



API – Advance Passenger Information /
Información Anticipada sobre Pasajeros

PNR – Passenger Name Record /
Reservación de Pasajero

ICAO Regional Facilitation Seminar /
OACI Seminario Regional de Facilitación
Lima, Peru – September 9, 2014

Intent of this presentation

- Clearly describe the mutual benefits of implementing API and PNR programs which are compliant with global standards
- Challenges in the development and implementation of API and PNR programs
- Impact of data privacy legislation

Why Implement API and/or PNR Programs?

- Border protection
- Facilitate the entry and exit of travelers and crew
- Cope with the increase in air travelers
 - In 2013: Air carriers carried 3.129 billion passenger, or over 8 million air travelers every day
 - 2014: IATA forecasts a 5% growth, or an additional 400,000 more air travelers every day

Challenges with Developing API and/or PNR Programs

- IATA/ICAO/WCO have develop standards for both API and PNR
 - API standard: UN/EDIFACT
 - PNR standard: PNRGOV

- Air industry continues to receive requests from governments to share API or PNR data via non-standard methods:
 - Email
 - Fax
 - Printouts from carrier's systems
 - Direct access to carrier's reservation system



APIS UN/EDIFACT Sample Message

UNB+UNOA:4+API123+NZCS+080708:0545+000000011'
UNG+PAXLST+123 AIRLINES+ NZCS+080708:0545+11+UN+D:05B'
UNH+PAX11+PAXLST:D:05B:UN:IATA'
BGM+745' RFF+TN:BART34567890:::1'
NAD+MS+++A123 CUSTOMER SVC'
COM+043 555 1212:TE+043 555 4545:FX'
TDT+20+QQ827+++QQ'
LOC+125+CDG'
DTM+189:0808080900:201'
LOC+87+AKL
DTM+232:0808081445:201' NAD+FL+++BARRET:TODD+123 RUE LE MONDE+PARIS+++FRA'
ATT+2++M'
DTM+329:680223'
MEA+CR++:2'
GEI+4+ZZZ'
FTX+BAG+++BA987654'
LOC+22+AKL'LOC+178+CDG'
LOC+179+AKL'LOC+174+FRA

Challenges with Developing API and/or PNR Programs

- Governments demand information which does not exist in the passport's MRZ, or which are not included in the current standard
 - Passport issue date
 - Weight of baggage
- Requests from multiple governments at the same time
- Requests from governments for API transmissions prior to departure
- Requests from multiple agencies within the same government for the same data, at the same time
 - Single-window concept



Challenges with Developing API and/or PNR Programs

- Requiring API and/or PNR data without any legislation
- Not consulting with IATA and air carriers
- Not providing an implementation guide
- Changing requirements after programming has started
- Unrealistic deadlines
- Not seeking the necessary bi-lateral agreements with governments to receive PNR data

Additional Considerations

- Application of same requirements to all modes of transport
- Cost – both to government and transportation companies
- Government system requirements:
 - Effective
 - Fast
 - Redundant
 - Sized-right
 - System outage procedures
 - Error reporting
- Recognize errors will occur, both technical and human

PNR – The *Conundrum*

- One government passes a law requiring PNR data be provided by air carriers
- Another government has a law which restricts or prohibits the transfer of personal data via electronic means
- The *Conundrum*: air carriers find themselves in the proverbial “stuck between a rock and a hard place”

PNR – The *Conundrum*

- Nearly all countries have regulations that restrict the release of personal data
- Data privacy advocacy groups are continuously pushing for expanded data privacy protection
- Recent revelations regarding data privacy breaches and allegations of spying have not made matters easier

PNR – Where is Data Privacy Most Strictly Enforced

- The European Union currently has the most stringent data privacy regulations in place
- Directive 95-46-EC: *The European Data Privacy Directive*
 - Controls how data collected in Europe is handled
 - Prohibits sharing personal data with third-country governments without an adequacy finding
 - Binding on airlines conducting business in Europe
 - Potential framework solution in 2016
 - Flight routing of traveler irrelevant
- The U.S., Canada, Australia, individual EU states, and other governments have strict regulations as well



PNR – The Impact on Airlines

- The industry will, and does, share data where allowed
- The industry collaborates with states to address data privacy challenges
- However, airlines cannot, and will not violate, laws in place at either end of the journey to satisfy a law in place at the other
- The lose-lose scenario: penalties, or market withdrawal

PNR – How to Best Avoid the Conundrum

- PNR program should limit the type of data required, and avoid sensitive personal data
- States must adopt clearly defined regulations which detail what data will be required, when it is to be provided, how it will be used, and how it will be protected
- Seek solutions through direct government-to-government dialogue early in the process
- Establish reasonable timeframe for implementation and take into account possible delays in government-to-government negotiations

Multiple Requests from Governments

➤ Major efforts under way:

- Russia: API and PNR
- Brazil: API and PNR
- Japan: PNR push to Customs by end 2014
- Indonesia: API
- Philippines: API, PNR anticipated
- Malaysia: API
- Vietnam: API just activated
- UK: API and PNR on select routes
- China: d-Declaration (combination of a range of requirements)
- Australia: PNR, and data quality initiatives

Anticipated in 2015

- France: API and PNR
- EC: Multiple additional PNR Push requirements
- Guatemala: API
- Bolivia: API
- Peru: iAPI
- Ireland: PNR
- Canada: Development of outbound API and iAPI

Airline Process: Announcement to Activation

- Evaluate program scope based on available information at time of announcement
- Determine programming needs (even for aligned programs)
- Obtain full technical specifications and scope against system
- Obtain funding
- Conduct programming on host system (or guide for outside service provider)
- Undergo connectivity testing with receiving authority, or contracted government agent/service provider
- Ensure airport staff training is completed
- Activate and monitor system

Impact on time-lines when not aligned

- Not always known at beginning
- New data requirements may expand man-hour requirements immensely for basic programming
- Must ensure compatibility with other systems
- Significantly more compatibility testing required
- 90 to 120 day window can expand to 180+ days for simple message reconfigurations.
- Final estimates to “activate” often change

How carriers prioritize

- Typically, most critical markets will take priority
- Potential financial liabilities for failure to meet project timelines considered
- Ability to meet one program's requirements more easily also considered
- Finally, consideration also given to whether a market can be abandoned if potential liabilities are too severe

Suggestions for Consideration

- Realistic timeframes should be established
- States need to remain aware of possible conflicts
- States should prepare for phased implementation
- Some carriers will be ready sooner than others
 - Some will take longer for system enhancements/programming
 - Consideration on when carriers go live should be based on communication and efforts shown
 - Extensions to go live dates should be granted with just cause



API and PNR – The Future

- Collaboration with other countries to improve border control
- Development of “Known Traveler” programs which are recognized by other countries
- Enhance border control processes
 - Expedited inspections
 - Automated inspection lanes
 - Eliminate bag check



API and PNR – In Conclusion

- UN/EDIFACT and PNRGOV are the standard message formats for API and PNR data
- Collaborate with IATA, regional and local airline associations, transportation companies, and other governments as early as possible
- Recognize airline systems are different
- Local airline representatives are not API or PNR experts, and they have to engage with their head office for guidance
- Understand the risk to your border, and what you really want API and/or PNR programs to accomplish in order to mitigate risks while facilitating travel



Questions / Comments ???

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