules for domestic/international, separate Special Fees or Charges Codes may be assigned by IATA. For a full listing of ticket codes, refer to the IATA Airline Coding Directory.

**RESOLUTION 728**  
**Attachment 'B'**

Reporting form for: **IATA LIST OF TICKET AND AIRPORT TAXES, FEES and CHARGES**  
Application Form for assigning a code for ticket tax, fee or charge

(Please use one copy of this form for each tax, fee or charge)

Name of reporting/issuing carrier: \_\_\_\_\_  
Country Name: \_\_\_\_\_ ISO Country Code: \_\_\_\_\_ State: \_\_\_\_\_  
Name of tax, fee or charge: \_\_\_\_\_ Existing Code: \_\_\_\_\_  
Effective Date—Specify applicable to tickets issued on/after effective date ( ) or travel on/after effective date ( )  
Purpose of the tax/fee/charge: \_\_\_\_\_

Detailed description of application:	Currency Code	Amount	%*
International departure			or
Domestic departure			or
International arrival			or
Domestic arrival			or
Other (explain):			or

\* What is the percentage based on? (explain): \_\_\_\_\_  
Explanation: \_\_\_\_\_  
Other Application (e.g. daytime): \_\_\_\_\_

Collection at point of: ☐ Sale ☐ Departure ☐ Arrival  
Explanation of collection: \_\_\_\_\_

Remitted to the responsible authority: ☐ Selling Airline ☐ Lifting Airline ☐ Other (explain): \_\_\_\_\_  
Explanation of remittance: \_\_\_\_\_

The tax, fee or charge is levied on: ☐ Yes ☐ No

Exemptible: ☐ Yes ☐ None

Yes, please tick the boxes below:

☐ Infants (children under 2) ☐ Children under 12 ☐ Government officials  
☐ Diplomats ☐ Airline crew on duty ☐ Diplomats  
☐ Free tickets (for personal travel) ☐ Free tickets (for company/business travel)  
☐ AD tickets ☐ Military flights  
☐ Transit/transfer passengers ( ) ☐ 24 hrs., ☐ 12 hrs., ☐ 6 hrs., ☐ next possible connection  
☐ Involuntary reroutings, e.g. due to technical problems or weather conditions  
☐ Others: \_\_\_\_\_

Explanation of exemptions: \_\_\_\_\_

Authority responsible for the administration of the tax/fee/charge (Ministry, CAA, Airport authority, etc.):  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Tel: \_\_\_\_\_ Fax: \_\_\_\_\_  
Additional comments: \_\_\_\_\_

☐ Correction/amendment of existing tax, fee or charge ☐ New tax, fee or charge

— Kindly attach a copy of the legislation/impose imposing this tax, charge or fee —

Send this Application Form to:  
Director, Passenger  
IATA  
P.O. Box 416  
CH-1215 Geneva 15 Airport  
Switzerland  
Fax: +41 (22) 770 3660

T2.35/P

...

#### 4.2.1 Format for Code Assignment.

Members and System Providers shall be ready to receive and process alphanumeric TFCs codes in accordance with the provisions of this resolution no later than 30 June 2012.

...

## 7. FORM OR PAYMENT CODE (mandatory)

...

CREDIT CARD CODES (APLPHA)<sup>1, 3</sup>

...

### ~~Commercial Company Credit Cards~~ International Payment Cards

<del>Access Air</del>	ZA
<del>American Express/Optima Card</del>	AX <sup>2</sup>
<del>Australian Bankcard</del>	AB
<del>Bank of Boroda "Bobcard"</del>	BB
<del>Bank of Hawaii</del>	BH
<del>Bank Card of Japan</del>	BC
<del>Canara Bank "Cancard"</del>	CD
<del>Carte Aurore</del>	AU
<del>Carte Blanche</del>	CB <sup>2</sup>
<del>Citizens and Southern National Bank</del>	CS
<del>Cofinoga Credit Card</del>	CG
<del>Comites</del>	ID
<del>Connecticut Bank and Trust Company</del>	CU
<del>Diamond Credit</del>	MD
<del>Discover Card</del>	DS
<del>Diners Club/American Torch Club/Sun Diners Club</del>	DC <sup>2</sup>
<del>Empire Card</del>	MT
<del>Fédération Nationale de l'Industrie Hotelière</del>	FH
<del>HiperCard</del>	HC
<del>Japan Credit Bureau</del>	JC <sup>2</sup>
<del>Mastercard</del>	CA <sup>2</sup>
<del>Million Credit Service</del>	MC
<del>Nativa</del>	NT
<del>OTB Card</del>	OT
<del>Presto</del>	PR
<del>Select Credit</del>	SR
<del>Shoppers Charge</del>	SC

Trust Card	TC
Union Credit	UD
United Debit Credit Center	UI
VISA International	VI <sup>2</sup>
Walker Bankcard	WB

#### **~~Airline Credit Cards~~**

Air New Zealand Travel Card	NZ <sup>2</sup>
Alia Personal Credit Card	RJ <sup>2</sup>
Aloha Airlines Credit Card	TS
American Airlines Personal Credit Card	AA <sup>2</sup>
China Airlines "Dynasty Travel Card"	DT
Delta Air Lines Credit Card	DL
Garuda Executive Credit Card	GA <sup>2</sup>
Japan Airlines JALCARD	JL <sup>2</sup>
Lufthansa Senator Card	LH <sup>2</sup>
Qantas Airways Charge Card	QF <sup>2</sup>
Universal Air Travel Plan (UATP)	TP
Merchandising and Banking Cards	
Bankcard New Zealand	BZ <sup>2</sup>
Discover Card/Bravo Card/Private Issue Card — issued by Novus Card Products	DS <sup>2</sup>

...

#### **~~Airline Industry Issued Card(s) — Industry Identifier "1"~~**

1XXX	Universal Air Travel Plan (UATP) (XXX is numeric airline code of contractor)
19XX	AirPlus — licensee of Air Travel Card (XX is airline identifier)
1800	PassAge Credit Card — licensee of Air Travel Card (issued by Japan Air Lines)

#### **~~Airline Issued Personal Cards - Industry Identifier "2"~~**

2001	American Airlines Personal Credit Card
2006	Delta Air Lines Credit Card
2081	Qantas Airways Charge Card
2086	Air New Zealand Travel Card
2126	Garuda Executive Credit Card
2131	Japan Airlines JALCARD
2151	Alia Personal Credit Card
2220	Lufthansa Senator Card

#### **~~Travel and Entertainment Cards — Industry Identifier "3"~~**

300000 to	Diners Club
305999	
309500 to	
309599	



~~34XX — American Express~~  
~~35XX — Japan Credit Bureau~~  
~~360000 to 369999 — Diners Club/Carte Blanche~~  
~~37XX — American Express/Optima Card~~  
~~380000 to 389999 — Diners Club/Carte Blanche~~  
~~3889 — Diners Club Cards issued to GSA Federal Agent Agencies~~

**~~Banking Industry Cards — Industry Identifier “4”~~**

~~4XXX — HiperCard~~  
~~4XXX — VISA International~~

**~~Banking Industry Cards, Expansion — Industry Identifier “5”~~**

~~5XXXXX — Access (Master Card)~~  
~~5602 — Bankcard New Zealand~~

**~~Merchandising and Banking Cards — Industry Identifier “6”~~**

~~601100 to 601199 — 644000 to 659900 Discover Card/Private Issue Card — Issued by Novus Card Products~~

**~~Petroleum Industry — Industry Identifier “7”~~**

**~~Telecommunications and Other Future Industry — Industry Identifier “8”~~**

**~~Industry Identifier “0” and “9” — reserved for future assignment by ISO~~**

***Note:** Industry credit card identifier codes vary in length from two to six digits and the number of Xs following the initial code indicate the number of variable digits which may be used.*

## Payment instruments, domestic usage only

<u>Credito Directo payment</u>	<u>AM</u>	<u>BSP Mexico domestic voucher</u>
<u>Cards issued by BC</u>	<u>BC</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Cabal</u>	<u>CL</u>	<u>BSP Argentina, domestic card</u>
<u>Cards issued by Kookmin</u>	<u>CN</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Cards issued by KEB</u>	<u>EB</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Cards issued by Hyundai</u>	<u>HD</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Reserved for future use</u>	<u>KA</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Reserved for future use</u>	<u>KB</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Cards issued by Lotte</u>	<u>LC</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Cards issued by Nonghyub</u>	<u>NH</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Visa Naranja</u>	<u>NV</u>	<u>BSP Argentina, domestic card</u>
<u>OCA</u>	<u>OC</u>	<u>BSP Uruguay, domestic card</u>
<u>Domestic payment voucher</u>	<u>OV</u>	<u>BSP Spain domestic voucher</u>
<u>Domestic payment voucher</u>	<u>OY</u>	<u>BSP Spain domestic voucher</u>
<u>Domestic payment voucher</u>	<u>PC</u>	<u>BSP Spain domestic voucher</u>
<u>Reserved for future use</u>	<u>PR</u>	<u>BSP Chile specific</u>
<u>Paga Todo payment</u>	<u>PT</u>	<u>BSP Mexico domestic voucher</u>
<u>Domestic payment voucher</u>	<u>RC</u>	<u>BSP Spain domestic voucher</u>
<u>Cards issued by Shinhan</u>	<u>SH</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Cards issued by HANA</u>	<u>SK</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Cards issued by Samsung</u>	<u>SW</u>	<u>BSP Korea specific<sup>2</sup></u>
<u>Tierra del Fuego</u>	<u>TF</u>	<u>BSP Argentina, domestic card</u>
<u>Tarjeta Naranja</u>	<u>TN</u>	<u>BSP Argentina, domestic card</u>
<u>Nativa</u>	<u>NT</u>	<u>BSP Argentina domestic card</u>
<u>Reserved for future use</u>	<u>HC</u>	<u>BSP Brazil specific</u>

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<sup>2</sup> In South Korea, cards are not accepted by merchants on the basis of the card brand but on the basis of the issuer's name. Hence a merchant has to sign a card acceptance agreement with every issuer.

### **Filing Period:**

1 March -  
13 April 2012

### **Effective Date:**

1 June 2012

**RESOLUTION 762**  
**AIRLINE DESIGNATORS**  
*(amending)*

**P3**

PSC(30 33)762

Expiry: Indefinite  
Type: B

RESOLVED that, the following rules shall apply to the assignment and use of airline designators for the entire airline and travel and tourism industry:

For the purposes of this Resolution,

“AIRLINE” means: an enterprise operating aircraft for commercial purposes which (i) performs scheduled or non-scheduled air transport services, or both, which are available to the public for carriage of passengers, mail and/or cargo and (ii) is certified for such purposes by the civil aviation authority of the state in which it is established.

“PUBLISHED SCHEDULE” means: a listing of the timing of air services and other schedule information available to the public in standard air transport industry guides.

## **1. USE OF AIRLINE DESIGNATORS**

1.1 Those companies assigned an airline designator are to use such designator for reservations, schedules, timetables, telecommunications, ticketing, cargo documentation, legal, tariffs and/or other commercial/traffic purposes. Codes for use in baggage handling applications are defined in Resolution 769.

1.2 Notwithstanding anything in this Resolution to the contrary, where an airline's cargo division becomes a subsidiary company and an agreement is made whereby that subsidiary cargo company will purchase/utilize allocated space on its parent passenger aircraft for cargo; the cargo company may also use the two-character designator of the parent company, if agreed by both parties.

## **2. USE OF TWO-CHARACTER AND THREE-LETTER DESIGNATORS**

Carriers and CRSs recognize the necessity of processing three-letter airline/CRS designators at some future date. All organizations having an IATA assigned two character designator shall continue to use such designator until such time as ATA and IATA Members agree on a conversion date for the use of three-letter designators by such organizations. All ~~organizations~~ airlines receiving an IATA assigned two-character designator, shall notify IATA of their ~~desired~~ assigned three-letter ICAO designator, and subsequently IATA will reserve ~~an available~~ that designator.

It is also recognized that IATA will deplete all available two-character designators and that three-letter designators will need to be also processed. Therefore, when IATA exhausts the available supply of two-character designators, airlines/CRSs will be placed on a waiting list for an available two-character designator. Until such time as a two-character designator becomes available, the airline/CRSs will use its assigned three-letter designator for the purposes defined in paragraph 1. When a two-character designator becomes available the airline/CRS will have the option of using the two-character designator or three-letter designator, but not both. If the airline/CRS chooses not to use the two-character designator, it will become available for reassignment. The airline/CRS must decide whether it wishes to use the two-character designator within thirty days of it becoming available. The Joint ATA Passenger Council/IATA Passenger Services Conference (JPSC) shall annually review the airline industry requirements for airline designators.

### **3. USE OF AIRLINE DESIGNATORS BY RAILWAY, FERRY AND BUS COMPANIES**

Railway, ferry, and bus companies with requirements for a designator for passenger transportation, for use in reservations, schedules, timetables or; tariff publishing, may be assigned a three-letter designator. Until such time as three-letter designators can be handled by airlines and computer reservations systems, such non airline companies shall also be assigned a duplicated two-character numeric-alpha designator in a controlled environment (see paragraph 5) drawn from designators assigned to non-scheduled passenger or cargo airlines.

### **4. ASSIGNMENT CRITERIA FOR NEW APPLICANTS**

~~4.1 The following new applicants for Airline designators shall be assigned as a two-character (two-letter alpha, if available, or numeric-alpha, alpha-numeric) designator to: and a three-letter designator:~~

~~4.1.4 2 airlines which are parties to the ATA Interline Traffic Agreement — Passenger (Resolution 5.65), the IATA Interline Traffic Agreement — Passenger (Resolution 780/780e), or the IATA Interline Traffic Agreement — Cargo (Resolution 660) However, if such airline does not intend to conclude an interline traffic agreement within 90 days of assignment, the two-character designator shall be recalled and it shall be assigned a three-letter designator; until such time as three-letter designators can be handled by airlines and Computer Reservation Systems, such airlines shall also be assigned a duplicated airline designator in a controlled environment;~~

or

~~4.1.2 1 airlines publishing and operating scheduled air service in accordance with the definition of a scheduled air service contained in IATA Recommended Practice 1008 in standard air transport guides. However, if such airline does not intend to conclude an interline traffic agreement within 90 days of assignment, the two-character designator shall be recalled and it shall be assigned a three-letter designator; until such time as three-letter designators can be handled by airlines and Computer Reservation Systems, such airlines shall also be assigned a duplicated airline designator in a controlled environment.~~

4.1.3 airlines not qualifying under 4.1.1 or 4.1.2, with a requirement for an airline designator to participate in an airline industry shared telecommunication facility shall be assigned a Banded Code for message addressing and a three-letter designator.

4.1.4 a new entrant which does not yet meet the definition of “airline” for purposes of this Resolution may be granted a provisional airline designator code assignment when written notification is received from the civil aviation authority of the state in which it is established advising that the enterprise is substantially meeting the state's requirements for the issuance of a licence to operate commercial air transport services;

4.1.4.1 such provisional assignment shall be valid for a non-renewable period of six (6) months. Failure of the enterprise to meet the definition of “airline” for purposes of this Resolution within six (6) months of provisional assignment of the airline designator code will result in the formal recall of the code. A non-refundable processing charge shall apply to requests for provisional assignments of airline designator codes, in addition to all fees otherwise applicable.

4.2 Non-scheduled passenger or non-scheduled cargo airlines ~~not~~ qualifying under 4.1.1, ~~or 4.1.2 as of 1 June 2012 or 4.1.3 with a requirement for an airline designator~~ shall be assigned a three-letter designator; ~~until such time as three-letter designators can be handled by airlines and Computer Reservation Systems, such airlines shall also~~ be assigned a duplicated airline designator in a controlled environment.

P4.1

4.3 Non-airline Unit Load Device (ULD) owners who participate in the ~~Interline ULD Control User Group (IULDUG)~~ ULD area of the IATA Strategic Partnership Program ~~(two-letter controlled duplication and a three-letter beginning with “X”)~~. Non-airline ULD owners who do not participate in the ~~IULDUG~~ ULD area of the IATA Strategic Partnership Program will not be eligible for a unique or controlled duplicate ~~(see paragraph 5)~~ code but shall be assigned a Banded Code and a three-letter code beginning with “X”).

4.4 Computer Reservations Systems (CRS) suppliers with a requirement for participation in airline industry shared telecommunication facilities. ~~Such CRS suppliers shall only be assigned two-character numeric-alpha or alpha-numeric designators using the figure “1” and letters “A–Z”. Such designators can be used in interline reservations messages. They shall not be used to publish and operate air services, nor shall they be used~~ for the interline transmission of PTAs, nor shall they be used for any other ticketing purpose, (except for the optional identification of the CRS controlling the PNR. This identification should be shown in the “Airline Data/Booking Reference/PNR” box on the ticket). These codes shall not be duplicated ~~(see paragraph 5)~~.

4.5 The two-character and three-letter airline designators shall be used for the purposes outlined in Paragraph 1, (except where expressly stated otherwise in this Resolution), and in accordance with the instruction issued by IATA. Notwithstanding anything in this Resolution, three-letter designators will not be used by airlines until such time as the Joint ATA Passenger Council/IATA Passenger Services Conference (JPSC) reaffirms the requirement for the use of such three-letter designators.

## 5. CONTROLLED DUPLICATION<sup>1</sup>

5.1 ~~During the interim period,~~ two-character designators may be duplicated in a controlled environment.

5.1.1 The following criteria shall apply to controlled duplicate designators:

The same code will not be duplicated if the companies:

- publish passenger schedules; or
- publish cargo schedules; or
- participate in the industry shared telecommunication facilities except under Banding as defined in RP 1008; or
- at the time of assignment, it is known by IATA that the companies serve the same general geographic area.

5.1.2 In the event that one of the companies with a duplicated designator changes its status, and falls into one of the criteria listed above, the company which had the designator first shall continue to have the use of the code and IATA will change the designators of the other companies which shared the designator.

5.2 If an airline has nominated a predesignated point that airline's two-character designator will not be duplicated.

<sup>1</sup> Duplication means to assign the same designator to two or more companies.

## 6. DESIGNATORS NOT AVAILABLE FOR ASSIGNMENT

The following combinations shall not be assigned to individual airlines or companies qualifying for airline designator:

6.1 these designators are to be used for communications purposes only:

	<b>Commercial Category</b>	<b>Designator</b>
a.	Car Rental Companies/ Miscellaneous	CR
b.	Hotel/Motel Companies	HL
c.	Aeronautical Radio, Inc. (ARINC)	XA
d.	International Air Transport Association (IATA)	XB
e.	Air Transport Association of America (ATA)	XD
f.	Special Ground Handling Service	XH
g.	International Aeradio Ltd. (IAL)	XI
h.	SITA	XS

i.	Government Civil Aviation Authorities	YA
j.	General Addressing	YY
k.	Computer Tests	ZZ
l.	Miscellaneous (reserved for industry use)	2X, 6X, 7X, 8X
m.	non-scheduled Air Transportation (Reserved for Banding — see Paragraph 4.1.3)	X2, X6
n.	General Aviation	GN

6.2 When IATA starts assigning three-letter codes, the following combinations shall not be assigned to individual airlines or companies qualifying for an airline designator:

6.2.1 three-letter designators — CAF, COR, DPC, EEE, EXO, HDQ, NAC, NIL, PAN, PDM, QAA, QAB, QFP, QMK, QQQ, QTA, QTB, QTE, RDT, RET, RPT, RQR, RTA, RTC, RTP, RTX, SOS, STP, SVC, UNO, XCR, XHL, XXD, XXH, YXA to YZZ and ZXA to ZZZ, ATX, CAR, CCR, HHL, HTL, OSI, PTA, SSR, SUR, TTO, TUR, YYY, WWW;

6.3 2.2 three-letter combinations with CZ, NN or ZC;

6.4 2.3 an airline's or CRS's three-letter designator shall not be the same as the location identifier for that airline's or CRS's head office location.

## **7. SUBMISSION OF REQUESTS FOR INFORMATION AND APPLICATION FORMS**

~~Companies requesting the assignment of a designator or a change to an existing designator shall submit a request (using the application form which is published separately) to the IATA Office, as shown on the application form.~~

Information on application forms regarding code assignment is available from IATA as shown below, or download forms from  
<http://www.iata.org/whatwedo/passenger/Pages/coding>

Code Administration Co-ordinator  
International Air Transport Association  
800 Place Victoria  
P.O. Box 113  
Montreal, Quebec  
Canada H4Z 1M1  
Tel: +1 (514) 874 0202  
Fax: +1 (514) 390 6773  
Email: [airlinecoding@iata.org](mailto:airlinecoding@iata.org)

### 7.1 Publication of Codes

Information regarding valid codes can be found in the IATA Airline Coding Directory. This can be ordered from the IATA online store at: [www.iataonline.com](http://www.iataonline.com)

For individual enquiries regarding coding and de-coding of airline designators, refer to:  
[www.iata.org/codes](http://www.iata.org/codes)

## **8. PROCESSING OF REQUEST**

Upon receipt of a request for the assignment of an airline designator, the IATA Office will:

8.1 determine the eligibility of the applicant and, if eligible, will assign and authorize the use of an airline designator, coordinating assignments to avoid possible uncontrolled duplications;

8.2 ~~introduce an effective date~~ provide notification for the use of the airline designator so assigned by means of ~~a circular letter~~ an industry message to ~~ATA/ IATA Members, CRSs and to the Airline Guides~~ CRSS, data aggregators and subscribers of the IATA Coding Directory;

8.3 publish all assignments in the IATA Airline Coding Directory.

8.4 The order of priority in assigning two-character airline designators is as follows:

8.4.1 an airline which requires a change to its designator because of an operational problem caused by the designator it has been assigned, including conflicts associated with controlled duplicate designators;

8.4.2 an airline which has been assigned a three-letter airline designator and who has been placed on a waiting list for a two-character designator in accordance with Paragraph 2, will be offered a two-character designator according to the date the airline requested to be placed on that waiting list established for this purpose. If the airline refuses to accept the first two-character airline designator which becomes available, that airline will move to the bottom of this waiting list;

8.4.3 an airline which does not currently have an airline designator;

8.4.4 an airline which requests a voluntary change to its airline designator. Assignments will be made from a waiting list in order of the date the airline requested to be placed on this list.

## **9. CHANGES TO AIRLINE DESIGNATOR ASSIGNMENTS**

9.1 Except as provided in Paragraph 9.2, airline designators shall not be changed without strong justification, including changes made in accordance with Paragraph 2 and with regard to the priority as specified in Paragraph 8.

9.2 Two or more airlines already holding a unique two-character designator, except controlled duplicate designators, may voluntarily exchange such airline designators using IATA as an intermediary. IATA may establish fees for acting as an intermediary. When an airline designator is assigned or changed, IATA will establish its effective date and undertake to co-ordinate this assignment or change with all parties concerned.



9.3 The effective date of any change (except additions and deletions) to current airline designators, except controlled duplicate designators, shall not be less than ninety (90) days following the date on which the change is agreed.

~~9.4 When making a request for changes, airlines and CRSs shall ensure that such request is sent to the IATA Office shown on the Application form (which is published separately).~~

## **10. ~~EXTENSION OF TWO-CHARACTER DESIGNATOR SYSTEM~~ ANNUAL REVIEW**

10.1 To encourage airlines who do not need a unique two character designator for operational reasons to surrender it, or to encourage airlines to move to banding, there will be an annual review process to determine continued eligibility for an airline accounting code and/or airline prefix, for which ATA and IATA may assess a fee in addition to any application or administration fee. IATA may assess a fee as part of the annual review process in addition to any assignment or administration fee. This fee shall apply to all non-IATA, non-ATA companies, except to members of the IATA Registered Supplier Strategic Partnerships Programme, IATA Travel Partners Programme and airlines assigned a Banded Code.

10.2 Failure to complete and return the annual review form and/or pay any airline designator fee shall result in that airline designator being recalled by IATA for reassignment.

## **11. RECALLING OF AIRLINE DESIGNATORS**

11.1 If at any time it is determined by ATA or IATA that an airline or non-airline company no longer qualifies for a designator under the criteria established in paragraph 4 of this Resolution, the designator will be recalled. A company will cease to use the designator upon notification by ATA or IATA of the recall of the designator.

11.2 The IATA Secretariat will ~~advise the IATA/ATA Members, CRSs and other interested parties by way of a circular letter and in the regular transmittal of the IATA Airline Coding Directory of any changes in airline designators.~~ provide notification of the airline designator so recalled by means of an industry message to CRSs, data aggregators and subscribers of the IATA Coding Directory. Recalled airline designators should not be reassigned for a minimum period of at least sixty (60) days.

11.3 An airline designator is not considered the property of the airline to which it is assigned. Once an airline no longer meets the criteria for the assignment of an airline designator, that designator is recalled. After 60 days from the date of recall, the designator may be reassigned. Should the carrier which has had its designator recalled demonstrate within 60 days of the recall that it does meet the criteria for an airline designator, that designator will be reallocated to it. If the carrier demonstrates that it satisfies the criteria for an airline designator more than 60 days from the date of the recall of its airline designator, it shall be considered a new applicant and IATA will assign an available airline designator. In these circumstances IATA can not guarantee to assign the original airline designator to the applicant.

For a copy of an application form for an airline designator contact the:

~~Code Administration Co-ordinator  
International Air Transport Association  
800 Place Victoria  
P.O. Box 113  
Montreal, Quebec  
Canada H4Z 1M1  
Tel: +1 (514) 390 6773  
Fax: +1 (514) 874 9633  
Tty: YMQTIXB  
Email: codes@iata.org  
www.iata.org/codes~~

## **12. ASSIGNMENT OF ADDITIONAL AIRLINE DESIGNATORS**

12.1 When the commercial requirements of an airline are likely to lead to the exhaustion of its available range of flight numbers (including numbers used for code share flights marketed but not operated by such airline) within a forthcoming year, (an) additional airline designator(s) may be assigned to that airline by IATA Management for a specified period. In these circumstances, controlled duplicates cannot be used.

12.2 Applications for additional designators shall be submitted to the IATA office as per Paragraph 7 with a detailed justification to support the application.

## **GOVERNMENT RESERVATIONS**

### *UNITED STATES*

*Order 77-12-32 dated 5 December 1977:*

*Resolution 762 is approved provided that ATA and IATA include interested non-member U.S. certificated air carriers in their administration of the two-letter airline designator system.*

### **Filing Period:**

1 March -  
13 April 2012

### **Effective Date:**

1 June 2012

**RESOLUTION 763**  
**LOCATION IDENTIFIERS**  
*(amending)*

PSC(32 ~~32~~ 33)763

Expiry: Indefinite  
Type: B

P3

RESOLVED that:

~~Members Airlines~~ and CRSs shall use the location identifiers published in the IATA Airline Coding Directory. Assigned three-letter location identifiers are considered permanent. They shall not be duplicated with any other physical location. They shall not be changed without strong justification primarily concerning air safety. The following procedures shall apply for the assignment of three-letter location identifiers (city/airport codes) for airlines' purposes, other than Air Traffic Services<sup>1</sup> applications. The following codes are not available for assignment: CPY, DDL, DPC, HDQ, ~~IAT~~, NIL, NUC, QAA, QAB, QAF, QEN, QES, QQQ, QSP, QTA, QTB, QTQ, ~~QTV~~, ~~QUK~~, ~~QXA~~, ~~QXL~~, ~~QXM~~, QXN, QXS, QXT, QXU, ~~QZY~~, ~~QZW~~, SOS, WWW, XXX, ZZW, ZZX, ZZY, ZZZ. The following codes are reserved for use as a fictitious points only in the text of a Schedule Exchange Data Message according to the IATA Standard Schedules Information Manual: QMX, QMY, QPX, QPY, QZX, XUD.

The following codes are reserved as fictitious points for use in Charge Card and Credit Card billings: XAA, XAE, XAF, XAO, XDF, ~~XCA~~, XOT, XPC, XPE, XTD and XUP.

**1. CRITERIA**

1.1 ~~Members Airlines~~ and CRSs may ~~only~~ request the assignment of a unique three-letter code to identify one of the following locations:

1.1.1 an airport receiving ~~scheduled~~ air services by a ~~Member~~ an airline;

~~1.1.2 an airport receiving charter air services by a Member airline;~~

~~1.1.3 an alternate airport available for use by Member airlines;~~

~~1.1.4 an airline headquarters when HDQ or an existing city/airport code cannot be used;~~

~~1.1.6~~ 1.1.2 a location which must be identified and published for intermodal transportation, served by a railway, ferry or bus company having an intermodal agreement with an airline. For the purposes of this Resolution, intermodal transportation means transportation provided by an airline and one or more other modes of transportation, documented on a single accountable traffic document, with a reservation, and distributed via an airline reservation system and/or CRS. Code assignment requests received from a CRS for railway, ferry or bus companies ~~will~~ may be subject to a charge set by IATA (except IATA Strategic Partners).

~~4.1.5~~ 1.1.3 a location which must be identified for airline communications routing or airline scheduling purposes or airline schedule exchange data messages ~~and for which no existing airport or city code is available~~

1.2 To satisfy the criteria listed under 1.1.1, 1.1.2, and 1.1.3, ~~1.1.4 and 1.1.5~~, the following shall apply:

1.2.1 for scheduled service airport location identifiers, consult the current issue of the IATA Airline Coding Directory in order to avoid requesting an identifier which is already in use;

1.2.2 as a first choice, select an unassigned mnemonic using the first three letters of the location name;

1.2.3 as a second choice, select an unassigned mnemonic preferably starting with the first letter of the location name.

1.3 Codes are assigned under 1.1.1, 1.1.2 and 1.1.3 as follows:

1.3.1 if only one airport serves an area, only one code will be assigned to both the airport and the area;

1.3.2 when an area is served by more than one airport, each airport will be assigned an individual code. The area ~~will~~ may be assigned a metropolitan area code which may be the same as the code of one of its airports or ~~an~~ a unique individual code; provided that the above criteria is without prejudice to currently existing unique metropolitan area codes as published in the IATA Airline Coding Directory.

1.4 An airport will not be listed in or de-listed from the IATA Airline Coding Directory under a metropolitan area location identifier unless a specific request for such action is submitted to the IATA or ATA Head Office, as appropriate.

1.5 Creation/dismantling of a metropolitan area location identifier, or the listing/de-listing of an airport under a metropolitan area location identifier shall only be actioned if it is established by the IATA or ATA Secretariat that:

1.5.1 the operators of the airports concerned support such action;

1.5.2 a majority of responses from a poll of airlines operating scheduled air transport services serving all the airports concerned support such action. For the purpose of determining which airlines serve such airports, the IATA or ATA Secretariat as appropriate will consult the airport authorities concerned. For the purposes of compiling the list of airlines, the airport authorities are to include the teletype address and/or e-mail address of the airlines presently operating scheduled air transport services or which have operated to the airport during the previous 12 month period.

1.5.3 In the event a majority of airlines do not support the proposed action to list an additional airport to an existing metropolitan area, IATA will inform the relevant national aeronautical authority. In such case the national aeronautical authority may, at its discretion, overturn the vote by advising IATA accordingly in writing and in that case the airport will be listed in the existing metropolitan area. If no reply is received within 90 days it will be assumed that the national aeronautical authority supports the results of the poll.

1.6 For the purposes of conducting a poll, the following criteria shall apply:

1.6.1 the poll will be conducted not more than once per year for a given airport;

1.6.2 the poll will be sent by teletype and/or by e-mail to:

1.6.2.1 the Passenger Services Conference Accredited Representative of IATA Member airlines or the interline contact of Member airlines participating in the MITA but not represented in the Passenger Service Conference,

1.6.2.2 the interline contact for non-IATA airlines which are party to the IATA Multilateral Interline Traffic Agreements,

1.6.2.3 the chief executive (head office teletype address and/or by e-mail) of any other airline(s) indicated as concerned by the airport authority(ies) concerned;

1.6.2.4 all Accredited Representatives of the Passenger Services Conference and the Composite Tariffs Conference for their information;

1.6.3 a majority shall be considered as a simple majority of airlines responding to the poll, with non-responses and abstentions not counting in the poll.

1.6.4 Requests received from non-IATA and non-ATA airlines for listing an airport under a metropolitan area location identifier will be subject to a charge set by IATA.

1.7 The location name will be spelled using the “conventional” English name as published by the US Board on Geographic Names (BGN). If this does not exist, the BGN “approved” spelling will be used (refer to: <http://geonames.usgs.gov/>) Alternatively use the spelling of the national Civil Aviation Authorities of the country concerned.

## **2. NEW LOCATIONS OR CHANGES REQUESTS FOR INFORMATION AND APPLICATION FORMS**

Members and CRSs requiring the assignment of a code for a new location or requiring a change to an existing code, shall submit a request using the application form (published separately, see below) to the IATA or ATA Head Office, as appropriate.

The location name will be spelled using the conventional English name. If this does not exist, the spelling will be as published by the US Board on Geographic Names (BGN).

Information on rules and criteria regarding code assignment is available from IATA as shown below, or download forms from <http://www.iata.org/whatwedo/passenger/Pages/coding>

Code Administration Co-ordinator  
International Air Transport Association  
800 Place Victoria  
P.O. Box 113  
Montreal, Quebec  
Canada H4Z 1M1  
Tel: +1 (514) 874 0202  
Fax: +1 (514) 390 6773  
Email: [airlinecoding@iata.org](mailto:airlinecoding@iata.org)

### **2.1 Publication of Codes**

Information regarding valid codes can be found in the IATA Airline Coding Directory. This can be ordered from the IATA online store at: [www.iataonline.com](http://www.iataonline.com)

For individual enquiries regarding coding and de-coding of location identifier codes, refer to: [www.iata.org/codes](http://www.iata.org/codes)

## **3. PROCESSING OF REQUESTS FOR NEW LOCATIONS OR A CHANGE OF AN EXISTING LOCATION PUBLICATION OF CODES**

Upon receipt from a Member an airline or a CRS of a request for the assignment of a new location identifier or for a change of an existing location identifier, the appropriate Secretariat of the IATA or ATA Head Office will:

3.1 co-ordinate recommended changes or additions to location identifiers with ATA or IATA, as the case may be, to determine availability and to ensure conformity with the criteria shown in 1.2;

3.2 For new location identifiers, ATA and/or IATA will:

3.2.1 assign an available code,

3.2.2 establish an implementation date for each new location identifier that shall not be less than thirty (30) days from the date of assignment,

3.2.3 advise the new location identifier to ~~all Members, CRSs and the Airline Guides~~ CRSs, data aggregators and subscribers of the IATA Airline Coding Directory.

3.3 For a change to an existing location identifier, ATA and/or IATA will:

3.3.1 assign the requested code for the location identifier,

3.3.2 establish an implementation date for a change of location identifier that normally shall not be less than thirty (30) days from the date of the notice to be issued by ATA and IATA,

3.3.3 advise the change of location identifier to ~~all Members, CRSs and the Airline Guides~~ CRSs, data aggregators and subscribers of the IATA Airline Coding Directory.

3.4 include all such amendments in the next issue of the IATA Airline Coding Directory.

Information regarding valid codes can be found in the IATA Airline Coding Directory. This can be ordered from the IATA online store at: [www.iataonline.com](http://www.iataonline.com)

#### **4. EMERGENCY ASSIGNMENT AND TEMPORARY AMENDMENT OF LOCATION IDENTIFIERS**

Notwithstanding any Paragraph in this Resolution 763, IATA or ATA management, as appropriate, may immediately assign new or amended location identifiers or may list/delise airports under existing metropolitan area location identifiers in the event that air safety, government action or a change in government policy strongly justifies such assignment or amendment. Such assignment or amendment must be supported and endorsed by the appropriate operator(s) of the airport(s), and shall become effective fourteen (14) days after its authorization by means of circular letter to ~~all Members and CRSs and to the Airline Guides~~ CRSs, data aggregators and subscribers of the IATA Airline Coding Directory. The implementation date will be specified in the circular. The appropriate Secretariat of the IATA or ATA Head Office, as appropriate, will include such assignment or amendment in the next issue of the Airline Coding Directory.

~~For a copy of an application form see [www.iata.org/codes](http://www.iata.org/codes) or send an email to: [airlinecoding@iata.org](mailto:airlinecoding@iata.org)~~

#### **5. ~~REQUESTS FROM NON-MEMBERS FOR ASSIGNMENT~~**

~~Upon receipt of a request from a non-Member operating scheduled air services for the assignment of a location identifier, the appropriate Secretariat of the ATA/IATA Head Office shall do so in accordance with the provisions of this Resolution.~~

## **6 5. EFFECTIVENESS OF CHANGES ASSIGNMENTS**

~~At any given time for any location, airlines should use only the one identifier which is effective on the date of travel to/from that location. The first date on which the new location identifier must be used for reservation purposes will be advised by IATA, but never less than sixty (60) days before the actual date of effectiveness of the changed location identifier. When making a recommendation for such changes, Members shall ensure that such notice is sent to the appropriate Secretariat of the IATA or ATA Head Office at least seventy (70) days before such effective date.~~

When airlines and CRSs request new assignments they shall ensure that such notice is sent to the appropriate Secretariat of the IATA or ATA Head Office at least seventy (70) days before such effective date. IATA systems will be updated with immediate effect on the requested effective date, and notification will be circulated to the airline industry no later than ten (10) days thereafter via an industry message to CRSs, data aggregators and subscribers of the IATA Coding Directory.

## **7 6. CANCELLATION OF CODES**

When recommending the cancellation of an existing code, ~~Members~~ airlines and CRSs shall submit the proposal to the IATA or ATA Head Office, as appropriate, giving reasons to substantiate the recommendation. Co-ordinating action ~~shall~~ may be taken by IATA or ATA Head Office ~~which shall authorise such cancellation by the same procedure as outlined in Paragraph 3~~ upon review of the proposal.

## **8 7. USE OF LOCATION IDENTIFIER CODES**

A location identifier code is the property of IATA and not the airport to which it is assigned or of the company that requested the assignment. The assignment by IATA of a location identifier code shall not confer upon the recipient of such assignment any proprietary, intellectual property or commercial rights which are independent of or inconsistent with the purpose of this Resolution 763. Any commercial use of a location identifier code not authorized by IATA is strictly prohibited.

### **GOVERNMENT RESERVATIONS**

#### **ITALY**

*In accordance with the sentence and judgement No. 5668/02 of the "Tribunale Amministrativo Regionale del Lazio" (TAR), the Italian CAA requires that, in Italy, in case of a request for the de-listing of an airport from a metropolitan area consisting of only two airports and for the subsequent dismantling of such area, the following amended procedure applies:*

*1) Article 1.5.1 is modified insofar as the agreement of the operator of the airport for which de-listing is requested shall suffice for appropriate action to be undertaken by IATA.*

*2) Article 1.5.3 is modified insofar as the "poll" to be undertaken by IATA shall be limited to the carriers having served the airport for which de-listing is requested during the previous 12-month period.*

#### **Filing Period:**

1 March -  
13 April 2012

#### **Effective Date:**

1 June 2012



**RESOLUTION 767**  
**ASSIGNMENT OF AIRLINE ACCOUNTING CODES AND AIRLINE PREFIXES**  
*(amending)*

PSC(~~30~~ 33)767

Expiry: Indefinite  
Type: B

P3

RESOLVED that:

The following rules shall apply to the assignment and use of airline accounting codes and airline prefixes for the airline and travel and tourism industries.

For the purposes of this Resolution,

“AIRLINE” means: an enterprise operating aircraft for commercial purposes which (i) performs scheduled or non-scheduled air transport services, or both, which are available to the public for carriage of passengers, mail and/or cargo and (ii) is certified for such purposes by the civil aviation authority of the state in which it is established.

“PUBLISHED SCHEDULE” means: a listing of the timing of air services and other schedule information available to the public in standard air transport industry guides.

## **1. USE OF AIRLINE ACCOUNTING CODES AND AIRLINE PREFIXES**

1.1 Airline accounting codes and airline prefixes are essential for the identification of passenger and cargo traffic documents, processing of passenger accounting transactions, cargo transactions and other commercial/traffic purposes.

1.2 The airline accounting code shall be used on all passenger traffic documents as the first three digits of the document number. This identifies the document as being issued by or on behalf of an airline or non-airline company other than a CRS. The airline accounting code shall also be used in accordance with the ATA and IATA instructions, Resolutions and Recommended Practices.

1.3 The airline prefix shall be used on all cargo traffic documents as the first three digits of the document number and form part of the shipment identification. This identifies the document as being issued by or on behalf of an airline. The airline prefix shall also be used in accordance with the ATA and IATA instructions, Resolutions and Recommended Practices.

1.4 Codes for use in all baggage handling applications are defined in Resolution 769.

1.5 Notwithstanding anything in this Resolution to the contrary, where an airline's cargo division becomes a subsidiary company and an agreement is made whereby that subsidiary cargo company will purchase/utilize allocated space on its parent passenger aircraft for cargo; the cargo company may also use the airline prefix of the parent company, if agreed by both parties.

## **2. ASSIGNMENT CRITERIA FOR AIRLINE ACCOUNTING CODES AND AIRLINE PREFIXES**

2.1 Three numeric airline accounting codes or airline prefixes shall be assigned for the purposes described in Paragraph 1 to:

~~Computerized reservations system companies which provide ticketing services for the airline industry;~~

Airlines which have an interline traffic agreement with another airline and issue accountable interline traffic documents;

Airlines which are party to any of the following industry agreements/plans:

IATA Multilateral Interline Traffic Agreement – Passenger,

IATA Multilateral Interline Traffic Agreement – Cargo,

IATA Interline Traffic Participation Agreement – Passenger – Issuing Airlines only,

ATA Interline Traffic Agreement – Passenger,

ATA Interline Air Cargo Procedures Agreement,

IATA Billing and Settlement Plan (BSP), and issue Standard Interline Traffic Documents,

Airlines Reporting Corporation (ARC), and issue Standard Interline Traffic Documents,

IATA Cargo Accounts Settlement Systems (CASS), and issue air waybills,

Universal Air Travel Plan (UATP) UATP Agreement, as a Contractor Party;

~~Airlines having bilateral interline traffic agreements with another airline and issue accountable interline traffic documents;~~

Airlines which have authorized forwarders to issue air waybills on their behalf;

~~Non-airline Unit Load Device (ULD) owners who participate in the Interline ULD Control User Group (IULDUG);~~

Computerized reservations system companies which provide ticketing services for the airline industry;

IATA Travel Partners which are participating carriers in airline computer reservations systems (CRSs) or IATA Billing and Settlement Plan (BSP) or Airlines Reporting Corporation (ARC) ~~as of 1 July 1995~~, and issue accountable traffic documents.

2.2 When all three numeric airline accounting codes or airline prefixes are exhausted, new companies which qualify for an airline accounting code or airline prefix shall be assigned a three-letter airline accounting code or airline prefix in accordance with the provisions set forth under Paragraph 4 hereto. Companies which have been assigned three-letter airline accounting codes or airline prefixes, shall be placed on a waiting list for three-numeric airline accounting codes or airline prefixes which become available. Until such time as a three-numeric airline accounting code or airline prefix becomes available, the airline/company will use its assigned three-letter airline accounting code or airline prefix for the purposes defined in Paragraph 1. When a three-numeric airline accounting code or airline prefix becomes available, the airline/company will have the option of using the three-numeric or three-letter airline accounting code or airline prefix, but not both. The airline/company must decide whether it wishes to use the three-numeric airline accounting code or airline prefix within sixty days of its becoming available. If the airline/company chooses not to use the three-numeric airline accounting code or airline prefix, it will become available for reassignment to another airline/company.

The three-letter airline accounting code or airline prefix will be the same as the three-letter airline designator assigned/reserved by IATA under the provisions of Resolution 762.

Notwithstanding anything in this Resolution, three-letter accounting codes will not be used by airlines until such time as the Joint ATA Passenger Council/IATA Passenger Services Conference reaffirms the requirement for the use of such three-letter accounting codes.

### **3. CLEARING HOUSE SUBSIDIARY LEDGER COMPANIES**

With respect to the non-airline companies which participate in the IATA Clearing House or Airlines Clearing House 'Subsidiary Ledger', such companies shall be assigned, by the IATA Clearing House or Airlines Clearing House, a three character alphanumeric (not three-numeric or three-letter) accounting code. Such companies may not use the alpha-numeric accounting code for the purposes described in Paragraph 1.

### **4. ASSIGNMENT OF AIRLINE ACCOUNTING CODES AND AIRLINE PREFIXES**

Airline accounting codes and airline prefixes shall be assigned by the Director – Revenue Accounting of the Air Transport Association of America (ATA) or the IATA's Global Head, Passenger of the International Air Transport Association (IATA). ATA shall assign airline accounting codes and airline prefixes to airlines and non-airline parties whose headquarters are in the U.S.A., and IATA shall assign airline accounting codes and airline prefixes to airlines and non-airline parties whose headquarters are outside the U.S.A.

## **5. AIRLINE ACCOUNTING CODES AND AIRLINE PREFIXES NOT AVAILABLE FOR ASSIGNMENT**

5.1 The following airline accounting codes shall not be assigned to individual airlines or non-airline companies qualifying for an airline accounting code for use on passenger traffic documents:

Code	Assignee
777	BSP — Tour Operators/Hotels/Courier Companies/Insurance Companies
792	BSP — Car Rentals
793	BSP — Ships/Hovercraft
794	BSP — Bus Lines
799	BSP — Railways
888	Scheduled Airlines Traffic Offices Inc.
889	ARC
890	ARC
950	SITA
952	BSP — IATA Remittance and Settlement Adjustments
953	BSP
954	BSP
955	BSP
956	BSPlink agent

5.2 The following airline prefixes shall not be assigned to individual airlines for use on cargo traffic documents:

Code	Assignee
888	Scheduled Airlines Traffic Offices Inc.
889	ARC
890	ARC
950	SITA
953	CASS
954	CASS

## **6. REQUESTING AN AIRLINE ACCOUNTING CODE OR AIRLINE PREFIX REQUESTS FOR INFORMATION AND APPLICATION FORMS**

6.1 An airline or non-airline company requesting assignment of an airline accounting code for passenger traffic purposes only, shall send a written request using the application form which is published separately to ATA or IATA, as appropriate, and provide documentary evidence that it is eligible to receive an airline accounting code under the provisions of Paragraph 2. Such application shall include a statement to the effect that the code shall not be used as an airline prefix for cargo traffic documents.

6.1.1 Upon receipt of a request for assignment of an airline accounting code and/or airline prefix, ATA or IATA, as the case may be, shall:

verify the eligibility of the applicant;

be certain the applicant has not previously been assigned an airline accounting code and/or airline prefix by either ATA or IATA;

assign an airline accounting code and/or airline prefix from the available banks of airline accounting codes and airline prefixes, and notify the applicant in writing, of the code and/or prefix so assigned.

6.2 An airline requesting assignment of an airline prefix for cargo traffic purposes only, shall send a written request using the application form which is published separately to ATA or IATA, as appropriate, and provide documentary evidence that it is eligible to receive an airline prefix under the provisions of Paragraph 2. Such application shall include a statement to the effect that the prefix shall not be used as an airline accounting code for passenger traffic documents.

6.3 An Application fee in an amount to be determined by ATA and IATA, is required from airlines or non-airline companies requesting an airline accounting code or airline prefix assignment from ATA or IATA. Applicants shall therefore include a cheque for the applicable amount with their application.

Information on rules and criteria regarding code assignment is available from IATA as shown below, or download forms from  
<http://www.iata.org/whatwedo/passenger/Pages/coding>

Code Administration Co-ordinator  
International Air Transport Association  
800 Place Victoria  
P.O. Box 113  
Montreal, Quebec  
Canada H4Z 1M1  
Tel: +1 (514) 874 0202  
Fax: +1 (514) 390 6773  
Email: [airlinecoding@iata.org](mailto:airlinecoding@iata.org)

#### 6.4 Publication of Codes

Information regarding valid codes can be found in the IATA Airline Coding Directory. This can be ordered from the IATA online store at: [www.iataonline.com](http://www.iataonline.com)

For individual enquiries regarding coding and de-coding of airline accounting codes/airline prefixes, refer to: [www.iata.org/codes](http://www.iata.org/codes)

## **7. ACTION BY ATA OR IATA ANNUAL REVIEW**

~~7.1 Upon receipt of a request for assignment of an airline accounting code and/or airline prefix, ATA or IATA, as the case may be, shall:~~

~~verify the eligibility of the applicant;~~

~~be certain the applicant has not previously been assigned an airline accounting code and/or airline prefix by either ATA or IATA;~~

~~assign an airline accounting code and/or airline prefix from the available banks of airline accounting codes and airline prefixes, and notify the applicant in writing, of the code and/or prefix so assigned.~~

7.2 .1 To encourage airlines or non-airline companies who do not need or no longer qualify for an airline accounting code and/or airline prefix, there will be an annual review process to determine continued eligibility for an airline accounting code and/or airline prefix, for which ATA and IATA may assess a fee in addition to any application or administration fee. This annual review and fee shall apply to all non-ATA and non-IATA companies and non members of the IATA Registered Suppliers/Industry Associates Strategic Partnership Programme and IATA Travel Partners Programmes, except the non-airline companies which participate in the ATA or IATA Clearing Houses 'Subsidiary Ledger' covered in Paragraph 3.

7.3 .2 Failure to complete and return the Annual Review form and pay the annual fee for the airline accounting code and/or airline prefix, shall result in that airline accounting code and/or airline prefix being recalled by ATA or IATA.

## **8. RECALL OF AIRLINE ACCOUNTING CODES NUMBERS AND AIRLINE PREFIXES**

8.1 If at any time, it is determined by ATA or IATA that an airline or non-airline company no longer qualifies for an airline accounting code and/or airline prefix under the criteria established in Paragraph 2 of this Resolution, the airline accounting code and/or airline prefix shall be recalled. Such airline or non-airline company shall cease to use such airline accounting code and/or airline prefix upon receipt of notification by ATA or IATA. IATA will provide notification of the accounting code and/or airline prefix so recalled by means of an industry message to CRSs, data aggregators and subscribers of the IATA Coding Directory.

8.2 Airline accounting codes and airline prefixes shall normally not be reassigned for ~~at least a minimum period of~~ 12 months after the date of recall or from the date interline traffic documents ceased to be issued, whichever is earlier. This does not apply to the alpha/numeric accounting codes assigned to Subsidiary Ledger companies participating in the IATA Clearing House.

8.3 If an airline or non-airline company later demonstrates that it again meets the criteria for an airline accounting code and/or airline prefix more than 12 months from the date of recall of its airline accounting code and/or airline prefix, it shall be considered as a new applicant. In these circumstances ATA or IATA cannot guarantee to assign the original airline accounting code and/or airline prefix.

## **9. ~~NOTIFICATION OF AIRLINE ACCOUNTING CODE AND AIRLINE PREFIX ASSIGNMENTS/CANCELLATIONS~~ PUBLICATION OF CODES**

~~9.1 On the first day of each month immediately after assignment or recall of an airline accounting code or airline prefix, ATA or IATA, as the case may be, shall take the following action:~~

~~9.1.1 IATA shall notify ATA and the airline guides publishers of the codes and prefixes assigned or recalled;~~

~~9.1.2 ATA shall notify IATA and the airline guides publishers of the codes and prefixes assigned or recalled;~~

~~9.1.3 IATA shall publish all codes and prefixes assigned or recalled by ATA and IATA in the IATA Airline Coding Directory, at the time of the next regular edition, and issue monthly amendment bulletins;~~

~~9.1.4 ATA shall, at appropriate intervals, notify its Members of the airline accounting codes and airline prefixes assigned or recalled by ATA and IATA.~~

Information regarding valid codes can be found in the IATA Airline Coding Directory. This can be ordered from the IATA online store at: [www.iataonline.com](http://www.iataonline.com)

## **10. CHANGE IN CORPORATE STATUS**

In the event of change in the corporate status of an airline or non-airline company which has been assigned an airline accounting code and/or airline prefix, such as a name change, merger with another airline or company, etc. the airline or non-airline company so affected shall immediately notify ATA or IATA, as appropriate, so the published lists of code assignments can be amended accordingly. In the event of a merger of two or more airlines or non-airline companies which all have been assigned airline accounting codes and/or airline prefixes, the surviving airline or non-airline company shall use only one code and/or prefix, and the other code and/or prefix shall be recalled in accordance with Paragraph 8, upon notification from the surviving airline or non-airline company.

## **11. OWNERSHIP OF AIRLINE ACCOUNTING CODE AND AIRLINE PREFIX**

An airline accounting code or airline prefix is not considered to be the property of the company to which it is assigned. Once the company no longer meets the criteria for the airline accounting code or airline prefix, that code or prefix shall be recalled in accordance with Paragraph 6 hereof.

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012





**RESOLUTION 780e**  
**IATA INTERLINE TRAFFIC PARTICIPATION AGREEMENT - PASSENGER**  
*(amending)*

PSC(29 33)780e

Expiry: Indefinite  
Type: B

P8.1

...

**Article 2 – Issuance of Tickets and MCOs**

...

**2.2.6** Whereas certain parties to this agreement issue paper tickets as defined in IATA Resolutions 720, 720a, 720b, 722, 722a, 722c and 722e, any Participating party which concurs with the Issuing Airline may refuse such paper tickets. However, the refusing party will provide at least 12 months notice to interline partners. The refusing party shall notify the IATA Director Passenger of which other party's paper tickets it refuses to accept, any specific exclusions to its policy (e.g. irregular operations, staff travel, non-ET eligible itineraries) and will provide an effective date. The IATA Director, Passenger shall publish in the MITA Manual a list of such refusals and the corresponding effective dates.

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012



**RESOLUTION 792**  
**BAR CODED BOARDING PASS) - ~~VERSION 4~~ VERSION 5**  
*(amending)*

PSC(32 33)792

Expiry: Indefinite  
Type: B

P6.3.9

RESOLVED that:

Members may issue, either for online or interline carriage, a Boarding Pass with ~~version 4~~ version 5 of the Boarding Pass standard as described herein. All of the following specifications define the required characteristics of the elements and format of the Bar Code on the Boarding Pass or electronic (mobile) device or stored on the NFC chip.

....

#### **1.1.2 USE OF ELECTRONIC (MOBILE) DEVICE BOARDING PASS**

The data can be stored either in a Bar Code or in an NFC chip. The Bar Codes presented here are designed for use on an electronic (mobile) boarding pass. The NFC format presented here is designed for use on an NFC mobile device. Airport Boarding Gate Readers should be able to read the mobile Boarding Pass, either Bar Code symbologies or ~~NCF~~ NFC chip.

...

**RESOLUTION 792**  
**Attachment ‘A’**

**BCBP M FORMAT VERSION 4 VERSION 5**

	New Item number	Element Description	Field Size	Unique / Repeated	Data Type	Formatting	Ref no(s)	
△	Mandatory Items	1	Format Code	1	U	f	M is always used to represent either one or multiple segments	a
		5	Number of Legs Encoded	1	U	N		b
		11	Passenger Name	20	U	f	Left justified and trailing blanks	14
		253	Electronic Ticket Indicator	1	U	f		65
		7	Operating Carrier PNR Code	7	R	f	Left justified and trailing blanks	c
		26	From City Airport Code	3	R	a		56
		38	To City Airport Code	3	R	a		56
		42	Operating Carrier Designator	3	R	f	Left justified and trailing blanks	
		43	Flight Number	5	R	NNNN[a]	Leading zeros on numerics, followed by an alpha or a blank	
		46	Date of Flight (Julian date)	3	R	N	Leading zeros	4
		71	Compartment Code	1	R	a		17
		104	Seat Number	4	R	NNNa	Leading zeros on numerics	
		107	Check-In Sequence Number	5	R	NNNN[f]	Leading zeros on numerics and alpha or blank on last digit	u
		113	Passenger Status	1	R	f		16
		6	Field Size of variable size field (Conditional + Airline item 4)	2	R	f	Right justified leading zeros. Represented in Hexadecimal value	d
△	Conditional Items	8	Beginning of version number	1	U		> sign	
		9	Version Number	1	U	f	Currently at 5 ...but extensible beyond 10 by using A to Z if needed	f
		10	Field Size of following structured message – unique	2	U	f	Right justified leading zeros. Represented in Hexadecimal value	g
		15	Passenger Description	1	U	f		49
		12	Source of Check-in	1	U	f		h
		14	Source of Boarding Pass Issuance	1	U	f		i
		22	Date of Issue of Boarding Pass (Julian Date)	4	U	N	First digit for the year then 3 digits with leading zeros	4
		16	Document Type	1	U	f		j
		21	Airline Designator of Boarding Pass issuer	3	U	f	Left justified and trailing blanks	o
		23	Baggage Tag License Plate Number (s)	13	U	f	The 10 digit bag tag number, as per BSM specifications, Reso 740 and 3 digits identifying the number of consecutive tags	p
		31	1 <sup>st</sup> Non-Consecutive Baggage Tag License Plate Number	13	U	f	The 10 digit bag tag number, as per BSM specifications, Reso 740 and 3 digits identifying the number of consecutive tags	p
		32	2 <sup>nd</sup> Non-Consecutive Baggage Tag License Plate Number	13	U	F	The 10 digit bag tag number, as per BSM specifications, Reso 740 and 3 digits identifying the number of consecutive tags	p
		17	Field Size of Following Structured Message – repeated	2	R	N	Right justified leading zeros. Represented in Hexadecimal value	k
		142	Airline Numeric Code	3	R	N	Right justified leading zeros	
		143	Document Form/Serial Number	10	R	f	Right justified leading zeros	
		18	Selectee Indicator	1	R	f		i
		108	International Documentation Verification	1	R	f		22
		19	Marketing Carrier Designator	3	R	f	Left justified and trailing blanks	m
		20	Frequent Flyer Airline Designator	3	R	f	Left justified and trailing blanks	n
		236	Frequent Flyer Number	16	R	f	Depends on carriers and alliances, left justified and trailing blanks	42
		89	ID/AD Indicator	1	R	f		53
		118	Free Baggage Allowance	3	R	f		59
		254	Fast Track	1	R	f		t
		□	4	For individual airline use	Var	R		
△	Security	25	Beginning of Security Data	1	U		^ sign	
		28	Type of Security Data	1	U	f		
		29	Length of Security Data	2	U	f	Right justified leading zeros. Represented in Hexadecimal value	q
		30	Security Data	Var	U	f		r

# RESOLUTION 792

## Attachment 'B'

△ EXAMPLE 1 - M1 USING MANDATORY ELEMENTS ONLY M1 USING MANDATORY ELEMENTS AND SECURITY FIELDS

	New Item number	Element Description	Field Size	Unique / Repeated	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Notes
Mandatory Items	1	Format Code	1	U	M																				
	5	Number of Legs Encoded	1	U	1																				
	11	Passenger Name	20	U	D	E	S	M	A	R	A	I	S	/	L	U	C								
	253	Electronic Ticket Indicator	1	U	E																				
	7	Operating Carrier PNR Code	7	R	A	B	C	1	2	3															
	26	From City Airport Code	3	R	Y	U	L																		
	38	To City Airport Code	3	R	F	R	A																		
	42	Operating Carrier Designator	3	R	A	C																			
	43	Flight Number	5	R	0	8	3	4																	
	46	Date of Flight (Julian date)	3	R	3	2	6																		326 = November 22nd (2011 Calendar)
	71	Compartment Code	1	R	J																				
	104	Seat Number	4	R	0	0	1	A																	
	107	Check-In Sequence Number	5	R	0	0	2	5																	
	113	Passenger Status	1	R	1																				
Conditional Items	6	Field Size of variable size field (Conditional + Airline item 4)	2	R	0	0																			0 in Decimal = 00 in Hexadecimal
	8	Beginning of version number	1	U																					
	9	Version Number	1	U																					
	10	Field Size of following structured message – unique	2	U																					
	15	Passenger Description	1	U																					
	12	Source of Check-in	1	U																					
	14	Source of Boarding Pass Issuance	1	U																					
	22	Date of Issue of Boarding Pass (Julian Date)	4	U																					
	16	Document Type	1	U																					
	21	Airline Designator of Boarding Pass issuer	3	U																					
	23	Baggage Tag License Plate Number (s)	13	U																					
	31	1 <sup>st</sup> Non-Consecutive Baggage Tag License Plate Number	13	U																					
	32	2 <sup>nd</sup> Non-Consecutive Baggage Tag License Plate Number	13	U																					
	17	Field Size of Following Structured Message – repeated	2	R																					
	142	Airline Numeric Code	3	R																					
	143	Document Form/Serial Number	10	R																					
	18	Selectee Indicator	1	R																					
	108	International Documentation Verification	1	R																					
	19	Marketing Carrier Designator	3	R																					
	20	Frequent Flyer Airline Designator	3	R																					
	236	Frequent Flyer Number	16	R																					
	89	ID/AD Indicator	1	R																					
	118	Free Baggage Allowance	3	R																					
Security	254	Fast Track	1	R																					
	4	For individual airline use	Var	R																					Airline specific
	25	Beginning of Security Data	1	U	A																				
	28	Type of Security Data	1	U	1																				
	29	Length of Security Data	2	U	6	4																			100 in Decimal = 64 in Hexadecimal
Security	30	Security Data	Var	U	G	I	W	V	C	5	E	H	7	J	N	T	6	8	4	F	V	N	J	9	
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row
					Q	3	D	F	5	T	G	B	N	8	7	0	9	H	K	T	5	D	3	D	continued from previous row
					W	3	G	B	H	F	C	V	H	M	Y	7	J	5	T	6	H	F	R	4	continued from previous row
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row

△

# EXAMPLE 2 - 1 SEGMENT, ALL CONDITIONAL AND OPTIONAL DATA FIELDS FIELDS POPULATED

	New Item number	Element Description	Field Size	Unique / Repeated	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Notes
Mandatory Items	1	Format Code	1	U	M																				
	5	Number of Legs Encoded	1	U	1																				
	11	Passenger Name	20	U	D	E	S	M	A	R	A	I	S	/	L	U	C								
	253	Electronic Ticket Indicator	1	U	E																				
	7	Operating Carrier PNR Code	7	R	A	B	1	2	C	3															
	26	From City Airport Code	3	R	Y	U	L																		
	38	To City Airport Code	3	R	F	R	A																		
	42	Operating Carrier Designator	3	R	A	C																			
	43	Flight Number	5	R	0	8	3	4																	
	46	Date of Flight (Julian date)	3	R	3	2	6																		326 = November 22nd (2011 Calendar)
	71	Compartment Code	1	R	J																				
	104	Seat Number	4	R	0	0	3	A																	
	107	Check-In Sequence Number	5	R	0	0	2	7																	
	113	Passenger Status	1	R	1																				
Conditional Items - Flight Segment # 1	6	Field Size of variable size field (Conditional + Airline item 4)	2	R	6	7																			103 in Decimal = 67 in Hexadecimal
	8	Beginning of version number	1	U	>																				
	9	Version Number	1	U	5																				
	10	Field Size of following structured message – unique	2	U	3	2																			50 in Decimal = 32 in Hexadecimal
	15	Passenger Description	1	U	1																				
	12	Source of Check-in	1	U	W																				
	14	Source of Boarding Pass Issuance	1	U	W																				
	22	Date of Issue of Boarding Pass (Julian Date)	4	U	1	3	2	5																	1325 = November 21st 2011
	16	Document Type	1	U	B																				
	21	Airline Designator of Boarding Pass issuer	3	U	A	C																			
	23	Baggage Tag License Plate Number (s)	13	U	0	0	1	4	1	2	3	4	5	6	0	0	2								
	31	1 <sup>st</sup> Non-Consecutive Baggage Tag License Plate Number	13	U	0	0	1	4	1	2	3	4	6	7	0	0	1								
	32	2 <sup>nd</sup> Non-Consecutive Baggage Tag License Plate Number	13	U	0	0	1	4	1	2	3	4	7	8	9	0	1								
	17	Field Size of Following Structured Message – repeated	2	R	2	A																			42 in Decimal = 2A in Hexadecimal
	142	Airline Numeric Code	3	R	0	1	4																		
	143	Document Form/Serial Number	10	R	1	2	3	4	5	6	7	8	9	0											
	18	Selectee Indicator	1	R																					Not applicable on that flight
	108	International Documentation Verification	1	R	1																				
	19	Marketing Carrier Designator	3	R	A	C																			
	20	Frequent Flyer Airline Designator	3	R	A	C																			
	236	Frequent Flyer Number	16	R	1	2	3	4	5	6	7	8	9	0	1	2	3								
	89	ID/AD Indicator	1	R																					
	118	Free Baggage Allowance	3	R	4	P	C																		
	254	Fast Track	1	R	Y																				Fast Track eligible
Security	4	For individual airline use	Var	R	L	X	5	8	Z																Airline specific
	25	Beginning of Security Data	1	U	^																				
	28	Type of Security Data	1	U	1																				
	29	Length of Security Data	2	U	6	4																			100 in Decimal = 64 in Hexadecimal
	30	Security Data	Var	U	G	I	W	V	C	5	E	H	7	J	N	T	6	8	4	F	V	N	J	9	
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row
					Q	3	D	F	5	T	G	B	N	8	7	0	9	H	K	T	5	D	3	D	continued from previous row
					W	3	G	B	H	F	C	V	H	M	Y	7	J	5	T	6	H	F	R	4	continued from previous row
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row

### EXAMPLE 3 - 1 SEGMENT, PARTIALLY POPULATED

	New Item number	Element Description	Field Size	Unique / Repeated	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Notes
Mandatory Items	1	Format Code	1	U	M																				
	5	Number of Legs Encoded	1	U	1																				
	11	Passenger Name	20	U	G	R	A	N	D	M	A	I	R	E	/	M	E	L	A	N	I	E			
	253	Electronic Ticket Indicator	1	U	E																				
	7	Operating Carrier PNR Code	7	R	A	B	C	1	2	3															
	26	From City Airport Code	3	R	G	V	A																		
	38	To City Airport Code	3	R	C	D	G																		
	42	Operating Carrier Designator	3	R	A	F																			
	43	Flight Number	5	R	0	1	2	3																	
	46	Date of Flight (Julian date)	3	R	3	3	9																		339 = December 5th (2011 Calendar)
	71	Compartment Code	1	R	C																				
	104	Seat Number	4	R	0	0	2	F																	
	107	Check-In Sequence Number	5	R	0	0	2	5																	
	113	Passenger Status	1	R	1																				
Conditional Items - Flight Segment # 1	6	Field Size of variable size field (Conditional + Airline item 4)	2	R	3	0																			48 in Decimal = 30 in Hexadecimal
	8	Beginning of version number	1	U	>																				
	9	Version Number	1	U	5																				
	10	Field Size of following structured message – unique	2	U	0	0																			0 in Decimal = 00 in Hexadecimal
	15	Passenger Description	1	U																					
	12	Source of Check-in	1	U																					
	14	Source of Boarding Pass Issuance	1	U																					
	22	Date of Issue of Boarding Pass (Julian Date)	4	U																					
	16	Document Type	1	U																					
	21	Airline Designator of Boarding Pass issuer	3	U																					
	23	Baggage Tag License Plate Number (s)	13	U																					
	31	1 <sup>st</sup> Non-Consecutive Baggage Tag License Plate Number	13	U																					
	32	2 <sup>nd</sup> Non-Consecutive Baggage Tag License Plate Number	13	U																					
	17	Field Size of Following Structured Message – repeated	2	R	2	A																			42 in Decimal = 2A in Hexadecimal
	142	Airline Numeric Code	3	R	0	5	7																		
	143	Document Form/Serial Number	10	R	1	2	3	4	5	6	7	8	9	0											
	18	Selectee Indicator	1	R																					
	108	International Documentation Verification	1	R																					
	19	Marketing Carrier Designator	3	R	A	F																			
	20	Frequent Flyer Airline Designator	3	R	A	F																			
	236	Frequent Flyer Number	16	R	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6					
	89	ID/AD Indicator	1	R																					
	118	Free Baggage Allowance	3	R																					
	254	Fast Track	1	R	Y																				Fast Track eligible
Security	4	For individual airline use	Var	R																					Airline specific
	25	Beginning of Security Data	1	U	^																				
	28	Type of Security Data	1	U	1																				
	29	Length of Security Data	2	U	64																				100 in Decimal = 64 in Hexadecimal
	30	Security Data	Var	U	G	I	W	V	C	5	E	H	7	J	N	T	6	8	4	F	V	N	J	9	
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row
					Q	3	D	F	5	T	G	B	N	8	7	0	9	H	K	T	5	D	3	D	continued from previous row
					W	3	G	B	H	F	C	V	H	M	Y	7	J	5	T	6	H	F	R	4	continued from previous row
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row

# EXAMPLE 4 - 2 SEGMENTS, ALL CONDITIONAL AND OPTIONAL DATA FILEDS FIELDS POPULATED

	New Item number	Element Description	Field Size	Unique / Repeated	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Notes
Mandatory Items	1	Format Code	1	U	M																				
	5	Number of Legs Encoded	1	U	2																				
	11	Passenger Name	20	U	D	E	S	M	A	R	A	I	S	/	L	U	C								
	253	Electronic Ticket Indicator	1	U	E																				
	7	Operating Carrier PNR Code	7	R	A	B	C	1	2	3															
	26	From City Airport Code	3	R	Y	U	L																		
	38	To City Airport Code	3	R	F	R	A																		
	42	Operating Carrier Designator	3	R	A	C																			
	43	Flight Number	5	R	0	8	3	4																	
	46	Date of Flight (Julian date)	3	R	3	2	6																		326 = November 22nd (2011 Calendar)
	71	Compartment Code	1	R	J																				
	104	Seat Number	4	R	0	0	3	A																	
	107	Check-In Sequence Number	5	R	0	0	2	7																	
	113	Passenger Status	1	R	1																				
Conditional Items - Flight Segment # 1	6	Field Size of variable size field (Conditional + Airline item 4)	2	R	5	A																			90 in Decimal = 5A in Hexadecimal
	8	Beginning of version number	1	U	>																				
	9	Version Number	1	U	5																				
	10	Field Size of following structured message -- unique	2	U	2	5																			37 in Decimal = 25 in Hexadecimal
	15	Passenger Description	1	U	1																				
	12	Source of Check-in	1	U	W																				
	14	Source of Boarding Pass Issuance	1	U	W																				
	22	Date of Issue of Boarding Pass (Julian Date)	4	U	1	3	2	5																	1325 = November 21st 2011
	16	Document Type	1	U	B																				
	21	Airline Designator of Boarding Pass issuer	3	U	A	C																			
	23	Baggage Tag License Plate Number (s)	13	U	0	0	1	4	1	2	3	4	5	6	0	0	2								
	31	1 <sup>st</sup> Non-Consecutive Baggage Tag License Plate Number	13	U	0	0	1	4	1	2	3	4	6	7	0	0	1								
	32	2 <sup>nd</sup> Non-Consecutive Baggage Tag License Plate Number	13	U																					
	17	Field Size of Following Structured Message -- repeated	2	R	2	A																			42 in Decimal = 2A in Hexadecimal
	142	Airline Numeric Code	3	R	0	1	4																		
	143	Document Form/Serial Number	10	R	1	2	3	4	5	6	7	8	9	0											
	18	Selectee Indicator	1	R																					Not applicable on that flight
	108	International Documentation Verification	1	R	1																				
	19	Marketing Carrier Designator	3	R	A	C																			
	20	Frequent Flyer Airline Designator	3	R	A	C																			
	236	Frequent Flyer Number	16	R	1	2	3	4	5	6	7	8	9	0	1	2	3								
	89	ID/AD Indicator	1	R																					
	118	Free Baggage Allowance	3	R	3	P	C																		
	254	Fast Track	1	R	Y																				Fast Track eligible for this segment
Mandatory Items - Flight Segment # 2	4	For individual airline use	Var	R	L	X	5	8	Z																Airline specific
	7	Operating Carrier PNR Code	7	R	D	E	F	4	5	6															
	26	From City Airport Code	3	R	F	R	A																		
	38	To City Airport Code	3	R	G	V	A																		
	42	Operating Carrier Designator	3	R	L	H																			
	43	Flight Number	5	R	3	6	6	4																	
	46	Date of Flight (Julian date)	3	R	3	2	7																		327 = November 23rd (2011 Calendar)
	71	Compartment Code	1	R	C																				
	104	Seat Number	4	R	0	1	2	C																	
	107	Check-In Sequence Number	5	R	0	0	0	2																	
	113	Passenger Status	1	R	1																				
	6	Field Size of variable size field (Conditional + Airline item 4)	2	R	2	E																			46 in Decimal = 2E in Hexadecimal
Conditional Items - Flight Segment # 2	17	Field Size of Following Structured Message -- repeated	2	R	2	A																			42 in Decimal = 2A in Hexadecimal
	142	Airline Numeric Code	3	R	0	1	4																		
	143	Document Form/Serial Number	10	R	0	9	8	7	6	5	4	3	2	1											
	18	Selectee Indicator	1	R																					Not applicable on that flight
	108	International Documentation Verification	1	R	1																				
	19	Marketing Carrier Designator	3	R	A	C																			
	20	Frequent Flyer Airline Designator	3	R	A	C																			
	236	Frequent Flyer Number	16	R	1	2	3	4	5	6	7	8	9	0	1	2	3								
	89	ID/AD Indicator	1	R																					
	118	Free Baggage Allowance	3	R	3	P	C																		
	254	Fast Track	1	R	N																				Fast Track NOT eligible for this segment
	4	For individual airline use	Var	R	W	Q																			Airline specific
Security	25	Beginning of Security Data	1	U	^																				
	28	Type of Security Data	1	U	1																				
	29	Length of Security Data	2	U	6	4																			100 in Decimal = 64 in Hexadecimal
	30	Security Data	100	U	G	I	W	V	C	5	E	H	7	J	N	T	6	8	4	F	V	N	J	9	
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row
					Q	3	D	F	5	T	G	B	N	8	7	0	9	H	K	T	5	D	3	D	continued from previous row
					W	3	G	B	H	F	C	V	H	M	Y	7	J	5	T	6	H	F	R	4	continued from previous row
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E	continued from previous row



# EXAMPLE 5 - 2 SEGMENTS, PARTIALLY POPULATED

	New Item number	Element Description	Field Size	Unique / Repeated	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Notes	
Mandatory Items	1	Format Code	1	U	M																					
	5	Number of Legs Encoded	1	U	2																					
	11	Passenger Name	20	U	G	R	A	N	D	M	A	I	R	E	/	M	E	L	A	N	I	E				
	253	Electronic Ticket Indicator	1	U	E																					
	7	Operating Carrier PNR Code	7	R	A	B	C	1	2	3																
	26	From City Airport Code	3	R	G	V	A																			
	38	To City Airport Code	3	R	C	D	G																			
	42	Operating Carrier Designator	3	R	A	F																				
	43	Flight Number	5	R	0	1	2	3																		
	46	Date of Flight (Julian date)	3	R	3	3	9																		339 = December 5th (2011 Calendar)	
	71	Compartment Code	1	R	C																					
	104	Seat Number	4	R	0	0	2	F																		
	107	Check-In Sequence Number	5	R	0	0	2	5																		
	113	Passenger Status	1	R	1																					
Conditional Items - Flight Segment # 1	6	Field Size of variable size field (Conditional + Airline item 4)	2	R	3	0																			48 in Decimal = 30 in Hexadecimal	
	8	Beginning of version number	1	U	>																					
	9	Version Number	1	U	5																					
	10	Field Size of following structured message – unique	2	U	0	0																				
	15	Passenger Description	1	U																						
	12	Source of Check-in	1	U																						
	14	Source of Boarding Pass Issuance	1	U																						
	22	Date of Issue of Boarding Pass (Julian Date)	4	U																						
	16	Document Type	1	U																						
	21	Airline Designator of Boarding Pass issuer	3	U																						
	23	Baggage Tag License Plate Number (s)	13	U																						
	31	1 <sup>st</sup> Non-Consecutive Baggage Tag License Plate Number	13	U																						
	32	2 <sup>nd</sup> Non-Consecutive Baggage Tag License Plate Number	13	U																						
	17	Field Size of Following Structured Message – repeated	2	R	2	A																				
	142	Airline Numeric Code	3	R	0	5	7																			
	143	Document Form/Serial Number	10	R	1	2	3	4	5	6	7	8	9	0												
	18	Selectee Indicator	1	R																						
	108	International Documentation Verification	1	R																						
	19	Marketing Carrier Designator	3	R	A	F																				
	20	Frequent Flyer Airline Designator	3	R	A	F																				
	236	Frequent Flyer Number	16	R	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6						
	89	ID/AD Indicator	1	R																						
	118	Free Baggage Allowance	3	R	2	0	K																			
	254	Fast Track	1	R	Y																					
	Mandatory Items - Flight Segment # 2	4	For individual airline use	Var	R																					Fast Track eligible for this segment
7		Operating Carrier PNR Code	7	R	D	E	F	4	5	6																
26		From City Airport Code	3	R	C	D	G																			
38		To City Airport Code	3	R	D	T	W																			
42		Operating Carrier Designator	3	R	N	W																				
43		Flight Number	5	R	0	0	4	9																		
46		Date of Flight (Julian date)	3	R	3	3	9																		339 = December 5th (2011 Calendar)	
71		Compartment Code	1	R	F																					
104		Seat Number	4	R	0	0	1	A																		
107		Check-In Sequence Number	5	R	0	0	0	2																		
113		Passenger Status	1	R	1																					
6		Field Size of variable size field (Conditional + Airline item 4)	2	R	2	C																				
17		Field Size of Following Structured Message – repeated	2	R	2	A																			44 in Decimal = 2C in Hexadecimal	
Conditional Items - Flight Segment # 2		142	Airline Numeric Code	3	R	0	1	2																		42 in Decimal = 2A in Hexadecimal
	143	Document Form/Serial Number	10	R	0	9	8	7	6	5	4	3	2	1												
	18	Selectee Indicator	1	R	0																					
	108	International Documentation Verification	1	R	1																					
	19	Marketing Carrier Designator	3	R																						
	20	Frequent Flyer Airline Designator	3	R																						
	236	Frequent Flyer Number	16	R																						
	89	ID/AD Indicator	1	R																						
	118	Free Baggage Allowance	3	R	2	P	C																			
	254	Fast Track	1	R																					Fast Track eligibility is not qualified	
	4	For individual airline use	Var	R																						
	Security	25	Beginning of Security Data	1	U	A																				
		28	Type of Security Data	1	U	1																				
		29	Length of Security Data	2	U	6	4																			100 in Decimal = 64 in Hexadecimal
30		Security Data	100	U	G	I	W	V	C	5	E	H	7	J	N	T	6	8	4	F	V	N	J	9		
					1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E		continued from previous row
				Q	3	D	F	5	T	G	B	N	8	7	0	9	H	K	T	5	D	3	D		continued from previous row	
				W	3	G	B	H	F	C	V	H	M	Y	7	J	5	T	6	H	F	R	4		continued from previous row	
				1	W	2	Q	A	4	D	V	N	5	J	8	K	4	F	0	L	0	G	E		continued from previous row	

REFERENCES

**Secretary note:** the lines with △ in front have been amended; the lines with □ in front have been added.

△

No	Description	Notes	Set of Values
m	Marketing carrier Designator	Airline code of the marketing carrier (can be same as operating carrier)	Both two IATA caracter code or three IATA letter code can be used

△

No	Description	Notes	Set of Values
o	Airline Designator of Boarding pass issuer	Identifies the origin of the data encoded in the airline individual use field	Both two IATA caracter code or three IATA letter code can be used

□

No	Description	Notes	Set of Values
s	Fast Track	Indicates if the passenger is elligible to Fast Track	"Y": Yes, "N": No , Blank means it is unqualified (Field is omitted if not used)

□

No	Description	Notes	Set of Values
t	Operating Carrier Designator	Airline code of the operating carrier	Both two IATA caracter code or three IATA letter code can be used

□

No	Description	Notes	Set of Values
u	Check-In Sequence Number	References obtained from the operating carrier for the flight	Usually appears as 4 numerics and an optional alpha or a blank. However, "Infants" are a known exception where Alphanumeric (full ASCII set) values may appear, depending on individual Host Systems.

△

No	Description	Notes	Set of Values
42	Frequent Flyer Number	2 characters of 3 letters airline designator followed by up the 13 numerics or alphanumerics, or 16 numerics if the FFN is 16 digits. Up to 16 Numerics or Alphanumeric's	Depends on carriers and alliances, left justified and trailing blanks wit a maximum of 16 Alphanumeric's





**RECOMMENDED PRACTICE 1701a**  
**PASSENGER DATA HARMONIZATION**  
*(new)*

P6.3.1

PSC(33)1701a

RECOMMENDED that Aircraft Operators, States and Airports work together to exchange Passenger Data to enhance national, aviation and border security, and passenger facilitation.

## **1. INTRODUCTION**

States have long recognized that passenger data supplied by Aircraft Operators is a critical element of the State's border control and risk management processes. A growing number of States require Aircraft Operators to provide Passenger Data related to certain travel and reservation information held in an Aircraft Operator's reservation and/or departure control system. Various Passenger Data exchange requirements, often in different message formats, has resulted in the proliferation of sometimes conflicting national requirements.

## **2. SCOPE**

This Recommended Practice on Passenger Data Harmonization is intended to provide a global framework on agreed Passenger Data elements and a standard way to transmit the Passenger Data elements between States and Aircraft Operators systems. This Recommended Practice is not intended to cover the following aspects:

- Laws or Regulations
- Data Transmission protocol and/or timing
- Data Processing
- Filtering of Data
- Storage of Data
- Data Protection

These aspects are covered by ICAO Doc 9944, and are managed through a bilateral arrangement between the States and Aircraft Operators as defined by national legislation.

### 3. PURPOSE

The purpose of this Recommended Practice is to standardize Passenger Data collection and transmission to:

- minimize cost to the industry
- improve the quality of Passenger Data that States receive
- facilitate the identification of potentially high-risk passengers with the objective to improve national, aviation and border security
- facilitate the clearing of low risk travelers

The recommendations also seeks to assist States in determining data requirements and developing procedures in order to minimize unilaterally imposed data transfer that differs substantially from one State to another (or “that differ substantially between States”).

### 4. PASSENGER DATA ELEMENTS

For States requesting Passenger Data in addition to specific travel document details, it is recommended that the message structure and content of PNRGOV developed by the PADIS Board and to be endorsed by ICAO in its Document 9944 be adopted. The PNRGOV message is designed to provide a consistent approach for all Aircraft Operators required to provide PNR information to States. In an effort to standardize the PNRGOV message structure, the PADIS Board has developed the “Principles, Functional and Business Requirements” document, which is intended to provide guidance to Aircraft Operators, system suppliers and States that are implementing the PNRGOV message. The information contained in the document should be utilized in conjunction with the PNRGOV EDIFACT Implementation Guide.

#### 4.1 PNRGOV Message Modifications

Under an agreement between IATA and the World Customs Organization (WCO), maintenance of the PNRGOV message format, and control over the authorization of modifications to that message structure, will be assumed by the WCO. Coordination of actual amendments of the message structure itself will fall under the remit of the WCO API Contact Committee which is comprised of the WCO, IATA and ICAO Secretariats, as well as interested States. Any interested party may recommend modifications to the PNRGOV message structure by use of the existing WCO Data Modification Request (DMR). The change process is described in the Message Modifications Approved Revision Process PNRGOV Document.

#### **Filing Period:**

1 March -  
13 April 2012

#### **Effective Date:**

1 June 2012

**RECOMMENDED PRACTICE 1701d**  
**SELF-SERVICE AUTOMATED DOCUMENT CHECK**  
*(amending)*

PSC(~~32~~ 33)1701d

P6.3.2
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**Secretary note:** *the following text completely replaces the current text of RP 1701d*

RECOMMENDED that, when Members offer automated Document Check capability in a dedicated or common environment, for the purposes of individual airline processes, the specification and standards as described in this Recommended Practice (RP) are applied.

## **1. INTRODUCTION**

Airlines need to obtain and verify passenger data from Travel Documents in order to:

1. Perform a Positive ID check to verify that the passenger is who they present themselves to be
2. Verify that the passenger has the correct travel documents to be admitted to the country(s) they are travelling to or transiting through
3. Collect (or verify previously obtained) passenger data to be provided to government organizations in advance of the passengers arrival (API)

## **2. SCOPE**

Document Check describes the specification and standards for Travel Document Data Capture and Document Check Applications to fulfill point 2 and facilitate point 3 of the above.

Member airlines, handling agents and airports will implement a Document Check process and/or facilities to include, but not be limited to, Document Check functionality. Future developments may include other functions, both business and technical.

This Recommended Practice is solely concerned with Machine Readable Travel Documents where the passenger's data can be extracted electronically by a device.

While the Recommended Practice is not intended to cover the management and verification of other travel document requirements (i.e. non data requirements) the Document Check solution should identify these exceptions. These can include:

- Travel Documents (Visas in particular) where the data cannot be extracted automatically, for example where the document is hand written
- Where a specified number of blank pages are required in the passport for entry
- Certain countries do not allow admission if there are entry stamps from others
- Certain countries require translation of the visa in multiple languages
- Manual, secondary inspections to verify fraudulent passport may be an airline process or state's requirement
- Babies / minors travelling on parent / guardian passports
- Marriage name / aliases that require manual verification
- Countries that require proof that passengers meet health requirement such as vaccination certificates.

Such exclusions need to be recognized and managed separately as part of any implementation of a self-service solution.

### **3. PURPOSE**

The purpose of Document Check is to automate the Passenger Travel Document Compliance Check process, thereby:

- minimizing improperly documented passenger fines
- saving staff and infrastructure costs associated with current manual process
- increase the penetration of self service kiosk check-in for complex route – nationality combinations

It is recommended that passengers travel document be captured during the self service check in process be used to automatically check that the passenger has correct Travel Documents to satisfy requirements for the departure, destination or transit countries. Airlines have a requirement to validate that each passenger has the correct documentation. This requirement is enshrined in most States' legislation or immigration regulations. Where a passenger is carried who does not have correct travel documents for the transit or destination country, the airline will normally be fined and will have to carry the passenger back to the point of departure at the airlines own expense.

The passengers data can also be transmitted to the relevant authorities where required for API purposes. Increasingly, states are requiring Aircraft Operators to transmit passenger manifest and other relevant information to the destination country in advance of the aircraft arrival. However even when passenger's data is transmitted to the relevant authorities and a positive response is returned, it does not replace the requirement to check that the passenger is in possession of the required Travel Documents.

The Document Check process is designed to enable the automatic capture of passengers' data from their Travel Documents in a single process.



The major benefits of Document Check are:

- Identify all improperly documented passengers thereby reducing associated fines and repatriation costs.
- Reduce passenger documentation compliance process and management costs.
- Reduce Passenger Service/operational staff and infrastructure required.
- Reduce staff training costs.
- Streamline and simplify boarding process, reducing flight delays
- Reduce system development and maintenance costs.
- Support the increased penetration of self-service check-in.
- Reduce passenger compensation for incorrect refusal to board.
- Enhance customer experience.

#### **4. BUSINESS CASE**

The financial benefit of implementing a Document Check solution will be different for each airline and will depend on:

- Number of international travelers carried by the airline.
- Route/nationality combinations.
- Efficiency of current passenger document compliance processes.
- Frequency and value of fines.
- Scope of the implementation.
- Cost of implementing Document Check solution.

While the many benefits of Document Check solution are detailed in the previous section, we have quantified the following factors in the business case:

1. Reduced passenger travel document compliance check costs
2. Reduced improperly documented passenger fines.
3. Increased penetration of self service kiosk check-in

#### **5. DEFINITIONS**

For the purposes of this Recommended Practice, the following definitions apply;

##### **5.1.Travel Document**

An official identity document issued by a state or organization, which may be used by the rightful holder for international or domestic travel. Travel documents are normally Passports, National Identity Cards, and Visas, but can include a wide range of other documents such as: Driving Licences, Residence Cards and Refugee Documents.

##### **5.2.Machine Readable Travel Document (MRTD)**

Machine Readable Travel Document (e.g., passport, visa). Official document issued by a State or Organization which is used by the holder for international or domestic travel (e.g. passport, visa, official document of identity). The MRTD contains mandatory visual (eye readable) data and a separate mandatory data summary, intended for global use, reflecting essential data elements capable of being machine read. MRTD is defined in ICAO DOC 9303.

### **5.3. Self Service Data Capture**

The action by which a passenger presents a Machine Readable Travel Document to the capture device for the purposes of automatically capturing Travel Document data.

### **5.4. Positive ID**

Where the passenger presents their government issued ID to the aircraft operator agent for verification.

### **5.5. Passenger Authentication**

This is performed by comparing the data on the Boarding Token with that on the Travel Document

### **5.6. Document Check**

Document Check ensures that the passenger has correct Travel Documents to satisfy the immigration requirements of the departure, destination and transit countries. The Document Check is based upon data extracted from the passengers Travel Document and itinerary details contained within the airlines systems.

### **5.7. Document Check Application**

An application which automates Document Check

### **5.8. Document Data Registration**

The process by which a passenger provides the airline with travel document data in any other method than Self Service Data Capture (e.g. keying the information on the airline web site, spelling the document information on the phone, etc..). This data can be used for Document Check and/or API purposes.

### **5.9. Passport**

An official government document that certifies a traveler's identity and citizenship with a right to protection while abroad and a right to return to the country of citizenship.

### **5.10. API - Advance Passenger Information.**

Advanced Passenger Information or API as it is normally referred to, consists of passenger data which must be collected by airlines and communicated to the destination/transit country authorities. This data is communicated to the authorities using an Advanced Passenger Information System (APIS). This data normally consists of elements included in the passengers Travel Documents and itinerary, although some countries require additional information such as address where the passenger will be staying. Many countries require API and have their own proprietary APIS systems such as APP, AQQ, ESTA etc...

### **5.11. Self Service Check-In Application**

An application used by the passenger to perform the check-in process at a self-service device. This application is connected to the airline host systems.

### **5.12. Secure zone / airside check point**

The point at which the check is made for the entitlement to enter the secure zone / airside.

### **5.13. Boarding token**

Means the token used by the passenger to board the aircraft, for example BCBP (bar-coded boarding pass on paper or mobile), Machine Readable Travel Document (Passports, Visas, ID Cards), passenger biometrics, frequent flyer cards, etc.

### **5.14. Visa**

An official entry in a Passport or other Travel Document made by an official of a government to indicate that the bearer has been granted authority to enter or re-enter the country or region concerned.

## **6. DOCUMENT CHECK PROCESS**

### **6.1. Eligibility**

Only passengers holding Machine Readable Travel Documents are eligible to use Document Check.

### **6.2. Prerequisite**

To use Document Check, the airline system / DCS, should include the functionality to keep track of the Document Check status. Passengers whose documents have been checked as per definition under 4.5, by a trusted source should be noted in the system.

### **6.3. Document Check Process Description**

The standard process for Document Check can comprise three elements:

- Document Data Registration
- Data Capture
- Document Check.

#### **6.3.1. Self Service Document Data Registration**

The process by which a passenger provides the airline with travel document data in any other method than Machine Readable capture (e.g. keying the information on the airline web site, spelling the document information on the phone, etc..).

#### **6.3.2. Document Data Capture**

The process by which a passenger presents their Machine Readable Travel Documents at a device to capture the data. This process should be required by the airline for each journey.

It is recommended that full page document readers are used for that purpose. The device should also be RFID/NFC capable or upgradeable for potential future requirements such as e-Passports which utilize new data storage technologies.

Should Document Data Registration be offered, the registered data should be compared with the data captured during Data Capture and both sets of data should be identical. Should the data not match, the Data Capture data should be used.

### **6.3.3. Document Check**

The process by which the MRTD captured data is processed along with the relevant itinerary data by a Document Check Application.

The Document Check Application is an automated system that checks whether the passenger has sufficient Travel Documents to satisfy the immigration requirements of the departure, destination and transit countries.

The possible results of Travel Data Check are:

- 'Yes' the passenger has correct travel document
- 'No' the passenger does not have correct travel documents because...
- 'Conditional', it is not possible to determine whether the passenger has correct documentation. Check ...

In the second two cases manual intervention is required by the airline or agent.

In any case, the system should immediately present an appropriate service message to the passenger.

### **6.4. API Process Description**

The passengers Travel Document and itinerary data can also be used for API purposes

## **7. DOCUMENT CHECK PROCESS POINTS**

### **7.1. Kiosk Check-In Passengers**

It is recommended that the Document Check process is offered to passengers checking-in at a kiosk during the check-in transaction. The check-in kiosk should be equipped with an MRTD capture device and a relevant application to perform an automated Document Check

If the Document Check process (including travel data check) is successful, then the status of the passenger should be updated into the airline host system.

The appropriate field in the BCBP could also be updated according to IATA Resolution 792. However, airline host data should always supersede BCBP data.

### **7.2. Capability at airport for Off Airport Checked-In Passengers**

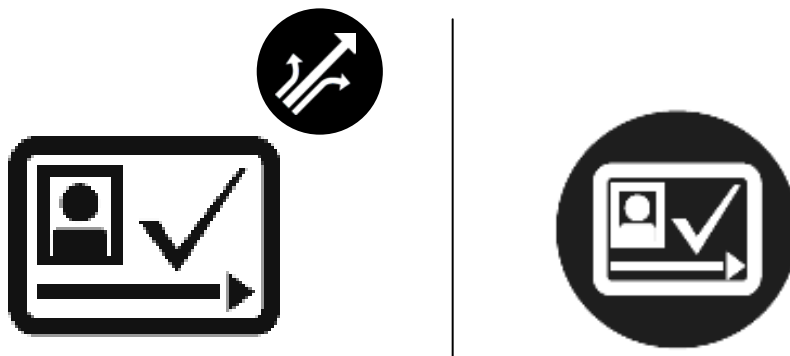
It is recommended that self service Document Check capability is offered to passengers already checked-in off airport (e.g. online check-in and mobile check-in) by:

- Providing a self service process point, which may be a kiosk or another device for that purpose only, either landside or airside (depending on airlines and local regulation processes) but prior to the boarding point.
- At boarding as part of an automated process (e.g. Self Boarding) including both Document Check and boarding processes.
- Passengers checking bags could also have their data verified at the Fast Bag Drop location

### 7.3. Signage

It is recommended that the following signage/icons are used by member airlines, airports or handling agents to advertise the simplified process availability at the airport.

This will create awareness, consistent passenger experience and help drive penetration of the Document Check globally.



## 8. TECHNICAL AND INFRASTRUCTURE ENVIRONMENT

### 8.1. Product Functionality

To facilitate the Document Check process, it is recommended that the equipment deployed:

- should integrate an interactive screen to present instructions and information to the passenger
- must integrate an Machine Readable Travel Document capture device which can capture data from travel documents
- should integrate 2D Bar Code capability to read the BCBP
- must utilize an appropriate application or module to perform Data Capture and Document Check
- should be interfaced to the airline host system to update the passenger status.
- could integrate a capture device to support other technologies such as RFID chip and NFC chip.
- could integrate a biometrics reader to perform Passenger Authentication when the passenger utilizes an e-Passport or a biometrics registration token.

## 8.2. Ergonomics

It is recommended to use a flat bed full page reader for Machine Readable Travel Document data capture. It is also recommended to use a single device capable of reading both MRTD and BCBP.

## 8.3. Data to be used for Document Check

Data required to perform a Document Check as described in 5.3.3 should be extracted from the Travel Document and the itinerary data held with the airline systems or on the BCBP

To maximize positive results from the data verification system, it is recommended that where possible the following data is captured and used for the Document Check.

Different data elements are required by different countries. If an element is missing, then the Document Check Solution may still be able to produce a positive response without manual intervention. Key elements which are normally required by all countries include Destination country, Nationality, Duration of Stay, Age/Date of Birth, Document Held, Document Expiry Date.

### Data required to perform a Document Check

Parameter	Description	Available from MRZ or BCBP
Destination Country	Final country/airport where the passenger will complete their journey	✓
Departure Country	Country/airport where the passenger began their trip	✓
Arrival Date	Date on which the passenger will arrive in the destination country	✓
Departure Date	Date on which the passenger departs from the departure country	
Duration of Stay	The amount of time that the passenger will be spending in the destination country	✓
Operating Carrier	Two-letter code of the operating carrier the	✓
Return Onward Ticket	Whether the passenger has a return or onward ticket for all segments of the itinerary	
Stay Type	Purpose of stay	
Destination Visa	Whether passenger is holding a valid visa for destination country	
Transit Points - Only if transiting	Country(s)/airport(s) through which the traveler transits on the way to destination. Max 5 transit points	
Transit Arrival Date & Time (if transiting)	Transit country arrival date/time	
Transit Departure Date & Time (if transiting)	Transit country departure date/time	

Transit Visa (if transiting)	Whether the passenger has a valid visa for transit country	
Countries visited last 6 days	Countries Visited in the last 6 Days. Only required for Health regulations	
Document Type	Details of the passenger's passport or passport-replacing travel document	✓
Issue Date	Date on which the travel document was issued	
Expiry Date	Date on which the travel document expires	✓
Issuing Country	Country that issued the travel document	✓
Nationality	Nationality country code	✓
Gender	Gender	✓
Date of Birth	Date of birth	✓
Passport Series	Alpha characters of Passport Number	✓
Document Feature	Biometric, Digital Photo, or Machine Readable document features which impact regulations.	
Country of Birth	Country of birth code	
Country of Residence	Country in which the passenger resides, either permanently or temporarily	
Residency Document	Residency document held <u>if</u> traveler lives in a country different to their nationality	

Grey = strongly recommended so as to maximize Yes/No responses.

#### 8.4. Off line travel data check

As most of the data needed to perform Document Check are located in both passengers Machine Readable Travel Document and BCBP, the Document Check process could be performed off-line where there is no direct access to the airline host system. In such cases the document requirements are verified locally and a message sent to the airline host system to update the passenger status using the messaging interface described in 7.4.1.

##### 8.4.1. Messaging and Interface to airlines' systems

Should a Document Check Application be used outside of the airline system environment, it is recommended that the interface between such system and the airline host system is handled through the IATA XML and EDIFACT existing standards.

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012





**RECOMMENDED PRACTICE 1701h**  
**SECURITY CHECKPOINT ACCESS AND EGRESS**  
*(new)*

PSC(33)1701h

P6.3.3
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All the content of this document is intended to be used as guidance material, to be considered by airports when applicable, subject to local requirements:

## **1. INTRODUCTION**

- The recommendations that appear on this document are intended to be a useful reference for airport terminal design and management of the passenger flow around security checkpoint.
- The information provided comes from airports where the mentioned best-practices have been implemented successfully.
- This document is not intended to be part of any regulation or mandate
- This document is a joint effort of ACI and IATA.

## **2. SCOPE**

The main focus of this best- practice guidance will be for security checkpoint access and egress.

### **2.1 Security checkpoint access:**

- Pre- screening preparation zone and queuing space
- Divest tables and zones
- Tray feeding systems

### **2.2 Security checkpoint egress:**

- Composure tables and zones
- Egress seating area
- Tray recovering systems

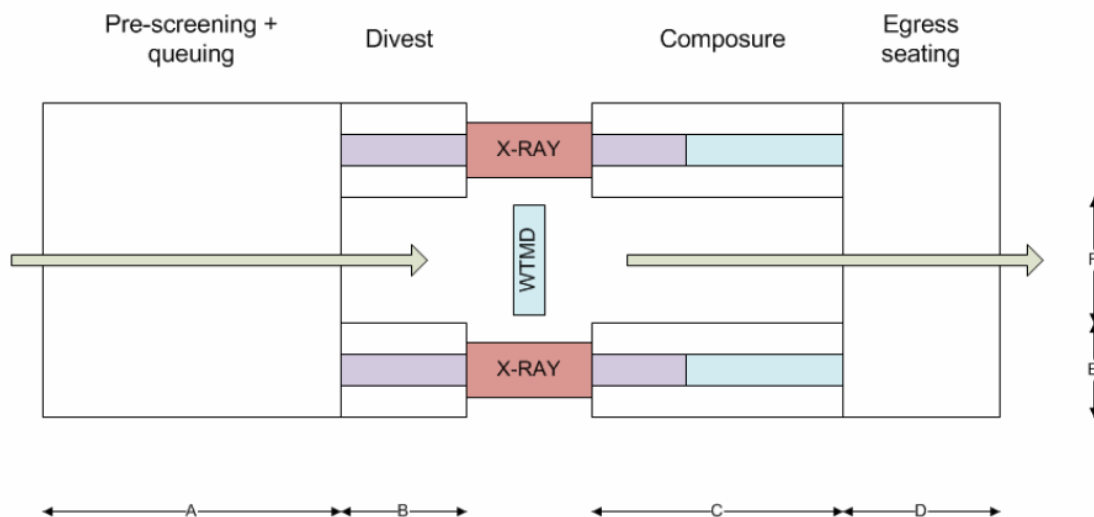
### 3 GEOMETRICAL CONFIGURATION

#### 3.1 Assumption

Default security checkpoint configuration:

- Configuration “2 X- RAYS to 1 WTMD” (Walk-Through Metal Detector)
  - Centralized screening area
- The standard “2 X- RAYS to 1 WTMD” security checkpoint configuration has been pre- selected as best practice configuration, as it is widely used in average centralized airport screening areas all around the world, providing great efficiency and flexibility
- Airports that have implemented other Security checkpoint configurations (i.e. gate screening) may use the following information as an overall reference benchmark, depending on their local arrangements.
- It is important to mention that, for airports developing the one stop security concept for connecting passengers, the centralized security checkpoint area is the most efficient way to implement that concept.

#### 3.2 Diagram



### 3.3 Dimensions

Following the previous schema, the 'best practice' participant airports have the following dimensions – in centimeters (cm):

		AVERAGE	LOWER LIMIT
A	Pre-screening and queuing	737	400
B	Divest	247	100
C	Composure	281	100
D	Egress Seating	375	200
E		196	100
F		413	400

## 4 ACCESS

### 4.1 Pre-screening and queuing

#### 4.1.1 2D Bar code scanning to provide access

2D bar code scanning is recommended to be conducted before entering the queue to determine passenger eligibility to access restricted area and/or segregated line.

#### 4.1.2 Information on screening procedures

Information point, containing:

- Poster on regulation,
- Video explaining the process
- Information flyers available for passengers
- 1 officer supervising the information procedures

#### 4.1.3 Segregation of lines

Segregation of lines in at least two groups:

- Premium passengers / Frequent travelers
- Occasional travelers / Families with children

#### 4.1.4 Queuing arrangements

- Provide tensa-barrier flexible queuing system
- 1 supervisor / queuing manager on duty during peak times

#### **4.1.5 Staff allocated to help passenger in pre-screening**

- Customer Service ambassador to help and advise passengers

### **4.2 Divest tables and zones**

#### **4.2.1 Rectangular roller beds aligned with X-RAY feeding**

- Roller beds could accommodate at least 3 passengers

#### **4.2.2 Roller beds overlapped with tensa-barrier queuing**

- Enable passenger divesting while moving along the queue

#### **4.2.3 Staff allocated to control divesting and X-RAY feeding**

- 1 loader per X-RAY in-feed.

➤

### **4.3 Tray feeding**

Provide a mechanical system, integrated in the checkpoint infrastructure, for trays to be rolled back efficiently.

## **5 EGRESS**

### **5.1 Composure tables and zones**

#### **5.1.1 Rectangular roller beds aligned with X-RAY out belt**

- Provide roller beds and tables aligned – to accommodate at least 5 Passengers
- Secondary search table at 90° not to interfere with the flow

#### **5.1.2 Staff allocated to assist passengers**

- 2 Searchers – opposite sex – right behind the WTMD
- Private booths available for secondary search

### **5.2 Egress seating area**

- Tables for passengers to repack their hand luggage
- Seating possibilities to accommodate at least 2 passengers per X-RAY

### **5.3 Tray recovery**

Provide a mechanical system, integrated in the checkpoint infrastructure, for trays to be rolled back efficiently.

## **6. OTHER CONSIDERATIONS**

### **6.1 Ambience**

It is very important to provide a good ambience, focusing at least on the following aspects:

- Cleanliness
- Light
- Temperature

### **6.2 Recommendations when shoe inspection is required**

- Plastic slippers
- Soft floor covering

### **6.3 Courtesy and friendliness of staff**

- Customer Service Training
- Language training
- Basic greetings: "Good morning.. have a good flight"

### **6.4 Information on processing time**

- It is very useful to inform the passenger about a standard waiting time, to gain predictability and reduce stress/hassle

## **7 MEASUREMENT OF PASSENGER PERCEPTION**

It is highly recommended to measure the passenger perception of the security screening process, covering at least these two aspects:

- Courtesy of security staff and perceived time at security

## **8 MEASUREMENT OF QUEUING TIME PERFORMANCE**

It is highly recommended to have a performance indicator measurement process, to measure at least security checkpoint waiting times and throughput, for security management to be able to allocate staff efficiently, according to the flow distribution.

**Filing Period:**

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13 April 2012

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1 June 2012



**RECOMMENDED PRACTICE 1701i**  
**INTERNATIONAL TRAVELER SCHEME**  
*(new)*

PSC(33)1701i

P6.3.6
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RECOMMEND that Governments work together to develop commonalities between national registered traveler schemes to facilitate joining these together within wider multilateral initiatives. Where Governments offer registered traveler schemes, airlines underpin Government promotional activities and the facilities offered by airport operators support these schemes.

## **1. INTRODUCTION**

**1.1** A number of countries world-wide have established, or are in the process of establishing national, bilateral and multilateral registered traveler schemes.

**1.2** The concept of a registered traveler scheme is to provide pre-assessed low-risk travelers with expedited passage through border controls.

**1.3** These schemes deploy an automated process to:

- Check that the passenger is in possession of a genuine, valid travel document or token
- Verify the passenger's biometric data against the travel document or token or a pre-existing biometric identifier supplied by the passenger during enrolment to ensure the travel document is presented by the rightful owner.
- Grant or deny admission according to pre-established specification.

## **2. SCOPE**

**2.1** Whilst each registered traveler scheme is unique, commonalities do exist; It is recommended that:

**2.1.1** Operationally

- Registered traveler schemes may be separately developed and operated by a Government or jointly developed and operated between Government and Industry.
- Where a charge is levied, the scheme should offer travelers a more bespoke service, i.e., web-based application including forms and the ability to schedule interviews
- The scheme should facilitate an increased efficiency in traveler clearance times
- Procedurally and practically clear for travelers to understand and operate

### **2.1.2 Eligibility**

- The scheme should be open to nationals from more than one country
- Age restrictions may apply
- Membership should be time limited, invariably linked to the length of the travel document.
- Continued eligibility requires passing regular background checks.

### **2.1.3 Enrolment**

- Enrolment is voluntary in all schemes
- All registered traveler schemes should collect biographic data and may request supplementary data
- Each scheme will capture a minimum of one biometric

### **2.1.4 Background checks**

- Regular background checks are conducted against national databases
- These may include biometric data and criminality checks.

## **3. PURPOSE**

The purpose of a Registered Traveler Scheme is to allow travelers expedited passage through automated border controls following successful background checks and the recording of biometric data.

Governments should benefit from initiating a registered traveler scheme by enhancing security of the border through the use of biometrics, reducing illegal immigration, allowing more effective deployment of resources towards potentially higher-risk travelers and being able to obtain additional advanced information on travelers. Governments may also benefit in that additional sources of information may be utilized that they would not normally have access to in the identification of low-risk travelers.

Airlines may indirectly benefit from the additional vetting of travelers within the scheme, which offers greater security on the identity of the traveler and their admissibility by border control authorities. Where schemes incorporate direct transit points, airlines should additionally benefit from on-time departures where a passenger is transiting an airport and is required to make a border crossing, leading to cost efficiencies and the provision of better customer service.

Airport operators should expect a reduction in queue length and times which will facilitate a more efficient use of space and a possible deferment of infrastructure requirements and costs.

The vision is to ultimately create an International Traveler scheme which will bring registered traveler schemes together under one overall initiative. An International Traveler Scheme should enhance a passenger's travel experience by granting them access to a range of registered traveler programs operated by participating countries where access would be otherwise unavailable. The Traveler should also benefit from a standardized application process, access to expedited automated border crossings and the creation of a more seamless journey.

The recommendations also seek to assist Governments and Industry in designing data requirements for the implementation of a registered traveler scheme which may facilitate multilateral agreements.



## **4. DEFINITIONS**

For the purposes of this Recommended Practice, the following definitions apply;

### **4.1 Admission**

The permission granted to a passenger to enter a State by the public authorities of that State in accordance with its national laws.

### **4.2 Automated Border Control (ABC)**

An automated control system that authenticates travel documents and/or tokens and permits, or denies, admission to a traveler according to a pre-established specification.

The ABC may additionally verify the passengers' biometric data against the travel document and/or token or a pre-existing database containing biometric data. It may also register the entry or exit of the country.

### **4.3 Biometrics**

Biometrics are any means by which a person can be uniquely identified by evaluating one or more distinguishing biological traits. Unique identifiers include fingerprints, hand geometry, iris, retina, facial image, hand vein geometry, voice waves, DNA, and signatures.

### **4.4 International Traveler Scheme**

An umbrella initiative that seeks to bring countries existing registered traveler schemes together.

### **4.5 Registered Traveler Scheme**

A registered traveler scheme allows pre-assessed low-risk travelers expedited passage through automated border control system following successful background checks and the recording of biometric data.

### **4.6 Token**

A personalized secure credential that permits the authorized traveler to gain admission via automated border controls, subject to passing background checks and, in some instances, producing a valid travel document.

### **4.7 Travel Document**

A passport or other official document of identity issued by a State or organization, which may be used by the rightful holder for international travel.

## **5. DATA FIELDS**

In an effort to facilitate multilateral agreements the following represents a composite list of the information Governments may request for the Registered Traveler Scheme application process. This list is not exhaustive.

**Biographic Information**

- Last, First and Middle names
- Gender
- Date of birth

Governments may additionally request;

- Surname or Academic title, prefix or suffix
- Maiden Name
- Alias
- Height
- Eye Color
- Town/State/Province of birth

**Nationality and Citizenship**

- Country of birth
- Country of Citizenship
- Immigration Status
- Nationality

**Travel Document**

- Travel Document type and number
- Expiry date
- Date of issue

Governments may additionally request;

- Government issuing the document
- Visa information
- Information on other travel documents

**Contact Details**

The following contact fields are primarily utilized to contact fee-paying applicants;

- Country of primary residence
- Address if different from primary residence
- Commencement date for current address
- Full current address details
- Previous address history where the above covers less than 5 years
- Mailing address if this differs from the current address
- Home, Business and Mobile Telephone Numbers
- Email Address
- Invoice Address
- Preferred language and method of communication whether email or mail

## **Employment**

The following information may be requested to inform background checks;

- Employment status and commencement date
- Occupation
- Employer name, address and telephone number
- Additional employment history where the above covers less than 5 years

## **Travel History**

Governments may additionally request;

- Boarding Pass available at time of enrolment
- Average number of flights per year
- Travel history over a specified period

## **Criminality, Immigration and Customs Offences**

Whilst the following information is not widely requested, it is utilized by Governments to inform background checks;

- Criminal conviction details
- Waiver of Inadmissibility details
- Customs offences
- Immigration offences

## **Membership and Payment Details**

Those Governments operating fee-paying registered traveler schemes may seek to establish:

- Where Governments offer varying levels of membership, the type of membership the applicant requires
- Payment method and bank details

## **Terms and Conditions**

- All Governments seek to ascertain that the applicant understands the terms and conditions of the scheme before proceeding.

### **Filing Period:**

1 March -  
13 April 2012

### **Effective Date:**

1 June 2012



**RECOMMENDED PRACTICE 1701j**  
**AUTOMATED AND SELF-SERVICE FLIGHT REBOOKING FOR IRREGULAR OPERATIONS**  
*(new)*

PSC(33)1701j

P6.3.5
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RECOMMENDED that, when Members plan to offer Self-Service Flight Rebooking for Irregular Operations capability in a dedicated or common use environment, for the purposes of individual airline processes, the specification and standards as described in this Recommended Practice are applied.

**1. PURPOSE**

Automated and self-service flight rebooking focuses on how irregular operations can be improved from a passenger processing perspective by introducing automated and self-service options.

It is a pre-requisite to use good management practices and tools in order to implement any service recovery measures particularly through self-service options. The resulting benefits include improved customer service for all passengers and decreased costs for airlines.

This Recommended Practice is meant to complement, but not supersede, currently agreed-upon industry standards (e.g. AIRIMP, IATA Resolutions 735d/735e/766, A4A 120.20) or other bilateral agreements and arrangements between or among airlines or alliances.

**2. SCOPE**

This Recommended Practice addresses only Irregular Operations. The timeframe and conditions for Irregular Operations are defined by individual airline policy.

This Recommended Practice is limited to automated flight rebooking systems that provide self-service options to passengers. These flight rebooking systems can be either fully automated to the extent possible (no manual intervention) or partially automated with the objective to minimize passenger contact with airline ground staff.

**3. GLOSSARY**

a. Automated Rebooking System – Fully or partially automated system meant to rebook passengers impacted by delayed or cancelled flights, especially during Irregular Operations. Automated rebooking systems enhance airline efficiency and enable more consistent passenger processing.

b. Interline – Used in conjunction with another word to describe anything involving two or more airlines, such as interline itinerary, interline reservation, interline stopover, interline point, interline transaction, etc.

- c. Irregular Operations (IRROPS) – Irregular Operations (IRROPS) is identified by an airline or ground handler acting on behalf of an airline when a disruption causes a planned flight schedule to become inoperable or delayed affecting both passengers and resources. An Irregular Operation (IRROP) may be, but not limited, to a flight delay, cancellation, diversion due to weather, mechanical problem, landing restriction, air traffic congestion, accident/ aircraft damage, security concern, immigration issue, boarding delay, crew or other staff issues.
- d. ITBA – Interline ticket and baggage agreement.
- e. Online – Used in conjunction with another word to describe anything involving carriage over the services of one airline to another service of the same airline, such as an on-line itinerary, on-line reservation, on-line stopover, on-line connection, etc.
- f. SSD – Self Service Device.

#### **4. BILATERAL AGREEMENTS**

This document recommends that carriers, where applicable, should follow procedures as outlined in IATA Resolutions 735d/735e/766, AIRIMP and A4A Resolution 120.20. Bilateral or alliance agreements may exist that supersede the above Resolutions. These bilateral or alliance agreements may offer airlines additional flexibility to their automated and manual rebooking systems by offering seamless availability; direct sales and access; and interactive sales in order to establish firm confirmations for passengers.

#### **5. CARRIER NOTIFIED OF IRREGULAR OPERATIONS**

- a. Carriers may be notified of Irregular Operations in the following ways:
  - i. Internally, by automatically receiving flight status information for both potential and confirmed disruptions, delays and cancellations.
  - ii. Externally, by leveraging alliance/codeshare functionality and/or bilateral flight status notices. E.g. Type B messages, XML, etc.

#### **6. IRREGULAR OPERATIONS MANAGEMENT:**

The following table is an overview of how certain elements during Irregular Operations may be managed. Where applicable, distinctions between online, interline, delays, cancellations, and misconnects, will be made. Airlines may choose to follow these steps in accordance with their individual business rules.

<p><b>Irregular Operations process</b></p>	<p><b>Note: Unless noted otherwise, the processes below apply to the following irregular operations conditions:</b></p> <ol style="list-style-type: none"> <li>1) Online Delay</li> <li>2) Online Cancellation</li> <li>3) Online Misconnect</li> <li>4) Interline Delay</li> <li>5) Interline Cancellation</li> <li>6) Interline Misconnect</li> </ol> <p><b>Note:</b></p>
<p>Automatically load operational status of the flight into RES/DCS system</p>	
<p>Appropriate notices, according to airline procedure, should also be given to various partners (e.g. airport authorities, codeshare/alliance partners, etc.)</p>	
<p>PNR transferred to the carrier automated rebook system. Consideration should be given to separate RES and DCS systems as well as ground handlers according to individual airline policy</p>	
<p>PNR transferred of passengers in jeopardy or who will misconnect (business rule to define priorities)</p>	
<p>Rebook the passenger on the best available flight according to the airline's individual business rules</p>	
<p>Rebooking may be prioritize and/or optimized through various methods:</p>	
<ul style="list-style-type: none"> <li>• Routing – Non-stop versus connecting itinerary, domestic versus international, originating versus connecting</li> </ul>	
<ul style="list-style-type: none"> <li>• Journey time – Using the shortest possible routing</li> </ul>	
<ul style="list-style-type: none"> <li>• SSRs – Certain SSRs may be handled differently or manually (special attention should be given that certain SSRs are properly associated with new itinerary)</li> </ul>	
<ul style="list-style-type: none"> <li>• Frequent flyer program – Depending on airline, certain tiers may be prioritized</li> </ul>	
<ul style="list-style-type: none"> <li>• Class of service – e.g. First class may be prioritized before economy</li> </ul>	
<ul style="list-style-type: none"> <li>• Booking code – e.g. Y may be prioritized before M</li> </ul>	
<ul style="list-style-type: none"> <li>• Ticket value (fare paid)</li> </ul>	
<ul style="list-style-type: none"> <li>• Groups – May need to be handled differently or manually</li> </ul>	

<p><b>Irregular Operations process</b></p>	<p><b>Note: Unless noted otherwise, the processes below apply to the following irregular operations conditions:</b></p> <ol style="list-style-type: none"> <li>1) Online Delay</li> <li>2) Online Cancellation</li> <li>3) Online Misconnect</li> <li>4) Interline Delay</li> <li>5) Interline Cancellation</li> <li>6) Interline Misconnect</li> </ol>
<ul style="list-style-type: none"> <li>• Booking channel – Passengers who booked through various booking channels may need to be handled differently or manually based on certain restrictions</li> <li>• Passenger record checked/validated for MCT</li> </ul> <p>Document Check – Ensure the passenger's travel documents permits travel via the new routing booked to avoid passenger inconvenience and carrier fines</p> <p>Check flight status prior to booking to ensure flight is on time or operable. Note: This step may not be possible for interline-booked itineraries</p> <p>Notify passenger of new routing (<b>see Passenger communication 7</b>)</p>	<p><b>Note:</b></p>
<p>Reinstatement – Consideration needs to be made in case a flight is reinstated or reverts back to original ETD—system may either have an “undo” function or could be handled manually</p>	<p>Automated reinstatement may only be possible for online itineraries only. Other airline segments may need to be manually processed.</p>
<p>Passenger's record (PNR or DCS) should indicate it has been handled or rebooked by automated rebook system (according to airline's business rules)</p>	<p>Indicator may be possible for online itineraries only and not carry over to other airline segments.</p>
<p>Passenger's record (PNR or DCS) needs to be ready for use through a self-service channel (e.g. self-service device, kiosk, online, mobile)</p>	<p>This step may not be possible for interline-booked itineraries.</p>
<p>Passenger's record may be made ready for use by: E-ticket synchronization, matching, re-association, etc.</p>	<p>This step may not be possible for interline-booked itineraries.</p>
<p>Ticket reissuance</p>	
<p>Where applicable, refund or process for ancillary, optional, additional, baggage charges and compensation according to government regulation should be considered</p>	<p>This step may not be possible for interline-booked itineraries.</p>



<p><b>Irregular Operations process</b></p>	<p><b>Note: Unless noted otherwise, the processes below apply to the following irregular operations conditions:</b></p> <ol style="list-style-type: none"> <li>1) Online Delay</li> <li>2) Online Cancellation</li> <li>3) Online Misconnect</li> <li>4) Interline Delay</li> <li>5) Interline Cancellation</li> <li>6) Interline Misconnect</li> </ol>
	<p><b>Note:</b></p>
<p>Need to make provisions for sending government security messages (e.g. Flight cancellation, AQQ, Secure flight, etc.) according to the appropriate government's requirements</p>	
<p>Save seats – System may save seat preference (from DCS or PNR) during or after automated rebooking process</p>	<p>This step may not be possible for interline-booked itineraries.</p>
<p>Check-in – System may automatically check-in passengers after rebooking process is complete. Consideration may need to be made for scenarios requiring through check-in</p>	<p>This step may not be possible for interline-booked itineraries.</p>
<p>Check-in – Passengers may be required to check-in after rebooking process is complete. During check-in, passengers may be offered additional rebooking opportunities</p>	<p>This step may not be possible for interline-booked itineraries.</p>
<p>Baggage should be rerouted or processed (<b>see Baggage movements 11</b>)</p>	
<p>During rebooking process, affected or duplicated flight segments should be cancelled. It's the airline's individual business policy to determine duplicate flight segment handling ("protection"). E.g. Additional segments booked for delayed flights, alternate routings, etc.</p>	
<p><b>Note:</b> Rebook passenger on interline itinerary if applicable. There may need to be a special bilateral agreement required to allow automatic rebook of interline itineraries (as provided in AIRIMP). Preference should be given to alliance carrier rebook (as detailed in company policies and alliance agreements).</p>	
<p><b>Note:</b> Evaluate availability and apply business rules based on passenger status to make a decision on the rebooking choice (own or other airline). It is recommended to contact the new operating carrier to secure space.</p>	

<p><b>Irregular Operations process</b></p>	<p><b>Note: Unless noted otherwise, the processes below apply to the following irregular operations conditions:</b></p> <ol style="list-style-type: none"> <li>1) Online Delay</li> <li>2) Online Cancellation</li> <li>3) Online Misconnect</li> <li>4) Interline Delay</li> <li>5) Interline Cancellation</li> <li>6) Interline Misconnect</li> </ol>
<p><b>Note:</b> Request availability from other airline through various established methods (e.g. seamless availability; direct sales; direct access; interactive sales) in order to get firm confirmation of the availability. (Need to follow rules as defined by IATA Resolutions 766/735d, A4A Resolution 120.20 and AIRIMP or as provided in procedures outlined through bilateral agreements).</p>	<p><b>Note:</b></p>

## 7. PASSENGER COMMUNICATION

During Irregular Operations, and especially after rebooking occurs, every effort should be made to notify passengers of flight changes.

If a customer is rebooked on an interline itinerary, consideration should be made that not all carriers share the same rules regarding handling or ancillary charges. Where possible, or mandated by regulation, notification should be made available to customer regarding these differences.

Messages should be sent to passengers during, but not limited to, the following scenarios:

- a. Passenger rebooked to an earlier than scheduled departure.
- b. Passenger rebooked to a later departure.
- c. Flight cancellations.

Government requirements, regulations, or commercial agreements need to be observed where applicable (e.g. some governments require verbal or electronic updates at specified intervals).

Some delay types may require additional or special notification:

- a. Weather/Air Traffic Control (ATC)
  - i. Advise the passenger of the reason for delay.
  - ii. May need to advise passenger to check-in within original cut-off times due to delay volatility.
- b. Mechanical/inbound aircraft delay:
  - i. Advise passengers of the reason for the delay.
  - ii. Advise passengers that ETD is subject to change frequently and additional rebooking processes may be required.

## **8. MESSAGING TYPES**

- a. If available, passengers should be contacted via their preferred method:
  - i. Email; phone; automated phone calls; interactive voice response (IVR); kiosk (SSD)/ SMS, etc.
- b. Government privacy regulations should be observed as applicable.
- c. Content of message should be as specific as possible and give direction on next steps and options including where to proceed for processing and check-in.

## **9. INTERNAL COMMUNICATIONS**

- a. Every effort should be made to communicate delays and cancellations with internal departments/stakeholders (e.g. gate agents) prior to passenger notification.
  - i. Ensures better preparation and alignment of resources (allows airlines to develop their “game plan”).
  - ii. Optimizes automated rebooking process.
  - iii. Enhances customer service by assuring that airline resources can anticipate the passenger’s issue.

## **10. SELF SERVICE DELIVERY**

- a. Passengers whose PNRs have been rebooked and are in a check-in ready state, should be able to check-in via:
  - i. Common use or proprietary original carrier self-service device, mobile or web.
  - ii. OA self-service device, mobile or web.
  - iii. Phone (Interactive Voice Response – IVR).
- b. Self-service devices could be located in various strategic locations to maximize passenger convenience (e.g. transit, airside areas).

## **11. BAGGAGE MOVEMENTS**

In some cases, baggage will be accepted prior to passenger encountering a delay or cancellation. During these circumstances, every attempt should be made to ensure passenger and baggage stay together (see IATA Recommended Practice 1745/1800, A4A Recommended Practice 30.45/30.49, IATA Resolutions 735d/743a for further information).

## **12. MISCELLANEOUS**

Miscellaneous considerations regarding, but not limited to, meal vouchers; overnight accommodations; CRM (Customer Relationship Manager) updates with passenger inconvenience info; privacy policies, etc., will be determined by individual airline policies or government regulations.

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012

**RECOMMENDED PRACTICE 1701k**  
**SELF BOARDING**  
(amending)

PSC(~~32~~ 33)1701k

**Secretary note:** the following text completely replaces the current text of RP 1701k

P6.3.4
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RECOMMENDED that, when Members plan to operate Self Service Boarding in a dedicated or common use environment, for the purposes of individual airline processes the specification and standards as described in this Recommended Practice are applied.

## **1. INTRODUCTION/SCOPE**

Self Boarding describes the specifications and standards for Self-Service boarding devices. Member airlines will implement a Self Boarding process to include, but not be limited to, self-boarding functionality. Future developments may include other functions, both business and technical.

## **2. PURPOSE**

The Self Boarding concept is to provide passengers with the possibility to board the aircraft without agent assistance.

The major benefits of Self Boarding are:

- Extending customer control throughout the journey,
- Faster processing time at the gate,
- Allows agents to add value by focusing on exceptions and passengers with special needs,
- Leads to optimum use of airline and airport facilities,
- Shared running costs (when operated as common use)

## **3. DEFINITIONS**

For the purposes of this Recommended Practice, the following definitions will apply;

### **3.1. Self Boarding Process**

An airline offering the ability for a passenger to self-scan their boarding token to gain entry to the aircraft in a controlled manner.

Additional / Related Services: Offering the capability for flights requiring passenger authentication and/or document checks.

### **3.2. Controlled Manner**

The method of control by which a passenger boards an aircraft. Those are listed in the following and may be applied as well in combination.

### **3.3. Automated barrier**

An automated barrier is an access control device equipped with physical obstacles (doors, flaps, turnstile, etc.) and flow control functions (pictograms, displays, etc.).

### **3.4. Agent control**

An agent supervising the boarding process

### **3.5. Visual / Audible indicators**

Visual and audible indicators provide the passenger with information about the validity check of the boarding token at the boarding point.

### **3.6. Self Scanning**

The action by which a passenger presents a boarding token to the boarding device for the purpose of self service boarding.

### **3.7. Passenger Authentication**

This is performed by comparing the data on the boarding token with accepted forms of identification carried by the passenger and verified by an agent.

### **3.8. Verified identification**

The process step whereby the passenger presents their government-issued ID for verification.

### **3.9. Document Check**

Document check means the inspection step to verify that a passenger's travel documents comply with government requirements allowing entry to a destination country or passage through a transiting country.'.

### **3.10. Boarding Application**

This is the computerized application used by the airline to perform the boarding process.

### **3.11. Passenger Boarding Token**

The Self Boarding device may read different types of tokens, for example: BCBP (bar-coded boarding pass on paper or mobile phone), machine readable travel documents (passports, visas, ID cards), passenger biometrical data, frequent flyer cards, etc.

## **4. SELF BOARDING PROCESS**

### **4.1. Eligibility**

All passengers holding an electronic ticket with boarding token, not requiring additional processing at the gate are eligible to use the Self Boarding process.

## **4.2. Exceptions and Special Treatment**

- There are exceptions from the above stated group of eligible passengers such as:
- Unaccompanied minors
- Passengers with special seat assignments
- Infants
- Disabled passengers requesting assistance
- Passengers requiring a document check that should normally have been performed before the boarding process.
- Regulatory compliance that require additional checks prior to approved boarding
- Passengers with coupons to be collected

## **4.3. Process Description**

The Self Boarding process is described in detail below. Principally, the process may be designed to be controlled by an agent, or alternatively with the use of automated barriers incorporating passenger detection.

### **4.3.1. Self Boarding with agent control**

- Self-boarding device is initialized and connected to the boarding application of the respective airline
- Device readiness indicated to passenger
- Passenger scans their own boarding token
- Boarding token information is captured and sent to the airline system
- Result of boarding token check is sent to the Self Boarding device
- Device indicates the result to the passenger (boarding approval/rejection communicated via display, pictograms, etc.)

### **4.3.2. Self Boarding with automated barrier and passenger detection**

- Self Boarding device is initialized and connected to the boarding application of the respective airline
- Device readiness indicates to passenger
- Passenger scans their own boarding token
- Boarding token information is captured and sent to the airline's systems
- Result of boarding token check is sent to the Self Boarding device
- Device indicates the result to the passenger (boarding approval/rejection communicated via display, pictograms, etc.) and allows passenger to pass through the barrier and board the aircraft.
- After confirmation that the passenger has crossed the barrier passenger's status is set to "boarded" in the boarding application

Note:

The use of an automated barrier should not mandate any modification at the DCS level of the airline and the self boarding device should behave in a similar way to a BGR (Boarding Gate Reader).

If DCS does not recognize the status answer given by the Self Boarding device then the automated barrier should handle the detection and alarm control internally.

#### **4.3.3. Exceptions from the standard process**

- There are several exceptions to the standard process. Those are listed in the following together with the appropriate advice to handle each situation.
- Infants, Unaccompanied Minors and disabled passengers requesting assistance may be handled within the pre-boarding phase. Hence it is recommended that at least one traditional boarding position staffed by an agent is maintained at the gate.
- In case passengers are holding coupons to be collected by boarding staff at the gate. To guarantee the collection of all coupons an electronic means, such as electronic miscellaneous documents, should be implemented for the collection of excess baggage coupons
- Passengers trying to get oversized hand luggage through the Self Boarding point should be intercepted by boarding staff.
- Regarding the process with use of an automated barrier the following exceptions from the standard process might apply:
  - In case of rejection due to an invalid ticket boarding should not be allowed, the agent will be alerted and agent intervention is required.
  - In case of a fraud attempt e.g., two passengers trying to board using one boarding token should not be allowed. The agent will be alerted and agent intervention is required.
  - Optional: In case of a seat change at short notice or in absence of the passenger, the passenger may be provided with a seat-assignment print at the Self Boarding point. This applies as well for situations such as waiting list acceptance and upgrades. This may be implemented by integrating a printer in an automated barrier or other device.
  - Regulatory compliance requiring additional checks such as exit row seating qualifications.

#### **4.3.4. Self Boarding without Passenger Authentication**

The above described processes apply for flights that do not require a passenger authentication at the gate.

#### **4.3.5. Self Boarding with Passenger Authentication**

In case of a flight requiring a name / document reconciliation (Passenger Authentication) one of the following procedures should be performed:

- Verification of the passenger's biometrics at the boarding point,
- Agent assisted Passenger Authentication at the boarding point (e.g., at the jetty entrance),
- Agent assisted Passenger Authentication at a central check point before the boarding point.



## **5. TECHNICAL ASPECTS AND INFRASTRUCTURE**

### **5.1. Product functionality**

#### **5.1.1. Functional requirements**

The Self Boarding device should contain the following modules:

Boarding token reader including 2D barcode reading capability.

Clear Visual Instructions: To support a continuous and fast passenger flow, it is essential to offer well-thought-out passenger guidance. Depending on the situation the passenger should be informed and supported by graphical displays and/or pictograms leading him into the desired direction or to desired actions (for example, to go contact an agent)..

Note:

In general, regarding response times the Self Boarding process should not last longer than the manual process. In addition the devices should be flexible so that a carrier can easily expand the number of Self Boarding lanes.

#### **5.1.2. Optional functional requirements**

There are several optional requirements that may be considered when designing a Self Boarding device.

##### **5.1.2.1. Automated barrier with detection algorithm**

A barrier is recommended in case the Self Boarding device is operated without dedicated agent supervision. Detection algorithms provide a uniqueness check to insure:

- A boarding token is only used once
- Only one passenger can pass through the boarding point with a single boarding pass.

##### **5.1.2.2. Receipt printer for boarding slips**

As mentioned above a printer should be integrated to provide the passenger with new seat information in case of changes at short notice. When using an automated barrier, the barrier should open as soon as the seat assignment print has been retrieved by the passenger.

##### **5.1.2.3. Passport scanner**

Should a passport scanner be required, a full page flatbed scanner is recommended.

#### **5.1.3. Gate ergonomics**

The self boarding device should allow easy access for passengers carrying hand luggage.

## **5.2. Airport and Technical Infrastructure within a Common Use Environment**

Self Boarding devices may be used by several carriers in a common use environment. To facilitate such use the devices should conform to common use standards. Reusability, scalability, and ease of integration are the primary criteria. Use of open and established standards such as XML, J2EE and Web services as well as SOA (Service Oriented Architectures) is strongly recommended.

In a common use environment, the ability to switch from automated Self Service Boarding to traditional BGR mode and vice versa is necessary.

The Self Boarding initiative targets the use of Self Boarding devices by different carriers with different DCS/boarding applications. This enables airlines at airports with non-exclusive gate areas to offer Self Boarding to their customers.

### **5.2.1. Closed / Open gate area**

Self Boarding devices may be used both at open and closed gate areas.

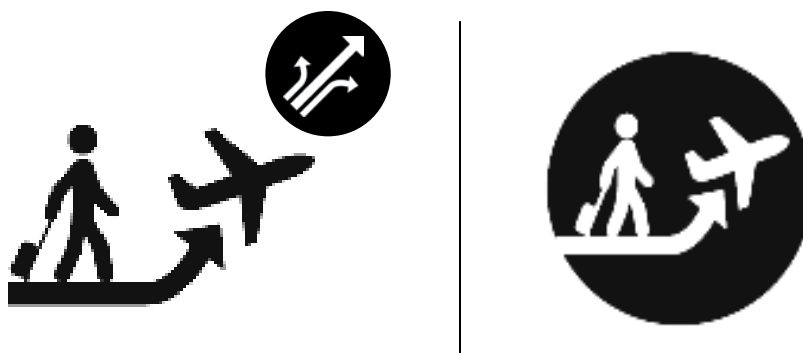
## **6. SIGNAGE**

The signage for Self Boarding devices should be promoted at all sites. It is recommended that this signage includes the words "Self Boarding".

It is recommended that proper signage is visible to instruct customers on the proper placement of their boarding token over the token reader/scanner to ensure efficient customer flow through the self boarding gate.

It is recommended that the following signage/icons are used by member airlines, airports or handling agents to advertise the simplified self-service process availability at the airport.

This will create awareness, consistent passenger experience and help penetration of the service globally.



**Filing Period:**

1 March -  
13 April 2012

**Effective Date:**

1 June 2012

**RECOMMENDED PRACTICE 1706**  
**FUNCTIONAL SPECIFICATION FOR STANDARD DEPARTURE CONTROL**  
**SYSTEM**  
*(amending)*

PSC(MV78 33)1706

B7.2/P
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**8. DOCUMENTATION**

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**8.2 Messages**

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RQM Request Information Message (AHM 783)

BIM Baggage Information Messages (Recommended Practice 1745)

**Filing Period:**

1 March -  
13 April 2012

**Effective Date:**

1 June 2012



**RECOMMENDED PRACTICE 1706c**  
**COMMON USE SELF SERVICE (CUSS)**  
*(amending)*

PSC(~~27~~ 33)1706c

P6.3.7
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**Secretary note:** *the following text completely replaces the current text of RP 1706c*

**RECOMMENDED that**, when Members plan to operate shared Self Service Devices in a Common environment, such as an airport, for the purposes of individual airline processes, the specifications and standards as described in this Recommended Practice are applied.

## **1. INTRODUCTION/SCOPE**

Common Use Self Service (CUSS) describes the specifications and standards for multiple airlines sharing one physical self-service Kiosk. Member airlines will develop a Common Use Self-Service Platform to include, but not be limited to, check-in functionality. Future developments may include other functions, both business and technical.

## **2. PURPOSE**

The basic idea of the CUSS concept is to enable airlines to provide passenger services at a shared Kiosk.

The major benefits of CUSS are:

- customer interaction with airline application at a single point of contact
- security of access
- optimum use of airline facilities with no need to dedicate special areas for different airlines
- shared running costs
- permits delivery of a proprietary check-in product, thus the airlines are not required to use systems provided by airport authorities or handling agents which might not be compatible with their host computer systems
- airports only have to provide space for the common Kiosk thus reducing the amount of space an airport needs to set aside for airline Kiosks.

## **3. DEFINITIONS**

For the purposes of this Recommended Practice, the following definitions will apply;

### **3.1 Application Provider**

An entity that is responsible for the provision and management of their applications accessible from a CUSS Kiosk, e.g. an airline.

### **3.2 Application Supplier**

An entity that writes the application software for the Application Provider.

### **3.3 Architecture**

This is the structure that will be employed to deliver CUSS, and to ensure consistency of operation (refer to the Technical Specifications published separately from this Recommend Practice in the "CUSS Manual").

### **3.4 Common Software**

This software provides an interface between Hardware devices and the Kiosk/airline applications which use them. This will be referred to as middleware. It includes several layers, the top layer of which will be the Standard Interface Layer.

#### **3.4.1 CUSS Passenger Documents**

The Kiosks may contain (as appropriate):

Blank ATB Card Type 4 stock with a magnetic stripe and without a binding stub  
(Refer to IATA 722c and 722e/ A4A 20.51 and 20.201/)

General Purpose Printer (GPP) stock (Refer to /IATA 1706d A4A RP 30.102)

Blank baggage tag stock (Refer to IATA Resolution 740/A4A 30.35)

### **3.5 CUSS Platform**

This defined environment supports applications for one or more airlines and conforms to the standards as described in this Recommended Practice.

### **3.6 CUSS Application (See also, "Kiosk Application")**

A single certified business application that will run on multiple CUSS certified Platforms

### 3.7 Kiosk Application (See also, "CUSS Application")

The Kiosk Application is the essential part of the Kiosk system. It provides the functionality the Kiosk offers to the customers. It depends on the Kiosk Application whether a Kiosk can be used for check-in, ticketing, as a ticket vending machine or virtually anything else. There is no limitation about what and how many Kiosk Applications can be offered on a Kiosk system.

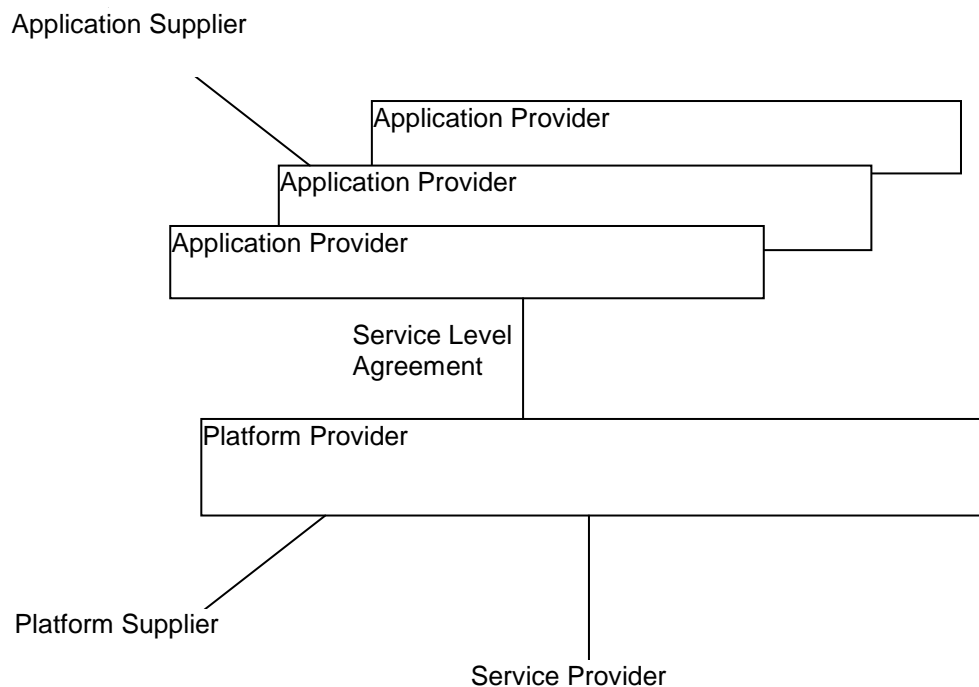
### 3.8 Platform Provider

This is the entity that is responsible for ongoing provision and management of the Platform.

### 3.9 Platform Supplier(s)

*This is the entity who provides any component of the Platform*

### 3.10 Relationship Among Entities Involved in the CUSS System



### 3.11 Selection Interface Screen

This is the initial screen a customer will interact with prior to selecting an airline application. This will be provided by the Platform Provider.

### 3.12 Service Provider(s)

This is the entity that is responsible for maintaining the operational service performance of the Platform.

### **3.13 Kiosk Enclosure**

The physical assembly and ergonomics of the kiosk including devices and components, screens, millwork and/or encasement, mounting, service doors, and physical security and access controls.

## **4. CUSS PRODUCT STRATEGY**

The CUSS product strategy is to deliver a common self service Platform to support individual airline processes at a shared Kiosk, e.g. check-in.

The key to the product strategy is an Open Architecture. This means that it should be possible to use any Hardware or software that conforms to CUSS standards included in the Technical Specifications published in the “CUSS Manual”.

This open strategy enables airlines to maintain their individual identity in terms of product offering.

The functionality described is not exclusive. Any future products and/or applications may be introduced as business needs change and will be subject to review and approval by the Passenger Experience Management Group (see section 6 titled “Passenger Experience Management Group”).

Initially this strategy is focused for implementation at airports but could be carried forward to other environments, e.g. bus terminals and railway stations.

The development of the CUSS product will initially be done with the cooperation of Member airlines, airport authorities and Software/Hardware manufacturers.

## **5. KIOSK PLATFORM/CUSS PRODUCT FUNCTIONALITY**

The Kiosk Platform comprises, at minimum, the Hardware specified in Section 11.1 titled “Minimum Kiosk Components”.

The CUSS product functionality shall be bilaterally agreed upon between the individual airline(s) and the Platform Provider and must adhere to the Certification process outlined in the “Certification Document”. This is published in the “CUSS Manual” separately from this Recommended Practice.

The Kiosk is envisaged to support a comprehensive range of airline processes and services.

The support of a specific process and services for any airline is dependent on the software provided by the airline Application Provider.

Initial focus of the product will be on passenger check-in.

Devices within a Kiosk shall only be used by applications initiated and operated within the Kiosk or diagnostic software.

All physical components shall be equally accessible to all participating airlines according to bilateral agreements between airlines and Platform Providers.



## 5.1 Data Security

This Recommended Practice and the CUSS Technical Specification recognize and acknowledge that the CUSS standard should facilitate, and not prevent, the PCI Data Security Standard compliance of the Kiosk provider as well as of the Application Providers. Just a few of the ways that can prevent compliance follow.

1. Storage of magnetic stripe data and/or equivalent data on the chip in the customer's network after authorization;
2. Applications that require customers to disable other features required by the PCI Data Security Standard, like anti-virus software or firewalls, in order to get the payment application to work properly; and
3. Vendors' use of unsecured methods to connect to the application to provide support to the customer.

Secure kiosk enclosures and components, when implemented in a PCI DSS-compliant environment, will minimize the potential for security breaches leading to compromises of full magnetic stripe data, card verification codes and values (CAV2, CID, CVC2, CVV2), PINs and PIN blocks, and the damaging fraud resulting from these breaches.

See the References paragraph for more information on PCI-DSS.

## 5.2 Form of Identification (FOID)

An addendum to the CUSS Technical Standard called "Separation of Card Reader Payment and Form of Identification Data" was published June 2011.

This addendum modifies the CUSS specification to restrict how CUSS applications read payment card data from the kiosk. Card issuer operational regulations state:

***A Merchant must not request or use a Primary Account Number (PAN) for any purpose other than as payment for goods and services.***

The CUSS specification is amended to provide special access to payment card data. CUSS applications retain full access to the card data in cases where it is needed for payment processing. For all card transactions that are not for payment, the content of the payment card is truncated (obscured) so that it retains essential information such as the name, but no longer has a Primary Account Number and is hence not considered a payment card.

The adoption of this addendum is critical for card issuers, as a condition for continuing to accept payments at airline self-service kiosks. Implementing and deploying the changes specified in this Addendum are required for adherence to this Recommended Practice.

## 6. PASSENGER EXPERIENCE MANAGEMENT GROUP

A Passenger Experience Management Group (refer to Resolution 706 [ATA 30.200] comprised of airlines will be responsible for managing the certification process and amending CUSS standards as published separately from this Recommended Practice, e.g. Technical Specifications published in the CUSS Manual.

## 7. CUSS PRODUCT OPERATION

The product may operate in the following way:

### Typical Check-in Flow

- |                                   |   |
|-----------------------------------|---|
| • Selection from Interface screen | Checks airline links<br>Checks Hardware                                   |
| • Passenger selects airline       | Airline application started via touch screen and Kiosk Application        |
| • Airline application launched    | Check passenger(s) in to flight (via airline host) other airline services |
| • Airline application prints      | Travel documentation issued   |
| • Airline application cleans up   | Calls back Selection Interface Screen                                     |
| • Selection Interface Screen      | Checks tidy up<br>Checks Hardware OK                                      |

For details refer to the Technical Specifications in the “CUSS Manual”.

### 7.1 Statistical Information

#### General rules:

- No data to be maintained on the Kiosk.
- No Proprietary Data to be retained by the Platform/Service Provider
- No Application Provider’s Proprietary Data to be accessed or made available to any other party
- The following types of statistical data will need to be provided:
  - sufficient data to support and control a billing process for both Platform and Application Providers.
  - general data available for all airlines using the Kiosk (deliverance, uptime, etc.)
  - all data required by a Service Provider to complete their function

## **8. OWNERSHIP**

The interface descriptions (as described in Technical Specifications) are owned by IATA and A4A and are maintained by the Passenger Experience Management Group (see Section titled “Passenger Experience Management Group”).

## **9. SERVICE LEVEL AGREEMENTS (SLAs) AND RESPONSIBILITIES**

This section addresses various aspects of the Service Level Agreement (SLA) document where the Service Levels to be provided by the Platform Provider of CUSS and the Service Levels provided by the Application Provider are mutually agreed. The SLA will also include change management procedures. As a guideline, a sample SLA template is shown in the “CUSS Manual”.

### **9.1 Platform Provider’s Responsibility**

The Platform Provider will, as defined in the SLA, ensure that:

- the CUSS Kiosk is operational and serviceable during the specified operational hours
- the CUSS Platform is functioning and certified according to CUSS standards
- software levels and version control of the Platform are maintained at that site
- statistical and management information is available
- they notify the Application Provider of faults that cannot be resolved
- they have the ability to turn off an application if it is deemed to be causing other applications and/or the CUSS Kiosks to malfunction. If this is the case they will endeavor to inform the Application Provider in advance
- Kiosk locations are locally and mutually agreed

The Platform Provider will also demonstrate that its Kiosk Enclosure and Kiosk Platform comply with any applicable regulations or standards that apply to the site where the kiosk is deployed, including relevant Access, Data Privacy, and Data Security standards.

In addition, the Provider must deploy a platform that complies with and implements the CUSS FOID Addendum as described and by the date set in paragraph 5.2.

### **9.2 Application Provider’s Responsibility**

The Application Provider is responsible for the application code, which must follow and pass the Certification process.

If the Application Provider decides to use a dedicated Application Server, either at the CUSS site or a location that is under the control of the Application Provider, then that Application Provider is responsible for the maintenance and the upkeep of the Server.

The Application Provider is responsible for any communication lines to and from the Application Provider's mainframe or Server location.

The Application Provider must provide the correct protocol and interfaces to allow connection at the CUSS site as mutually and bilaterally agreed between the Platform Provider and the Application Provider.

The Application Provider shall ensure that when a Payment Card is read for any purpose other than payment, such as Form of Identification (FOID), the application shall include only the first 6 and the last 4 digits of the credit card number. All remaining digits shall be replaced with an X. E.g. 123456XXXXXX7890."

This behavior follows the FOID Addendum to the CUSS Specification described in Paragraph 5.2 and allows compliance with Card Scheme Operating Regulations and IATA Resolutions 722-f-g-h & 725-f-g-h.

The Application Provider will also demonstrate that its Kiosk Application complies with any applicable regulations or standards that apply to the site where the kiosk is deployed, including relevant Access, Data Privacy, and Data Security standards.

### **9.3 Service Levels**

Minimum Service Levels that the Platform Provider should provide will be locally and mutually agreed. All airlines involved at each site must be able to ensure that agreed standards do not compromise levels of customer service they have already built up or to which they aspire.

### **9.4 Management Information and Availability Figures**

The Platform Provider should be able to supply all Application Providers the Availability figures and access to the management tool used for real time status of the CUSS installation.

### **9.4 Additional Responsibilities**

The Platform Provider and Application may have additional local or site responsibilities not listed here.

## **10. SIGNAGE**

The signage for Kiosks to be promoted at all sites will include the words "Self Service".

## **11. KIOSK SPECIFICATIONS**

### **11.1 Kiosk Components.**

The following is the minimum specification for a CUSS Kiosk:

- A computer

- A card reader

- Touch screen

- Facilities to support a keyboard and pointing device

- Printer, which may be one or more of the following if the airlines at the location require them:

  - ATB reader/ATB printer with an Escrow and the latest AEA PECTAB and PECTAB extensions (refer to the Technical Specifications in the "CUSS Manual" published separately from this Recommend Practice).

  - General Purpose Printer with bar code printing capability.

  - Bag tag printer with specified fonts (refer to the Technical Specifications published separately from this Recommend Practice in the "CUSS Manual").

*Note: Further details including optional components to be found in the Technical Specifications published in the "CUSS Manual".*

### **11.2 Data Privacy**

Recommended Practice 1774 (Protection of Privacy and Transborder Data Flows of Personal Data used in International Air Transport of Passengers and Cargo) is incorporated by reference herein.

Additional local or site Data Privacy regulations may also apply.

### **11.3 Kiosk Ergonomics**

#### **Screen design**

The Selection Interface Screen will be designed with an overall common navigation, look and feel. This interactive design utilizes suitable fonts and is graphically intuitive (refer to the Technical Specifications published in the "CUSS Manual").

#### **Hardware Design and Kiosk Enclosure Considerations**

The Kiosk must be designed in compliance with local laws. The devices should be easily visible and as close to the screen as possible.

The design and placement of the Kiosk Enclosure and its integrated devices and components should comply with any applicable Data Privacy, Data Security, Accessibility, and other standards and regulations (see Paragraph 5.)

### **11.4 Data Security**

Additional local or site Data Security regulations may also apply.

## **12. CERTIFICATION**

The Platforms and applications must be certified in accordance with the procedures in the Certification Document published in the “CUSS Manual”.

## **13. CUSS MANUAL**

IATA shall produce, update, and make available the CUSS Manual in electronic format which shall set forth, among other things, CUSS standards and Technical Specifications. As a condition to certification, Application and Platform Providers, shall be required to maintain a current subscription to the CUSS Manual. To enable it to defray the costs incurred in developing and maintaining the CUSS Manual, IATA shall establish an annual subscription fee for the CUSS Manual. Access to the CUSS Manual, and the fee to be charged, will be non-discriminatory, i.e., all interested parties, whether or not members of IATA, will be afforded access to the CUSS Manual on the same terms, and will pay an equal fee for such access.

## **14. GLOSSARY OF TERMS**

**AEA PECTAB** – Parametric table as specified by the latest edition of the Association of European Airline (AEA) joint technical specifications. A parametric table defines the print and magnetic strip locations for the IATA ATB documents (or other documents in ATB format).

**APPLICATION PROVIDER** - See paragraph 3 “Definitions”

**APPLICATION SUPPLIER** - See paragraph 3 “Definitions”

**ARCHITECTURE** - See paragraph 3 “Definitions”

**AVAILABILITY** – The percentage of time, during kiosk hours of operation, where a kiosk is able to fulfill its functionality, and is available for operational use. There are some outages which affect availability of the CUSS kiosk that the Service Provider will not have control over. These outages will not be classed as an operational outage which will be penalized against the Service Provider

**COMMON ENVIRONMENT** e.g. an airport as defined in IATA RP 1797.

**CUSS APPLICATION** - See paragraph 3 “Definitions”

**PASSENGER EXPERIENCE MANAGEMENT GROUP** - A Passenger Experience Management Group (PEMG) comprised of airlines will be responsible for managing the certification process and amending CUSS standards.

**GPP** – General Purpose Printer

**KIOSK, KIOSK ENCLOSURE** – The common term used to describe the repository of the hardware. See paragraph 3 “Definitions”

**OPEN ARCHITECTURE** - Means that it is possible to use any Hardware or software that conforms to CUSS standards.

**PLATFORM** - Comprises common Hardware, software and networking infrastructure required to run the CUSS Applications.

**PLATFORM PROVIDER** - See paragraph 3 “Definitions”

**PLATFORM SUPPLIER (S)** - See paragraph 3 “Definitions”

**PROPRIETARY DATA** – Data that originates from an Application Provider.

**SERVICE PROVIDER (S)** - See paragraph 3 “Definitions”

**SELECTION INTERFACE SCREEN** - See paragraph 3 “Definitions”

**SERVICE LEVEL AGREEMENT (SLA)** – A document where the service levels to be-provided by the Platform Provider of CUSS and the service levels provided by the Application Provider are mutually agreed. See paragraph 9 "SLAs"

**SOFTWARE** - Code used to deliver specific functionality.

**PCI-DSS** – Payment Card Industry Data Security Standard

## - REFERENCES

### IATA Passenger Services Conference and A4A Passenger Council Resolutions

<b>IATA</b>	<b>A4A</b>	
-----	20.12	Automated Ticket/Boarding Pass – Version 1 (ATB1)
-----	20.13	Automated Ticket/Boarding Pass Version 1 (ATB1) Agents and Corp Travel
722c	20.51	Automated Ticket/Boarding Pass – Version 2 (ATB2)
722d	20.52	Off Premise Automated Ticket/Boarding Pass – Version 2 (OPATB2) ----A4A Agents and Corp. Travel
722f	20.60	Electronic Ticket/Electronic Miscellaneous Documents – Airline
722g	20.61	Electronic Ticket/Electronic Miscellaneous Documents – Neutral
724	20.03	Passenger Ticket – Notice and Conditions of Contract
728	110.16	Code Designators for Passenger Ticket and Baggage Check
740	30.35	Form of Interline Baggage Tag
791	20.204	Specifications for Airline Industry Integrated Circuit Card (ICC)

### Recommended Practices

<b>IATA</b>	<b>A4A</b>	
1008	100.15	Glossary of Commonly Used Air Passenger Terms
1706	-----	<i>Functional Specification for Standard Departure Control System</i>
1706a	30.200	Functional Specification for Passenger Self Service Systems
1706c	30.100	Common Use Self-Service (CUSS)
1706d	30.101	Non-ATB Document Specifications for Common Use Self-Service Kiosks
1706e	30.102	Paper Specifications – Documents to be Printed by a General Purpose Printer (GPP) In A Common Use Self-Service (CUSS) Kiosk
1720	-----	Seat Assignment Parameters
1724	20.03	General Conditions of Carriage (Passenger and Baggage)
1774	-----	Protection of Privacy and Transborder Data Flows of Personal Data Used in International Air Transport of Passengers and Cargo
1778	-----	Corporate Client Identification Service
1784	A4A Electronic Marketplace Committee RP	Electronic Reservation Services Providers (ERSPs)
1797	-----	Common Use Terminal Equipment (CUTE) systems



## **IATA Passenger Agency Conference /Airlines Reporting Corporation (ARC)**

### **Resolutions/Governing Body**

IATA

800z               -----               Electronic Ticketing

898a                               Electronic Reservation Services Providers

#### **Other**

Electronic Reservation Services Providers Implementation guide

Electronic Ticketing Implementation Guide

Integrated Circuit Card Implementation Guide

PCI-DSS at <http://www.pcisecuritystandards.org>

#### **Filing Period:**

1 March -  
13 April 2012

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1 June 2012



**RECOMMENDED PRACTICE 1707a**  
**DATA FIELD DICTIONARY FOR DCS PASSENGER MESSAGES**  
*(amending)*

PSC(~~30~~ 33)1707a

B7.1/P
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**RECOMMENDED that:**

....

Data Field Name	Example	Format/Reference
-----------------	---------	------------------

...

arrival time <u>(can be followed by date variation)</u>	1100	see time
--	------	----------

...

date of birth	26MAY46	see date/full
<u>date variation (negative)</u>	<u>/M1</u>	<u>/Mn</u>
<u>date variation (positive)</u>	<u>/1</u>	<u>/n</u>
<u>departure time</u>	<u>1400</u>	<u>see time</u>

...

**Filing Period:**  
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# **RECOMMENDED PRACTICE 1707b** **DATA ELEMENT DICTIONARY FOR DCS PASSENGER MESSAGES**

PSC(32 33)1707b

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## **1.3 STANDARD ELEMENTS USED IN DCS PASSENGER MESSAGES**

Element ID	Ref in 1707b	Element Title	1708 PNL	1708 ADL	1719 PFS	1719b PRL	...
...							
.T/	3.30	(not in use) reserved for E.T.					
.U/	3.31	<del>(not in use)</del> <u>Unique passenger per segment identifier</u>	<u>O</u>	<u>O</u>	<u>O</u>	<u>O</u>	
.V/	3.32	(not in use)					
...							

...

B7.1/P

## **3.13 .I INBOUND CONNECTION ELEMENT**

.....

### 3.13.2 flight information:

.....

if date variation is used; otherwise optional)	-1 <u>/M1</u>	date variation
date variation (conditional: mandatory		
if arrival date of Inbound connection is		
different from the departure date of the		
inbound connection. Not allowed when		
the date is the same. May <u>be a</u>		
<u>value of minus 1, plus 1 or plus 2</u>	-1, +1, or +2.)-1 <u>/M1</u>	date variation
reservations status	HK	status

Example:

.I/SR559F07MUC

.I/BA226Y09LHR1100

.I/NZ040X27AKL0651-1HK/M1HK

### 3.21 .O/ ONWARD CONNECTION(S) ELEMENT

....

Construction	Example	Data Field Name
--------------	---------	-----------------

3.21.2 flight information:

flight	LH001	flight
--------	-------	--------

.....

departure time (optional)	1400	time
---------------------------	------	------

arrival time (conditional: mandatory if date variation exists; otherwise optional)	0630	time
--	------	------

date variation (conditional: mandatory if arrival date is different from departure date of the onward connection. Not allowed when the date is the same. May have a value of minus 1, plus 1 or plus 2.)	/M1	date variation
---	-----	----------------

reservations status (optional)	KL	status
--------------------------------	----	--------

Examples:

.O/BA012C26LHR1500HK  
.O2/NW001C27JFK1400HK  
.O3/AA123Y27ATL

.O/CO0964Y15NRTGUM20500125/1HK  
.O2/CO0002Y16GUMHNL06301755/M1HK

.O/NZ0038Y29LHRAKL21050900/2HK

....

### 3.31 .U/ (NOT IN USE) PASSENGER SYSTEM IDENTIFIER PER SEGMENT **(bilateral agreement)**

This element conveys a unique passenger system identifier for each flight segment.  
The identifier is assigned by the sending system for purposes of data collection and statistical analysis.

It is composed of the following information:

- ❖ Unique passenger system identifier – a unique identifier is assigned to a passenger for each flight segment.
- ❖ Infant indicator – to indicate an infant (not occupying a seat); passenger ID on this element is for the adult accompanying this infant.

Once established, this unique reference will be the key to identify the passenger

	Construction	Example	Data Field Name
3.31.1	element ID	.U/	element ID
3.31.2	unique reference	A98745632145678Z	m[..25]
3.31.3	oblique	/	information separator
3.31.4	infant indicator	I	I
3.31.5	passenger identification	-1HOLTON/TOMMR	passenger ID

Examples:

.U/A456789A56478

.U/B12345698Z765889Q/I-1MONCEL/MARC

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....

### 3.40.1 API DOCS Element

This element lists Passenger primary travel documents. Where the components of a DOCS element are not provided, an oblique (/) is inserted to indicate an element is missing. This is not required when no further components are provided. The Passenger Identification Element may follow the final element entered.

The elements *Travel Document Surname*, *Travel Document First Given Name* and *Travel Document Second Given Name* must match the surname, first given name and second given name (if applicable) as shown in the official travel document. If the name is from the Machine Readable Zone (MRZ) of an official document, e.g. passport, the chevron character (<) in the MRZ should be interpreted as a space character. A double chevron (<<) should be interpreted as a change of field, e.g. from surname to given name. Spaces in the name fields of the SSR DOCS should not be removed and should be transmitted in messages to business partners and governments.

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## Section 4 — Implementation Guidelines

This section is a compilation of guidelines to assist in the understanding of the purpose and use of DCS messages. The remarks in this section are contributed by individual IATA Members and by the DCSMWG (the IATA DCS Message Working Group). The items appear in no specific order, and the position of an item in this section does not reflect its importance or priority. Keywords can be referenced in RP 1707a and RP 1707b.

~~4.1 A passenger name on any DCS message shall appear in the same format as it first appeared on the PNL/ADL. Names cannot be broken over one line of 64 characters. Therefore, if a complete Name Element cannot fit on one line of a DCS message, it can be truncated according to individual message RP rules. Names cannot be re-formatted (such as using only a first initial instead of a full first name).~~

~~4.2 A Name Element and all of its related elements are not to be broken over Parts in any DCS message.~~

~~4.3 A Party/Group Identification (See RP 1707, 2.9.2) is assigned uniquely for one DCS message, for one use. The Identification for a "set" of names can be different on each subsequent list (such as first D2, then M2, then A2). The Identification's purpose is to keep names associated for their appearance on just one message. Furthermore, if a "set of names" appears more than once on one message, each appearance of the "set of names" is to have a unique Party/Group Identification. Example: when a "set of names" appears on one ADL in the section for Deletes and then again for Adds, such as:~~

```
ADL
...
DEL
1JONES/ARTHUR-D3 .L/382U22
1MILLER/JON-D3
1MILLER/JON-D3
1SMITH/ANN-D3
....
ADD
1MILLER/JON-E2 .L/382U22
1SMITH/ANN-E2
...
```

~~This example shows clearly that a PNR of three (D3) are associated for the Delete, and that a PNR of two (E2) remains for the Add.~~

~~4.4 When adding a Group PNR to a PNL or ADL, the size of the group and the total number of named individual group members must be equal. The number used in the party/group identifier must be equal on the Group Name Element and each of the Name Element(s) for the individual group members. For example, on the PNL/ADL, a Group PNR of 50 must have a total of 50 individual names (and NONAMES), and the party/group identifier must be 50 for the Group Name Element and each of the individual Name Elements.~~

4.1 The discount codes of ID, DG, RG designate a passenger who is travelling on a free or deeply discounted ticket. The codes are amended with a number 1 or 2, such as ID1 or RG2, with "1" meaning that the passenger is entitled to a firm booking and "2" meaning that the passenger is travelling on a space-available (SA) basis. Eight industry discount codes are identified in the IATA Passenger Services Conference (PSC) Manual in RP 1788 and are defined in the IATA Passenger Agency Resolution Manual. Only three have been adopted for use on the PNL/ADL:

ID — Industry Discount passenger, such as an airline employee;  
DG — Discounted Government passenger, such as an official or military;  
RG — Free or reduced fare transportation for IATA Passenger Sales Agents.



4.2 The acronym “PAD” means “Passenger Available for Disembarkation”. This refers to a passenger who is a candidate to be off-loaded if another passenger of a higher category or priority appears for boarding. Examples of PAD passengers is an ID2, DG2, or RG2 — reduced fare passengers who are travelling on a space available basis — such as a company employee on leisure travel. On a near-full flight, PAD passengers might not be accepted to board the aircraft until all revenue passengers are boarded, and when boarded, also can be asked to de-board if a late revenue passenger appears for boarding.

4.3 The construction rules for DCS messages say to include compartments or fare classes (RBD) in “descending order”. This means in “descending commercial value”, best-to-worst, such as first class, then business class, then economy class. The concept of “descending order” does NOT relate to alphabetical order or the physical seating position on the aircraft.

4.4 The elements included behind a passenger's name on any DCS message have no pre-set order for inclusion, unless specified in the RP for a specific DCS message. However, logic dictates a natural order in some cases, such as a .O/ followed by a .O2/, then a .O3/, etc., and a .R/ followed by a .RN/.

4.5 The DCS Recommended Practices use “local date”, meaning the calendar date at the station in question for a particular action, or when a flight is scheduled to land or depart at that station. The local date for a flight at any given station is independent of the date that the flight departed from any upline station or will land at any downline station, or the date at the computer site of the DCS.

4.6 A code share flight operation is a commercial agreement between partners that designates one carrier as the airline that actually provides the aircraft for the flight and is known as the “operating carrier” (OC) and sells seats under their own carrier code, and one or more other carriers who have an agreement to sell seats on the operating carrier under their own carrier code(s) and are known as the “marketing carrier(s)” (MC). In DCS, each passenger is checked-in for their marketing carrier flight number, but are added to the passenger load of the operating carrier. When each marketing carrier requires a DCS message with just the passengers booked on their marketing flight, this is called a “targeted message”. When the operating carrier requires all passengers booked on the operating flight, this is called a “complete message”.

4.7 A name element and all of its related elements are not to be broken over Parts in any DCS message.

4.8 The PNL includes passengers who have a status/advice code for the PNL flight of only confirmed, waitlisted, or space available, according to the codes listed in the IATA AIRIMP, Sections 7 and 8. A passenger on the PNL is assumed by DCS to be confirmed, unless a .WL/, .ID2/, .RG2/, or .DG2/ Element appears with the passenger entry. This rule for status/advice codes applies also to the .I/, .O/, and .M/ Elements. Cancelled passengers can appear in the Delete (DEL) category, if they had been included in a previous PNL/ADL as a confirmed, waitlisted or space available passenger.

4.9 DCS messages are constructed on the basis of either compartment or fare class/RBD (see RP 1707a), according to bilateral agreement when a Recommended Practice's construction rules allow a choice.

4.10 The IATA Airline Coding Directory lists the Standard Communications Service codes (CSC) and the Standard Message Identifier codes (SMI) which can be used with type-B messages, including DCS passenger messages. When both codes are required on one message, the CSC must appear first, on its own line, followed by the SMI on the next line.

Example:	Original Message	Follow-on Correction Message
	....	....
	ETL	COR
	....	ETL
		....

4.11 A passenger name on any DCS message shall appear in the same format as it first appeared on the PNL/ADL. Names cannot be broken over one line of 64 characters. Therefore, if a complete Name Element cannot fit on one line of a DCS message, it can be truncated according to individual message RP rules. Names cannot be re-formatted (such as using only a first initial instead of a full first name).

4.12 A Party/Group Identification (See RP 1707, 2.9.2) is assigned uniquely for one DCS message, for one use. The Identification for a "set" of names can be different on each subsequent list (such as first D2, then M2, then A2). The Identification's purpose is to keep names associated for their appearance on just one message. Furthermore, if a "set of names" appears more than once on one message, each appearance of the "set of names" is to have a unique Party/Group Identification. Example: when a "set of names" appears on one ADL in the section for Deletes and then again for Adds, such as:

ADL  
....  
DEL  
1JONES/ARTHUR-D3 .L/382U22  
1MILLER/JON-D3  
1SMITH/ANN-D3  
....  
ADD  
1MILLER/JON-E2 .L/382U22  
1SMITH/ANN-E2  
....

This example shows clearly that a PNR of three (D3) are associated for the Delete, and that a PNR of two (E2) remains for the Add.

4.13 A Name Element and all of its related elements are not to be broken over Parts in any DCS message.

4.14 When adding a Group PNR to a PNL or ADL, the size of the group and the total number of named individual group members must be equal. The number used in the party/group identifier must be equal on the Group Name Element and each of the Name Element(s) for the individual group members. For example, on the PNL/ADL, a Group PNR of 50 must have a total of 50 individual names (and NONAMES), and the party/group identifier must be 50 for the Group Name Element and each of the individual Name Elements.

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...

4.15 Whenever possible follow the booking rules for multiple services defined in AIRIMP to clearly identify the receiving passenger. During the construction of a PNL/ADL reservations systems may encounter PNRs where the intended recipient of multiple services is not clearly identified. This will happen when a PNR has an SSR element with a service count that is not equal to the number of names in the PNL/ADL surname element and there is no passenger identification on the SSR element. Example: a PNR with 1SMITH and an SSR HK2 or a PNR with 2SMITH 1JONES and an SSR HK4

Construct the PNL/ADL entries for such cases with these rules:

(a) in the case where a PNR has an SSR with no passenger identification and the PNR has only one passenger surname element, create a .R/ element with the count as it is found in the SSR element.

Example1: a PNR with 1SMITH/A and an SSR SFML HK2 goes on the PNL/ADL as: 1SMITH/A .R/SFML HK2

Example2: a PNR with 2JONES/A/B and an SSR SFML HK3 goes on the PNL/ADL as: 2JONES/A/B .R/SFML HK3

(b) in the case where a PNR has an SSR with no passenger identification and the PNR has multiple surname elements and the count of services in the SSR is *equal* to the total number of names, create the .R/ elements with individual counts equal to the individual surname counts.

Example: a PNR with 2SMITH/A/B 1WILKES/C and an SSR SFML HK3 goes on the PNL/ADL as: 2SMITH/A/B .R/SFML HK2 and 1WILKES/C .R/SFML HK1

(c) in the case where a PNR has an SSR element with no passenger identification and the PNR has multiple surname elements and the count of services in the SSR is *greater* than the total count of surnames, create the .R/ elements with counts equal to each surname's count, with all remaining counts going to the *first* surname.

Example: a PNR with 2SMITH/A/B 1WILKES/C and an SSR SFML HK4 goes on the PNL/ADL as 2SMITH/A/B .R/SFML HK3 and 1WILKES/C .R/SFML HK1

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## RECOMMENDED PRACTICE 1708

### PASSENGER NAME LIST (PNL) AND ADDITIONS AND DELETIONS LIST (ADL)

(amending)

PSC(32 33)1708

B7.1/P

....

2.10.7 Example .....

....

2BROWN/JOHNMR/PRISCILLAMRS-A3 .I/SR559F07MUC

2SMITH/SAMUALMR/BARBARAMRS .I/BA021C07LHR01200+1HK/1HK

1SORENSEN/RONMR .I/BA123Y07LHRC DG1100HK

...

2.11.7 Examples:

2BROWN/JOHNMR/PRISCILLAMRS-A3 .I/SR559F26MUC .O/BA439F27LHR

1SMITH/CAROLINA .O/BA012C26LHRLAX15101820HK

1STEENMEYER/HAROLD .O/LH001Y26HAM

...

1STRAND/JANEMISS-A3

1ZIMMERMAN/ANDREW MRS .O/BA012C26CDGLHR1500HK

.O/AF0276Y26CDGNRT13300910/1HK

...

2.11.8.2 Examples of multiple Onward Connection Elements:

1MANNING/MARKMR .O/BA021C07LHR1200HK .O2/PA001J07JFK1400HK

1WAGGONER/PAULMR .O/CO234Y06SEA .O2/EF3456Y06NRT

.O3/GH9990Y07MNL

.O4/IJ5678Y08XMA

1ZAHN/MOLLY .O/AF1234Y28CDGAMS14001530HK

.O2/KL621Y28AMSATL16301950HK

.O3/DL213Y28ATLMSP23000115/1HK

....

### 2.12.6.2 Remarks Element for Frequent Traveler Information

2.12.6.2(a) The Remarks Element for frequent traveler information uses the AIRIMP standard codes for frequent traveler, such as FQTV, FQTR, FQTU, and FQTS. However FQTU should be used only for upgrade to frequent flyers whereas other upgrades should use UPGR.

.....

### 2.12.6.10 Remarks Element for Checked-in Information (bilateral agreement)

2.12.6.10(a) This element is conditional, being used for already checked-in passengers.

2.12.6.10(b) The Remarks Element for Checked-in Information uses the code CHKD.

2.12.6.10(c) Construction rules

Field	Example	Data Field Name (see RP 1707a/b)
element ID	.R/	element ID
checked-in code	CHKD	code
space	→	information separator
status code and number	HK1	status code
space	→	information separator
sequence number	1234	n[.4]
space	→	information separator
infant indicator (not occupying seat)	I	I
passenger ID	-1TAYLOR/SIMONMR	passenger ID

Note 1: If the infant indicator is not used, the space before the infant indicator is omitted.

Note 2: The appropriate seat .R/ element must be included if a seat has been allocated.

Example 1:

.R/SEAT HK1 21A-1TAYLOR/SIMONMR

.R/CHKD HK1 5678-1TAYLOR/SIMONMR

Example 2:

.R/CHKD HK1 5678-1TAYLOR/SIMONMR

Example 3:

Passenger travelling with infant not occupying a seat.

.R/SEAT HK1 21A-1TAYLOR/SIMONMR

.R/CHKD HK1 9101 I-1TAYLOR/SIMONMR

.R/INFT HK1 29MAR11 TAYLOR/KATIE-1TAYLOR/SIMONMR

.....

### 2.12.7 Table of SSR Codes

The following SSR codes from the IATA AIRIMP are used in DCS messages in .R/ Remarks Elements. They are shown in this table in alphabetical order by code.

SSR Code	See Note Number	Description
AOXY		Airline Supplied Oxygen
.....		
UMNR		Unaccompanied minor
UPGR		Upgrade

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.....		
WCLB	2	Wheelchair – Lithium ion battery to be transported by a passenger which will require advance notification/preparation. Weight and dimensions may be specified. Wheelchair and battery must be claimed and rechecked at each interline transfer point (by bilateral agreement)

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### 2.25 .U/ PASSENGER SYSTEM IDENTIFIER PER SEGMENT (bilateral agreement)

2.25.1 This element is optional and is included only when bilaterally agreed.

2.25.2 Only one passenger system identifier per passenger (including infants) may be included in a DCS message.

2.25.3 For construction rules, see RP 1707b, Unique passenger system identifier per segment element

Examples:

.U/A4567Q8956478

.U/B6549ZD874156564789LC-1MONCEL/MARC

.U/C66398VCD6574584156/I-1VINCENT/GERARD

### **2.25   2.26      END ELEMENT**

2.25.4 2.26.1      This element is mandatory

2.25.2 2.26.2      For construction rules, see RP 1707b, End Element.

2.25.3 2.26.3      The Passenger Name List (PNL) ends with ENDPNL.

2.25.4 2.26.4      The Additions/Deletions List (ADL) ends with ENDADL.

.....

### Section 3 – Examples

.....

#### 3.1.2 PNL Message Example (Part 2)

.....

2THOM/JANEDR/DEREKMR.L/DF9323  
1VANDALEN/LIAMMR-E2 .R/SVC HK1 AGPQRL/B/9R7/SURFACE BUS/0742468246833C1  
3VANDENHEUVEL/LIEFMR/PRITHVIMRS/WILLIEMMISS-F28

.....

#### 3.1.3 PNL MESSAGE SORTED BY FARE CLASS EXAMPLE (Part 1 and Part 2)

1ANDERSON/RICHARDMR .L/K6F3DU .I/NW0038M20BOS0705/1HK  
.R/SPML HK1 SERVE EVRY TWO HOURS LOW CALORIE LOW SODIUM HIGH  
.RN/ FIBRE-1ANDERSON/RICHARDMR  
.R/TKNE HK1 0121174084542/2-1ANDERSON/RICHARD  
.R/FQTV NW 577418472-1ANDERSON/RICHARD  
1ARDON/ARJANMR .L/7MPUVU .O/LH3502Q21ORD1325HK  
.O2/LH4666Q21AMSNRT1740/1HK  
.R/TKNE HK1 0748331382698/1-1ARDON/ARJANMR  
ENDPART1  
=  
NNNN



AMSKMKL  
.HDQRMKL 211421  
PNL  
KL1779/21DEC AMS PART2  
-HAM010T  
1BIENEMAN/ANJAMRS-D2 .L/4VZPUU .I/KL0652M20IAD0655/1HK  
.R/INFT HK1 09MAR07 BIENEMAN/LUKAS A  
.R/TKNE HK1 0122106022870/2-1BIENEMAN/ANJAMRS  
.R/CKIN PN1 REISSUE ET-INFANT TO PAPER TKT FOR WHOLE JOURNEY  
.R/FQTV NW 100300416602  
1BIENEMAN/CHRISTOPHERGMR-D2  
.R/TKNE HK1 0122106026463/2-1BIENEMAN/CHRISTOPHERGMR  
.R/CKIN PN1 REISSUE ET-INFANT TO PAPER TKT FOR WHOLE JOURNEY  
.R/FQTV NW 225477512  
1GERMANOVICH/KSENIAMISS .L/JVKQED .I/KL1000M21LHR0905HK  
.R/TKNE HK1 0742462066629/2-1GERMANOVICH/KSENIAMISS  
1MAJOR/BENJAMINMR .L/5TN62U .I/KL0662M20IAH0800/1HK  
.R/TKNE HK1 0121086429725/2-1MAJOR/BENJAMINMR  
1KRUSE/BJORNMR .L/A3ZNWU .I/NW0038H20BOS0705/1HK  
.R/TKNE HK1 0121175220869/2-1KRUSE/BJORNMR  
1KRUSE/MICHAELJOHANNMR .L/Z8CNTU .I/NW0038H20BOS0705/1HK  
.R/TKNE HK1 0121175222481/2-1KRUSE/MICHAELJOHANNMR  
.R/PCTC/JENS KRUSE/XX7812379523  
.R/SEAT PN1 N /RS REQUEST NOTED FOR CHECK-IN  
1MCDONOUGH/JOHNMR .L/47PVFD .I/KL1072M21MAN0830HK  
.R/TKNE HK1 0748374236287/2-1MCDONOUGH/JOHNMR  
1VANLEEUEWEN/LISETTEMRS .L/QV3DXD .O/KL1778M22AMS0855HK  
.R/TKNE HK1 0748399183138/1-1VANLEEUEWEN/LISETTEMRS  
.R/FQTV KL 1543463185/2  
-HAM003V-PAD002  
1CHUECA/ENRIQUE .L/JJQNNU .I/KL1664M21BCN0900HK  
.R/TKNE HK1 0748379890174/2-1CHUECA/ENRIQUE  
.R/NSST PN1 A REQUEST NOTED FOR CHECK-IN  
1CULL/PHILIPMR .L/IRF7HU .I/KL1420M21BHX0825HK  
.O/KL1776M22AMS0650HK .O2/KL1423M22BHX0950HK  
.R/TKNE HK1 0748374281416/2-1CULL/PHILIPMR  
1DESWAL/YASHWANTMRS .L/4F27GU .I/KL0872C21DEL0600SA  
.ID2/IDZM5R2/2095 C/M  
1EICHNERVOGT/EBERHARD-H2 .L/VTZKFU .I/NW0034H20SEA0750/1HK  
.R/TKNE HK1 0122110765010/2-1EICHNERVOGT/EBERHARD  
1RAMCHARAN/SANTOSHMR .L/3CT8GD .I/KL0872C21DEL0600SA .ID2/F2  
-HAM000W  
ENDPNL  
=  
NNNN

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**RECOMMENDED PRACTICE 1715**  
**PASSENGER SERVICE MESSAGE (PSM)**  
*(amending)*

PSC(~~32~~ 33)1715

B7.6/P
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....

**2.6 SSR/OSI/AUX CODES AND COUNTS ELEMENT**

2.6.1 This element is conditional.

.....

2.6.5 Following are the allowable SSR/OSI/AUX codes for the PSM (as taken from RP 1708, PNL/ADL):

ASVC            Additional Services—Segment-associated (See AIRIMP for format)

.....

UMNR           Unaccompanied minors

UPGR           Upgrade

....

### Section 3 — Examples

#### 3.1 EXAMPLE OF PSM MESSAGES SENT FOR A FLIGHT ORY-GVA-ATH

##### 3.1.1 PSM from ORY sent to GVA including SSR/OSI/AUX items and SI text

GVAKRAF  
 .ORYKMAF 272215  
 PSM

....

MAAS  
 -ATH 3PAX/6SSR  
 BLND 000F 002Y  
 MAAS 000F 002Y  
 MEDA 000F 001Y  
 STCR 000F 001Y  
 F CLASS NIL  
 Y CLASS 3PAX/6SSR  
 1BROWNE/TEDMR 14D  
 MAAS TWO BROKEN LEGS. NURSE NELSON. PLEASE TRY TO CLEAR  
 AMBULANCE TO MEET AIRCRAFT AIRSIDE  
 MEDA  
 STCR  
 1GREEN/MARILYNMRS 28D  
SQ1234W28ATHNRT23251800/1HK  
 BLND  
 1GREEN/ROBERTMR 28C  
 BLND SEEING EYE DOG NAMED CHARLIE  
 MAAS  
 SI  
 ATTN HANDLING/PAX COMPLAINTS TO BE EXPECTED AT ARRIVAL DUE  
 DISEMBARKING AIRCRAFT TWICE AFTER BOARDING BECAUSE OF TEC  
 PROBLEMS/ SEND STAFF TO GATE TO MEET PAX  
 ENDPSM  
 =  
 NNNN

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**RECOMMENDED PRACTICE 1719**  
**PASSENGER FINAL SALES MESSAGE (PFS)**  
*(amending)*

PSC(~~30~~ 33)1719

B7.8/P
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....

## 1.4 COMPONENTS

...

Security Information Continuation Element	.SN/MORE INFORMATION
Unique passenger system identifier per segment element	.U/B654789QS45R12
End element	ENDPART11

....

### **2.19 .U PASSENGER SYSTEM IDENTIFIER PER SEGMENT (bilateral agreement)**

2.19.1 This element is optional and is included only when bilaterally agreed.

2.19.2 Only one passenger system identifier per passenger (including infants) may be included in a DCS message.

2.19.3 For construction rules, see RP 1707b, passenger system identifier per segment element

Examples:

.U/A4567Q8956478

.U/B6549ZD874156564789LC-1MONCEL/MARC

.U/C66398VCD6574584156/I-1VINCENT/GERARD

**Secretary Note:** *please renumber accordingly next elements*

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**RECOMMENDED PRACTICE 1719b**  
**PASSENGER RECONCILE LIST (PRL)**  
(amending)

PSC(30 33)1719b

B7.8/P

....

## 1.4 COMPONENTS

...

Security Information Continuation Element	.SN/MORE INFORMATION
Unique passenger system identifier per segment element	.U/B654789QS45R12
End element	ENDPART11

.....

### **2.20 .U PASSENGER SYSTEM IDENTIFIER PER SEGMENT (bilateral agreement)**

2.20.1 This element is optional and is included only when bilaterally agreed.

2.20.2 Only one passenger system identifier per passenger (including infants) may be included in a DCS message.

2.20.3 For construction rules, see RP 1707b, passenger system identifier per segment element

Examples:

.U/A4567Q8956478

.U/B6549ZD874156564789LC-1MONCEL/MARC

.U/C66398VCD6574584156/I-1VINCENT/GERARD

**Secretary Note:** please renumber accordingly next elements

...

**Section 3 — Examples****3.1 EXAMPLE OF A PRL; PART ONE OF A MULTI-PART PRL**

QK ATLLSNW HDQRMNW MKCZKNW  
 .CDGKMAF NW/231429 GAT  
 PRL

....

1TOCHER/LMR  
 .L/2UILLIZ  
 .I/AF5553C23ABZCDG22350515/1HK  
 .R/DOCS HK1/P/GBR/093083698/GBR/09APR58/M/05JAN15/TOCHER/GORDON  
 .R/DOCA HK1/R/GBR  
 .R/DOCA HK1/D//HOTEL DOLCE/NORWALK/CONNECTICUT  
 .R/FQTV AF8574212845/P  
 .R/SEAT HK1 04A  
 -DTW265Y  
 1BOOT/RICHARDJ  
 .L/NQUF8O  
 .W/K/1/20  
 .N/AF214975/1/SFONRT  
 .O/NW347Y3024DTWSFO15551810  
 .O2/NW015Y24SFONRT19202210/1HK  
 .R/DOCS  
 HK1/P/GBR/706013638/GBR/12APR74/M/13APR16/BOOT/RICHARDJOHN  
 .R/DOCO HK1//V/011905166  
 .R/DOCA HK1/R/USA  
 .R/DOCA HK1/D/USA/471 38TH STREET AVE APT C/SANTA CRUZ/CALIFORNIA  
 .R/FQTV NW100203546936 .R/TKNE HK1 0122134872230/1  
 .R/SEAT HK1 18C

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**RECOMMENDED PRACTICE 1720a**  
**STANDARD THIRTEEN-DIGIT NUMBERING SYSTEM FOR TRAFFIC**  
**DOCUMENTS**  
*(amending)*

PSC(32 33)1720a

....

Stock Provider Party	Type of Form	No. of Coupons	IATA Resolution / Recommended Practice	ATA <u>A4A</u> Resolution	Airline Code 1 2 3	Form Code 4 5 6	Serial Number 7 8 9 10 11 12 13	Number of Digits in Serial Number	Method of Check Digit Calculation (see below)
...									
Agency (BSP) <sub>1,2</sub>	Multiple Purpose Document Off-Premise Electronic Miscellaneous Document (OPEMD)	2-Coupon =	726b <u>725g</u>			190		7	2 <u>3</u>
Agency (BSP) <sub>1,2</sub>	Virtual Multiple Purpose Document Off-Premise Electronic Miscellaneous Document (OPEMD)	Coupon- by- Coupon (Paperless ) =	<u>725g</u>			261		7	2 <u>3</u>
Agency (BSP) <sub>1,2</sub>	Virtual Multiple Purpose Document Off-Premise Electronic Miscellaneous Document (OPEMD)	Coupon- by- Coupon (Paperless ) =	<u>725g</u>			271		7	2 <u>3</u>
Reserved for future industry allocation Agency (BSP) <sub>1,2</sub>	Not assigned Off-Premise Electronic Ticket (OPET)		<u>722g</u>			302		<u>7</u>	Not assigned <u>3</u>
Reserved for future industry allocation Agency (BSP) <sub>1,2</sub>	Not assigned ATB Miscellaneous Charges Order		<u>725d</u>			304		<u>7</u>	Not assigned <u>3</u>
Agency (BSP) <sub>1,2</sub> Agency (US ASP) <sub>1,2</sub>	Multiple Purpose Document Electronic Miscellaneous Document	1-Coupon =	726e -	<u>20.64</u>		306		7	4 <u>3</u>
Agency (BSP) <sub>1,2</sub> Agency (US ASP) <sub>1,2</sub>	Multiple Purpose Document Electronic Miscellaneous Document	2-Coupon =	726b -	<u>20.64</u>		308		7	4 <u>3</u>

Stock Provider Party	Type of Form	No. of Coupons	IATA Resolution/ Recommended Practice	ATA A4A Resolution	Airline Code 1 2 3	Form Code 4 5 6	Serial Number 7 8 9 10 11 12 13	Number of Digits in Serial umber	Method of Check Digit Calculation (See below)
Agency (CCS-TCH) <sup>7</sup>	Various Tickets	Various	-	-	---	61	-----	8	Various
Agency (CCS-TCH) <sup>7</sup>	Off-Premise Electronic Ticket (OPET)	=	722g	-	---	610	-----	7	3
Agency (CCS-TCH) <sup>2, 7</sup>	Passenger Ticket	2 Coupon	721	-	---	611	-----	7	1
Agency (CCS-TCH) <sup>7</sup>	Off-Premise Electronic Ticket (OPET)	=	722g	-	---	612	-----	7	3
Agency (CCS-TCH) <sup>1, 2, 7</sup>	Off-Premise Transitional Automated Ticket (OPTAT)	4 Coupon	722a	-	---	613	-----	7	2
Agency (CCS-TCH) <sup>7</sup>	Off-Premise Electronic Ticket (OPET)	=	722g	-	---	614	-----	7	3
Agency (CCS-TCH) <sup>7</sup>	Off-Premise Electronic Miscellaneous Document (OPEMD)	=	725g	-	---	615	-----	7	3
Agency (CCS-TCH) <sup>7</sup>	Off-Premise Electronic Miscellaneous Document (OPEMD)	=	725g	-	---	616	-----	7	3
Agency (CCS-TCH) <sup>2, 7</sup>	Passenger Ticket	2 Coupon	721	-	---	617	-----	7	1
Agency (CCS-TCH) <sup>7</sup>	Off-Premise Electronic Miscellaneous Document (OPEMD)	=	725g	-	---	618	-----	7	3
Agency (CCS-TCH) <sup>2, 7</sup>	Miscellaneous Charges Order	1 Coupon	725	-	---	619	-----	7	1

**Method of check digit calculation:**

1. METHOD 1 IS FOR PRE-NUMBERED DOCUMENTS and includes the coupon number and 10-digit form code and serial number. Does not include the airline code.
2. METHOD 2 IS FOR COMPUTER NUMBERED TAT AND MPD DOCUMENTS and includes only the 10-digit form code and serial number. Does not include the coupon number or the airline code.
3. METHOD 3 IS FOR COUPON-BY-COUPON DOCUMENTS and includes the coupon number, airline code and 10-digit form code and serial number.

<sup>1</sup> Computer generated ticket serial number. All other Passenger Traffic Documents have a preprinted ticket serial number.

<sup>2</sup> Standard neutral ticket. Airline name and code are not preprinted.

<sup>7</sup> CCS-TCH – The Control Council of Settlement - Transport Clearing House

Stock Provider Party	Type of Form	No. of Coupons	IATA Resolution / Recommended Practice	ATA <u>A4A</u> Resolution	Airline Code 1 2 3	Form Code 4 5 6	Serial Number 7 8 9 10 11 12 13	Number of Digits in Serial Number	Method of Check Digit Calculation (see below)
Reserved for future industry allocation Agency (BSP) <sup>1,2</sup>	Not assigned Off-Premise Electronic Ticket (OPET)		<u>722g</u>			550		<u>7</u>	Not assigned <u>3</u>
Agency (BSP) <sup>2</sup> <u>Airline</u>	Miscellaneous Document (Domestic Only) Electronic Miscellaneous Document	Various =	<u>725f</u>	<u>20.63</u>		553		<u>7</u>	<u>3</u>
Agency (BSP) <sup>2</sup> <u>Airline</u>	Miscellaneous Document (Domestic Only) Electronic Miscellaneous Document	Various =	<u>725f</u>	<u>20.63</u>		555		<u>7</u>	<u>3</u>
Agency (BSP) <sup>2</sup> <u>Airline</u>	Miscellaneous Document (Domestic Only) Electronic Miscellaneous Document	Various =	<u>725f</u>	<u>20.63</u>		556		<u>7</u>	<u>3</u>
Agency (BSP) <sup>2</sup> <u>Airline</u>	Miscellaneous Document (Domestic Only) Electronic Miscellaneous Document	Various =	<u>725f</u>	<u>20.63</u>		557		<u>7</u>	<u>3</u>
Reserved for future industry allocation Agency (BSP)	Not assigned Off-Premise Electronic Ticket (OPET)		<u>722g</u>			906		<u>7</u>	Not assigned <u>3</u>
Reserved for future industry allocation Agency (BSP)	Not assigned Off-Premise Electronic Ticket (OPET)		<u>722g</u>			952		<u>7</u>	Not assigned <u>3</u>

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**RECOMMENDED PRACTICE 1728**  
**RESERVATIONS AND TICKET CODING DIRECTORY**  
*(amending)*

PSC(20 33)1728

T2.34/P

WHEREAS, the relationship between the fare basis code, the reservation booking designator and the class of service code is complex.

IT IS RECOMMENDED that:

In order to ensure correct interline pricing, reservation ~~and~~, ticket coding, and revenue accounting, Members publish via the industry “Single Source RBD Service” (also known as the ATPCO Chart 1 and Chart 2), the reservations booking designator and the class of service code they want to be used in their services, in conjunction with a given fare and rule applied to a fare component within an itinerary.

The “Single Source RBD Service” ~~will~~ provides ~~daily-up to hourly~~ updates for distribution to ~~automated booking~~ systems subscribing to ATPCO’s product, and is also available as a paper product on a monthly basis. A copy of the booking code charts and an explanation of how to read the information contained therein is published separately. A guide to instructing information in ATPCO’s Chart 1 and Chart 2 and the data application for subscribers to process the data is also published separately. More information on tThe “Single Source RBD Service” can be ~~contacted at teletype GVARZXB~~found at [http://www.atpco.net/atpco/products/rbd\\_dc.shtml](http://www.atpco.net/atpco/products/rbd_dc.shtml).

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**RECOMMENDED PRACTICE 1739**  
**PASSENGER/BAGGAGE RECONCILIATION PROCEDURES**  
*(amending)*

PSC(MV78 33)1739

B8.8/P

**RECOMMENDED PRACTICE 1739**  
**Attachment 'E'**

**PASSENGER/BAGGAGE RECONCILIATION PROCEDURES**

~~COMMON AUTOMATION METHODS ARE UNDER DEVELOPMENT~~

Common automation methods for passenger and baggage security reconciliation are described in RP 1800 and RP 1745.

[\*Split table and Insert spaces\*](#)

Reconciliation System Assumptions	Definitions	Baggage Association Assumptions
...		

[\*Split table and Insert spaces\*](#)

Various Methods to Associate Passengers to Baggage in Reconciliation Systems	Various Methods...	Various Methods...
...		

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**RECOMMENDED PRACTICE 1740c**  
**RADIO FREQUENCY IDENTIFICATION (RFID) SPECIFICATIONS FOR INTERLINE**  
**BAGGAGE**  
*(amending)*

PSC(29 33)1740c

B8.13/P

**14. REFERENCES**

RP 1800 Automated Baggage Handling based on the IATA Licence Plate  
Concept (~~pending PSC approval in November 2005~~)

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**RECOMMENDED PRACTICE 1745**  
**BAGGAGE INFORMATION MESSAGES**  
*(amending)*

PSC(32 33)1745

B8.12/P

## **1.2 COMMUNICATIONS**

Depending on the protocol used, the communications portion of the message may contain an Address Element and a Communications Reference element. While many Members use Type-B messages, especially for in-house communications, when interfacing to 3rd party systems or where data is required to be received more quickly, it may be necessary to transmit messages using other protocols such as Type-A, Edifact, X.25, etc. ~~In these situations the IATA manual, 'Systems and Communications Reference' should be consulted along with direct dialogue between the airline and the operator of the automated baggage system.~~ In these situations a direct dialogue between the airline and the operator of the automated baggage system is recommended.

.....

### **1.2.2 Communications Reference Element**

~~This element identifying the sender of the message, is governed by the IATA's Systems and Communications Reference manual.~~ If the message is a Type-B, the date and time is usually included by the communication software. Messages sent using other protocols will be dependent on whether the protocol requires a communications element.

Example of a Type-B:

HDQKMUS 231800

2.2  
...  
BMM  
...

Table in section 2.2

S	Reconciliation Data	S/Y/23/A/C/234/333/Y/Y/A	N/A	C	C	C	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
---	---------------------	--------------------------	-----	---	---	---	-----	-----	-----	-----	-----	-----	-----	-----	-----

...

2.3.24 .U LOADING DATA; 8 to 53 characters

Construction	Example	Format
2.3.24.1 Element Identifier: full stop(.), 'U'	.U	.a
2.3.24.2 Separator: oblique (/)	/	/
2.3.24.3 Stowage Device ID	AVE12345NW	ammffff(f)mm(a)

.....

2.3.24.24 End of Element Delimiter <≡  
Examples:  
.U/AVE12345NW/11R/T/Y/NRT/Y/NW009/04MAR/SEL<≡  
.U//AFTRT/X/F/DEN<≡  
.U/T//MIA//AA614<≡  
.U/CAR1357KL//M<≡

.....

#### 4.6 MULTIPLE USE OF DATA ELEMENTS

Multiple use of elements may be accomplished by following the structure of the BSM and the sequencing of elements. The primary elements are the .F element (Outbound Flight Information) the .N element (Baggage Details), and the .I element (Inbound Flight Information) for a terminating or transfer BSM. The structure of the mandatory and conditional elements depends on whether the BSM is for an originating, transfer or terminating flight. Optional elements, which are related to mandatory elements are inserted in the order shown in 4.5. The .V element may occur once however elements .O, .N, .P, [.G](#), .E and .R may be repeated multiple times, but only .O, .N, .E and .R may be used consecutively.

The following schematic illustrates the multiple use of elements in a BSM.

Element	Description
.F	Outbound Flight (LAX-NRT)
.I	Inbound Flight (ORD-LAX)
.O	Onward Flight (NRT-SIN)
.O	Onward Flight (SIN-SYD)
.N	Baggage Tag Details
	<u>.S Reconciliation Data</u>
	<u>.W Pieces and Weight Data</u>
	<u>.P Passenger Name</u>
	<u>.G Ground Transport; Delivery address</u>
	<u>.G Remainder of delivery address</u>
	<u>.Y Frequent Traveler Number</u>
	<u>.C Corporate or Group Name</u>
	<u>.L Automated PNR Address</u>
	<u>.T Baggage Tag Printer ID</u>
	<u>.K Default Message printer</u>
	<u>.E Baggage Exception Data</u>
	<u>.R Internal Airline Data</u>
	<u>.R Internal Airline Data</u>
	<u>.X Baggage Security Screening</u>
.N	Baggage Tag Details
	<u>.S Reconciliation Data</u>
	<u>.W Pieces and Weight Data</u>
	<u>.P Passenger Name</u>
	<u>.G Ground Transport; Delivery address</u>
	<u>.G Remainder of delivery address</u>

.Y	Frequent Traveler Number
.C	Corporate or Group Name
.L	Automated PNR Address
.T	Baggage Tag Printer ID
.K	Default Message printer
.E	Baggage Exception Data
.R	Internal Airline Data
.R	Internal Airline Data
.X	Baggage Security Screening

B8.7/P

## Section 7 - BAGGAGE NOT SEEN MESSAGE (BNS)

...

### 7.5 ELEMENT SEQUENCE SUMMARY

The following shows the sequence of elements in a BNS.

Element	Requirement	Definition
BNS	Mandatory	Standard Message Identifier
.V	Mandatory	Version and Supplementary Data
.F	Mandatory	Outbound Flight Information
.O	Conditional	Onward Flight Information
.N	Mandatory	Baggage Tag Details
.H	Optional	Handling Location
.P	Conditional	Passenger Name
.L	Conditional	Automated PNR Address
.W	Optional	Pieces Weight, Dimensions and Type
Data		
.Y	Conditional	Frequent Traveler Number
.C	Conditional	Corporate or Group Name
.E	Conditional	Baggage Exception Data
.R	Optional	Internal Airline Data
ENDBNS	Mandatory	End of Message Identifier

## 7.6 MULTIPLE USE OF DATA ELEMENTS

Multiple use of elements may be accomplished by following the structure of the BNS, the sequence of its elements and the addressing for distributing the BNS. The prime elements are the .F (Outbound Flight Information), the .O (Onward Flight Information), and the following .N elements (Baggage Tag Details) which may be linked to the following .P element (Passenger Name). There may be only one .F and one set of .O elements for each BNS. Each .F element will be followed by all .O elements. Each .N is the foundation for the other optional and conditional elements that follow. Optional and conditional elements which are related to the .N are inserted in the order shown in 7.5.

**NOTE:** .N elements without related optional elements (i.e., .P) must appear last.

The following schematic illustrates the multiple use of elements in the BNS.

Elements	Description
.F	Outbound Flight Information (US783)
.O	Onward Flight Information (BA223)
.O	Onward Flight Information (BA351)
.N	Baggage Tag Details #1 (for passenger #1 in .P element)
.P	Passenger Name #1 (associated to .N element #1)
<del>.L</del>	<del>Automated PNR Address (for passenger #1)</del>
<del>.W</del>	<del>Pieces and Weight Data (for bag(s) #1)</del>
<del>.Y</del>	<del>Frequent Traveler Number (for passenger #1)</del>
.C	Corporate or Group Name (for passenger #1)
.N	Baggage Tag Details #2 (for passenger #2 in .P element)
.P	Passenger Name #2 (associated to .N element #2)
<del>.E</del>	<del>Baggage Exception Data</del>
.R	Internal Airline Data (for passenger #2)

	.R	Internal Airline Data (for passenger #2)
.N		Baggage Tag Details (for passenger #3 in .P element)
	.P	Passenger Name #3 (associated to .N element #3)
	.E	Baggage Exception Data
<hr/>		
.N		Baggage Tag Details #4 (for passenger #4 in .P element)
	.P	Passenger Name #4 (associated to .N element #4)
.N		Baggage Tag Details #5 (no additional data supplied)
.N		Baggage Tag Details #6 (no additional data supplied)

**Note:** See 7.9.2 for examples of multiple usage in the BNS Message.

## 7.7 CONDITIONAL ELEMENTS AND DATA ITEMS

### 7.7.1 Version and Supplementary Data (.V element)

The Message Reference Number is conditional upon the sender of the message requesting an acknowledgement, in which case a Message Reference Number is required. Additionally, a separator (oblique) is required in place of a Part Number, unless the message is partitioned, in which case the Part Number would follow the separator.

**7.7.2** The Onward Flight Information element (.O) becomes mandatory when data is available.

**7.7.3** Passenger Name element (.P) becomes mandatory when data is available.

~~**7.7.4** Automated PNR Address element (.L) becomes mandatory when data is available.~~

~~**7.7.5** The Number of Checked Bags in the .W element (Pieces and Weight Data) is mandatory when using the Checked Weight data item.~~

~~**7.7.6** Frequent Traveler Number element (.Y) becomes mandatory when data is available.~~



**7.7.64** Corporate or Group Name element (.C) becomes mandatory when data is available.

**7.7.5** Baggage Exception Data (.E)

The .E element becomes mandatory when the data is available.

**7.8 CONSTRUCTION OF ELEMENTS AND DATA ITEMS IN THE BAGGAGE NOT SEEN MESSAGE**

<b>Use</b>	<b>Elements and Data Items</b>	<b>Example</b>
(M)	STANDARD MESSAGE IDENTIFIER	BNS
(M)	VERSION AND SUPPLEMENTARY DATA	
	(M) Element Identifier	.V
	(M) Data Dictionary Version Number	/1
(M)	Baggage Source Indicator	T
	(M) Local Airport Code	CDG
	(O) Part Number	/PART1
	(C) Message Reference Number	/1234567890
	(O) Acknowledgement Request	/A
	(O) Encryption	/123ABC456Z
(M)	OUTBOUND FLIGHT INFORMATION	
	(M) Element Identifier	.F
	(M) Airline and Flight Number	/AF912
	(M) Date	/30APR
	(M) Destination or Transfer Airport Code	/AMS
	(M) Class of Travel of Baggage	/C
(C)	ONWARD FLIGHT INFORMATION	
	(M) Element Identifier	.O
	(M) Airline and Flight Number	/KL601
	(M) Date	/30APR
	(M) Destination or Transfer Airport Code	LAX
	(O) Class of Travel of Baggage	/M
(M)	BAGGAGE TAG DETAILS	
	(M) Element Identifier	.N
	(M) Baggage Tag Number	/0037123456
	(M) Number of Consecutive Tags	002

~~(O) HANDLING LOCATION~~

<del>(M) Element Identifier</del>	<del>.H</del>
<del>(C) Handling Terminal</del>	<del>/T4</del>
<del>(C) Handling Bay/Pier</del>	<del>/GREEN</del>
<del>(C) Handling Gate/Stand</del>	<del>/D46</del>

(C) PASSENGER NAME

(M) Element Identifier	.P
(M) Separator (oblique)	/
(O) Number Passengers With This Surname	2
(M) Passenger's Surname	TENHAVE
(O) Given Name and/or Initials, and/or Title	/AMS
(O) Additional Given Name and/or Initials, and/or Title	/JMS

~~(C) AUTOMATED PNR ADDRESS~~

<del>(M) Element Identifier</del>	<del>.L</del>
<del>(M) Automated PNR Address</del>	<del>/U52I91</del>

~~(O) PIECES WEIGHT, DIMENSIONS AND TYPE DATA~~

<del>(M) Element Identifier</del>	<del>.W</del>
<del>(M) Pieces/Weight Indicator</del>	<del>/K</del>
<del>(M) Number of Checked Bags</del>	<del>/1</del>
<del>(O) Checked Weight</del>	<del>/10</del>
<del>(O) Unchecked Weight</del>	<del>/3</del>
<del>(C) Unit</del>	<del>/CM</del>
<del>(O) Length of the bag</del>	<del>/68</del>
<del>(O) Width of the bag</del>	<del>/54</del>
<del>(O) Height of the bag</del>	<del>/24</del>
<del>(O) Baggage type code</del>	<del>/02HWX</del>

(C) FREQUENT TRAVELER NUMBER

<del>(M) Element Identifier</del>	<del>.Y</del>
<del>(M) Frequent Traveler ID Number</del>	<del>/KL662503</del>
<del>(O) Tier Information</del>	<del>/GOLD</del>

(C) CORPORATE OR GROUP NAME

(M) Element Identifier	.C
(M) Corporate or Group Name	/AJAX TOUR

<u>(C) BAGGAGE EXCEPTION DATA</u>		
(M) Element Identifier		.E
(M) Exception Type		/SPEQ
(O) INTERNAL AIRLINE DATA		
(M) Element Identifier		.R
(M) Free Text		/FREE TEXT AREA
(M) END OF MESSAGE IDENTIFIER		ENDBNS

## 7.9 EXAMPLE MESSAGES

### 7.9.1 Type-B Baggage Not Seen Message, sent to the final destination, transfer point and tracing system.

AMSLLKL LAXLLKL AMSLLAF	
ATLWMXS<=	Message sent to
.CDGBRAF 311840<=	Message sent by AF
BNS<=	Message type (BNS)
.V/1TCDG////123ABC4567Z<=	Transfer bags at CDG with Encryption
.F/AF912/30APR/AMS/C<=	Outbound flight info. (AF912 to AMS)
.O/KL601/30APR/LAX/M<=	Onward flight info. (KL601 to LAX)
.N/0037123456002<=	2 missing bags, starting with tag number 0037123456
.H/T4/GREEN/D46	Handling location T4/ Handling pier GREEN/Handling gate D46
.P/CLOVER/LMR<=	Passenger name
.L/U52I91<=	PNR Address
.W/K/3/38/11<=	Number of bags and weight
.Y/BSJ2238<=	Frequent Traveler Number
.C/AJAX TOUR<=	Tour Information
.R/LATE CHECKIN<=	Internal Airline Data
ENDBNS<=	End of Message Identifier

## 7.9.2 Example of Multiple Use of Elements

AMSLAF AMSLLKL LAXLLKL	Message sent to
LAXLLUA SMFLLLUA ATLWMXS	Message sent by AF
.CDGBRAF 171250	Message Type (BNS)
BNS<=	Transfer bags at CDG with Encryption
.V/1TCDG////123ABC456Z<=	Outbound to AMS on AF912 C-Class
.F/AF912/30APR/AMS/C<=	Onward to LAX on KL601 M-Class
.O/KL601/30APR/LAX/M<=	Onward to SMF on UA887 M-Class
.O/UA887/30APR/SMF/M<=	1. 2 Bag Tags starting with
.N/0027123450002<=	
0027123450	
.N/0027123453001<=	2. 1 Bag Tag - 0027123453
.P/TENHAVE/AMS<=	Passenger name
<del>.Y/BSJ2238&lt;=</del>	<del>Frequent Traveler Number</del>
<del>.E/AVIH</del>	<del>Live Animal in Kennel</del>
.R/PAX ENROUTE TO HER	
.R/WEDDING-URGENT<=	Internal Airline Data
.N/2001987654001<=	3. 1 Bag Tag - (no other information available for this bag)
ENDBNS<=	End of Message Identifier

## 8.7.2 Flight Open Message

...

### 8.7.2.4 Partitioning of Messages

A FOM may not be partitioned.

### 8.7.2.5 Element Sequence Summary

The following shows the sequence of elements in the FOM.

Element	Requirement	Definition
BCM	Mandatory	Standard Message Identifier
FOM	Mandatory	Secondary Level Message Identifier
.V	Mandatory	Version and Supplementary Data
.F	Mandatory	Outbound Flight Information
<u>.H</u>	Optional	<u>Handling Location</u>
<u>.R</u>	Optional	<u>Internal Airline Data</u>
ENDBCM	Mandatory	End of Message Identifier

...

### 8.7.2.8 Construction of Elements and Data Items In The Flight Open Message

Use	Element and Data Item	Example
(M)	STANDARD MESSAGE IDENTIFIER	BCM
(M)	SECONDARY LEVEL MESSAGE IDENTIFIER	FOM
(M)	VERSION AND SUPPLEMENTARY DATA	
(M)	Element Identifier	.V
(M)	Data Dictionary Version Number	/1
(M)	Baggage Source Indicator	T
(M)	Local, Transfer or Terminating Airport Code	FRA
(N)	Part Number – show only oblique; no data	/
(C)	Message Reference Number	/1234567890
(O)	Acknowledgement Request	/A
(O)	Encryption	/123ABC456Z
(M)	OUTBOUND FLIGHT INFORMATION	
(M)	Element Identifier	.F
(M)	Airline and Flight Number	/LH3348
(M)	Date	/20MAR
(O)	Destination or Transfer Airport Code	/GVA
<u>(O)</u>	<u>HANDLING LOCATION</u>	
(M)	Element Identifier	.H
(C)	Handling Terminal	/T4
(C)	Handling Bay/Pier	/GREEN
(C)	Handling Gate/Stand	/D46
<u>(O)</u>	<u>INTERNAL AIRLINE DATA</u>	
(M)	Element Identifier	.R
(M)	Free Text	/DELAYED INBOUND
(M)	END OF MESSAGE IDENTIFIER	ENDBCM

## Section 9 - BAGGAGE MANIFEST MESSAGE (BMM)

...

### 9.5 Element Sequence Summary

The following shows the sequence of elements in a BMM.

Element	Requirement	Definition
BMM	Mandatory	Standard Message Identifier
.V	Mandatory	Version and Supplementary Data
<del>.K</del>	<del>Optional</del>	<del>Default Message Printer</del>
.I	Mandatory	Inbound Flight Information
.U	Conditional	Loading Data
.F	Conditional	Outbound Flight Information
.H	Optional	Handling Location
.N	Mandatory	Baggage Tag Details
<del>.S</del>	<del>Optional</del>	<del>Reconciliation Data</del>
<del>.W</del>	<del>Optional</del> <u>Conditional</u>	<del>Pieces Weight, Dimensions and Type Data</del>
.Q	Conditional	Load Sequence Number
.O	Conditional	Onward Flight Information
.P	Conditional	Passenger Name
<del>.Y</del>	<del>Optional</del>	<del>Frequent Traveler Number</del>
.C	Optional	Corporate or Group Name
<del>.L</del>	<del>Conditional</del>	<del>Automated PNR Address</del>
.E	<del>Optional</del> <u>Conditional</u>	Baggage Exception Data
.R	Optional	Internal Airline Data
.X	<del>Optional</del> <u>Conditional</u>	Baggage Security Screening
ENDBMM	Mandatory	End of Message Identifier

### 9.6 Multiple Use of Elements

Multiple use of elements may be accomplished by following the structure of the BMM and the sequence of its elements. The prime element is the .I (Inbound Flight Information). This provides the foundation for the .U element (Loading Data) and the .N element (Baggage Details) that follow it, which in turn can be linked to the following .P element (Passenger Name). As the .U element is conditional, a .N element may follow the .I element directly. Optional elements, which are related to the mandatory elements, are inserted in the order shown in Section 9.5. Except for the .V, .and the .K elements, all elements may occur multiple times, but only the .N,.O, .E and .R may be used consecutively.

**Note:** Bags with passenger names must appear before bags without passenger names (see example in 9.9.).

The following schematic illustrates the multiple use of elements in the BMM.

Element	Description
	<del>.K Default Message Printer</del>
.I	Inbound Flight Information
.U	Loading Data
.F	Outbound Flight Information
.H	Handling Location
.N	Baggage Details
	<del>.S Reconciliation Data</del>
	.W Pieces and Weight Data
	.Q Loading Sequence Number
	.O Onward Flight Information
	.O Onward Flight Information
	.P Passenger Name
	<del>.Y Frequent Traveler Number</del>
	.C Corporate or Group Name
	<del>.L Automated PNR Address</del>
	.E Baggage Exception Data
	.E Baggage Exception Data
	.R Internal Airline Data
	.R Internal Airline Data
	.X Baggage Security Screening
.N	Baggage Details
	.Q Loading Sequence Number
	.P Passenger Name
	.E Baggage Exception Data
	.E Baggage Exception Data
	.X Baggage Security Screening
.U	Loading Data (new .U element)
.F	Outbound Flight Information
.H	Handling Location
.N	Baggage Details
	.Q Loading Sequence Number
	.P Passenger Name
	.R Internal Airline Data
	.R Internal Airline Data
	.X Baggage Security Screening
.F	Outbound Flight Information
.N	Baggage Details

.Q	Loading Sequence Number
.P	Passenger Name
.R	Internal Airline Data
.R	Internal Airline Data
.X	Baggage Security Screening

**Note:** See 9.9 for an example of multiple usage in a BMM.

...

**9.7.6** The Passenger Name element (.P) is used when the Passenger name is known.

#### **9.7.7** Baggage Exception Data (.E)

The .E element becomes mandatory when the data is available.

#### **9.7.8** Pieces, Weight, Dimensions and Type Data (.W)

The .W element becomes mandatory when the data is available.

#### **9.7.9** Baggage Security Screening (.X)

The .X element becomes mandatory when the data is available.

### **9.8 Construction of Elements and Data Items in the Baggage Manifest Message**

Use	Elements and Data Items	Example
(M)	STANDARD MESSAGE IDENTIFIER	BMM
(M)	VERSION AND SUPPLEMENTARY DATA	
(M)	Element Identifier	.V
(M)	Data Dictionary Version Number	/1
(M)	Baggage Source Indicator	T
(M)	Local or Transfer Airport Code	LHR
(O)	Part Number	/PART1
(C)	Message Reference Number	/1234567890
(O)	Acknowledgement Request	/A
(O)	Encryption	/123ABC456Z
<del>(O)</del>	<del>DEFAULT MESSAGE PRINTER</del>	
<del>(M)</del>	<del>Element Identifier</del>	<del>.K</del>
<del>(M)</del>	<del>Baggage Message Default Printer ID</del>	<del>/3D1C08</del>



(M) INBOUND FLIGHT INFORMATION

(M) Element Identifier	.I
(M) Airline and Flight Number	/BA117
(M) Date	/03OCT
(M) Originating Airport Code	/LHR

**Use Elements and Data Items**

**Example**

(C) LOADING DATA

(M) Element Identifier	.U
(C) Stowage Device ID	/AVE12345BA
(C) Aircraft Compartment Or Loading Location	/11R
(O) Type Of Baggage In Container/Location	/T
(O) Classes of Travel of Baggage	/F
(O) Destination or Transfer Airport Code of the Container	/SEL
(O) Sealed Container Indicator	/Y
(O) Connection Airline Code and Flight Number	/NW009
(C) Connection Departure Date	/04OCT
(C) Destination or transfer Airport Code of the Container	/NRT

(C) OUTBOUND FLIGHT INFORMATION

(M) Element Identifier	.F
(M) Airline and Flight Number	/UA203
(M) Date	/03OCT
(M) Destination Or Transfer Airport Code	/DEN
(O) Class Of Travel Of Baggage	/J

(O) HANDLING LOCATION

(M) Element Identifier	.H
(C) Handling Terminal	/T4
(C) Handling Bay/Pier	/GREEN
(C) Handling Gate/Stand	/D46

(M) BAGGAGE TAG DETAILS

(M) Element Identifier	.N
(M) Bag Tag Number	/0085123456
(M) Number Of Consecutive Tags	002

(O) RECONCILIATION DATA

(M) Element Identifier	.S
(M) Authority To Load	/Y
(O) Seat Number	/10A
(O) Passenger Status	/C
(O) Sequence Number	/098
(O) Security Number	/888
(O) Passenger Profile Status	/Y

(Θ C) PIECES WEIGHT, DIMENSIONS AND TYPE DATA

(M) Element Identifier	.W
(M) Pieces/Weight Indicator	/K
(C) Number Of Checked Bags	/1
(O) Checked Weight	/38
(O) Unchecked Weight	/5
(C) Unit	/CM
(O) Length of the bag	/68
(O) Width of the bag	/54
(O) Height of the bag	/24
(O) Baggage type code	/02HWX

(C) LOAD SEQUENCE NUMBER

(M) Element Identifier	.Q
(M) Load Sequence Number	/095

(C) ONWARD FLIGHT INFORMATION

(M) Element Identifier	.O
(M) Airline and Flight Number	/UA999
(M) Date	/03OCT
(M) Destination Or Transfer Airport Code	/SLC
(O) Class Of Travel Of Baggage	/J

(C) PASSENGER NAME

(M) Element Identifier	.P
(M) Separator (oblique)	/
(O) Number Of Passengers With This Surname	2
(M) Passenger's Surname	GROBET
(O) Given Name and/or Initials and/or Title	/M
(O) Additional Given Name and/or Initials and/or Title	/J

<del>(O) FREQUENT TRAVELER NUMBER</del>	
<del>(M) Element Identifier</del>	<del>.Y</del>
<del>(M) Frequent Traveler ID Number</del>	<del>/KL662503</del>
<del>(O) Tier Information</del>	<del>/GOLD</del>
(O) CORPORATE OR GROUP NAME	
(M) Element Identifier	.C
(M) Corporate or Group Name	/IATA BALLET
<del>(C) AUTOMATED PNR ADDRESS</del>	
<del>(M) Element Identifier</del>	<del>.L</del>
<del>(M) Automated PNR Address</del>	<del>/6Y21AS</del>
(O) BAGGAGE EXCEPTION DATA	
(M) Element Identifier	.E
(M) Exception Type	/GRP
(O) INTERNAL AIRLINE DATA	
(M) Element Identifier	.R
(M) Free Text	/FREE TEXT AREA
(O <u>C</u> ) BAGGAGE SECURITY SCREENING	
(M) Element Identifier	.X
(M) Baggage Status	/CLR
(O) Security Method	/XRAY
(O) Autograph	/TRANSFER
(M) END OF PART or END OF MESSAGE IDENTIFIER	ENDPART1 or ENDBMM

## 9.9 Example Messages

### 9.9.1 Loaded Bags (Type-B Message) – Sent to BA's handling Agent in SEL from BA Baggage Handling System in LHR (1 bag in 1 container on flight)

Routing:

BA117/23JAN/LHR/SEL

JL955/24JAN/SEL/NRT

SELKMXH<=

.LHRBRXH 231840<=

BMM<=

.V/1TSEL/PART1/555333702//123ABC456Z<=

To address

From address

BMM – Standard Message  
Identifier

Transfer bag in SEL; Multi part with Encryption

<del>.K/3D2C08&lt;=</del>	Message Printer ID
.I/BA117/23JAN/LHR<=	Inbound flight BA117
.U/AVE1234JL/024L/T/Y/SEL/Y/JL955/234JAN/NRT<=	Loading Information
.F/JL955/24JAN/NRT<=	Outbound Flight JL955
.H/T1<=	Handling Location
.N/0125123456001<=	Bag tag number; Number of consecutive tags
.Q/001<=	Loading sequence
.P/1CHAN/T<=	Passenger's name
.X/CLR<=	Screening description
ENDBMM<=	End of Message Identifier

### 9.9.2 Example of Multiple Usage of Elements

Routing:

BA111/23JAN/LHR/SIN

QF006/24JAN/SIN/SYD

BMM<=

BMM – Secondary Message Identifier

.V/1TSIN<=

at SIN

Terminating and/or transfer bags

~~.K/3D2C08<=~~

Message printer ID

.I/BA111/23JAN/LHR <=

Inbound flight BA111

.U/AVE1234BA//M/F/SIN/Y/QF6/24JAN/SYD<=

I. Loading information

.F/QF006/24JAN/SYD/Y<=

A. Outbound Flight QF006

.N/0125064717001<=

1. 1st tag number and number of tags

.Q/006<=

a. Loading sequence

.P/1NORMAN/G<=

b. Passenger's Name

~~.Y/BA85521<=~~

c. Freq. Traveler Number.

.N/0125064912001<=

2. 1st tag number and number of tags

.Q/083<=

a. Loading sequence

.P/1ZELLER/F<=

b. Passenger's name

~~.Y/US7444591<=~~

c. Freq. Traveler Number.

.X/CLR/XRAY<=

d. Baggage Security Screening

.N/0125064917001<=

3. 1st tag number and number of tags

.Q/117<=

a. Loading sequence

.P/1SCHUT/KCWMRS<=

b. Passenger's Name

~~.Y/US7444591<=~~

c. Freq. Traveler Number.

.X/CLR/XRAY<=

d. Baggage Security

Screening

.N/0125067239001<=	4. 1st tag number and number
of tags	
.Q/127<=	a. Loading sequence
.U//11R/M//SIN<=	B. Loading information
.N/0125065209001<=	1. 1st tag number and number
of tags	
.Q/36<=	a. Loading sequence
.P/1JACKLIN/T<=	b. Passenger's Name
.Y/QF003664<=	c. Freq. Traveler Number.
.X/CLR<=	d. Baggage Security Screening
ENDBMM<=	End of Message Identifier

### 9.9.3 Example of BMM including information about unaccompanied baggage (UNAC)

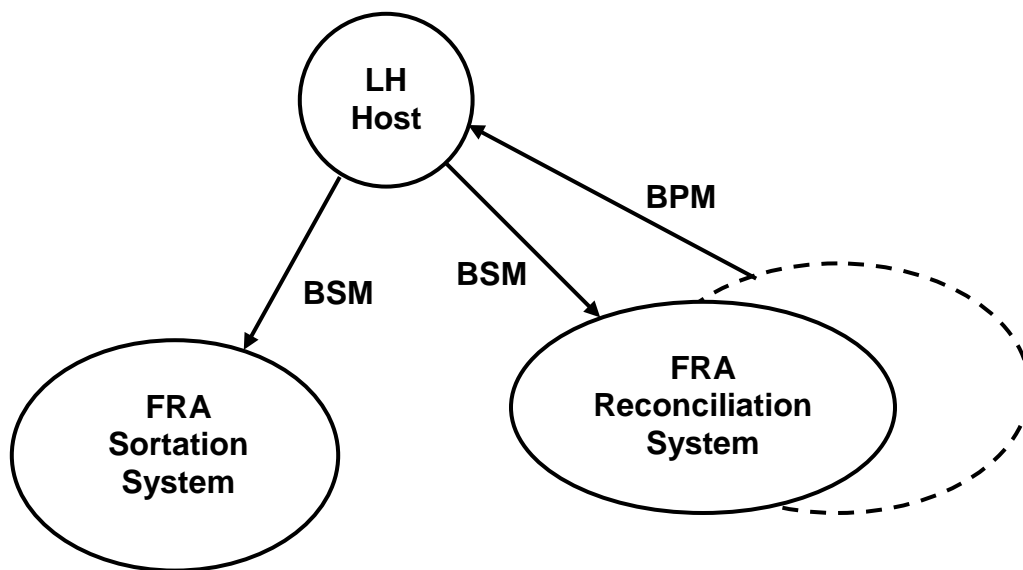
BMM<=	BMM –Standard Message
Identifier	
.V/1TSEL/PART1/555333702//1234ABC456Z<=	Transfer bag in SEL; Multi part
with encryption	
<del>.K/3D2C08&lt;=</del>	<del>Message printer ID</del>
.I/BA117/23JAN/LHR<=	Inbound flight BA117
.U/AVE1234JL/024L/T/Y/SEL/Y/JL955/24JAN/NRT<=	Loading
information	
.F/JL955/24JAN/NRT<=	Outbound flight JL955
.H/T1<=	Handling location
.N/0125123456001<=	Bag tag number; Number of
consecutive tags	
.Q/001<=	Loading sequence
.P/1CHAN/T<=	Passenger's Name
.E/UNAC<=	Unaccompanied baggage to be collected by the passenger or the airline/handling agent
	Screening description
.X/CLR<=	End of Message Identifier
ENDBMM<=	

...

## Attachment 'E'

**BAGGAGE SOURCE MESSAGE (BSM) FOR SORTATION AND  
RECONCILIATION AND BAGGAGE PROCESS MESSAGE (BPM) FOR  
RECONCILIATION**

- BSM data sent to sortation and reconciliation systems
- ~~BTM~~ BPM data sent from a reconciliation system to carrier host
- Baggage Itinerary: LH430 FRA-ORD



**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012

**RECOMMENDED PRACTICE 1790**  
**ADDITIONAL SERVICES**  
*(amending)*

PSC(30-33)1790

Expiry: Indefinite  
Type: B

T2.6/P

**2. DEFINITIONS**

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**Electronic Miscellaneous Document (EMD)** means an electronic record issued by a Member or its authorized agent, in accordance with applicable tariffs, for residual value or for the collection of miscellaneous charges. An EMD must be either an EMD-A or an EMD-S.

**Electronic Miscellaneous Document Associated – EMD-A** means an EMD issued for the collection of miscellaneous and excess baggage charges that are to be lifted with an ET flight coupon(s). ~~The association between an EMD value coupon(s) and the corresponding ET flight coupon(s) requires that the coupon status of both remain synchronized.~~

The intent of the association between the ET flight coupon(s) and the EMD-A value coupon(s) is to ensure the usage of the coupon is synchronized.

T2.33/P

**11. REVENUE ACCOUNTING**

.....

~~For the purposes of revenue accounting and interline billing, APTCO optional Services issued on an EMD do not constitute 'Sundry Charges' as provided in Resolution 727a.~~

**Filing Period:**  
1 March -  
13 April 2012

**Effective Date:**  
1 June 2012





**RECOMMENDED PRACTICE 1797**  
**COMMON USE PASSENGER PROCESSING SYSTEMS (CUPPS)**

PSC(29 33)1797

P6.3.8

**RECOMMENDED THAT:**

~~Members use the procedures and specifications for Common Use Passenger Processing Systems (CUPPS) as set forth in Attachments 'A', 'B' and 'C'.~~

~~(Attachments 'A', 'B' and 'C' are published separately — contact Manager Airport and Inflight Services, email: [milesC@iata.org](mailto:milesC@iata.org)).~~

**Secretary note:** *the following text is completely new.*

When an organization plans to operate shared passenger processing systems in an airport or other common environment, for the purposes of supporting multiple airline processes, the specifications and standards as described in this Recommended Practice shall be applied.

Common Use Passenger Processing Systems (CUPPS) describes the range of services, specifications, and standards enacted to enable multiple airlines, service providers, or other users to share physical check-in or gate podium positions (whether simultaneously or consecutively). The CUPPS scenario assumes a circumstance whereby an airline or employee other service provider interacts with a passenger for check-in and boarding processes. This Technical Specification describes agent platforms that will accommodate, but not be limited to, check-in and boarding activities. Future developments may provide for other functions, both business and technical.

Table 0.1 shows the CUPPS foundational principles.

**Table 0.1: CUPPS Foundational Principles**

<b>Principle</b>	<b>Description</b>
Platform Independence	Differences in legacy CUTE Platforms lead to additional application complexities and CUTE vendor-specific versions that must be maintained over time.
Business Process Facilitation	CUPPS provides a flexible Platform that facilitates Application functionality that may be used for a variety of business functions.
“Minimum, Defined”	CUPPS Platforms must provide the functionality defined as required in the CUPPS Technical Specification.
Affordability	CUPPS provides the tools and technologies that may lead to additional economies of scale and economies of scope.
Predictability	CUPPS provides enhanced predictability in terms of deployment and overall platform and application maintenance (duration, cost, etc.)
Serviceability	CUPPS provides the tools and technologies to increase efficiencies of application upgrades and maintenance.

## **1. Overview**

This section provides an overview of the benefits of CUPPS, its strategy as a product, the management oversight of the ongoing CUPPS activities, and migration strategies.

### **1.1 Benefits of CUPPS**

A CUPPS implementation will enable airlines to provide passenger services in the context of a shared check-in, gate podium, or kiosk.

The major benefits of CUPPS are:

- Efficient use of expensive facilities on- and off-airport, thereby reducing the need for facility expansion.
- Flexibility for accommodating flight segment additions or deletions by carriers in the use of space.
- The ability for an application provider to maintain a single CUPPS-compliant application that will be seamlessly functional on any CUPPS platform, regardless of the particular platform provider.
- A platform that can easily accommodate various peripheral devices in support of business processes.
- An enabler for improved customer service.
- A flexible architecture to easily accommodate alterations in the passenger processing flow.
- An accommodation of the flow of data between emerging and evolving airport and airline systems, as mutually agreed upon between the platform provider and application provider.

- Improved flexibility for system upgrades and new versions of software and hardware.
- Enhanced ease of access to new markets, with overall predictability of cost magnitudes from a technology deployment standpoint.

## 1.2 CUPPS Product Strategy

The CUPPS product strategy is to deliver a common use platform to support individual and shared airline processes at a shared workstation at check-in, gate, and other positions, while maintaining the ability for users to maintain their brand images. The key to the product strategy is an open architecture system where it is possible to use virtually any hardware or software that complies with CUPPS standards included in the CUPPS Technical Specification (CUPPS-TS).

The functionality described is not exclusive; any future products and/or applications, as appropriate, may be introduced as business needs change.

The initial CUPPS strategy is focused on implementation in both the agent-assisted check-in and boarding environments on-airport and potentially in kiosk environments. CUPPS could also be carried forward to provide services at other venues such as rental car agencies, bus terminals, seaports, and railway stations.

The development of the CUPPS product will initially be done collaboratively with the cooperation of airlines and airports, platform providers, and platform suppliers.

## 1.3 CUPPS vs. CUTE Summary

There are many differences between the legacy CUTE environment and the new CUPPS forward-looking environment.

Table 0.1 below provides a summary of the major differences.

**Table 0.1: CUTE vs. CUPPS Summary**

<b>CUTE</b>	<b>CUPPS</b>
Proprietary peripheral interfaces per supplier.	Unified peripheral interface across suppliers
Varying support for various peripherals and varying functionality provided.	Unified support for each device category with defined basic functionality
Built-in AEA support including ATB-II with propriety supplier-specific extensions.	Elimination of proprietary device firmware in favor of current formats supporting barcodes; no ATB-II operations.
Proprietary management interfaces with varying levels of functionality.	Unified approach to system management, including remote administration capabilities.
Legacy CUTE may utilize a mixture of workstation operating systems and	All CUPPS workstations will use a defined operating system and network

network protocols.  
Legacy CUTE implementations  
provided a mixture of low- and high-  
level peripheral interface technologies  
that were largely incompatible and  
supplier-specific.

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protocol (including network services).  
CUPPS defines a standard high-level  
interface standard between  
applications and the platform.

## **1.4 CUPPS Platform Standards**

The CUPPS platform comprises, at minimum, the hardware and software components defined in the CUPPS-TS. The CUPPS platform is envisaged to support a comprehensive range of airline and airport passenger processes and services. Initial focus of the product will be on passenger check-in (which could include baggage check-in) and boarding. Devices within a CUPPS platform shall only be used by applications initiated and operated within the platform or diagnostic software.

Application providers are responsible for the delivery of particular application functionality required to support the business processes of its users.

All physical components located at a particular airport shall be equally usable by all participating users.

## **1.5 CUPPS Management Oversight**

The CUPPS Recommended Practice includes promotion of a framework to encourage competition, including among vendors, suppliers, carriers, and airports, and to encourage introduction of new technology and ideas. CUPPS is designed to increase efficiency through recommended practices published in a living document that acknowledges changes in technology and industry without compromising introduction of new technology or competition. The CUPPS RP is designed to foster competition and innovation through an open process that encourages all potential competitors to participate.

In order to facilitate the overall success of the initiative and to enhance the economic benefit to the industry, the three organizations with direct ownership interest in the recommended practice (IATA, A4A and ACI) have established the Passenger Experience Management Group (PEMG) to oversee the CUPPS group by setting its direction and priorities..

## 1.6 CUTE to CUPPS Migration

With any next-generation standard or product, a mechanism must be provided to migrate from the previous standard or product to the next-generation standard. This section provides the migration considerations for moving from CUTE to CUPPS.

Given the wide array of variations between CUTE implementations combined with the differences that exist due to the local business and operational scenarios at each CUTE location, there is no one migration strategy that is applicable across suppliers. Therefore, each platform provider and/or platform supplier that proposes a CUPPS solution must provide a reasonable and realistic migration strategy.

**Note:** CUTE suppliers are required to provide support for their existing CUTE platforms for a period of three years from the date of first publication of the CUPPS Technical Specification

Table 0.2 shows the general considerations that each supplier's migration strategy will likely address. Not every item will be applicable for a given situation nor will the list presented in

Table 0.2 constitute the entire list of considerations that every site must contemplate. These reflect examples of major considerations.

**Table 0.2: CUTE to CUPPS Migration Considerations**

Consideration	Impact
Potential operating system changes	For applications built on a non-supported operating system, applications must be ported or rewritten for the CUPPS supported operating systems.
Application changes	Legacy CUTE applications must be adapted to work with the CUPPS platform.
Elimination of proprietary device firmware	Applications and business processes that rely on proprietary device firmware must be adapted to E-Tickets and barcode technologies. Proprietary peripheral interfaces are eliminated in favor of a standard high-level interface.

CUPPS suppliers are not required to provide solutions to any or all of the considerations given in

Table 0.2 nor are the suppliers prohibited from providing functionality that is outside of the CUPPS specification. It is understood that CUPPS suppliers will continue to offer solutions to customers based on mutually agreeable terms and conditions.

## **2. CUPPS Technical Documentation Summary**

Major deliverables of the CUPPS process will be the creation and adoption of the CUPPS-TR and CUPPS-TS, which are overviewed below. The CUPPS-TR provides a formal requirements document used to guide the CUPPS-TS. CUPPS-TS provides definitions for the functionality and performance of the CUPPS platform and defines the functionality and performance of the interfaces between the application and platform. The CUPPS-TS will not, however, specify an implementation for that functionality or interface. CUPPS suppliers are free to implement their CUPPS products as the supplier deems appropriate provided that they meet the functionality and interfaces defined in CUPPS-TS. The CUPPS-TS also addresses the minimum operational characteristics for CUPPS applications.

### **2.1 General**

The general considerations for CUPPS are provided below.

#### **2.1.1 Access to the CUPPS-TR and CUPPS-TS**

In accordance with the Governance terms of reference, ACI, A4A, and IATA shall produce, update, and make available the CUPPS-TR and CUPPS-TS in electronic format which shall set forth the standards and specifications for CUPPS. As a condition to certification, application providers and platform providers shall be required to maintain a current subscription to the CUPPS-TR and CUPPS-TS. To enable them to defray the costs incurred in developing and maintaining the CUPPS-TR and CUPPS-TS, ACI, A4A, and IATA may establish an annual subscription fee for the documents. Access to these documents, and the fee to be charged, will be non-discriminatory, i.e. all interested parties, whether or not members of ACI, A4A, or IATA, will be afforded access to the documents on the same terms, and will pay an equal fee for such access.

#### **2.1.2 CUPPS Technical Documentation Ownership**

The requirements, functional requirements, specifications, and interface descriptions as described in CUPPS-TR and CUPPS-TS are owned by ACI, A4A, and IATA and are maintained by the CUPPS Management Group.

#### **2.1.3 Data Privacy**

The rules governing the safeguards placed on data acquisition, retention, and accessibility are defined below. Table 3.1 provides a summary comparison of Public Data, Personal Data, and Proprietary Data.

Additionally CUPPS recognizes and acknowledges that it should facilitate, and not prevent, the end customers' PCI Data Security Standard compliance. Examples of practices that can prevent compliance include:

- Storage of magnetic stripe data and/or equivalent data on the chip in the customer's network after authorization.
- Applications that require customers to disable other features required by the PCI Data Security Standard, such as anti-virus software or firewalls, in order to get the payment application to work properly.
- Vendors' use of unsecured methods to connect to the application to provide support to the customer.

Secure devices, when implemented in a PCI DSS-compliant environment, will minimize the potential for security breaches leading to compromises of full magnetic stripe data, card verification codes and values (CAV2, CID, CVC2, CVV2), PINs and PIN blocks, and the damaging fraud resulting from these breaches.

The Application Supplier/Provider shall ensure that when a Payment Card is read for any purpose other than payment, such as Form of Identification (FOID), the application shall include only the first 6 and the last 4 digits of the credit card number. All remaining digits shall be replaced with an X. E.g. 123456XXXXXX7890."

This behavior is in compliance with Card Scheme Operating Regulations and IATA Resolutions 722-f-g-h & 725-f-g-h.

For more information on PCI DSS and for the current version please visit:  
[www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)

**Table 0.3: Comparison of Data Privacy Rules**

<b>Data Type</b>	<b>Acquisition</b>	<b>Retention</b>	<b>Accessibility</b>
Public	Acquired as desired	Period defined by the PP	Available to all users or interfaced systems
Personal	Only as allowed and appropriate	Only as allowed and appropriate	Only as allowed and appropriate
Proprietary	Only as allowed and appropriate	Only as allowed and appropriate	Only as allowed and appropriate
Usage and/or Performance	Automatically as CUPPS is used	Period defined by the PP	To using entity (PP, PS, AS, and User)

#### **2.1.4 Public Data**

Public Data have no access controls placed on them. Public Data may be requested by and revealed to any CUPPS user or interfaced system. Public Data may be acquired and/or retained for a period to be defined by the PP.

#### **2.1.5 Personal Data**

Acquisition, retention, and accessibility of Personal Data must be provided in accordance with Recommended Practice 1774 (Protection of Privacy and Trans-border Data Flows of Personal Data used in International Air Transport of Passengers and Cargo) and regulations defined by the applicable legal jurisdictions.

#### **2.1.6 Proprietary Data**

Acquisition of, retention of, and accessibility of Proprietary Data is to be provided in accordance with the rules defined by the originator of the Proprietary Data. In the absence of superseding rules, the default rule implemented by CUPPS must be that Proprietary Data is acquired, retained, and accessed only with the permission of the originator of the data.

### **2.1.7 Usage and/or Performance Data**

Acquisition, retention, and accessibility of Usage and/or Performance Data are to be provided in accordance with the CUPPS-TS. In the absence of superseding rules, the default rule implemented by CUPPS must be that Usage Data is:

- Acquired automatically by CUPPS.
- Retained for a period defined by, and at the discretion of, the platform provider.
- Accessed only by:
  - The using entity, i.e. the entity using CUPPS whose activity was recorded by the platform. A using entity must not be able to access another using entity's data.
  - The platform provider.
  - The platform supplier.

### **2.12 CUPPS Logical System Architecture**

Unlike CUTE, whose logical system architecture varied across suppliers, CUPPS provides a unified logical architecture. The logical system architecture is overviewed below. Further information regarding the logical architecture will be available in the CUPPS-TS.

Note that this section provides information only on the logical architecture of CUPPS. Since each CUPPS supplier is free to implement the CUPPS system as the supplier deems appropriate, it is not possible to define the physical architecture of a particular supplier's implementation of CUPPS.

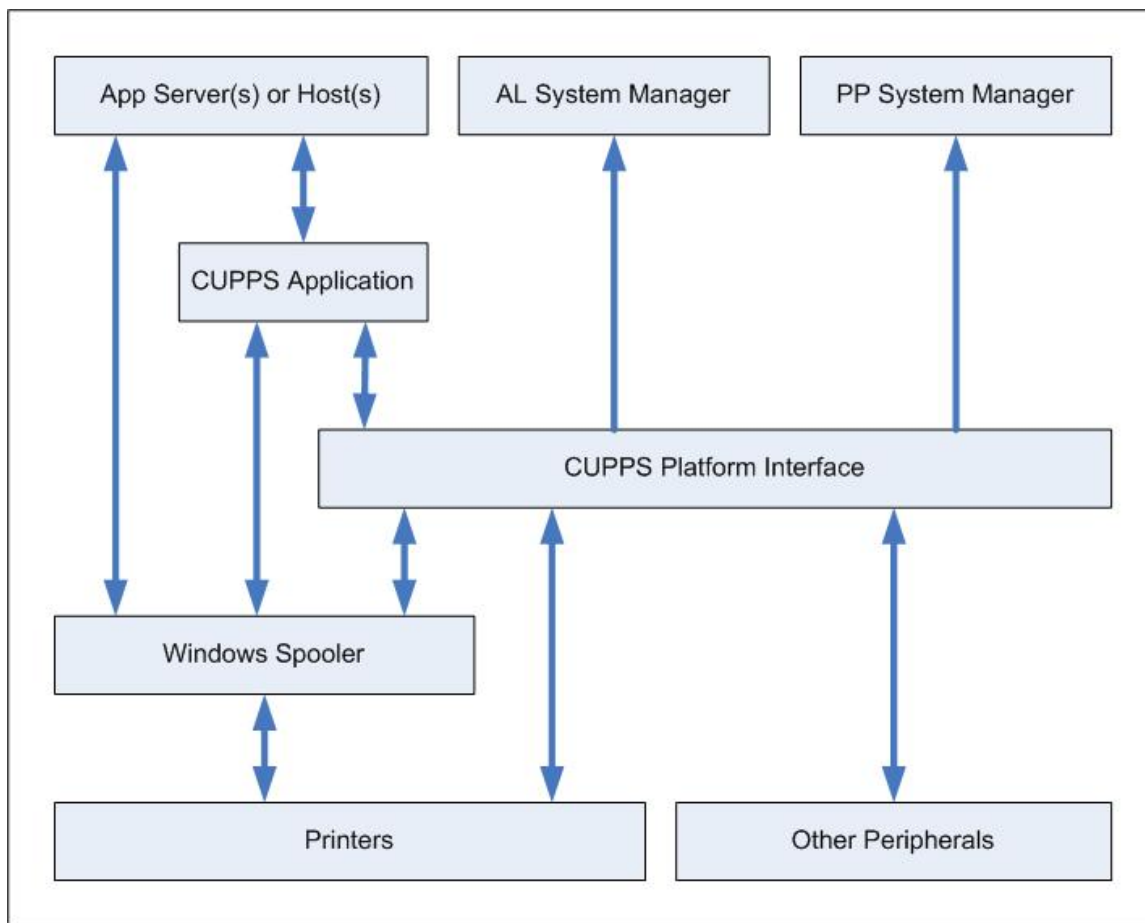
#### **2.2.1 CUPPS Logical System Architecture Summary**

Figure 0.1 shows a summary view of the logical architecture of a CUPPS implementation. Each block in the diagram is described below. Airline application server(s) or host system(s) communicate to the airline CUPPS application using a mutually supported communications protocol. The architecture and functionality of the airline back-end systems or airline application are outside of the scope of CUPPS and are therefore not discussed.

The CUPPS application communicates with the CUPPS platform utilizing the interface defined in the CUPPS-TS. Applications may only access CUPPS-defined peripherals via the interface defined in the CUPPS-TS. Direct access to a CUPPS-defined peripheral device is not allowed. Applications may access workstation components (see Table 0.5) via basic operating system services.

The airline system manager or the platform provider's system manager components may communicate with a CUPPS platform using the management interface defined in CUPPS-TS.



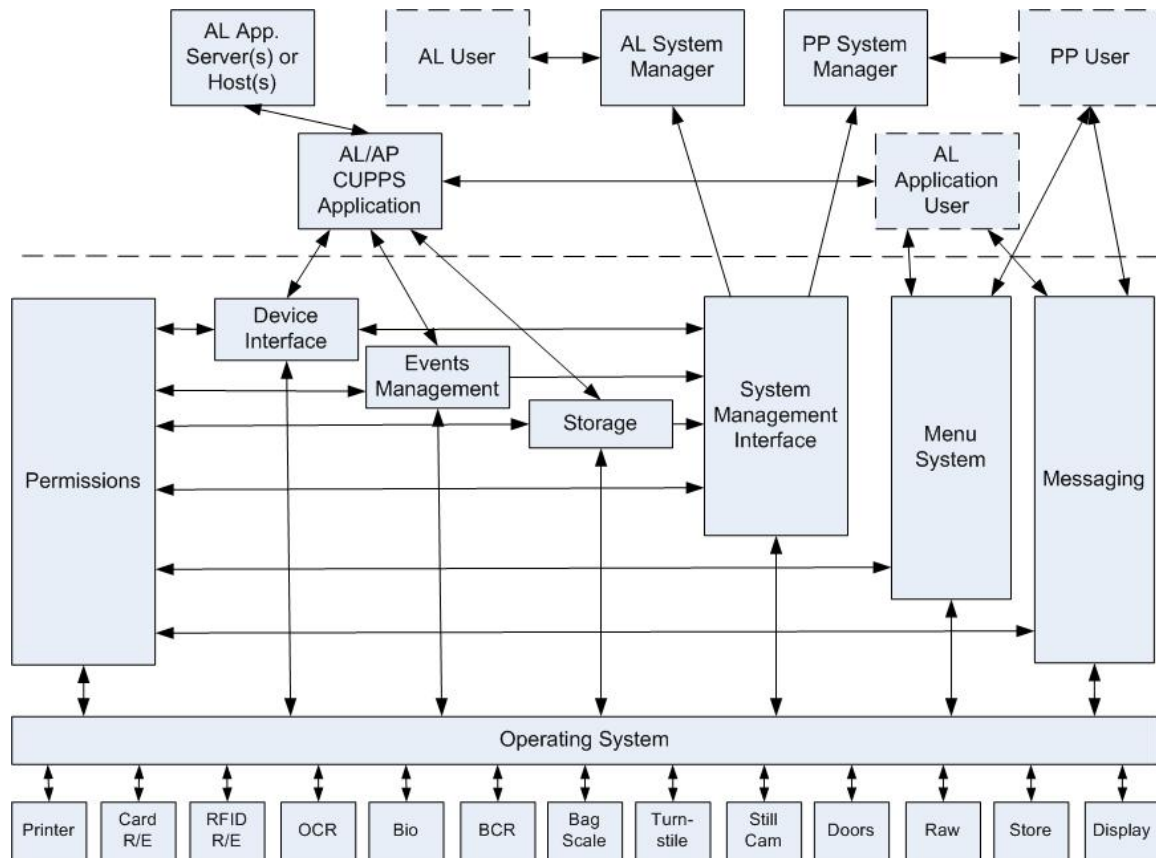


**Figure 0.1: CUPPS Logical System Architecture Summary**

Figure 0.2 shows a detailed view of the logical architecture.

**Note:** Figure 0.1 and

Figure 0.2 are presented here for illustrative purposes only. Refer to the CUPPS-TS for actual architectural definitions.}



**Figure 0.2: Logical System Architecture Detail**

## 2.3 Network

The network infrastructure for a CUPPS implementation will provide functions described below. Technical specifications for these functions are described more fully in CUPPS-TS. It is understood that the provider of the network infrastructure may not be the same entity as the provider of CUPPS. If a different entity provides the network, then Table 0.2 below represents examples of service requirements that CUPPS expects.

**Table 0.4: Network Standards**

<b>Function</b>	<b>Description</b>
BC/DR	The network underlying CUPPS should provide Business Continuity/Disaster Recovery functionality, ensuring redundancy and resiliency.
DHCP	Dynamic Host Configuration Protocol may be used to manage network address allocation.
DNS	DNS provides name-to-IP and IP-to-name address lookup functionality for computer addresses and names. DNS used by CUPPS must support multiple zone-to-zone transfers and multiple partial zone-to-zone transfers.
Login/Logon	A standardized login scheme will be used to gain access to network resources.
MQoS	Networks used for CUPPS must meet a MQoS standard.
NAPT	NAPT hides the internal structure of the network by mapping all addresses on the network to a single address using different network ports.
NAT	NAT translates one range of network addresses onto another range.
SNMP	SNMP provides a standard for remote management of network devices.
Standardized Procedures	CUPPS networks must be managed with a set of standardized procedures, e.g. ITIL, ISO, etc.
VPN	A VPN provides for a secure tunnel between two points on a network. VPNs are often used to tunnel from a workstation on an external network into a corporate private network.
Wireless	Wireless infrastructure may be made available for use by the airlines, airports, and/or the general public. Appropriate security measures must be undertaken to ensure access is controlled and data is kept secure for CUPPS. NB: Reference to PCI-DSS solutions within this document do not refer to wireless infrastructure.

## **2.4 Hardware**

The CUPPS hardware standards are overviewed below. The details of the hardware requirements for CUPPS are defined in the CUPPS-TS.

### **2.4.1 Workstations**

The CUPPS Technical Specification shall provide the standard device abbreviations, descriptions, interface language(s) (e.g. AEA), function requirements (e.g. speed and resolution), and requirements levels (e.g. “defined, required”, “defined, not required”). Choices of specific hardware are left to the individual CUPPS supplier.

## 2.4.2 Vendors

Workstation hardware may be provisioned from any vendor provided that the hardware meets the requirements for a given implementation. The vendors that are appropriate for a given implementation will vary depending upon the local implementation details and local preferences.

Table 0.5 shows the minimum components, e.g. the internal components that make up the workstation and its operating system, used by CUPPS workstations. A CUPPS interface will not be defined for these components. These components are directly accessed by either CUPPS or COTS applications.

**Table 0.5: Required Workstation Components**

Function	Description
Computer	The computer and its internal components.
Keyboard	A standard 101+-key keyboard is required for each end-user workstation per local configurations.
Pointing Device	A pointing device is required for each workstation.
Touch Screen	A touch screen is required to support the check-in and boarding functionality required by airlines and airports.
Windows Operating System Services	Windows provided print spooler, file access, memory management, etc.

## Workstation Ergonomics

The workstations should be designed to maximize utilization of limited counter-top surfaces (e.g. trackball versus mouse, etc.). The counter design should be configured in conjunction with ergonomically placed peripherals, to minimize time/motion activities in issuing/reading documents.

Consideration will be given to the occupational requirements related to accommodation for physical challenges and overall occupational health and safety.

A repository will be established for counter design documents related to common use installations. This repository will tentatively be held by Airports Council International – World.

## 2.4.3 Servers

Server hardware may be provisioned from any vendor provided that the hardware meets the requirements for a given implementation. The vendors that are appropriate for a given implementation will vary depending upon the local implementation details and local preferences.

## 2.5 Software

CUPPS software will be designed as described below.

### 2.5.1 Workstations

Table 0.6 shows the CUPPS software and design considerations for end-user workstations. The CUPPS-TS shall define the exact requirements for each of these functions.

The “workstation” requirements given below do not imply or require any particular implementation by a CUPPS supplier other than these functions must be accessible via the defined interfaces from every CUPPS workstation in a given implementation. CUPPS suppliers are free to implement a software architecture that implements the standard CUPPS interfaces as they deem appropriate.

**Table 0.6: CUPPS Platform Workstation Software Components**

Function	Description
Alerts	Platforms must provide security alert distribution by authorized administrators
Application Management	CUPPS platforms must implement application management functionality appropriate to support the CUPPS platforms.
Application Requirements	Applications must be well-behaved, with no unreasonable performance impacts, security risks to the platform or local network.
Authentication	Platforms must provide authentication services for users onto the workstation and local network resources.
COTS Software	COTS applications must be well-behaved and must not pose any unreasonable performance or security impacts to the platform or local network.
Event Management	Platform must implement an event management functions for application and platform events.
Hardware Abstraction Layer (HAL)	Platforms must provide a HAL that shields applications from the supplier, firmware, and connectivity of the peripheral.
IATA Message Interface	To facilitate integration with airport systems, platforms must provide the capability to send and receive IATA defined message formats.
Logging	Platforms must provide a logging interface appropriate for application support and debugging purposes.
Menus	Platforms must provide a menu system with appropriate security.
Operating System	Workstations must use an operating system as defined in the CUPPS-TS.
Performance	Platform performance must meet or exceed defined parameters.
Permissions	Platforms must manage and secure access to the platform, network resources, and user or airline data.

Platform Management Software Distribution Storage	Platforms must provide management functionality to facilitate the administration, support, and usage. Platforms must provide a mechanism to distribute software
Supplier World-Wide Naming Standards	Platforms must provide an interface for secure storage of data in or persistent areas. CUPPS applications work across CUPPS implementations. A world-wide naming convention for the naming of CUPPS workstations and peripherals.

## 2.5.2 Servers

Table 0.7 shows the CUPPS software and design considerations used on application or platform servers. The CUPPS-TS shall define the exact requirements for each of these functions.

The “server” requirements given below do not imply or require any particular implementation by a CUPPS supplier. CUPPS suppliers are free to implement a software architecture that implements the standard CUPPS interfaces as they deem appropriate.

**Table 0.7: CUPPS Platform Server Software Components**

Function	Description
CUPPS Platform Functionality	CUPPS suppliers may implement software components on the CUPPS servers as they deem appropriate.
Operating System(s)	CUPPS suppliers are free to implement any operating system on the server hardware that satisfies CUPPS-TS.

## 2.6 Logo Repository

IATA may maintain a repository of carrier-approved logos, for use by approved IATA associates or ACI member airports to enable the associates to find the latest approved version of carrier approved logos (or others, such as those used by ground handlers) for use on systems including CUPPS, AIDX, etc. It is recommended that the repository contain a variety of logos for each carrier, with descriptions for proper use (for a light background, for a dark background, for small logos on individual lines of AIDX displays, etc.). Additionally, each logo should be made available in a format scalable to a variety of display sizes so that the logo can be viewed without distortion. Every effort should be made to provide enough information about each logo and its intended use, so as to reasonably ensure the logo will be correctly displayed.

### **3. Roles and Responsibilities**

This section addresses the roles and responsibilities of the various CUPPS parties, as they pertain to overall system provision and maintenance.

To ensure a consistent interpretation of the material below, please note these definitions:

- **Supplier** A supplier is the entity that creates the system. Suppliers market their products and services to providers.
- **Provider** A provider is the entity that acquires the system from a supplier and provides it to the user community.

#### **3.1 Platform Provider's Responsibility**

The platform provider will, as defined in the SLA, ensure that:

- The CUPPS platform is operational and usable during the specified operational hours.
- The CUPPS platform is functioning and certified according to CUPPS standards.
- Software levels and version control of the platform are maintained for the site.
- Statistical and management information is available.
- Notification is made to the application provider of faults that cannot be resolved.
- That the ability exists to disable an application if it is deemed to be causing other applications and/or the CUPPS platform to malfunction. If this is the case they will endeavor to inform the application provider in advance.
- CUPPS workstation locations are to be locally and mutually agreed upon.

#### **3.2 Application Provider's Responsibility**

The application provider is responsible for the application code, which must follow and pass the Certification and Deployment process as defined in the CUPPS-TS.

If the application provider decides to use a dedicated application Server, either at the CUPPS site or a location that is under the control of the application provider, then that application provider is responsible for the maintenance, administration, and support of the Server.

The application provider is responsible for any communication lines to and from the application provider's server(s).

The application provider must provide the correct protocol and interfaces to allow connection at the CUPPS site as mutually agreed between the platform provider and the application provider.

#### **3.3 Establishment of Service Levels**

Minimum Service Levels, in the form of a Service Level Agreement (SLA) will be locally and mutually agreed upon between the platform provider, the platform supplier, and the application supplier. As a guideline, a sample SLA template is included in the CUPPS-TS.

### 3.4 Management Information and Availability Figures

The platform provider should be able to supply all application providers the Availability figures and access to the management tool used for real time status of the CUPPS installation.

### 3.5 Certification and Deployment

The platform and applications must be certified and deployed in accordance with the procedures in the Certification and Deployment section of the CUPPS-TS.

## 4. Applicable Industry Standards

CUPPS adheres to, references, and acknowledges the standards shown below.

**Table 0.1: IATA Recommend Practices Reference**

IATA	A4A	Title
1008	100.1	Glossary of Commonly Used Air Passenger Terms
	5	
1706	n/a	Functional Specification for Standard Departure Control System
1706	30.10	Paper Specifications Documents to be Printed by a General
e	2	Purpose Printer (GPP) In A Common Use Self-Service (CUSS)
		Kiosk
1720	n/a	Seat Assignment Parameters
1724	20.03	General Conditions of Carriage (Passenger and Baggage)
1740	30.42	Form of Interline Baggage Tag
a		
1796	30.76	Baggage System Interface
1774	n/a	Protection of Privacy and Transborder Data Flows of Personal
		Data Used in International Air Transport of Passengers and
		Cargo
1778	n/a	Corporate Client Identification Service
1784	*	Electronic Reservation Services Providers (ERSPs)
1797	n/a	Common Use Terminal Equipment

\* A4A Electronic Marketplace Committee RP

**Table 0.2: IATA/ARC Resolutions Reference**

IAT	A4A	Title
A		
740	30.4	Form of Interline Baggage Tag
	2	
800	n/a	Electronic Ticketing
z		
898	n/a	Electronic Reservation Services
a		Providers



**Table 0.3: IATA/ATA Resolutions Reference**

<b>IATA</b>	<b>A4A</b>	<b>Title</b>
722e		ATB Standard
722f	20.60	Electronic Ticket Airline
722g	20.61	Electronic Ticket Neutral
722h	20.62	Electronic Ticket Ground Handling
724	20.03	Passenger Ticket Notice and Conditions of Contract
728	110.1 6	Code Designators for Passenger Ticket and Baggage Check
725f	20.63	Electronic Miscellaneous Documents Airline
725g	20.64	Electronic Miscellaneous Documents Neutral
740	30.35	Form of Interline Baggage Tag
791	20.20 4	Specifications for Airline Industry Integrated Circuit Card (ICC)

**Table 0.4: Other Document References**

<b>Reference</b>
Electronic Reservation Services Providers Implementation guide
Electronic Ticketing Implementation Guide
Integrated Circuit Card Implementation Guide
Workstation Ergonomics ACI
Logo Repository IATA
Payment Card Industry Data Security Standards

## 5. Abbreviations and Glossary

### **ACI**

Airports Council International

### **AEA**

Association of European Airlines.

### **AIDX**

Aviation Information Data Exchange.

### **Application Provider**

An Application Provider is an entity that provides and manages applications accessible from a CUPPS workstation. An Application Provider is often an airline, but may also be another organization that provides customer handling services, or any other entity whose end-users utilize software on a CUPPS workstation.

**Application Supplier**

An Application Supplier is an entity that creates application software. The Application Supplier writes the application software on behalf of, and provides related services to, the Application Provider. An Application Supplier may be a technology firm contracted by an Application Provider, or an internal technology organization within an Application Provider.

**A4A**

Airlines for America (formerly the ATA - Air Transport Association)

**COTS**

Commercial Off-The-Shelf.

**CUPPS**

Common Use Passenger Processing Systems.

**CUPPS Application**

A CUPPS Application is a single business application that runs on a CUPPS Platform. A CUPPS Application conforms to the application standards defined in the CUPPS Technical Specification.

**CUPPS Certified**

A CUPPS Certified Platform, Application or Device has successfully completed all three steps (Technical Compliance, Integration and Beta Testing) of the Certification process.

**CUPPS Compliant**

A CUPPS Compliant Platform, Application or Device has successfully completed the Technical Compliance Testing phase of the Certification process.

**CUPPS Platform**

A CUPPS Platform is an IT environment that supports applications for one or more Application Providers (usually airlines or other entities operating in an airport environment). A CUPPS Platform conforms to the platform standards defined in the CUPPS Technical Specification.

**CUTE**

Common Use Terminal Equipment.

**DHCP**

Dynamic Host Configuration Protocol.

**DNS**

Domain Name System.

**GUI**

Graphical User Interface.

**HAL**

Hardware Abstraction Layer.

**IATA**

International Air Transport Association.

**ICAO**

International Civil Aviation Organization.

**IEEE**

Institute of Electrical and Electronics Engineers.

**IETF**

Internet Engineering Task Force.

**ITIL**

Information Technology Infrastructure Library.

**JAR**

Java Archive.

**LAN**

Local Area Network.

**MQoS**

Minimum Quality of Service.

**NAPT**

Network Address Port Translation.

**NAT**

Network Address Translation.

**OCR**

Optical Character Recognition or Optical Character Reader.

**PAT**

See NAPT.

**Platform Provider**

A Platform Provider is an entity that acquires a CUPPS Platform from a Platform Supplier and offers it to the user community. A Platform Provider is responsible to manage, maintain and administer the implemented Platform in a production environment.

**Platform Supplier**

A Platform Supplier is an entity that creates the CUPPS Platform.

**RFC**

Request For Comments; Request for Change.

**SLA**

Service Level Agreement.

**SNMP**

Simple Network Management Protocol.

**TCP/IP**

Transmission Control Protocol over Internet Protocol.

**VPN**

Virtual Private Network.

**6. References**

AEA. AEA Technical Specifications 2007. AEA, 2007.

IATA. Common Use Self Service (CUSS).

IATA. Passenger Services Conference Manual.

ICAO. Document 9303: Machine Readable Travel Documents. Tech. Rep.

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