



IATA API-PNR Day – Middle East
Cairo, Egypt 25 Feb 2014

25 February 2014



Welcome

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IATA API-PNR Day – Middle East
Cairo, Egypt 25 Feb 2014

25 February 2014



Today's Agenda

- API and PNR: ICAO's Perspective
- Passenger Data Exchange: The "Basics"
- Implementing Data Exchange: Government Experiences
- API and PNR Implementation from Airlines' Perspective
- Introducing a Tool that we can all use
- Open Forum: Questions, comments and observations from all participants
- Closing Remarks



Opening Remarks



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API and PNR: ICAO's Perspectives

Mr. Jitu Thaker

Technical Officer – Facilitation

International Civil Aviation Organization

Montreal, Canada



INTERNATIONAL CIVIL AVIATION ORGANIZATION

A United Nations Specialized Agency

ICAO Regional FAL Seminar

Cairo, Egypt

24-27 February 2014

**Advance Passenger Information (API) &
Passenger Name Record (PNR):
The ICAO Perspective**

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API & PNR: OVERVIEW



1. API & PNR: Why?
2. ICAO's interest in API and PNR
3. Regulatory Framework
4. Guidelines

1. WHY DO STATES WANT DATA?



- ▶ Improve **clearance** at border controls
- ▶ Combat **illegal migration**
- ▶ Identify passengers who are a **known** immigration or security **threat**
- ▶ More **effective allocation** of border control and law enforcement **resources**

1. WHY STATES WANT DATA?



- ▶ improve/enhance security (generally) & aviation security (in particular)
- ▶ threat assessment value from analysis of data
- ▶ fight against terrorism

2. ICAO's INTEREST IN API & PNR



- **Art. 22, Chicago:** Facilitation of formalities
 - Prevent unnecessary delays: Administration of immigration, customs, clearance laws
- **Art. 13, Chicago:** Entry & clearance regulations
 - Compliance of entry, clearance, immigration, customs regulations by/behalf of passengers, crews
- **Std. 1.4, Annex 9:** States: use I.T. to increase efficiency & effectiveness of procedures at airports

2. ICAO's INTEREST IN API & PNR



- **Art. 23, Chicago:** C & I procedures
 - States to establish C & I procedures recommended pursuant to Convention
 - **Art. 37, Chicago:** Adoption of standards
 - States to secure uniformity in regulations, standards, procedures
- ▶ **Uniformity in laws & regulations (Annex 9)**

API & PNR: OVERVIEW



1. API & PNR: Why?

2. ICAO's interest in API and PNR

3. Regulatory Framework

4. Guidelines

3. REGULATORY FRAMEWORK: API



Annex 9: States' obligation to standardize API requirements

1. Standard 3.47
2. Standard 3.47.1
3. Standard 3.47.2
4. Standard 3.47.5
5. Standard 3.47.7

All Mandatory

3. REGULATORY FRAMEWORK: API



Standard 3.47: State to adhere to int'. Standards

- ▶ Note 1: Brief description of API
 - ▶ Note 2: Information on UN/EDIFACT
 - ▶ Note 3: Non-applicability to general aviation
-
- Standard 3.47.1
 - ▶ Personal & TD information: Doc 9303
 - ▶ All information: conform to Paxlst Message

3. REGULATORY FRAMEWORK: API



- Standard 3.47.2:
 - ▶ More information than 3.47.1 required, restrict to Paxlst Message elements, or
 - ▶ Request DMR process [▶ API CC]
- Standard 3.47.5: States to limit burden on airlines
- Standard 3.47.7: If electronic API, then no paper passenger manifest [>2.13+Appendix 2]

3. REGULATORY FRAMEWORK: API



Summary of 3.47, 3.47.1, 3.47.2

States obliged to:

1. adhere to international recognized API standards;
2. require only data elements available in MRTDs, and information to conform to the PAXLST message structure; and,
3. only data elements found in the PAXLST message to be included in API requirements; if additional elements required, then the DMR process to be used.

3. REGULATORY FRAMEWORK: API



- Recommended Practice 3.47.3:
 - ▶ If State unable to use Paxlst, consult users on operational and cost impact
- Recommended Practice 3.47.4:
 - ▶ State to minimize number of times API is transmitted for a specific flight
- Recommended Practice 3.47.6:
 - ▶ State to refrain from fines/penalties for errors due to system failures: transmission of data

3. REGULATORY FRAMEWORK: API



Amendment 24

- 3 new RPs address operational issues:
 - 24/7 operation
 - procedures for system outage/failure
 - tech support, notification & recovery procedures
- **iAPI:**
 - a) RP: consult & work with aircraft operators & conform to WCO/ICAO/IATA Guidelines

3. REGULATORY FRAMEWORK: API



5 December 2011

State Letter EC6/3-11/76

► “Implementation of Standard 3.47”

States encouraged to ensure adherence to international recognized standards for API transmission

3. REGULATORY FRAMEWORK: PNR



Annex 9: **RP 3.48** on PNR data:

Contracting States requiring Passenger Name Record (PNR) access should conform their data requirements and their handling of such data to guidelines developed by ICAO.

3. REGULATORY FRAMEWORK: PNR



Amendment 24

- **3.48 Amended:** Specific reference to 9944 & PNRGOV message implementation guidance
- (new 3.48.1): States & Operators: provide 24/7 support
- (new 3.48.2): When requiring PNR data, States should consider the adoption and implementation of the PNRGOV message as a method of transferral of PNR data.

3. REGULATORY FRAMEWORK



High-Level Conference on Aviation Security (HLCAS, September 2012)

1. **Conclusions on API/iAPI & PNR:**

- international standardization would contribute to the viability of the air transport industry;
- a lack of harmonization can reduce the effectiveness of the use of such data;
- essential that States standardize their data requirements and adopt a standard format for the electronic transmission of passenger data;
- ICAO+States should promote and enhance global harmonization of PNR systems;
- States should ensure the protection of passengers' privacy.

3. REGULATORY FRAMEWORK



2. Recommendations on API/iAPI & PNR:

- States develop a single API & iAPI reporting requirement based on international standards, and a single agency be identified to receive data and for internal dissemination to other agencies;
- States align the various data exchange systems with the international data transmission standards adopted by relevant United Nations agencies . . .;
- PNR systems, based on the PNRGOV message format, require only those data elements collected and stored in aircraft operator systems, as described in *Guidelines on Passenger Name Record (PNR) Data* (Doc 9944);
- ICAO incorporate new SARPs into Annex 9; [▶]
- ICAO provide States with assistance and training on the implementation of API

3. REGULATORY FRAMEWORK



HLCAS (September 2012)

+ Recommendation:

States seeking to achieve enhanced aviation security, and to prevent illegal migration and the movement of potentially inadmissible persons, should consider implementing iAPI systems

3. REGULATORY FRAMEWORK



38th Assembly (2013) Resolutions

- A38-15 (Avsec Resolution)
 - ▶ States urged to use API
- Declaration on Aviation Security
 - ▶ States urged to use API & PNR as an aid to aviation security
- A38-16, Appendix C
 - ▶ States to ensure passenger data requirements conform to international standards adopted by UN agencies

4. GUIDELINES: DOC 9944



- ▶ **Meaning** of PNR; Why States want access
- ▶ **Data elements**; Processing of data
- ▶ **Filtering & storage** of PNR data
- ▶ **Data protection; security and integrity of data**
- ▶ What PNRs should **NOT** contain
- ▶ **Sensitive** data
- ▶ **Laws & regulations**
- ▶ **Methods** of PNR data transfer
- ▶ Frequency, timing of data transfer
- ▶ Transparency & **Passenger Redress**
- ▶ **Conflict of laws** between States
- ▶ **Obligation** of airlines to provide data

3. WCO/IATA/ICAO API GUIDELINES



API Guidelines & PNR Reporting Standards:

- ▶ ICAO Public Site → Strategic Objectives → Security → Facilitation → Publications

<http://www2.icao.int/en/AVSEC/FAL/Pages/Publications.aspx>

5. PNR: REGULATORY FRAMEWORK



API & PNR: What Next?

→ State Letter (April 2014)

→ FAL Panel (24-28 November 2014)

→ Follow-up: IATA (+ ICAO, WCO)

API & PNR



QUESTIONS?



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Passenger Data Exchange The Basics

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Passenger Data Exchange

THE BASICS



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Introduction

Definitions

Key Principles

Data Elements

Transmission Timings and Frequency

Message Standards

Benefits

How To

CONTENTS



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INCREASING NON-STANDARD REQUESTS

PNR:
State Design



API:
Web/Email



etc.

iAPI: Commercial Solution





REQUIREMENTS IN EARLY 2000



REQUIREMENTS TODAY

as of September 2013

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OBJECTIVE

- Understand the complexities of passenger data programs
- Increase awareness of existing international standards and airlines' capabilities
- Understand that ICAO, WCO and IATA can offer assistance and expertise

DEFINITIONS

PASSENGER DATA – WHAT IS IT?

Electronic data concerning passengers' identity (API) or travel reservations (PNR) which is used by public authorities for border control.

API

vs

PNR

Definitions



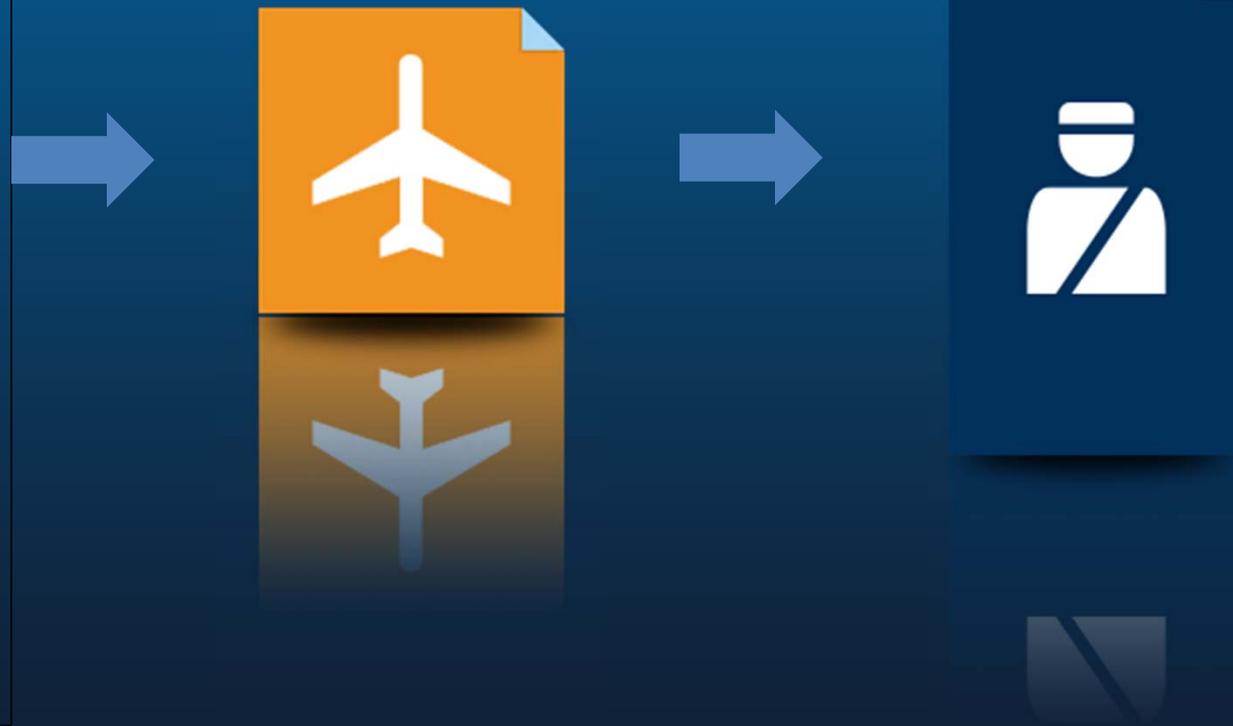
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ADVANCE PASSENGER INFORMATION (API)



API – TRANSMISSION

Legacy (Batch) API



API – TRANSMISSION

Interactive API (iAPI)



PASSENGER NAME RECORD (PNR)

Information about a person's travel reservation.
It can be useful:

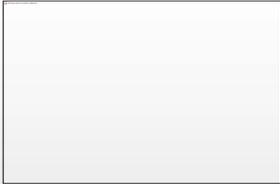
- For customs, law enforcement, security
- To help identify contraband, smuggling, etc
- To assist in risk assessment



KEY PRINCIPLES



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KEY PRINCIPLES

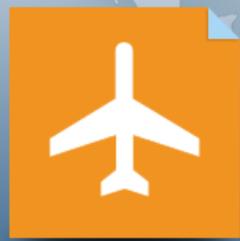
“ACE” stands for

- Alignment with standards
- Cooperation with industry and other States (data protection)
- Efficiency: necessary data only

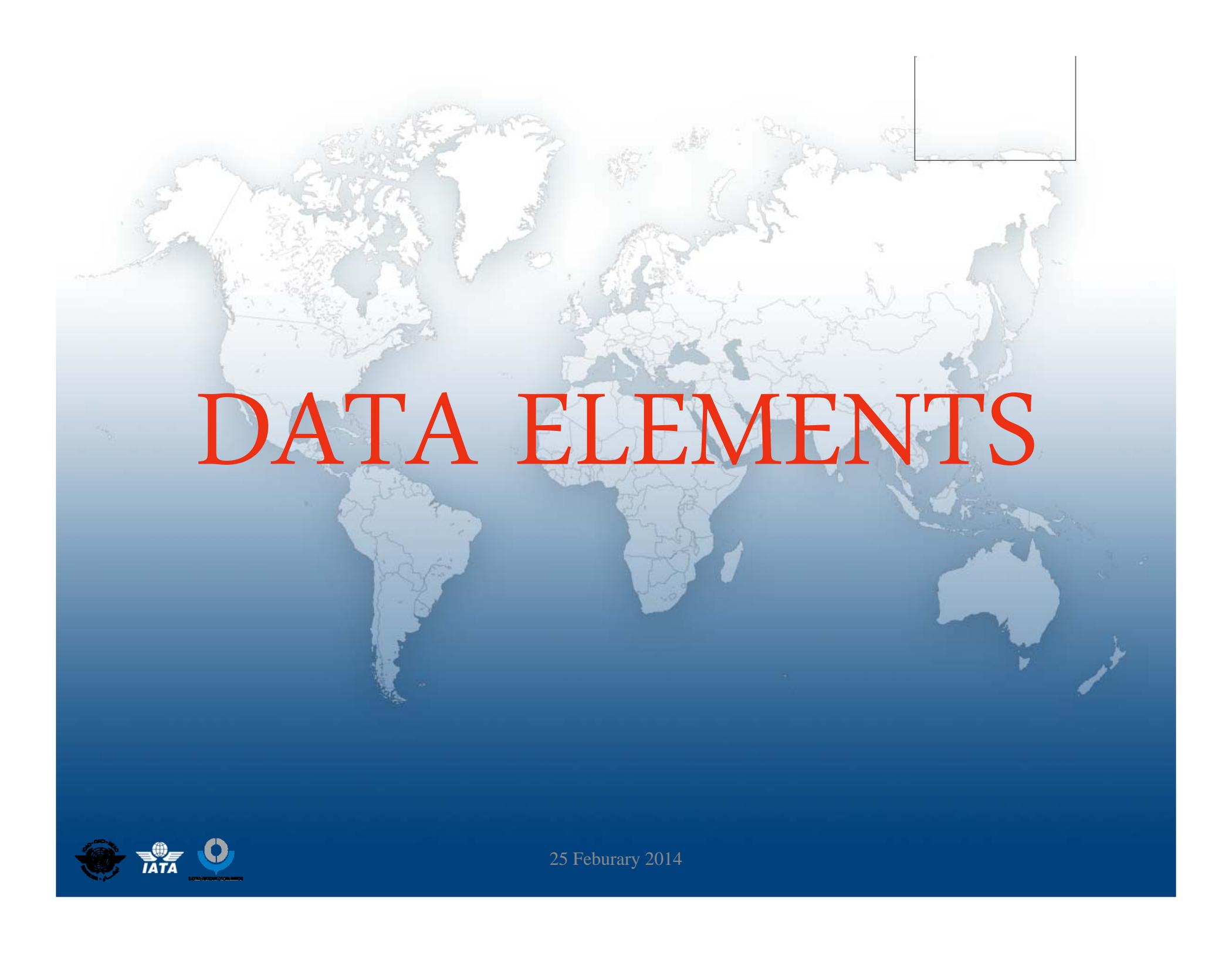


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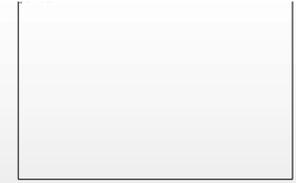
SINGLE WINDOW



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DATA ELEMENTS



AIRLINES' SYSTEMS ARE COMPLEX AND DIFFERENT

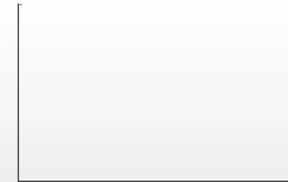
- API or PNR data may be stored in different airline systems, no two of which are exactly alike
- PNR may look completely different from one airline to the other



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AIRLINES WITH SEPARATE SYSTEMS

```
*** ELECTRONIC TICKET ***  
F 1.1TEST/HEXAMRS'  
WW6ACWW 25JUL KBR4Z5'  
1 AC 870 M TU 10SEP YULCDG HK1 2055  
FONE-'  
1.WW6-T HEXA'  
2.WW6-1 111 1231231/PAX  
3.WW6-1 111 1231231/PAX  
N3 CA'  
4.WW6-E SHAILESHD//HEXAWARE.COM**NOTIFY'  
TKT-'  
1.1 K25JULWW6WW 0142123729112'  
AP FAX-'  
1.1 SSRDOCSYYHK1 //11MAR84/F//TEST/HEX
```

Reservation System

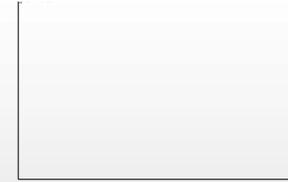
PNR



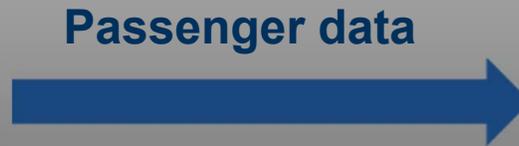
Departure Control System

API

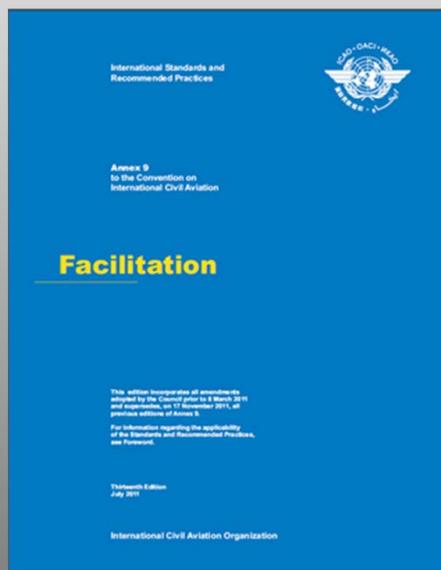




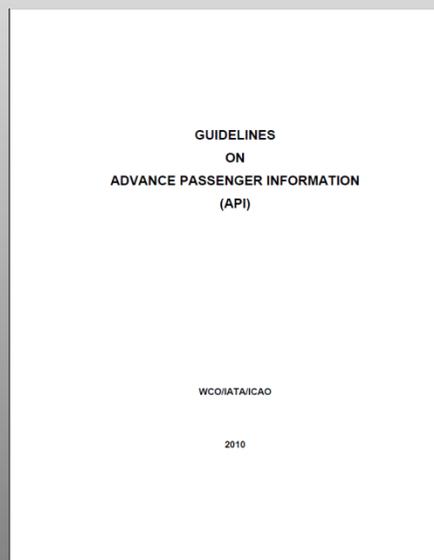
AIRLINES WITH INTEGRATED SYSTEMS



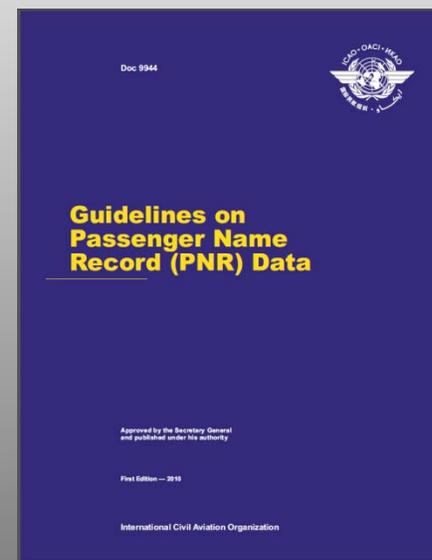
WHERE TO FIND THE LIST OF DATA ELEMENTS



Standards and Recommended Practices for API, iAPI and PNR



API and iAPI data elements are listed in the WCO-IATA-ICAO Guidelines on API



PNR data elements are listed in the ICAO Guidelines on PNR Data (Doc. 9944)

BENEFITS

BENEFITS OF STANDARD TRANSMISSION

- ✓ Faster implementation
- ✓ Better compliance
- ✓ Cost control
- ✓ Reliable data
- ✓ Minimum impact on airport infrastructure

How to

HOW TO



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HOW TO SET UP A PASSENGER DATA EXCHANGE PROGRAM

- ✓ **Determine your needs** - Is the data necessary?
- ✓ **Familiarize yourself** with global standards
- ✓ **Include stakeholders** early
- ✓ **Approach foreign States** for any data protection issues
- ✓ **Check** that appropriate legislation is in place
- ✓ **Seek assistance** from experts
- ✓ **Cooperate** and remain flexible

LEAD TIME FOR API

For standard API, airlines need at least 3 to 6 months to

- Configure systems incl. peripheral systems like internet check-in and self-service kiosks
- Test connectivity
- Train staff



COST AND FUNDING



Heavy costs of

- Capturing
- Formatting
- Transmitting data



- Costs of systems development
- Interactive API is a sophisticated system that requires particularly heavy investment

API is a border security requirement. States should not charge airlines (or passengers) in a bid to subsidize their own development costs.

Batch API



Passenger Data Exchange

BATCH API



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Batch API

DATA ELEMENTS



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ADVANCE PASSENGER INFORMATION (API)

- API includes data relating to the flight and to each passenger on that flight
- Data elements are contained in the API Guidelines
- This is an extensive list. States are urged to limit their requests for specific data elements to those deemed essential for their border control needs
- Annex 9 encourages States to limit passenger data to only those elements found in the MRZ

API DATA RELATING TO THE FLIGHT

- Flight Identification
- Scheduled Departure Date
- Scheduled Departure Time
- Scheduled Arrival Date
- Scheduled Arrival Time
- Last Place/Port of Call of Aircraft
- Place/Port of Aircraft Initial Arrival
- Subsequent Place/Port of Call within the country
- Number of Passengers

API DATA ELEMENTS RELATING TO EACH PASSENGER

- Surname/Given Names
- Nationality
- Date of Birth
- Gender
- Official Travel Document Number
- Issuing State or Organization of the Official Travel Document
- Travel Document Type
- Expiration Date of Travel Document

TRANSMISSION TIMINGS AND FREQUENCY

BATCH API TRANSMISSION TIMINGS AND FREQUENCY



➤ TIMING

Not earlier than 30 minutes before departure, preferably when the aircraft door has been closed and the aircraft readied for departure

➤ FREQUENCY

Single transmission ideally, or transmissions limited to the extent possible.

Batch API

MESSAGE STANDARDS



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BATCH API MESSAGE AND MODE OF TRANSMISSION

	FORMAT	TRANSMISSION MODE
TRADITIONAL/LEGACY Still the most common and widely recognized by the industry		Examples include : Type B and MATIP
NEW Can be provided by some air carriers (standard under development)		For example: Internet Web Services

iAPI



Passenger Data Exchange

INTERACTIVE API



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KEY PRINCIPLES

INTERACTIVE API: BENEFITS

- Live information about passengers checking in
- Potential prevention of inadmissible passengers and related penalties
- Use for aviation security, since the information is available before the flight takes off

INTERACTIVE API: COMPLEXITIES

- State systems must be able to respond in real time to reduce delays at check-in / boarding
- Systems must be available 24/7
- Back-up processes must be in place in case of system failure
- Processes must exist to deal with customers denied boarding
- The responsible authority should have a risk assessment facility to provide appropriate responses and assistance

iAPI

DATA ELEMENTS



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API DATA RELATING TO THE FLIGHT

- Flight Identification
- Scheduled Departure Date
- Scheduled Departure Time
- Scheduled Arrival Date
- Scheduled Arrival Time
- Last Place/Port of Call of Aircraft
- Place/Port of Aircraft Initial Arrival
- Subsequent Place/Port of Call within the country

API DATA ELEMENTS RELATING TO EACH PASSENGER

- Surname/Given Names
- Nationality
- Date of Birth
- Gender
- Official Travel Document Number
- Issuing State or Organization of the Official Travel Document
- Travel Document Type
- Expiration Date of Travel Document

TRANSMISSION TIMINGS AND FREQUENCY

iAPI TRANSMISSION TIMINGS AND FREQUENCY

➤ TIMING

Usually sent when passenger checks in and presents their travel document (typically 24 hours to 1 hour prior to departure)

➤ FREQUENCY

One transmission at time of passenger check-in
+ Potentially a final message confirming passengers on board



MESSAGE STANDARDS

MESSAGE STANDARDS FOR iAPI

UN/EDIFACT
PAXLST

CUSRES

(Customs Response)



PNR



Passenger Data Exchange

PNR



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PRIVACY AND DATA PROTECTION

- PNR contains personal data
- Countries have different perspectives on how much is “private” or how much can be shared
- State to State agreement may be necessary
- Sensitive data should not be required

PNR

DATA ELEMENTS



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PNR



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TRANSMISSION TIMINGS AND FREQUENCY

PNR TRANSMISSION TIMINGS AND FREQUENCY

➤ TIMING

PNR transmission should be required as late as possible prior to flight departure to ensure complete data

➤ FREQUENCY

Repeated scheduled transmission and ad-hoc requests should be limited as much as possible

Some carriers may be able to transmit updates only, if changes were made



PNR

MESSAGE STANDARDS FOR PNR

PNRGOV



GOVREQ / ACKRES

(Government Request /
Acknowledgement of Response)

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WORLD CUSTOMS ORGANIZATION

can provide

ASSISTANCE and EXPERTISE

Contact email: passengerdata@iata.org



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FOR MORE INFORMATION CONTACT
passengerdata@iata.org

Alignment, Cooperation, Efficiency



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API and PNR:

Discussion of experiences by States
in the Region



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API and PNR: The Airlines' Perspective

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APIS and PNR (Advance Passenger Information System & Passenger Name Record)

Airline Perspective

Why APIS and/or PNR

- Border Protection
- Facilitate the entry and exit of travellers
- Cope with the increase in travellers
 - In 2013: 8 million air travellers every day, and 3 billion people travelled by air in one year for the first time
 - In 2014: 5% more = 400,000 more per day

Challenges with Developing APIS and PNR

- In spite of having the IATA/ICAO/WCO standards:
 - APIS standard: UN/EDIFACT PAXLST
 - PNR standard: PNRGOV (airline to government system)
 - Governments develop proprietary systems to receive API or PNR data with which airlines cannot comply:
 - CD data deliver
 - Direct access to our systems
 - Email
 - Fax
 - Paper

Challenges with developing APIS and PNR – Continued

- Governments demand information which does not exist in the passport's MRZ (Machine Readable Zone), or which is not included in the standards:
 - Passport issue date
 - Baggage weight
- Requests from multiple governments at the same time
- Requests from multiple agencies within the same government for the same/different data, at the same/different time(s)
 - Single Window Concept makes life easier

Challenges with developing APIS and PNR – Continued

- Unrealistic deadlines between introduction and mandatory application
- Changes to requirements after programming has begun
- Requiring APIS and/or PNR without any legislation in place
- Non-application of the same requirements for all modes of transport (i.e. different processes applied for land, sea and air transport)
- Cost – both to for Government and for the Transport Operators

Challenges with developing APIS and PNR – Continued

- Robust system required
 - Reliable
 - Fast
 - Effective
 - Fall-back procedures in case of system failure (government, airport, airline, etc.)
 - Error reporting
 - Recognition that errors will occur – human and technical

Portion of a Sample UN/EDIFACT Message for a single passenger on a given flight

- UNA:+.? *)
- 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
- COM+514 874 0202:TE+514 874 1779:FX'
- NAT+2+FRA'RFF+AVF:GJIO3RT'
- RFF+ABO:UUI34T543'
- DOC+P:110:111+YY3478621G
- DTM+36:081230'LOC+91+FRA'
- CNT+42:1'
- UNT+29+PAX11'
- UNE+1+11'UNZ+1+000000011'
- UNZ+1+000000011'

Challenges with developing PNR

- Data privacy and protection concerns
- PNR contains sensitive, personally identifiable information
 - The EU requires an adequacy finding
 - Airlines are global companies serving many markets
 - Each country has its own laws with which airlines must comply
 - Airlines cannot be placed “between a rock and a hard place” where complying with one country’s law results in carriers violating the law of another country.

APIS and PNR – The Future

- Collaboration with other countries to improve border control processes
- Development of “Known Traveler” programs which are recognized by all countries.
- Enhanced border control processes, such as expedited inspections, automated inspection lanes, etc.

APIS and PNR – In Conclusion

- UN/EDIFACT PAXLST and PNRGOV are our friends!
- Collaborate with IATA, regional airline associations and all modes of transportation as early as possible
- Recognize that for airlines, our local team may not be the APIS or PNR experts, and the experts at Headquarters will need to be engaged for guidance
- Understand the risk to your border and what you really want APIS and/or PNR to accomplish in order to better manage that risk, and facilitate travel

Thank you !

Any questions ?



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API-PNR Day: Africa

A Tool We Can All Use



Where can you find it?

➤ <http://www.iata.org/publications/Pages/api-pnr-toolkit.aspx>





http://www.iata.org/iata/passenger-data-toolkit/pres... Presentation - Passenger Da... Facilitation

Passenger Data Toolkit

PRESENTATION

Passenger Data Exchange: The Basics
VIEW DOWNLOAD

Passenger Data Exchange
THE BASICS

REQUIREMENTS TODAY
as of September 2013

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http://www.iata.org/iata/passenger-data-toolkit/videc Welcome

Passenger Data Toolkit

VIDEO LIBRARY

Presentation Video Library Brochure Document Library Checklist

- Passenger Data: The Basics**
> DOWNLOAD
- Batch API**
> DOWNLOAD
- Interactive API**
> DOWNLOAD
- Passenger Name Record (PNR)**
> DOWNLOAD

API: IDENTITY
0:00 / 4:01 YouTube

http://www.iata.org/iata/passenger-data-toolkit/video_library.html#fragment-1 tion 2013.

12:15 PM 12/3/2013



Browser address bar: <http://www.iata.org/iata/passenger-data-toolkit/brochure>

Navigation menu: Presentation, Video Library, Brochure, Document Library, Checklist

Passenger Data Toolkit

BROCHURE



Passenger Data: What Is It?

> VIEW > DOWNLOAD



PASSENGER DATA

What is it?

- API**
Advanced Passenger Information
Advance Passenger Information (API) refers to a passenger's identity such as full name, date of birth and nationality. API is typically obtained from travel documents such as passports. API is transmitted to government authorities as a single merged listing of all passengers on a flight ("batch API") or individually for each passenger as they are checking in ("interactive API").
- PNR**
Passenger Name Record
Passenger Name Records (PNRs) are collected by airlines solely for their business purposes. PNRs contain information about bookings, made which can include as little as a name, an itinerary and a ticketing/ticketed indicator. Accuracy is not guaranteed and PNRs can contain sensitive personal data.

What is it used for?

- Passenger data can be a useful tool for governments' border control or security processing as it can help them pre-identify travelers and patterns. However, API and PNR are located in different systems and their transmission requires programming by the airlines, which can take 2 to 6 months for a standard API request and 6 to 12 months for a standard PNR request. They also provide different benefits, which means that a State should carefully assess its needs, before embarking upon a data exchange program. Strong global standards and guidelines are in place to assist States. It is

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WORLD TRAVEL ORGANIZATION
ORGANISATION MONDIALE DES TOURIS

Passenger Data Toolkit

DOCUMENT LIBRARY

Presentation Video Library Brochure Document Library Checklist

General - Passenger Data

DOWNLOAD EVERYTHING

Pax Data Exchange Umbrella Document
> VIEW > DOWNLOAD

Advance Passenger Information (API)

Guidelines on Advance Passenger Information > VIEW > DOWNLOAD	ICAO State Letter on Data Exchange Dec 2011 > VIEW > DOWNLOAD
PAXLST Message Implementation Guide (05B) > VIEW > DOWNLOAD	IATA/CAWG API Statement of Principles > VIEW > DOWNLOAD

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12/3/2013



http://www.iata.org/iata/passenger-data-toolkit/resou Checklist - Passenger Data ...

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ORGANISATION MONDIALE DES DOUANES

Passenger Data Toolkit

CHECKLIST

Presentation Video Library Brochure Document Library Checklist

 **Passenger Data Program Checklist**

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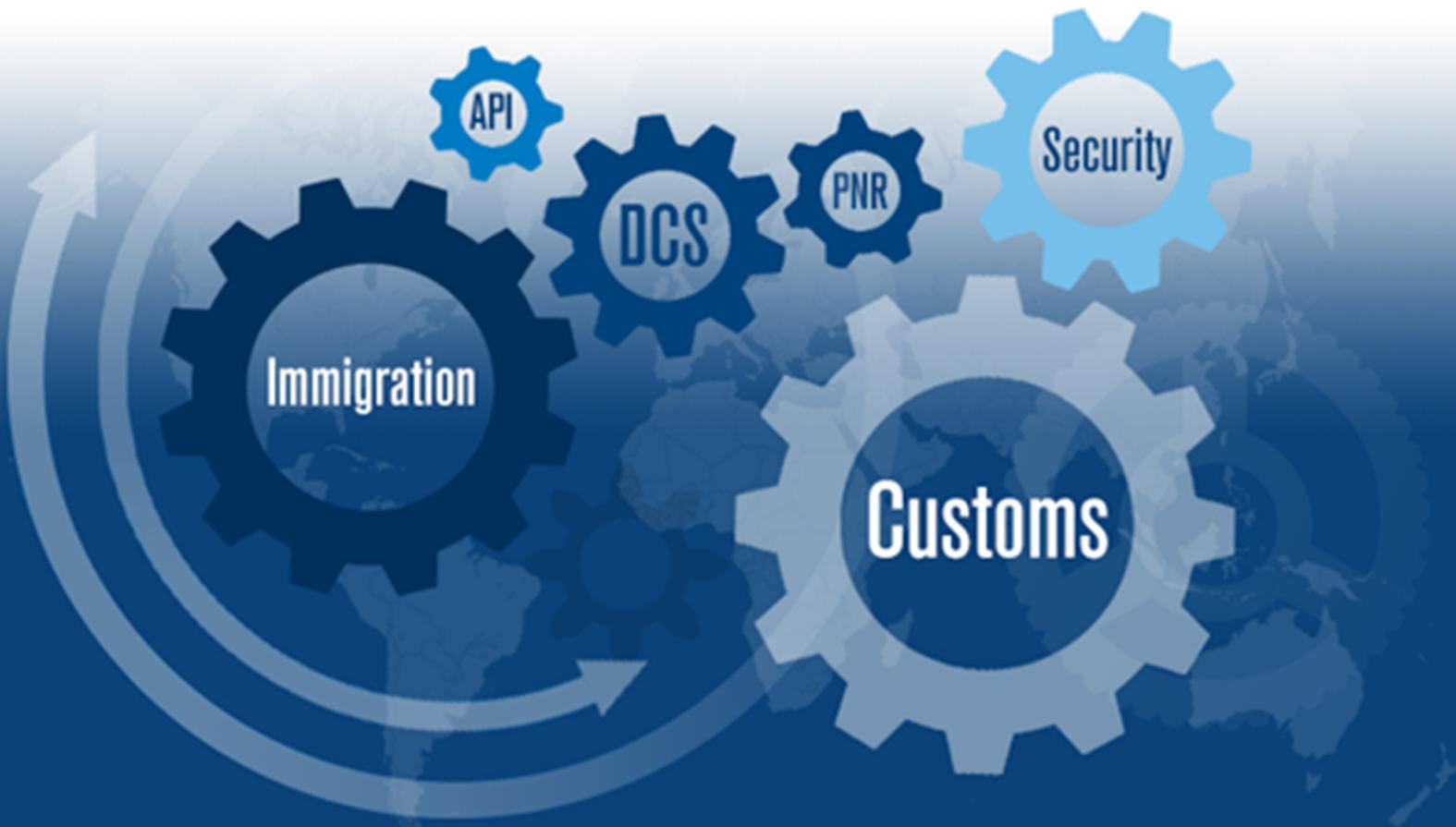




The API-PNR Toolkit

- A “living” resource that will be updated as standards and best practices change
- Is fully supported by IATA, the WCO and ICAO
- Is the tool we all need to align and harmonize passenger data exchange across the globe





IATA API-PNR Day – Middle East
Cairo, Egypt 25 Feb 2014

25 February 2014



Open Forum

Now, it is your turn to ask questions and seek additional clarifications from today's panel, and to speak about your own State's or Airline's experiences relating to Passenger Data Exchange program consideration or implementation.