

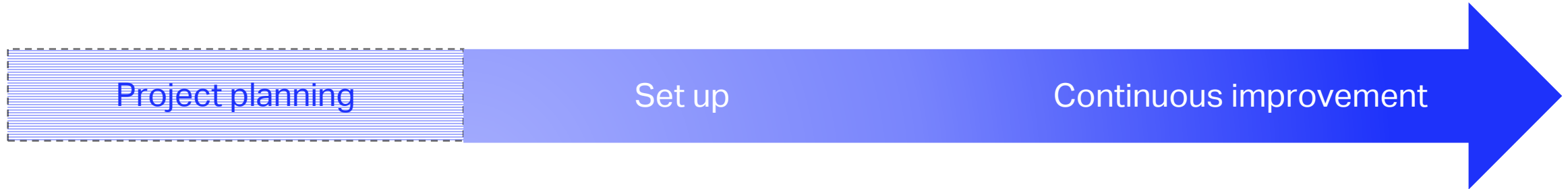
# Passenger data system Carriers' engagement

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# Work and communicate with airlines



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.

# 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.

# 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?

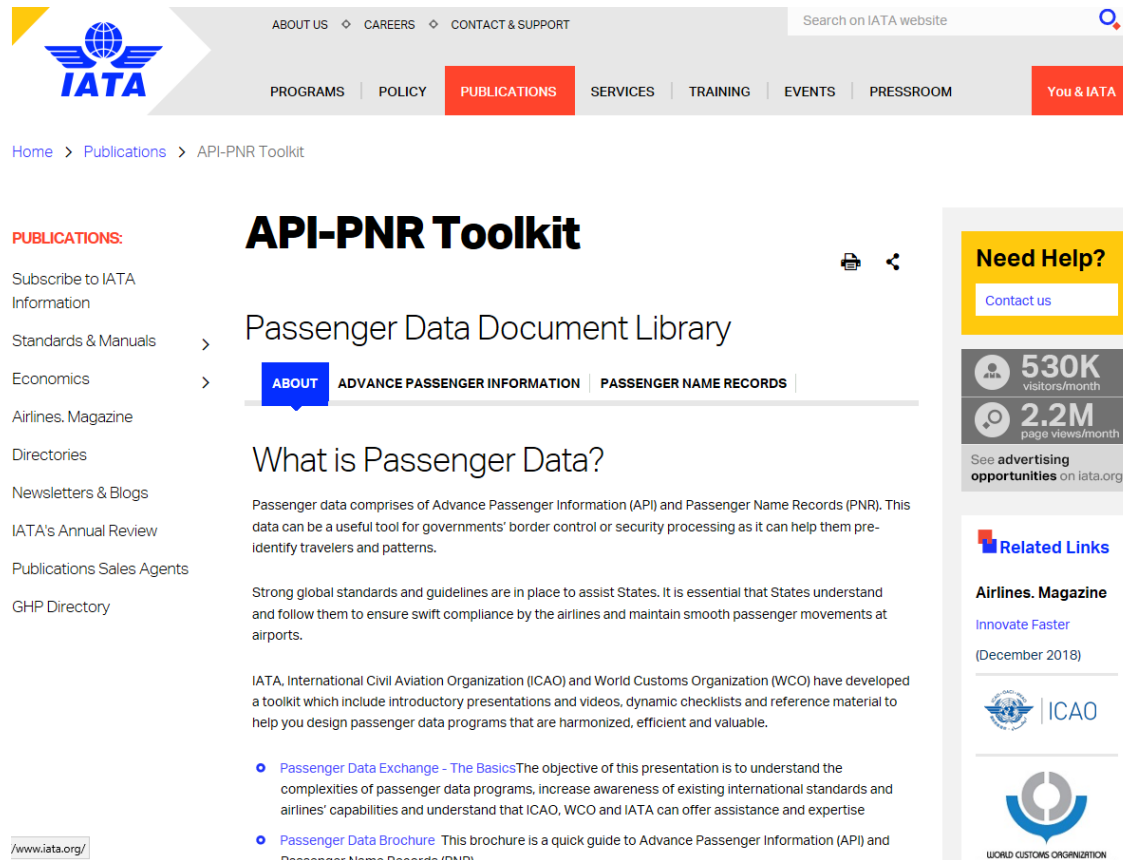
- All airlines flying in and out of the country - not just carriers based in the country
- Airport-based Airline Operating Committee (AOC)
- Airlines' HQ
- IATA is happy to help!
- Create a stakeholder consultation group to define the requirements before publishing them
- Involve IT suppliers and DCS providers early in the process to collect feedback

It's all about balance!



# For more information

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



The screenshot shows the IATA website's API-PNR Toolkit page. The header includes the IATA logo, navigation links (ABOUT US, CAREERS, CONTACT & SUPPORT, PROGRAMS, POLICY, PUBLICATIONS, SERVICES, TRAINING, EVENTS, PRESSROOM, You & IATA), and a search bar. The main content area features the title "API-PNR Toolkit" and "Passenger Data Document Library". A sidebar on the left lists various publications. The main text explains that passenger data includes Advance Passenger Information (API) and Passenger Name Records (PNR), and provides information on global standards and the toolkit's purpose. A sidebar on the right highlights statistics (530K visitors/month, 2.2M page views/month) and related links to "Airlines Magazine" and the ICAO logo.

**PUBLICATIONS:**

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## API-PNR Toolkit

### Passenger Data Document Library

**ABOUT** | ADVANCE PASSENGER INFORMATION | PASSENGER NAME RECORDS

### What is Passenger Data?

Passenger data comprises of Advance Passenger Information (API) and Passenger Name Records (PNR). This data can be a useful tool for governments' border control or security processing as it can help them pre-identify travelers and patterns.

Strong global standards and guidelines are in place to assist States. It is essential that States understand and follow them to ensure swift compliance by the airlines and maintain smooth passenger movements at airports.

IATA, International Civil Aviation Organization (ICAO) and World Customs Organization (WCO) have developed a toolkit which include introductory presentations and videos, dynamic checklists and reference material to help you design passenger data programs that are harmonized, efficient and valuable.

- Passenger Data Exchange - The Basics** The objective of this presentation is to understand the complexities of passenger data programs, increase awareness of existing international standards and airlines' capabilities and understand that ICAO, WCO and IATA can offer assistance and expertise
- Passenger Data Brochure** This brochure is a quick guide to Advance Passenger Information (API) and Passenger Name Records (PNR).

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

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