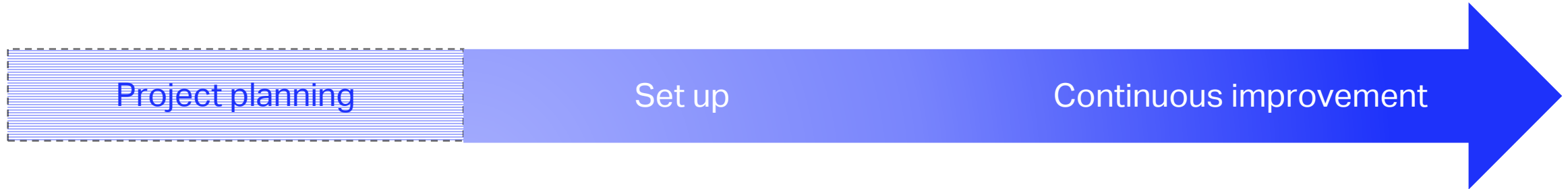# Passenger data system Carriers' engagement

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Head Aviation Facilitation

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IATA

Work and communicate with airlines

| Project planning | Set up | Continuous improvement |

Reach out to airlines:
- organize meetings
- discuss the scope

- Provide sufficient time to establish the connection, complete system configuration
- Consider progressive implementation

- Continuous collaboration between States and airlines is crucial to fine-tune and improve the system

Carriers are your best partners as they are used to set-up these systems.

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Understand airlines' challenges

- More States are requesting API and PNR data

- States have different requirements (data elements, connectivity, timing, system etc.)

- States should allow sufficient time to discuss, set-up, test and implement the systems.

- All airline systems cannot necessarily be configured to accept non-standard requirements.

- Passenger data systems are costly for States but also for airlines.

- Non-standard requirements increase costs as well as the processing time of passengers, affecting the travel experience before entering the country.

Define the scope

- API, PNR, iAPI, Electronic Travel Authorization?

- Every flight or specific routes?

- How many pushes?

- Who is receiving the data?

- How is the response generated?

- iAPI: propose granular responses to airlines 'no board' isn't enough

- API: Only the information available in the MRZ should be mandatory

- PNR: Airlines cannot parse the free-text information in a booking – all the information is send and it is left to States to filter it.

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Key principles and recommendations

- Applying WCO/IATA/ICAO Standards and Recommended Practices is a must

- Lack of standardisation is extremely costly and prevents automation

- Single Window: if more than 1 agency request passenger data

- States are expected to use the data they collect

- Systems and support must be available 24/7 for interactive API

- Prepare for outages

- Flexibility is key

- Seek advise from other States that have a more mature system

How do you reach out to Airlines?
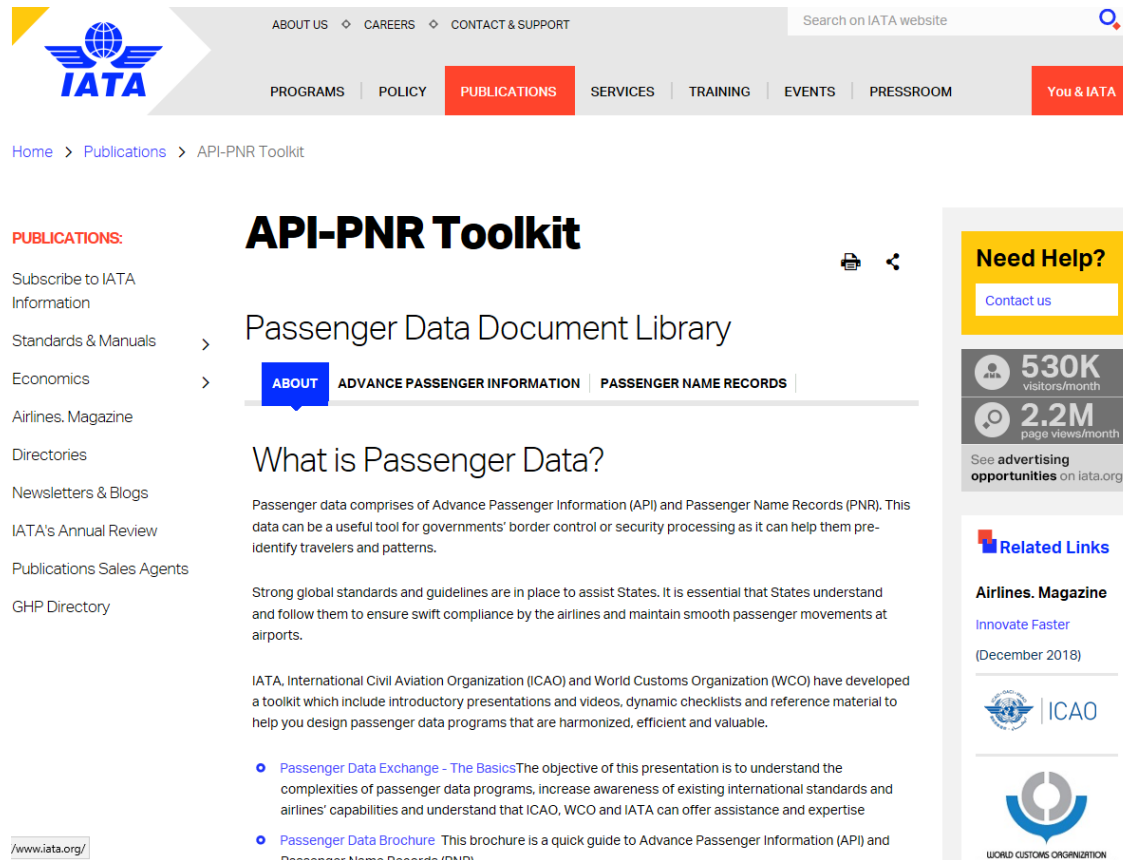
- All airlines flying in and out of the country - not just carriers based in the country

- Airport-based Airline Operating Committee (AOC)

- Airlines' HQ

- IATA is happy to help!

- Create a stakeholder consultation group to define the requirements before publishing them

- Involve IT suppliers and DCS providers early in the process to collect feedback

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It's all about balance!

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For more information

Access the [WCO/IATA/ICAO Passenger Data toolkit](#)

Thank you
and
Don't hesitate to reach out to us!

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