



Regional Facilitation Overview

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14th March, 2018
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Agenda

- Compliance Versus Service*
- What Customers want?*
- Passenger Facilitation – Fast Travel*
- Baggage Tracking – IATA Reso 753*
- API/PNR; a regional overview*



An Airport is...
Supply Chain

Customer
Chain's & Ultimate
Efficiency & Service



Compliance ~~Versus~~ Service!

Why can't airlines use social media to contact me?



What's YOUR opinion?

www.iata.org/paxsurvey

CLARO, uso internet quando viajo de avião!



Qual é a SUA opinião?

www.iata.org/paxsurvey

Хммм, мне нужно больше времени в аэропорту для покупок



Какова Ваша точка зрения?

당연히 비행하는 동안 인터넷이 필요하



www.iata.org/paxsurvey

我想我会喜欢使用手机电子登机牌



您的意见如何?

www.iata.org/paxsurvey

أريد أن

More Control & Self Service

Meine Meinung?

www.iata.org/paxsurvey

あなたのご意見は?

あなたの

www.iata.org/paxsurvey

BIEN SÛR, j'ai besoin d'Internet lorsque je prends l'avion !



Qu'en PENSEZ-vous?

www.iata.org/paxsurvey

I always wondered why I can't tag my bags myself



What's YOUR opinion?

www.iata.org/paxsurvey

Me gusta hablar con los que se sientan a mi lado durante el vuelo.



¿Qué PIENSAS?

www.iata.org/paxsurvey

Ooh, I don't mind all that waiting at airport security



What's YOUR opinion?

www.iata.org/paxsurvey



Passenger Facilitation – Fast Travel



Check-In

Mobile • Online • Kiosk • Automated

RP1706c – CUSS Implementation Guide [effective Dec 2008] last updated – January 2011



Bags Ready-to-Go

Home printed • Electronic • Kiosk

RP1701f – Self-Service Baggage, Check-in Bags Ready to Go Implementation Guide, 3rd Edition - June 2016



Document Check

Mobile • Online • Kiosk

RP1701d – Self-Service Automated Document Check Implementation Guide, 1st Edition - January 2010



Flight Re-Booking

Mobile • Online • Kiosk

RP1701k – Flight Re-Booking Implementation



Self-Boarding

RP1701k – Self-Boarding Implementation Guide, 2nd Edition – March 2015



Bags Recovery

Mobile • Online • Kiosk

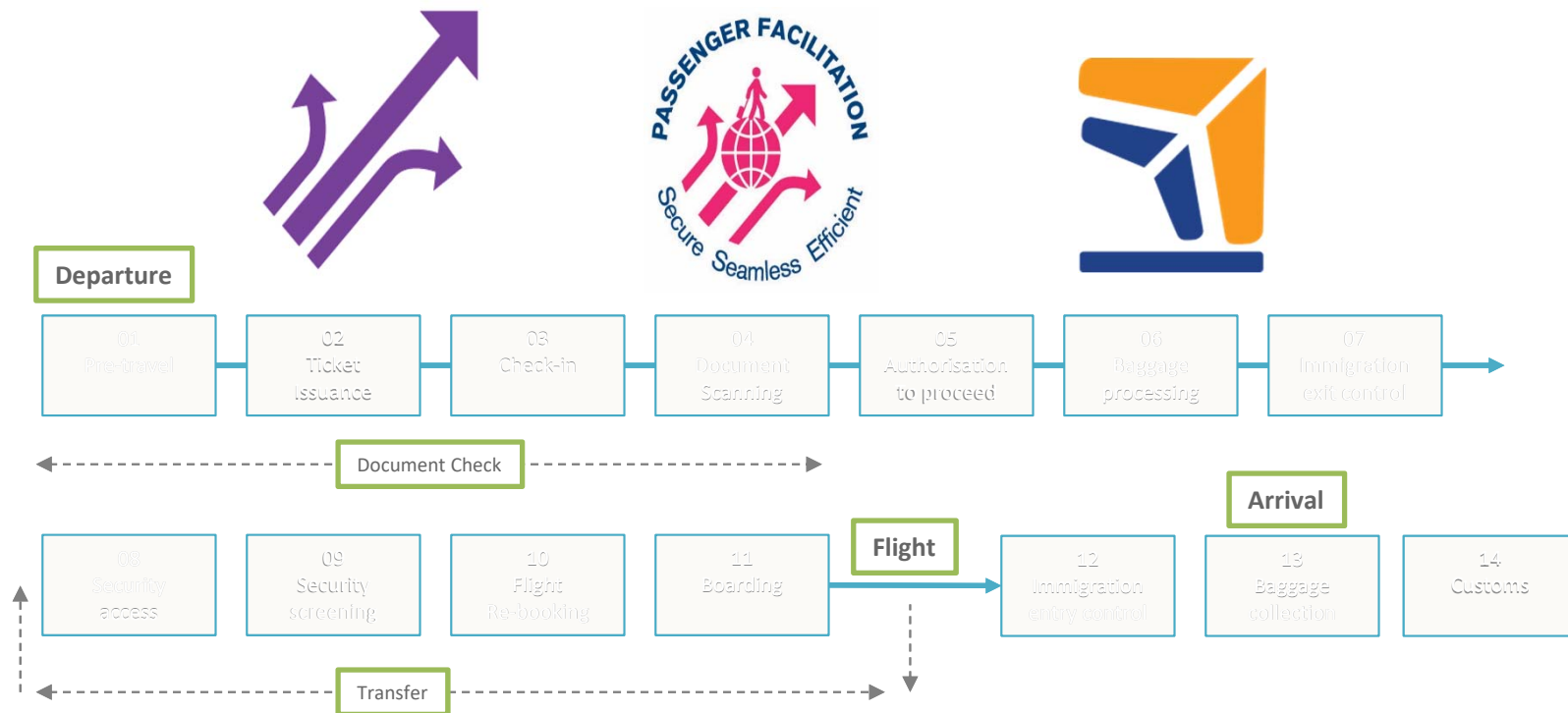
RP1701k – Bags Recovery Implementation Guide last updated – September 2011



IATA Passenger Experience



➤ The 14 steps end-to-end process





Passenger Facilitation – Fast Travel

Top Fast Travel Platinum Airlines (January 2018)

AL CODE	AIRLINE	% OF PASSENGERS OFFERED WITH FAST TRAVEL
AS	Alaska Airlines	96.19%
LH	Deutsche Lufthansa AG	95.98%
LX	Swiss International Air Lines	95.10%
NZ	Air New Zealand	91.62%
SK	Scandinavian Airlines Systems	89.01%
HA	Hawaiian Airlines Inc.	88.92%
LA	LATAM Airlines Group S.A.	87.78%
QR	Qatar Airways Co.	86.58%
G3	Gol Transportes Aereos Ltda.	84.61%
AA	American Airlines	84.35%
SV	Saudi Arabian Airlines Corporation	83.89%
AC	Air Canada	82.98%
MS	Egyptair	82.55%
OS	Austrian Airlines AG	81.22%
TF	Braathens Regional Aviation AB	80.74%

QR 86.58%

SV 83.89%

MS 82.22%



Passenger Facilitation – Fast Travel

Mobile Boarding Pass - MBP

- 94 countries globally
- Saudi Arabia, UAE, Qatar, Bahrain, Lebanon, Jordan, & Egypt.





Passenger Facilitation – Fast Travel

Home Printed Bag Tag - HPBT

- 41 countries globally
- Saudi Arabia, UAE, Qatar, Bahrain, & Egypt.





Passenger Facilitation – Fast Travel

Electronic Bag Tag - EBT

- 33 countries globally
- Qatar





Baggage tracking – Reso 753

➔ What?

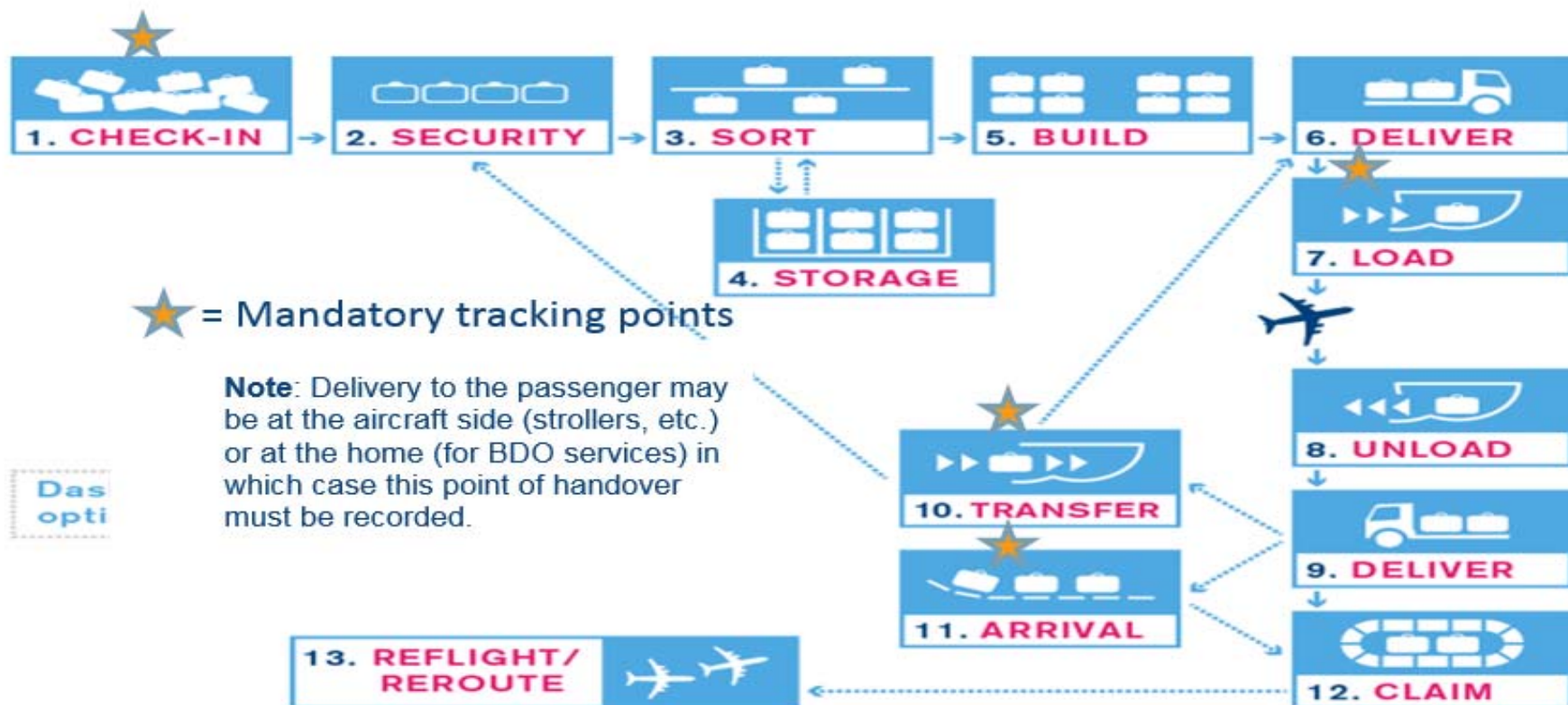
“IATA members shall maintain an accurate inventory of baggage by monitoring the acquisition and delivery of baggage.”

Effective June, 2018



Baggage tracking – Reso 753

➤ Tracking Baggage at 4 Key Points





API/PNR MENA Overview

API

vs

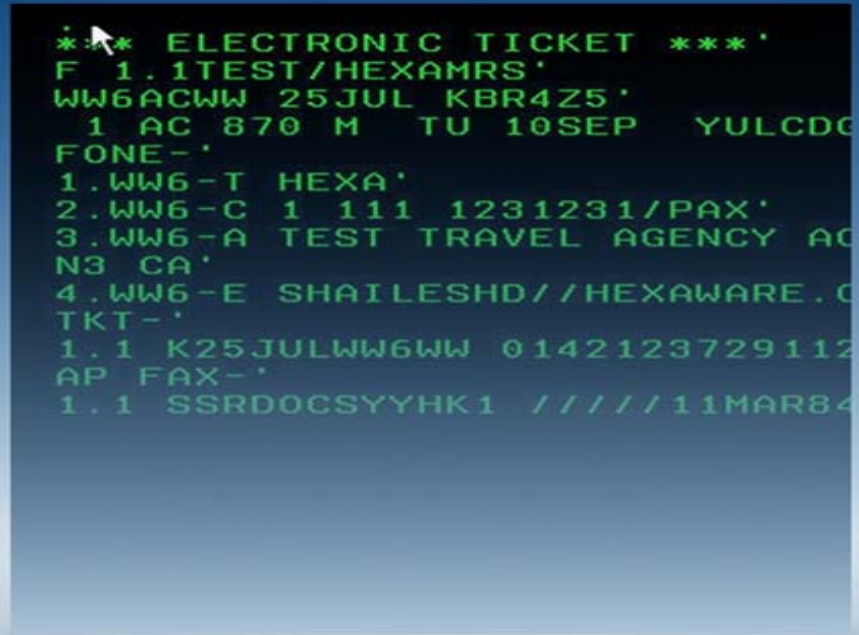
PNR

Definitions



API helps identify people you know about.

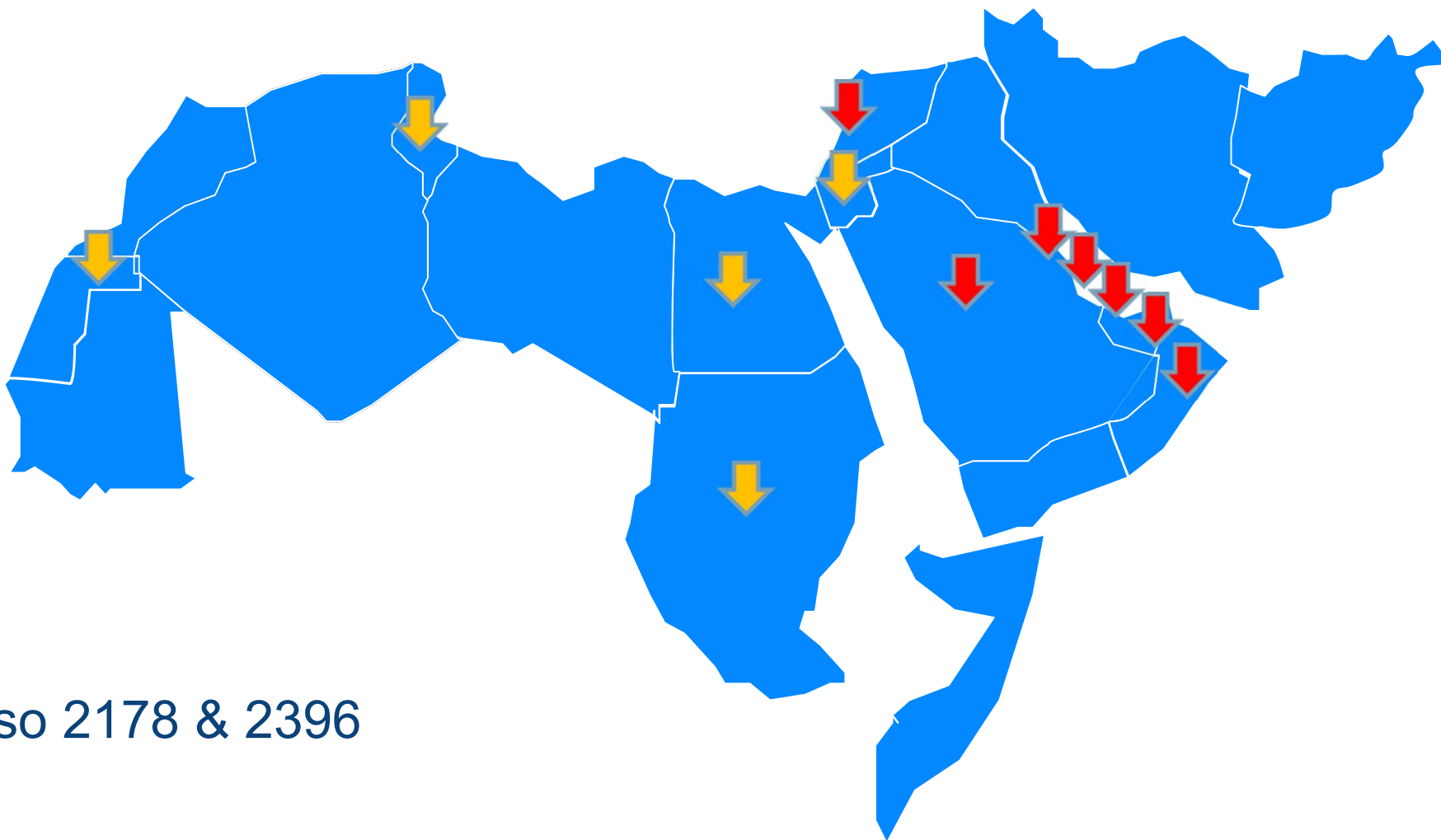
For instance : people on a watchlist



PNRGOV (from PNR) helps notice people and trends you did not know about.

For instance: suspicious travel patterns

API/PNR MENA Overview



Reso 2178 & 2396

API/PNR Issues

“ASK” from States!

ICAO DOC 9082

- **Transparency**
- **Consultation**
- **Cost-relatedness**
- **Non-discrimination**



THANK YOU!