



**TO:** TRAVEL AGENTS  
**DATE:** MARCH 31, 2017  
**SUBJECT:** PCI DSS SECOND COMMUNICATION

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Dear Travel Agents:

Further to the communication that you may have received recently about the new upcoming PCI DSS compliance requirements, we have received a number of questions and clarifications we would like to address. We would also like to thank you for taking the time to provide this invaluable feedback.

Understanding that compliance with the PCI DSS framework may be a complicated task for your agency, the Passenger Agency Conference Steering Group (PSG) on behalf of the Conference, has endorsed the following changes to the effectiveness of the PCI DSS requirements under Resolution:

- The Resolution will still be effective from 1 June 2017 as PCI DSS compliance remains a critical requirement for the Passenger Agency Program. However, it is recognized that the process of becoming compliant with the PCI DSS framework can be complex and lengthy, and therefore compliance with those requirements **will not** be proactively enforced by IATA at this stage.
- All PCI DSS provisions will become effective and proactively enforced from **1 March of 2018**. This effective date aligns with the planned implementation date for [NewGen ISS](#) here PCI DSS compliance is an integral part of the resolution rules.

Please note that under the [NewGen ISS](#) program, you will need to be PCI DSS compliant to have access to credit card as a form of payment.

As communicated previously, you will find information and links that provide more information to help you understand the importance of PCI DSS compliance for your business and guide you through the first steps that you will need to take on this dedicated webpage <http://www.iata.org/services/finance/Pages/pci-dss.aspx>.

Be assured that we will support your agency and will update this webpage regularly. We hope you will take advantage of this resource and check the page regularly. Nevertheless, please note that it is the responsibility of each IATA Accredited travel agent as part of the credit card transaction chain to determine the exact applicable process that must be followed in order to obtain and maintain compliance with PCI DSS.

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