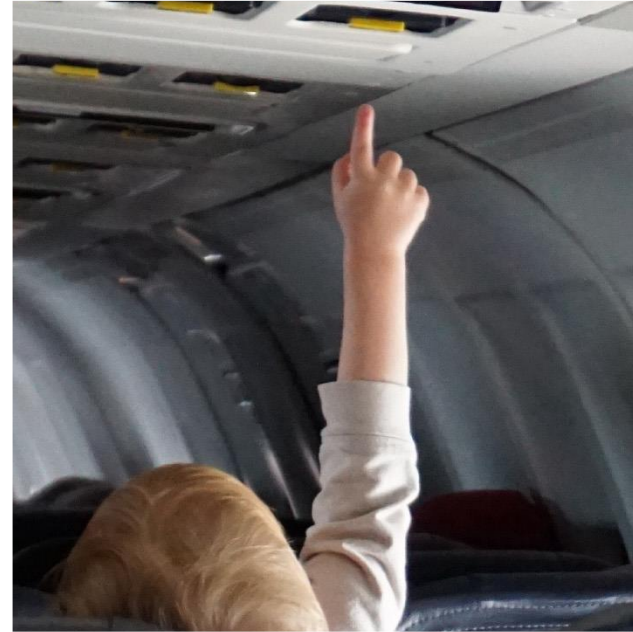


# Important Changes to Standards Supporting Involuntary Flight Changes

2019



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Irregular operations are stressful for passengers and for airlines.

Its important to have clear, effective processes in place to ensure things go smoothly.

# Relevant Industry Standards

Binding standards define processes to follow when an involuntary flight change occurs. These standards are:

Standard	Defines	Binds
Resolution 830d	Outlines reservations procedures that IATA Accredited Agents must follow.	IATA Accredited Travel Agents and IATA Member Airlines.
Resolution 735d	Defines irregular operations, and each airlines obligations. Outlines procedures around obtaining inventory on a new operating carrier, and reissuing documents.	IATA Member Airlines.
Resolution 766	Outlines procedures for obtaining reservations.	
Resolution 722f	Outlines procedures for issuing and accepting tickets.	
Revenue Accounting Manual	Outlines procedures for interline billing.	

Other industry standards provide guidance on best practice. These include Recommended Practice 1735 (Planned Schedule Change), and Recommended Practice 1701j (Automated and Self-Service Flight Rebooking for Irregular Operations).



# Where can I find these standards?

Industry standards are developed by member airlines and IATA Strategic Partners, and adopted by member airlines within the relevant governance structure.

For more information on how to get involved in the development of passenger standards, visit

<https://www.iata.org/whatwedo/workgroups/passenger-standards-conference/Pages/index.aspx>

The **Passenger Agency Conference Resolution Manual** (which includes with Resolution 830d) are available at

<https://www.iata.org/services/accreditation/travel-tourism/Pages/resolutions.aspx>

The **Revenue Accounting Manual**, and the **Passenger Services Conference Resolution Manual** (which includes all other Resolutions) are both available for purchase at

<https://www.iata.org/publications/Pages/standards-manuals.aspx>



# Changes to Resolutions 830d

Effective 1 June 2019



# What is Resolution 830d

Resolution 830d is **Reservations Procedures for Accredited Agents**.

Resolution 830d outlines reservations procedures that IATA Accredited Agents **must follow**.



# What was the problem?

In many bookings made by travel agents, passenger contact details are not being sent to participating airlines following the industry standard. Airlines are unable to contact passengers in the operational window, and passengers are not being advised of critical information.





**So what changes take  
effect from 1 June  
2019?**



# New clearer requirements for agents

## **Amendments to paragraph 4 of Resolution 830d will require agents to**

- Actively ask each passenger “whether they wish to have their contact details (mobile number and/or email) provided to airlines participating in the itinerary for the purposes of contact in an operational disruption”.
- Where the passenger wishes to have their contact details provided to airlines, the agent must enter these “in the PNR in compliance with the Resolutions governing reservations procedures.” This means the SSRs designed for this purpose as published in AIRIMP under the authority of Resolution 766.
- Where the passenger does not wish to do so, the Agent must actively advise the passenger that they may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure).

# What is important?

This new standard ensures that the **customer** has access to relevant and useful information in an **operational disruption**.

This information may come from the airline outside of hours, or during a night or weekend, and relates to actions that an airline needs to take to provide the best experience possible to the customer.

This standard does not in any way impact

- The travel agency's ownership of the booking, and relationship with the customer.
- The travel agency's ability to continue to provide servicing or the customers booking or ticket for subsequent changes after the irregular operation.

# Actions for airlines

- Communicate directly to travel agents to ensure they are aware of this change.
- Discuss the joint benefits this change brings about for your mutual customers.
- Consider referencing this language in ticketing policies, agency procedures and agreements.
- Monitor compliance by tracking PNR data to check for the presence of the SSR elements.
- Ensure your internal systems are configured to use this information.
- Ensure GDS partners are correctly implementing industry standards.



# Changes to Resolutions 735d and 766

Effective 1 June 2019



# What is Resolution 735d?

Resolution 735d is **Involuntary Change of Carrier, Routing, Class or Type of Fare**

Resolution 735d defines irregular operations, and each airline's obligations.

It outlines procedures around obtaining inventory on a new operating carrier, and reissuing documents.

# What is Resolution 766?

Resolution 766 is **Interline Passenger Reservation Procedures.**

Resolution 766 outlines procedures for obtaining reservations.

It includes detailed procedures around obtaining inventory on a new operating carrier following an irregular operation.

# What was the problem?

The resolutions were unclear on

- distinguishing irregular operations from planned schedule change
- obtaining prior approval before obtaining inventory on a new operating carrier
- upgrading to a higher cabin class



**So what changes take  
effect from 1 June  
2019?**



# A clear definition

## Amendment to Resolution 735d:

“provided that **the circumstance has not occurred earlier than one day prior** to the scheduled departure time of the first impacted flight, an Involuntary Reroute occurs, and the provisions of this Resolution shall apply.”

This definition is used to determine whether Resolution 735d applies, which impacts what actions to take immediately. This definition does not impact Interline Billing.

# Clarity on change of carriers

## New paragraph in Resolution 735d

"2.2 A change to the passenger's itinerary as originally ticketed (as described in Paragraph 2.1 above) may involve a change to the routing, arrival or departure dates or times, or carriers. For the avoidance of doubt, **a change to the passenger's itinerary as originally ticketed may occur even if there is no change of carriers.**"

Resolution 735d may apply even if the passenger is re-accomodated onto a new flight on the same operating airline.



# Clarity on upgrades

## New paragraph in Resolution 735d:

**"3.3.2** Upgrading to a higher compartment class (cabin class) **shall not occur unless specifically permitted by the New Operating Carrier as bilaterally agreed** with the Original Operating Carrier."

Upgrades require a bilateral agreement with the new operating carrier.

# Clarity on INVOL endorsement

## New paragraph in Resolution 735d:

"7.4.5 The characters 'INVOL' shall be used in the first five characters of the endorsement/restriction area of the reissued document **only where an Involuntary Reroute (as described in this section 2) has occurred.**

The characters 'INVOL' **shall not be used in the endorsement area of the reissued document in any other circumstances."**

Airlines can now have confidence that an INVOL endorsement always indicates a genuine irregular operation.

# Obtaining Inventory

**New paragraph in Resolution 766, replacing existing paragraph 9.6**

## **"12. INVOLUNTARY REROUTE**

Where an Original Operating Carrier obtains inventory from a New Operating Carrier as described in Resolution 735d, the New Operating Carrier should accept and transport the customer, provided that:

**12.1 the bilaterally agreed booking method has been used for obtaining inventory;**

**12.2 the bilaterally agreed number of seats has not been exceeded"**

You must have a bilateral agreement with each partner if you wish to use standard inventory processes in re-accommodations.

# What does a bilateral agreement look like?

For airlines who do not wish to include this agreement within an existing interline agreement or selling agreement (for example an interactive selling agreement), carrier's may wish to use a simple one-page agreement to establish a common understanding.

***An IATA template for this agreement is available, but airlines can use whatever form of agreement they wish.***



## Bilateral Agreement for Obtaining Inventory Following an Irregular Operation . [To use this template, delete or replace any red text].

This agreement describes the booking method (as described in IATA Resolution 766, Paragraph 12) that may be used when involuntary re-routing is required following an irregular operation. This agreement only applies where an irregular operation as defined in IATA Resolution 735d has occurred. This is limited to events that occur on the day of departure of the first impacted flight, or the day before.

	Part I	Part II
Inventory request made by	[Airline 1 name]	[Airline 2 name]
For inventory on a flight operated by	[Airline 2 name]	[Airline 1 name]
Method of obtaining inventory	Existing Sales Availability Agreement between the carriers (Sell and Report or Free Sale, Direct Access or other contracts granting selling facilities). [OR delete the text above, and insert details of the agreed method, such as email or telephone contact, including contact numbers].	Existing Sales Availability Agreement between the carriers (Sell and Report or Free Sale, Direct Access or other contracts granting selling facilities). [OR delete the text above, and insert details of the agreed method, such as email or telephone contact, including contact numbers].
Number of seats	Existing quota sale limitation of existing Sales Availability Agreement. [OR delete the text above and insert details around limitations in what can be booked].	Existing quota sale limitation of existing Sales Availability Agreement. [OR delete the text above and insert details around limitations in what can be booked].
Reservation Booking Designator (RBD) usage	The RBD in which inventory is booked should be the same RBD as the original flight segment where this is available. [OR, indicate if there is a specific mapping of RBDs (which you may wish to attach as an Appendix)]. Where this RBD is not available, the next highest open RBD should be booked. [OR, indicate if there is a default RBD which should be booked, or a separate process which should be followed if the correct RBD is not available].	The RBD in which inventory is booked should be the same RBD as the original flight segment where this is available. [OR, indicate if there is a specific mapping of RBDs (which you may wish to attach as an Appendix)]. Where this RBD is not available, the next highest open RBD should be booked. [OR, indicate if there is a default RBD which should be booked, or a separate process which should be followed if the correct RBD is not available].



# Actions for airlines

- Ensure an agreement is in place with each interline partner before 1 June 2019. This will remove ambiguity and reduce disputes.
- You may wish to use the one-page IATA template.
- Update your internal procedures and system configurations.
- **Where a bilateral agreement is not in place, reaccomodation should not occur without a direct contact to the new operating carrier.**





# Changes to the Revenue Accounting Manual

# What is the Revenue Accounting Manual

The Revenue Accounting Manual outlines the standards for the billing of interline revenue, as required by Resolution 663.



# What was the problem?

The revenue accounting manual was not always clear on the distinction between irregular operations and schedule changes, and how endorsements should be used.



# The 2 day rule and 5 day rule

## Amendments to Paragraph 2.5

"Sectors on the reissued ticket may only be recognized as involuntary rerouting when the reissued ticket has an **issue date 2 days or less from the first scheduled departure date**"

"An involuntary designation shall be considered invalid for any coupon on the reissued ticket with a scheduled departure **date 5 or more days from the issue date of the reissued ticket.**

When counting the number of days for this procedure, the calendar day following the date of the reissued ticket shall be day one."

These definitions are applied by the billing carrier when billing the reissued ticket.

# Actions for airlines

- Update your internal procedures and check with your system provider that your system configurations have been updated.
- Now is a good time to review processes across your revenue accounting teams and the teams responsible for re-accomodating passengers and reissuing tickets. Is everyone on the same page?

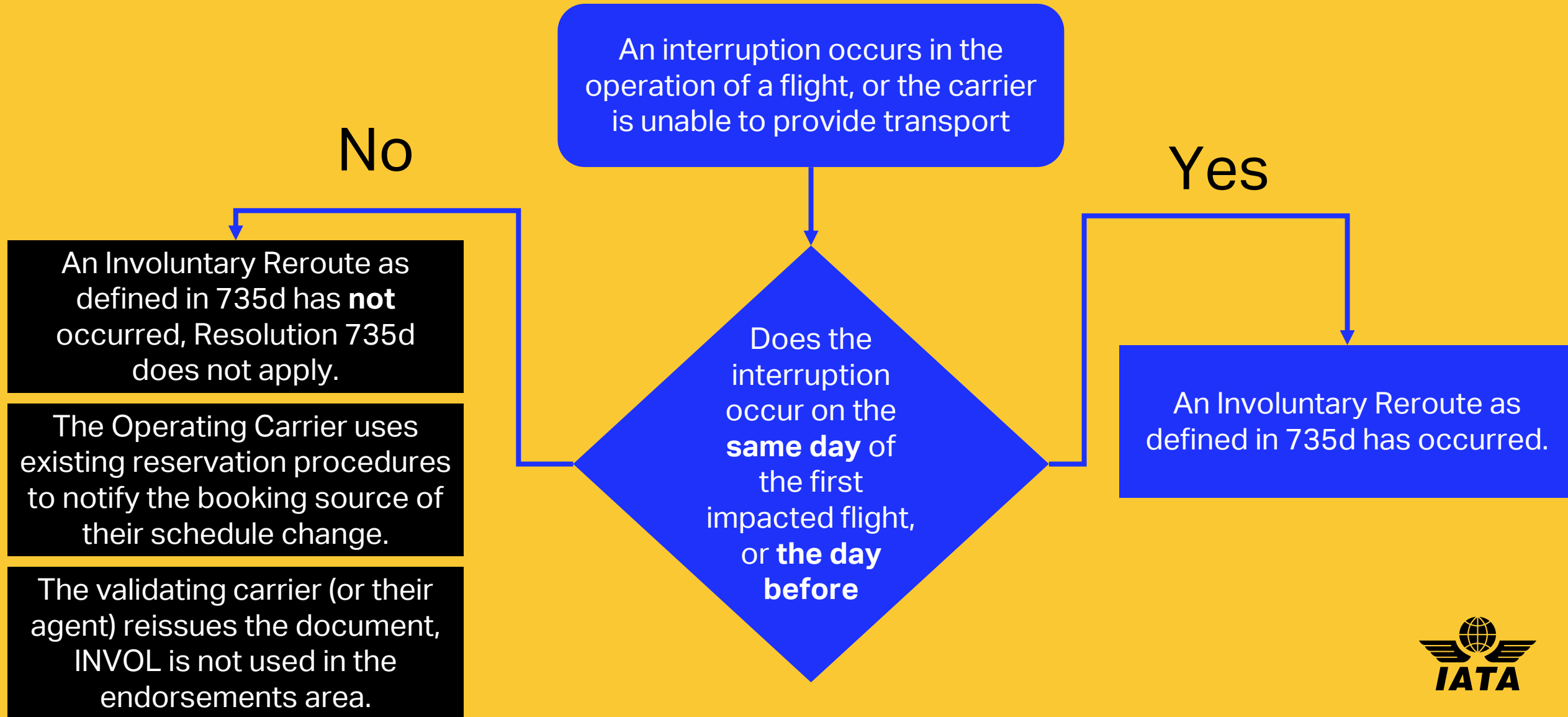




Bringing it all together:

A summary of the new process for Involuntary  
Flight Changes from 1 June 2019

# Step one: Has an irregular operation occurred?



# Example

## Original Ticket

JFK - LHR	departs Tuesday 23.00
LHR – CDG	departs Wednesday 10.00



LHR – CDG flight is cancelled on **Monday**, at local time of departure.

LHR – CDG is the first impacted flight.

The cancellation on **Monday** does not occur on the day of the impacted flight, or the day prior.

Resolution 735d **does not apply**. The re-issued ticket cannot contain the INVOL endorsement.



# Step two: Obtaining inventory from a New Operating Carrier

No

You must directly contact the airline to obtain inventory.

You may not use any other method, including system availability.

The disrupting carrier wishes to use a New Operating Carrier to reroute the passenger

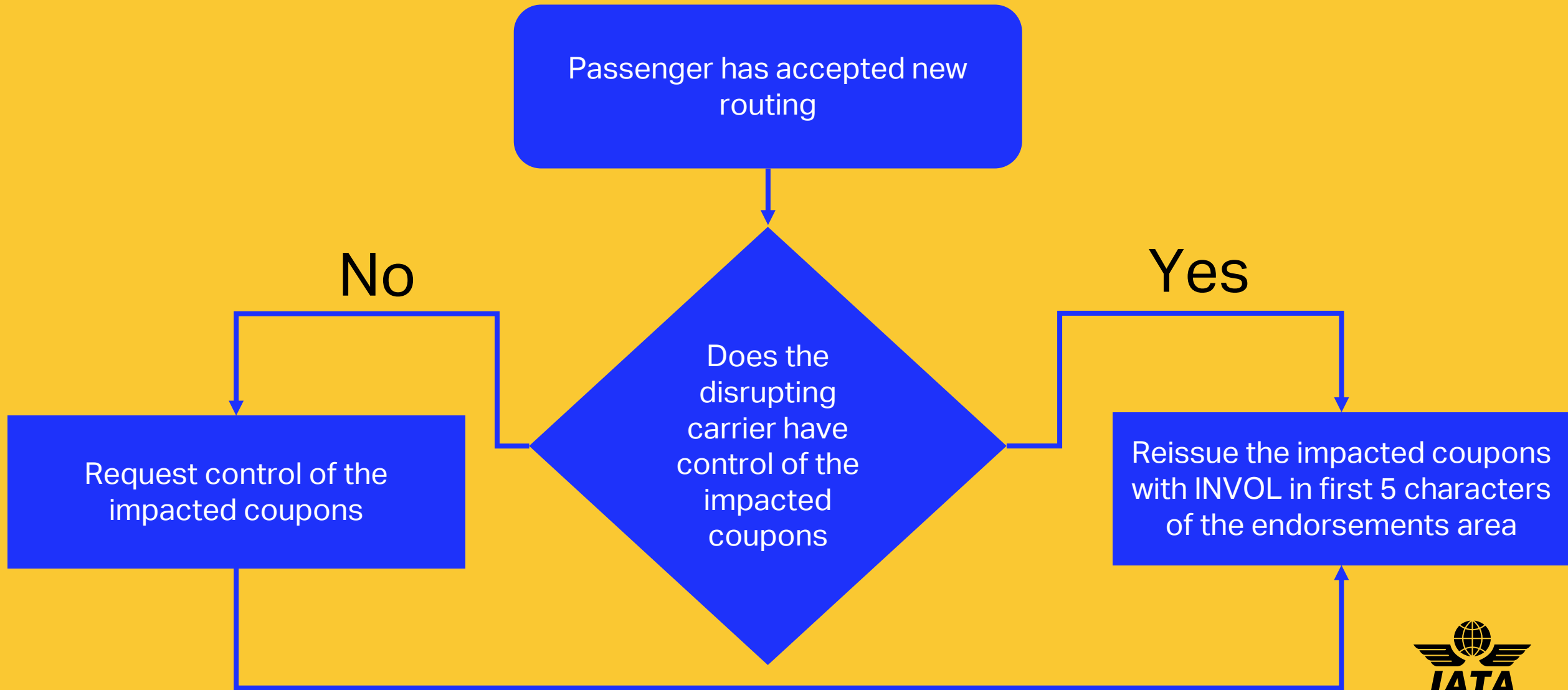
Is there a bilaterally agreed booking method for involuntary situations.  
(eg. AVS availability, Free Sale, or other Direct Access)

Yes

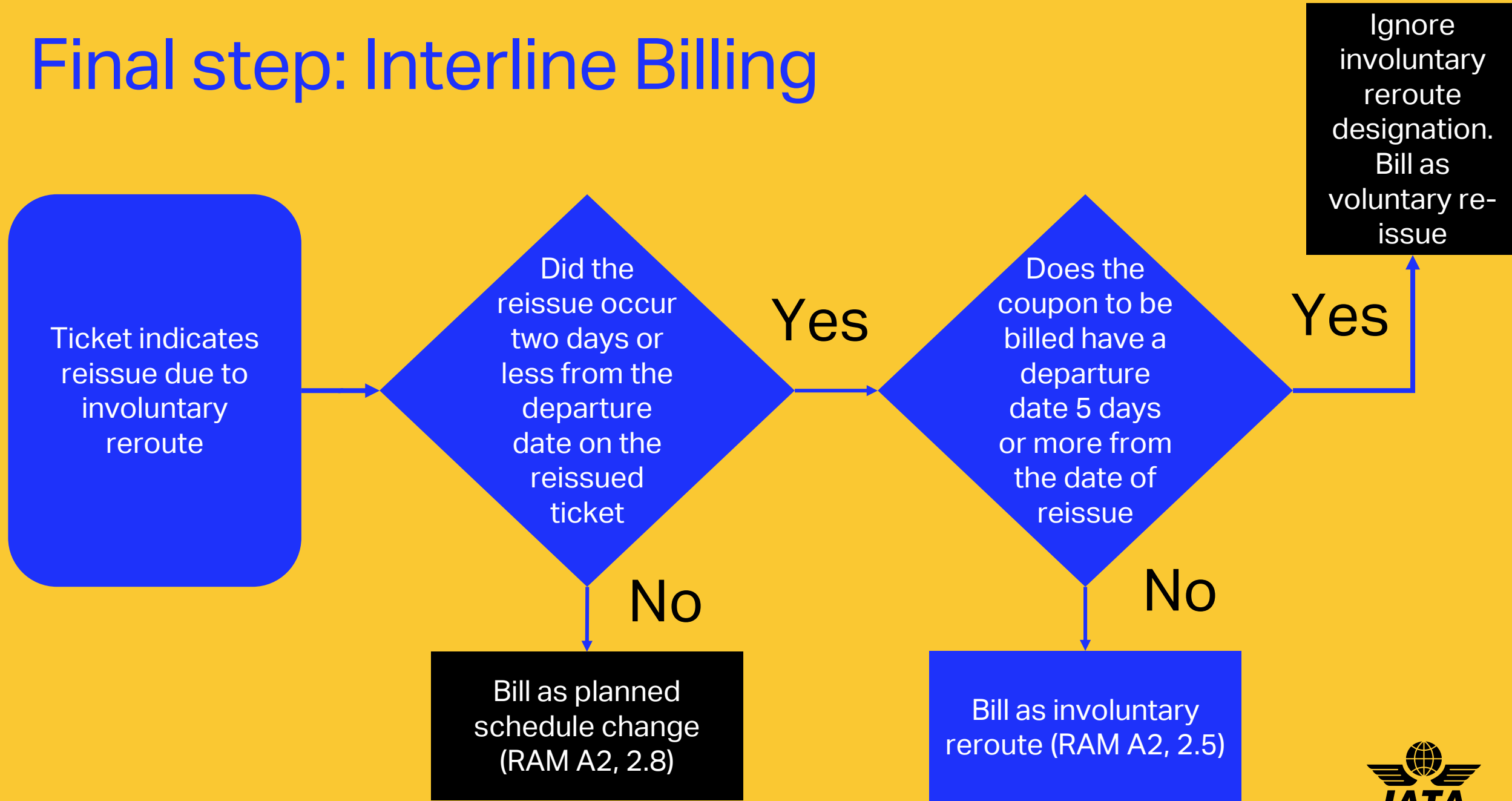
Use this method, following the bilateral agreement.



# Step three: Reissue documents



# Final step: Interline Billing





# Example

## Original Ticket

WAS - CDG	departs Tuesday 21.00
CDG – FRA	departs Wednesday 11.00
FRA – TXL	departs Wednesday 15.00



WAS – CDG flight arrived late on Wednesday, and the connection to CDG – FRA is missed.

CDG – FRA is the first impacted flight.

The misconnection on Wednesday occurs on the same day as the departure of the first impacted flight.

Resolution 735d **applies**. The re-issued ticket **must** contain the INVOL endorsement.



# Example

## Original Ticket

WAS - CDG	departs Tuesday 21.00
CDG - FRA	departs Wednesday 11.00
FRA - TXL	departs Wednesday 15.00

## Reissued ticket

INVOL

Reissued on Wednesday

CDG - MUC	departs Thursday 11.00
MUC - TXL	departs Thursday 16.00



The disrupting carrier obtains inventory on a new airline,  
and reissues the impacted coupons.



# Billing the MUC – TXL coupon: Check the two day rule on the ticket

## Original Ticket

WAS - CDG	departs Tuesday 21.00
CDG – FRA	departs Wednesday 11.00
FRA – TXL	departs Wednesday 15.00

## Reissued ticket

Reissued on Wednesday	
CDG – MUC	departs Thursday 11.00
<b>MUC – TXL</b>	<b>departs Thursday 16.00</b>

INVOL

The new operating carrier on **MUC – TXL** processes billing.

The reissue occurred two days or less from the first scheduled departure date on the reissued ticket.

The two day rule check passes.



# Billing the MUC – TXL coupon: Check the five day rule on the coupon

## Original Ticket

WAS - CDG	departs Tuesday 21.00
CDG – FRA	departs Wednesday 11.00
FRA – TXL	departs Wednesday 15.00

## Reissued ticket

	Reissued on Wednesday	INVOL
CDG – MUC	departs Thursday 11.00	
<b>MUC – TXL</b>	<b>departs Thursday 13.00</b>	

The new operating carrier on **MUC – TXL** processes billing.

The departure date of the coupon to be billed does not have a departure date more than five days from the date of reissue.

The five day rule check passes.



Questions?

