

# IATA

<https://www.iata.org/>

Let's explore the fascinating world of **travel and tourism**.

Whether you're an aspiring travel professional or aiming for senior management roles, **IATA** (International Air Transport Association) offers a range of courses to enhance your skills and knowledge in this dynamic industry. Here are some options:

What is a DMO in tourism?

A **Destination Management Organization (DMO)**, also known as a **destination marketing organization**, plays a crucial role in the world of travel and tourism. Let's delve into what DMOs are and why they matter:

## **Definition and Purpose:**

A DMO is an entity responsible for overseeing and coordinating tourism initiatives within a specific destination.

## **Functions of a DMO:**

**Representation:** A DMO represents the voice of its destination to potential visitors. It collaborates with travel trade partners to provide travelers with essential information about the destination before they decide where to go on vacation.

**Coordination:** DMOs bring together various organizations that contribute to the visitor experience, including lodging providers, attractions operators, restaurants, and retailers. By sharing insights, they highlight what makes their community stand out as a tourist destination.

**Strategic Planning:** Beyond marketing, DMOs engage in careful planning to ensure the long-term success of the destination. This involves logistics such as attracting visitors and providing amenities during their stay.

### **Responsibilities of a DMO:**

**Marketing:** DMOs market their community as an attractive travel destination, drawing new visitors, businesses, and customers.

**Product Development:** They focus on high-quality product development, ensuring that the destination offers appealing experiences.

**Stakeholder Communication:** Effective communication with stakeholders (including residents) is essential.

**Financial Management:** DMOs maximize financial resources from both public and private sources while ensuring value for money spent on projects that align with overall objectives.

In summary, DMOs are vital players in managing tourism at the local level, contributing to the prosperity of destinations and enhancing the travel experience for all.

## **Vision and Mission**

### **Our vision**

Working together to shape the future growth of a safe, secure and sustainable air transport industry that connects and enriches our world

### **Our mission**

IATA's mission is to represent, lead, and serve the airline industry.

### **Representing the airline industry**

We improve understanding of the air transport industry among decision makers and increase awareness of the benefits that aviation brings to national and global economies. Advocating for the interests of airlines across the globe, we challenge unreasonable rules and charges, hold regulators and governments to account, and strive for sensible regulation.

## **Leading the airline industry**

For over 70 years, we have developed global commercial standards upon which the air transport industry is built. Our aim is to assist airlines by simplifying processes and increasing passenger convenience while reducing costs and improving efficiency.

## **Serving the airline industry**

We help airlines to operate safely, securely, efficiently, and economically under clearly defined rules. Professional support is provided to all industry stakeholders with a wide range of products and expert services.

## **Our brand values**

Our Brand Values define what we value and how we behave to help us deliver the IATA mission and vision. We all have different personalities, styles and areas of expertise, are at different levels of the organization, and play different roles.

But you will recognize us by the consistent way in which we act and behave. We live our values and embody the supporting behaviors to make IATA a great place to work:

We build standards through expertise

We champion the global big picture

We partner for mutual benefit

We act with a simple human touch

## **IATA's Industry Priorities**

Each year, the Board of Governors defines priority objectives for IATA. These priorities are aligned with IATA's mission and

address current industry challenges to best support our members success. Below are the priorities set by the board for 2024.

### **Advocacy**

Intensify advocacy efforts, particularly in support of achieving net zero carbon emissions by 2050, ensuring that passenger rights regimes are aligned with global standards and are fit for purpose, and to avoid onerous, counterproductive and retrograde taxation.

### **Industry Digital Transformation, Retailing and Customer Centricity**

Enhance digital identifications standards in Modern Airline Retailing and anywhere else possible

Develop a roadmap for 100% Offers & Orders for the whole value chain

Identify and assess new standards to modernize airport processes

### **Safety, Security & Operations**

Continue implementation of the IATA Safety Leadership Charter and Risk-Based IOSA

Strengthen the industry's capacity to address cyber security

### **Sustainability**

Accelerate the transition to Sustainable Aviation Fuel (SAF)

Improve tracking of Net Zero Roadmaps

Ensure continuous availability of CORSIA Eligible Emissions Units

### **A Strong Association**

Become the most trusted source of aviation data for traffic, safety, operations, and environmental performance.

Improve gender diversity by meeting IATA's 25by2025 commitments

Ensure efficient settlement systems (BSP and CASS) while renewing the financial services portfolio to meet evolving industry needs

## **ABOUT US**

Vision & Mission

Priorities

## **Members**

Current Airline Members

Airline Membership Benefits

Membership Application Fees & Dues

IATA Management

Corporate Governance Structure

Strategic Partnerships Program

Our Commitment

IATA by Region

History

IATA Members



From 57 founding members in 1945, IATA now represents some 320 airlines in over 120 countries. Carrying 83% of the world's air traffic, IATA members include the world's leading passenger and cargo airlines.

IATA membership is open to **airlines** operating scheduled and non-scheduled air services that maintain an IATA Operational Safety Audit (IOSA) registration.

### **Current IATA members**

---

#### **IATA membership benefits for airlines**

Airlines benefit of IATA membership in several ways. Most importantly, IATA provides a powerful, unified and experienced voice that supports and promotes the interests of its members through:

International recognition and lobbying

Targeting key industry priorities

Driving industry change

Reducing costs

Communication campaigns

Training and other services

[IATA Membership benefits at a glance \(pdf\)](#) - [View the detailed benefits](#)

IATA's Corporate Governance Structure

IATA is governed by a General Meeting and an executive committee, known as the Board of Governors. The Board's work is supported by nine Advisory Councils. Traffic Conferences have also been established to develop and maintain standards and for matters relating to the relationship between airlines and IATA accredited agents and other intermediaries.

The [Act of Incorporation \(pdf\)](#) and the [Articles of Association \(pdf\)](#) define IATA's [mission](#) and regulate its activities and affairs.

## **GENERAL MEETING**

### **BOARD OF GOVERNORS**

### **ADVISORY COUNCILS**

### **TRAFFIC CONFERENCES**

## **General Meeting**

The General Meeting is vested with the ultimate authority to exercise all of the powers of IATA.

At its annual meeting (the "AGM"), it elects the Board on recommendations of the [Nominating Committee \(pdf\)](#), approves membership fees and dues and financial statements, considers reports of the Board, Traffic Conferences and Advisory Councils, formalizes industry

positions through resolutions, etc. Each member airline gets a vote at General Meetings, with decision usually being taken at a simple majority except for some matters where a greater majority is required.

The Rules of Procedure of General Meetings (pdf) set the composition, agenda, conduct of business, etc. for IATA's Annual General Meetings.

The AGM is held in conjunction with the World Air Transport Summit.

## **Board of Governors**

The IATA Board of Governors exercises an oversight and executive role, including the general management and control of the business, affairs, funds, and property of IATA, on behalf of the membership as a whole. Among others, the Board determines, reviews and approves IATA policy and takes action in response to specific requests from member airlines. The Board also appoints IATA's Director General, Corporate Secretary and Chief Financial Officer.

The Rules and Regulations of the Board of Governors (pdf) set the composition, responsibilities, conduct of business, etc. for the Board.

## **Audit Committee and Chair Committee**

The Board has established two committees to support its work:

the Audit Committee which consists of five Board members and is responsible for reviewing the financial reporting

process, the system of internal control and management of financial risks, the audit process and the process of monitoring compliance with laws and regulations; and the Chair Committee which consists of a maximum of 10 Board members and oversees IATA's financial performance and governance and has overall responsibility for industry policy.

### **Membership of the Board of Governors**

As of 1 April 2024, the Board is composed of [30 airline CEOs \(pdf\)](#) and IATA's Director General.

Yvonne Manzi Makolo, CEO of RwandAir, serves as Chair of the Board of Governors until the close of the 80th IATA AGM. The CEO of IndiGo Airlines, Pieter Elbers, will serve as Chair of the BoG from June 2024, following Makolo's term. See [press release](#).

### **Advisory Councils**

Nine Advisory Councils have been established to advise the Board and work with IATA management on issues referred to them by the Director General. Each advisory council is composed of up to 20 experts from member airlines who act as representatives of the membership. The Advisory Councils meet at least twice a year and may establish working groups to provide technical advice on an on-going basis and task forces to address specific time-limited projects. Their activities are governed by the [Rules and Regulations of the Advisory Councils \(pdf\)](#), which include their individual mandate in Annex.

IATA's nine Advisory Councils

[Cargo Advisory Council \(membership list, pdf\)](#)

[Digital Transformation Advisory Council \(membership list, pdf\)](#)

[Distribution Advisory Council \(membership list, pdf\)](#)

[Industry Affairs Advisory Council \(membership list, pdf\)](#)

[Industry Financial Advisory Council \(membership list, pdf\)](#)

---

## Traffic Conferences

IATA's Traffic Conferences develop and maintain standards for cargo industry procedures, cargo distribution services and passenger processes (such as distribution, airport and financial) together with more general standards such as coding and scheduling. The Traffic Conferences are also responsible for matters (excluding remuneration) relating to the relationship between airlines and IATA accredited passenger and cargo agents and other intermediaries. Resolutions adopted act as an agreement between all IATA member airlines and are binding on them.

The Traffic Conferences meet in general annually and are organized in committees or management groups. They may establish boards or panels to oversee provisions in specific domains. Each active IATA member airline with scheduled commercial international air services gets a vote. Their activities are governed by the Provisions for the Conduct of the IATA Traffic Conferences (pdf).

IATA's Traffic Conferences

---

[Cargo Agency Conference](#)

[Passenger Agency Conference](#)

---

Cargo Services Conference

Cargo Tariff Conference

Passenger Services Conference

Passenger Tariffs Conference

---

## **Passenger Standards Conference (PSC)**

For further information on **how to get involved** please contact [standards@iata.org](mailto:standards@iata.org).

### **How are Passenger Standards developed?**

Industry standards simplify common processes and reduce cost and complexity. They allow airlines to work seamlessly with each other and with other stakeholders such as travel agents, airports, and governments. Standards reduce cost, encourage innovation and provide a better experience for passengers.

Passenger standards are developed and adopted under the IATA Traffic Conferences, where all Members can participate and vote. Resolutions adopted by Conferences act as an agreement between all IATA member airlines and are binding on them. The Passenger Standards brochure (pdf) outlines the Conference structure as well as standards adoption and development procedures.

### **The Passenger Standards Conference**

From 1 November 2018, the activities of the Passenger Services Conference and the Passenger Tariff Conference were combined into a single structure, the Passenger Standards Conference, which fulfils the function of both. This Conference is responsible for a large body of today's

passenger services standards including passenger and baggage handling, documentation, procedures, rules and regulations, reservations, ticketing, schedules, distribution, payment and automation standards; as well as fare construction rules and pricing automation together with more general standards such as coding and scheduling. The Passenger Standards Conference is governed by Resolution 009.

**The Passenger Standards Conference consists of:**

The actual **Conference** where all members take action in the form of a vote to adopt standards. The Conference meets annually and votes to adopt standards on a quarterly basis. All IATA Members with scheduled passenger traffic can be members of the Conference and can accredit their voting representatives.

**Management Boards:** The Boards have oversight across the strategy and direction of standards within their domain. They ensure that standard setting activities are prioritized based on airline requirements, explore new areas where industry standards could add value and propose areas where industry standards should be discontinued. Each Management Board is made up of 18 airlines representing the Conference. All interested IATA Member can actively participate in Board activities.

**Working Groups** under each Board: The Boards may create working groups to develop standards in specific areas. All interested IATA Members can actively participate in all working groups. groups may also invite observers such as Strategic Partners to assist.

**PSC Steering Group:** Steering group manages the activities of the Conference in between Conference meetings. It consists

of elected Chair and Vice Chair of the Conference and elected Chairs and Vice Chairs of all Management Boards.

### **The Conference and Accredited Representatives**

Every airline participating in the Conference is represented by its Accredited Representative, who is authorized by the airline's CEO to vote on behalf of airline. Since Resolutions are binding on IATA member airlines; adopting, changing or rescinding a resolution requires unanimous support from all airlines participating in the Conference. The Accredited Representative should be a senior decision maker able to liaise internally on a wide range of issues.

Accredited representatives also act as a focal point for the airline's participation in all Conference activities including Management Boards and Working Groups. They ensure alignment across the airline on strategic issues touching passenger standards.

Airlines may accredit separate representatives for the Passenger Services Conference and Passenger Tariffs Conference. For voting items relating to Resolutions 011 – 312, only individuals accredited as their airline's PTC representative (or their alternate) may exercise their airline's vote at the Passenger Standards Conference. For all other voting items, only individuals accredited as their airline's PSC representative (or their alternate) may exercise their airline's vote at the Passenger Standards Conference.

The Conference has ultimate decision-making authority over all standard setting activity within its scope. Every member airline is able to attend and vote. The Conference adopts or changes Resolutions and Recommended Practises, and elects the Board Members to oversee the standards across each

business domain. The activity of the Conference is managed between meetings by a Steering Group which is made up of the Chair and Vice-Chair of the Conference together with the Chair and Vice-Chair of each Management Board.

Please see the list of [Airline representatives \(pdf\)](#). Changes and applications for Airline representatives may be made using the [Accredited Representative Application form](#), or contacting [standards@iata.org](mailto:standards@iata.org)

### **The Management Boards and Working Groups**

The Conference is organized in the following Management Boards:

Plan Standards Board

Shop-Order-Pay Standards Board

Travel Standards Board

Settlement and Accounting Standards Board

Architecture and Technology Strategy Board

Scope and membership of each Board and full details of working groups active under each Board as well as rules for participation are shown on individual Board's pages.

### **Where are Standards Published?**

All IATA standards are developed by airlines and industry stakeholders, and adopted through a transparent and established governance process, make sure that your airline always has access to the latest version of all standards.

Adopted standards are published in [Passenger Services Conference Manual](#) (Resolutions 200 - 798, Industry Standard 2725i, and Recommended Practices 1008 - 1800) and [Passenger Tariffs Conference Composite Manual](#) (Resolutions 011-312).

Please contact [standards@iata.org](mailto:standards@iata.org) if you need further information.

Travel Agents

Need Help?

[Contact us](#)

## **TRAVEL AGENTS & IATA**

### **SERVICES FOR TRAVEL AGENTS**

#### **Grow your travel business with IATA Travel Agency Program**

Our services enable simplified and improved relationships between travel agencies and airlines to better serve your customers. Whether through a simple code or one of our three accreditation programs, there is a solution for any business model or size.

- > Find out now how the **travel agency program** can benefit your business
- > Are you based in the USA? Please see the US-specific accreditation options on the [IATAN website](#)

Accreditation & BSP support

Do you need help from IATA on any question related to the agency program, accreditation, BSP? Please reach out to us through our **Customer Portal**

Beware of fraudulent requests

Travel agents are frequently targeted by fraudsters sending fake IATA e-mails and invoices. Please see how you can protect yourself: [e-mail and website fraud protection](#)

Get an IATA/IATAN ID Card

The IATA/IATAN ID Card is the ONLY globally recognized industry credential for travel professionals.

> **[Get an ID Card](#)** and benefit from all available offers for travel professionals available on [AgentExperience](#)

> [Join the ID Card community on Facebook](#)



**Questions about your ID Card?** If you already have an ID card and need support, please go to our [Customer Portal](#)

Travel Agency Program

Need Help?

[Contact us](#)



**Grow your travel business**

The future of travel is bright, and now is the time to take advantage of opportunities to grow. To do so, you need to

ensure you're able to stay on top of the evolving environment and manage complexity in the most cost-efficient way possible.

IATA has a complete range of services to enable travel agencies to thrive, whatever your size or business model:

Simplify and improve your relationships with airlines, to better serve travel customers

Increase efficiency through streamlined operations, to keep costs down

Improve your offering and enhance your quality of service, to build your brand

And IATA is the most trusted, most global partner for travel agent services

50

years of experience in managing payments between agents and airlines

70,000

travel agents worldwide connected to **400+** airlines worldwide

207

countries served with **\$200+** billion in global sales settled in 2021

Want to boost your credibility?

Become an IATA Accredited Travel Agent – Improve and simplify your business relationship with all participating airlines in your market, from sale to settlement. With three levels of accreditation, we have the perfect option for your agency, and it only takes 25 days to become accredited.

**If you're in the USA:** visit the IATAN website.

Just want to be digitally recognized by industry partners?

Get an IATA code (TIDS) – Facilitate supplier interactions with identification recognized industry-wide. Be part of the digital transformation of travel and tourism.

Looking to stand out through quality of service?

Upskill your staff with our Training program – Serve your customers better by ensuring newcomers master the basic skills fast, and more experienced staff are equipped to deal with more complex requests and develop new revenue streams.

Need to stay on top of evolving requirements?

Get Timatic for Booking – Ensure you provide the latest travel documentation and entry requirement information with access at your fingertips.

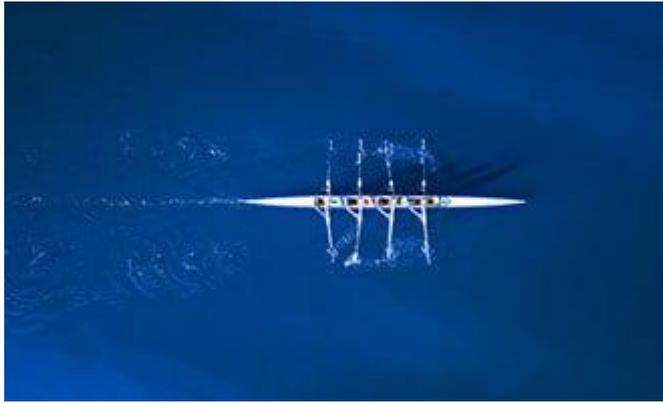
Want first-hand knowledge of services and attractions?

Get an IATA/IATAN ID Card – Access a network of partnerships and offers to better advise and serve your customers so they keep coming back for more. The IATA/IATAN ID Card is the ONLY globally recognized industry credential for travel professionals.

Looking for regulatory information?

Consult our Travel Agent Resources – Ensure you're fully aware of the framework and services enabling the air travel industry to run smoothly.

Travel Agent Accreditation



## **Boost your credibility**

To maintain and grow your business as a travel agent, you need to be able to offer customers what they want, in a relationship of trust. This depends on good relationships with all industry partners, in particular, airlines. Being recognized by airlines gives easier access to facilities, including ticketing authority, flexibility in payment, even exclusive offers.

**If your agency is located in the USA, please visit the [IATAN Accreditation Program](#).**

**Already accredited and need to manage your accreditation?** Please see down the page.

---

**Open up a world of business with our accreditation programs**

**Connect more easily with a wide range of travel industry partners** – A unique code identifies you as accredited and a member of the Billing and Settlement Plan (BSP), so partners know doing business with you is simple.

**Simplify your relationship with airlines** – A single access to ticketing and payment streamlines your interaction with carriers.

**Gain a voice** – Be represented at local or global conferences and industry forums.

**Boost credibility with airlines and customers** – Standardized procedures, PCI certification and public recognition of the IATA logo reassure both upstream and downstream business partners.

GoLite

**Gain worldwide recognition and trust** – For an easy way to join IATA and issue airline tickets:

Simplified accreditation process and requirements.

No minimum financial guarantee required to issue air tickets.

GoStandard

**Improve efficiency throughout your national network** – For agents wanting to access additional forms of payment for air tickets.

Access to all IATA standard payment solutions

GoGlobal

**Simplify the world** – For agents operating in multiple countries through multiple locations:

One set of financial criteria and annual review for all your locations.

A single financial guarantee.

Group-level control of Remittance Holding Capacity, based on aggregate usage.

**A complete package to help you grow**

**Unique identification for travel agents** by all IATA member airlines.

**Single Sales Agency**

**Agreement** authorizing you to sell international and/or domestic tickets for multiple airlines.

**Streamlined invoicing and payment** between the agent, airlines and transport providers through the BSP, with access to BSPLink services.

**Standardized procedures** to ensure fair dealings with airlines.

**Access to payment flexibility** including IATA Easy Pay, customer credit cards, your own credit card if agreed, and more.

**Use of the "IATA Accredited Agent" logo** to boost credibility with customers

**Access to concessionary offers** from travel suppliers through the IATA/IATAN ID Card and AgentExperience, to enhance the quality of your advice and build trust with customers.

**PCI certification**, to protect customer data and enhance trust

**A range of additional reports and services** to help you make the right decisions about the future of your business.

**Access to latest resolutions and manuals for Travel Agents**

---

## Next steps

Choose the best option for you, and subscribe with a single annual fee only. There are no additional transaction costs.

**Visit our Customer Portal to find out** what accreditation requirements are applicable in your region country/region such as the local financial criteria or login to **access our Wizard tool**, which will help you choose the most suitable type of accreditation.

**Are you ready to boost your credibility?** Download this [step by step application guide \(pdf\)](#) to find out how to proceed.

**Do you need help selecting the right accreditation level?**

Find out [more details on the different accreditation option \(pdf\)](#) and a comparison table.

**Already accredited? Manage your accreditation**

As an accredited IATA Agent, it is important you notify all changes that concern your company. Or you may require support for other questions.

**Notify IATA of any change:** Changes in ownership, legal status, name or location or contact details, new branches or specific sales activity codes must be notified through the [IATA Customer Portal](#). Select the Service 'Accreditation and Changes'.

**Obtain additional information:** Refer to our [FAQ page](#).

Related Links

Travel Industry Designator Service (TIDS)

Need Help?

[Contact us](#)

The agency identification program that allows the bookings of travel sales intermediaries to be recognized by industry suppliers from airlines, hotel & resort chains, cruise lines, car rental companies, theme parks, and rail companies. TIDS, the simplified way to book travel and receive commissions.

**Be part of the digital transformation of the travel industry!**

As the digital transformation of the industry ramps up,

industry-wide standard identification of sales intermediaries has become critical. To facilitate this, IATA TIDS is now FREE of charge. As part of this digital transformation, we have launched a new self-managed information platform to allow you to easily maintain your agency profile and details online.

---

### **Benefits of having a TIDS Code**

Industry-wide recognition

Accurate identification of all your bookings and sales activities

Simplification of your supplier interactions as your business grows

FREE program – IATA offers this travel seller identification program at no cost

### **Do business more simply**

Stop managing multiple industry IDs and rely on a single identifier recognized by an entire industry: The IATA TIDS Code

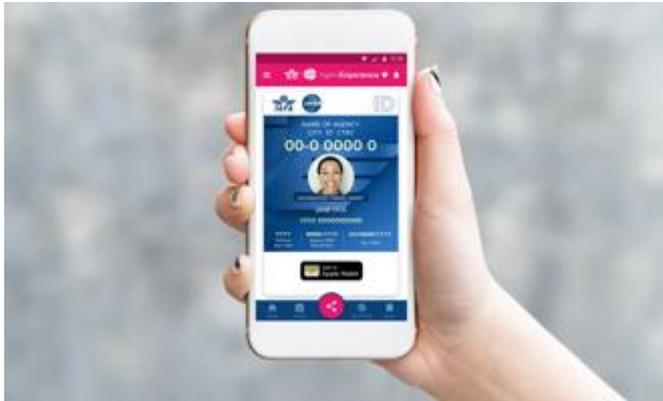
Enable your business to grow as thousands of industry suppliers worldwide rely on TIDS to identify and manage commercial partnerships, including granting commissions

Administer your business details in 1 place with the TIDS Online Platform, and have your business details relayed to all suppliers through the IATA agency list

IATA/IATAN ID Card

Need Help?

Contact us



**We make it easy to spot an expert.**

The IATAN/IATA ID card is an internationally **recognized identification** that gives travel professionals exclusive access to premium training opportunities and incredible travel, merchandise, gift card & retail deals!

**GET AN ID CARD**

Travel professionals offer clients a wealth of expertise that shouldn't be overlooked.

Your expertise should be recognized and rewarded. You deserve professional identification that gives you access to premium training and exclusive travel and non-travel deals so you can enjoy the same phenomenal experiences you offer clients.

The IATA/IATAN ID Card allows you to do all this and more:

Ensure that your professional status is recognized worldwide and throughout the travel industry.

Build your career and elevate your service with IATA's courses and training programs.

Travel the way you've always wanted with supplier concessionary rates on hotels, flights, car rentals, theme parks, family trips, and other travel benefits.

Shop and save on everyday purchases and even gift cards.

As the gold standard for industry recognition, the IATA/IATAN ID Card is a valuable credential for travel professionals who want to elevate their professional status, improve client service, and increase sales.

Travel Agent Resources (Agenthome)

Need Help?

[Contact us](#)

To keep the travel industry running smoothly, IATA coordinates and communicates the resolutions, regulations and mechanisms that accredited travel agents have a duty to comply with.

---

### **Passenger Agency Conference Resolutions**

The Passenger Agency Conference (also known as 'PAConf' or 'the Conference') takes action on matters (excluding remuneration levels) relating to the relationships between airlines and recognized passenger sales agents and other intermediaries. It is the body that supervises all policy development and decides the rules governing the reporting and settlement of air ticket sales. Each resolution provides

the terms and conditions that IATA-accredited travel agents and intermediaries must comply with to undertake sales on behalf of IATA member airlines.