DISH23 Stakeholders FAQ

General Questions

1.   What is DISH?

Data Interchange Specifications Handbook (DISH) is the global data interchange standard implemented by all BSPs, to ensure consistency and the exchange of the highest possible quality data between BSPs, GDSs, airlines and other business partners.

To support the reporting of Passenger sales and ticketing data for settlement purposes, the DISH provides the passenger travel industry with a set of standard formats for the following reporting files:

- Agent Reporting (RET); agents reporting via the Global Distribution Systems (GDSs) to the BSP
- Airline Accounting/Sales (HOT); hand off transmission and accounting data file from the BSP
- Credit Sales Invoicing (CSI); transactions produced by the BSP for the credit card company or airline
- Ticket Inventory Data (TI); allocation of STD numbers to BSPs, ticketing systems and airlines
- IATA Credit Card Settlement Plan (CSP) – invoicing file with card transactions, consolidated daily, to whichever acquirers are nominated by the individual Airline members of CCSP

The DISH handbook can be downloaded from the following link: http://www.iata.org/dish

2.   What is DISH23?

DISH23 is that the latest Handbook revision that was declared effective as of 01 April 2018. This revision represents important upgrades and enhancements as well as new reporting functions which will benefit the Business partners as outlined below:

- Addition of 3DS and EMV data elements and records for card transactions
- Transparency in Payments (TIP) requirements for FPAC and FPTP data elements; Reporting of alternative payment methods aligned with PSC Resolution 728 on form of payment codes. Changes include the IATA Easypay alternatives (changes have been reflected within DISH Revision 22 Update Bulletin 2018/1);
- New data elements and RET/HOT records to support Complex Taxes Fees and Charges–Additional Coupon Tax Data;
- New data elements and RET/HOT records to support GST related information;
- CSI file format defined as a Mandatory layout for card transactions;
- Complete revision of Testing/Certification Procedures and RET/HOT Data Quality Assurance in DISH Chapter 4;
- Exempted taxes reflected within the TMFA & TMFT data elements;
- New Diners/Discover and JCB specifications to the FPTI data element;

- Addition of other new data element indicators related to Change of Gauge, Commission Control Adjustment, Arrival Date, Arrival Time, Departure Terminal and Arrival Terminal;
- Mandatory/Conditional Status modifications to records and fields in alignment to PSC & Ticketing Resolutions;
- Correction of CSI and CSP data elements status anomalies

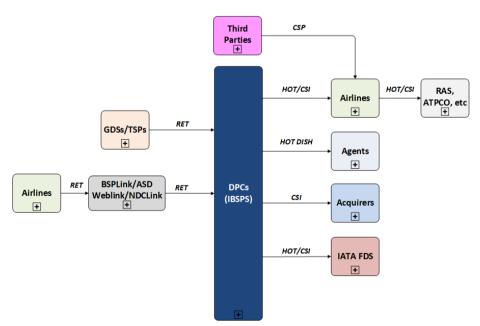DISH23 standard will be implemented throughout all BSPs in a course of 2019.

Any questions related to the DISH23 Implementation Project should be directed to the e-mail address dish23@iata.org

3. Who are the stakeholders involved with DISH23?

The following parties are considered stakeholders for the purposes of DISH23:

- Agents (currently receiving DISH-based Agent HOTs)
- Airlines (Receiving DISH HOT, DISH CSI files and submitting Refund Notice RETs to the BSPlink and optionally Direct Sales RETs to Weblink and NDCLink)
- Credit Card Acquirers (currently receiving DISH CSI files) known as DISH acquirers
- Credit Card Acquirers (currently receiving local/proprietary files) known as non-DISH acquirers
- GDSs and Local TSPs (sending DISH- RET/TI files to the IATA DPCs)
- IATA Data Processing Centers (DPCs) (receiving RET/TI files and sending HOT/CSI files)

Below there is a flow summary of files and stakeholders in-scope.

Note: CSP files described in the DISH are not actually produced by IATA BSPs. However, some parties (like UATP/ATCAN) create output CSP files. If your company is currently receiving DISH22 CSP file, kindly check with the provider if it will be updated to DISH23 format
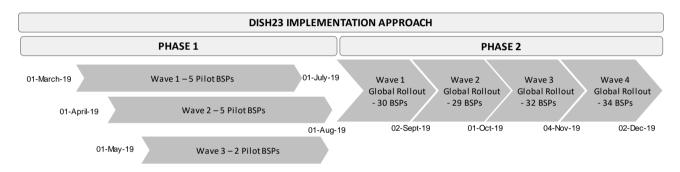
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Note 1: It is a responsibility of every party receiving HOT or CSI file to ensure that that their downstream systems are capable of processing DISH23 format

Note 2: CSP files described in the DISH are not actually produced by IATA BSPs. However, some parties (like UATP/ATCAN) create output CSP files. If your company is currently receiving DISH22 CSP file, kindly check with the provider if it will be updated to DISH23 format.

4. What is IATA's approach to DISH23 Implementation?

The DISH23 implementation strategy and timelines are all highlighted in the DISH23 Implementation Plan available on the IATA DISH website www.iata.org/dish. The general approach is to involve 12 Pilot BSPs in the testing and sign-off of the DISH23 format. Once the sign-offs and successful migration of the Pilot BSPs has been achieved, IATA will coordinate the implementation of DISH23 in all other BSP countries. The picture below shows a description of the implementation approach:

DISH23 IMPLEMENTATION APPROACH

PHASE 1	PHASE 2

- 01-March-19 → Wave 1 – 5 Pilot BSPs → 01-July-19
- 01-April-19 → Wave 2 – 5 Pilot BSPs
- 01-Aug-19
- 01-May-19 → Wave 3 – 2 Pilot BSPs

Phase 2:
- Wave 1 Global Rollout - 30 BSPs — 02-Sept-19
- Wave 2 Global Rollout - 29 BSPs — 01-Oct-19
- Wave 3 Global Rollout - 32 BSPs — 04-Nov-19
- Wave 4 Global Rollout - 34 BSPs — 02-Dec-19

High level implementation timelines are as follows:

- March through August 2019 – Testing, certification and sign-offs for Pilot BSP Countries
- August through November 2019 – Rollout for non-Pilot BSP Countries

Detailed information on the timelines for a given BSP can be found in the Implementation Plan section 13.1.4 (Pilot BSPs) and 13.1.5 (non-Pilot BSPs)

DISH23 Scope Questions

5. Is the final DISH23 scope defined?

The current DISH23 scope is defined in the below attached file: "Additions-Amendments_DISH23 files_v0.7.xlsx". A summary of the DISH23 changes compared to previous version can be found:

Additions-Amendments_DISH23 files_v0

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6.   Are 3DS Secure Card Authentication elements within DISH23 scope?

3DS i.e. 3 Domain Secure (Merchant-Airline, Acquiring Bank and Card Issuer) is a protocol designed to be an additional security layer for card non-present transactions. 3DS allows the cardholder to authenticate himself/herself with his/her card issuer prior to the purchase transaction. The major benefits of using 3DS technology are fraud deterrence and a fraud liability shift from the Airline merchant back to the card issuer, which in turn means no card fraud ADM related risk for the Agent.

In order to benefit from the fraud liability shift that can be achieved by using the 3DS features of the IATA DISH 23.0 (data interchange standard), the following 2 NEW steps are required:

- The travel agent alone, manages the "authentication" of their customer. This is done in concert with a 3rd party supplier who provides the travel agent with a Merchant Plug In (MPI) which can handle the actual authentication step; this greatly reduces internal development time for the travel agent.
- Once the travel agent has completed the Authentication step, they then write the Authentication data into the PNR so that the GDS can pass the info along to the BSP which then hands off the data to the airline.
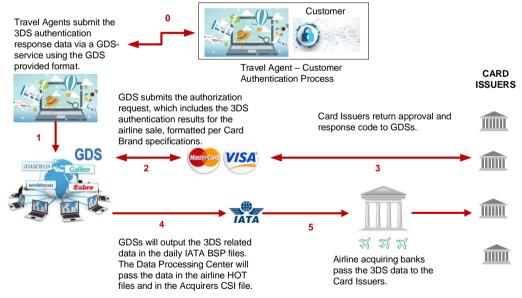
The schematic flow diagram below details the interaction of all participants in the 3DS data flow:

Note 1: Upstream GDSs and downstream participants (Airlines and BSP connected Acquirers) must roll out DISH 23.0 format capabilities.
Note 2: Airlines who process card transactions from the HOT file need to roll out DISH 23.0, or they won´t be able to provide the necessary data to their Acquirers
Note 3: BSP connected Acquirers who are receiving DISH file format need to roll out DISH 23.0, or they won´t be able to provide the necessary data to the card schemes
Note 4: Airlines whose BSP connected Acquirers are NOT using a DISH file format need to ensure that these Acquirers migrate to DISH 23.0 and implement 3DS records processing

Some GDS/TSP already confirmed that they create the functionality to authenticate 3DS transactions and report them using a fixed length element approach (IT0X record). Credit Card Acquirers may expect CAX/BCX83 records on their files.

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7. 3DS new protocol can be introduced in two versions; 3DS 1.0 and latest 2.0. What is the difference between these two versions ?

I. 3DS 1.0
- What is in the market today
- For transactions on PC or smart-phone browser
- DISH23 standard meets card scheme requirements

3DS 1.0 authentication information is to be reported by the GDS as a fixed positions ASCII string in TDSD (3D Secure Card Authentication Information) element in IT0X record. See Appendix G for more detail.

When reported by the GDS in the IT0X record, the Data Processing Center (DPC) copies that information to the HOT file (BCX83 record) and the CSI file (CAX record).

All reporting aspects related to TDSD element (data type, length, etc) are defined in the DISH23 Handbook. On the other hand, functional criteria, like for example ASCII string validation, is managed by the Airline/Acquirer (DPC just copies the value reported by the GDS from the RET file to the HOT/CSI output files).

The Airline should check with the GDS whether they are able to report 3DS authentication information

II. 3DS 2.0
- Not available in the market until April 2019
- Transactions on any other device such as smart-phones (both, browser and app)
- Much more transaction data sent to issuer authentication server
- DISH Reporting capability requirements still not defined (current DISH 23 3DS reporting capability could eventually require upgrade).

8. Are EMV data elements to be implemented by the GDSs?

EMV is a payment method for Card present sales. The major advantage of EMV payment methods is improved security with the associated fraud reduction.

At this stage, no GDS/TSP confirmed that they would be reporting IT0D records, so IT0D/BCC83/CAD/IAD records reporting will be out of DISH23 Implementation Project scope.

9. Are new data elements and RET/HOT records to support GST related information within DISH23 scope?

Implementation within DISH23 Project scope/timelines is subject to further confirmation

10. Will DISH23 facilitate the accounting of complex taxes?

Various elements were introduced to facilitate the tax accounting, as requested by the IATA 75 Complex Tax initiative.

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- Additional itinerary/segment information have been included (FTAD, FTAT, FDTE, FATE elements)
- Unticketed point data included
- EQCD
- TACC
- CTTP

Kindly note that EQCD, TACC, CTTP, UPDA, UPDD, UPEQ, UPTA, UPTD, UTPC elements form part of Coupon Tax set of data, which so far has not been implemented by airline/GDS in any BSP. Coupon Tax data is available at time of pricing, as pricing systems must establish the total tax amounts by assessing the entire itinerary. Airlines are encouraged to discuss with their GDS partners the way to ensure the coupon tax data are included in the RET file

11. Will DISH22 files still be accepted once DISH23 goes live?

Once DISH23 goes live, DISH22.0 will no longer be supported. If you have any concerns regarding migration to DISH23, please contact the DISH23 Implementation Team (DISH23@iata.org).

Airline Questions

12. What do I need to do as an airline for DISH23 Implementation?

As part of DISH23 implementation, test for selected pilot BSPs will be carried out. Airlines interested in volunteering to participate in the test Pilot BSPs to assist with the DISH23 Implementation, please inform in written to the dedicated mailbox DISH23@iata.org. Detailed test plans will be provided to guide the Pilot participants through the testing process and test scenarios.

The non-Pilot airlines will be responsible for their own testing and readiness. Please refer below for additional information regarding the DISH outputs.

Hot file recipients

Pilot test partners will receive test HOT files in parallel to their current production files for testing/reconciliation purposes. All other (non-Pilot) airlines should request test HOT files for their internal testing. It should be noted that test files for non-Pilot members may not contain the data in parallel with the production files. Sign-Off will be carried out only with Pilot test partners.

Airlines should ensure they are able to process the updated DISH23 files in their internal accounting systems in accordance with the Go-Live dates for each BSP they are involved with. These dates can be found in section 13 of the Implementation Plan. You can also refer to section 6 of the Implementation Plan for the testing criteria used by Pilot participants for your own internal testing.

CSI file recipients

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All airlines currently receiving CSI files will also be provided with a DISH23 CSI file for testing purposes. Airlines should ensure they are able to process the updated DISH23 files in their internal accounting systems in accordance with the Go-Live dates for each BSP they are involved with (section 13.1.4 and 13.1.5 of the Implementation Plan). You can refer to section 8.2 of the Implementation Plan for the testing criteria used by Pilot participants for your own internal testing. Sign-Off will be carried out only with Pilot test partners.

RET file submissions via BSPlink:

- For the direct refund loading process, RET DISH23 new format does not affect Refunds reporting, so airlines can use the RET ("ed" files) in current format. BSPLink shall be upgrade to DISH23 format.
- The formats of the ACDM ("ec" files) and refund application ("e9") files are outside of DISH specifications and therefore not change is expected on the airline side.

13. I am an Airline, where and when can I find a sample HOT/CSI file to test my system?

Test HOT and CSI files for Pilot BSPs will be made available to all Airlines (those Signing Off in the tests and those not participating in the test) as per the DISH23 Implementation Plan section 13.1.1 and 13.1.2.

All possible effort will be made to provide generic mock-up test files prior to March 2018 to facilitate internal system testing by Airlines once the corresponding RET files are made available by the GDS/TSPs.

Test HOT CSI files in non-pilot BSPs might be provided upon specific airline request.

14. To what extent will NGISS & TIP waves be affected by eventual changes in DISH23?

There is no interference with DISH23 project implementation because NGISS/TIP business needs are covered in DISH22 and relevant functionality can be implemented before DISH23 goes live.

15. Are direct airline sales (outside BSP) within DISH23 scope?

Direct airlines sales reported by PSS providers directly to the Airlines are outside of DISH23 Project scope and timelines. The upgrade of these sales to DISH23 format is subject to the bilateral agreement between the Airline and the vendor

RET file submissions via Weblink

Weblink customers are requested to contact Weblink Care directly (weblinkcs@iata.org) for any queries regarding the DISH23 migration and implementation. For Weblink input files DISH23 upgrade is not mandatory and early data formats supported now will be further supported. Although we recommend customer the upgrade to DISH23.

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RET file submissions via NDClink

NDClink customers are requested to contact NDCLink Care directly (ndclinkcs@iata.org) for any queries regarding the DISH23 migration and implementation. For NDCLink input files DISH23 upgrade is mandatory for Customers. DISH22 and DISH23 will be accepted during the transition phase, and for exact schedule of disabling DISH22 Customers should contact ndclinkcs@iata.org

16.   If I am airline providing direct sales, do I need to migrate to DISH23 ?

Any reporting of airline-related ticket services (ticket, Refund, Void and EMD transaction types) by GDS to IATA BSP are within DISH23 scope while direct sales is not. Having said that, it is up to the business partners to upgrade direct sales to DISH23 format or not.

Agents Questions

17.   What do I need to do as an agent for DISH23 Implementation?

All agents **currently receiving** standard DISH-based HOT files will be provided with the DISH23 test HOT file. Each agent is responsible for ensuring their accounting systems can load the updated format in accordance with their BSP's Go-Live dates found in section 13 of the Implementation Plan. You can refer to section 10 of the Implementation Plan for the testing criteria for your own internal testing.

To be considered within the scope of the DISH23 project, an Agent HOT file must meet the following conditions:

- The file format follows the structure of the standard airline HOT described in DISH22.0 release.
- The file contains the data for an agent or group of agents. The TACN element in the BFH/01 record is therefore defaulted to blank.

Test files will be produced for such agents and distributed via BSPLink.

18.   I am an Agent who is currently receiving the non-DISH (non-HOT) per transaction file. Should I migrate to DISH23 Agent HOT?

Agents receiving a non-DISH based HOT are not mandated to migrate to DISH23. However, IATA strongly recommends that agents consider the possibility of updating their systems to accept standard agent HOTs to benefit from the standard and adhere to the latest industry format.

19.   Will existing Billing Report in PDF format be affected by DISH23 Project?

These files will remain unchanged under DISH23 project implementation. This also applies to Airlines receiving Billing Reports in pdf format

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GDSs/TSPs Questions

20. What do I need to do as a GDS/TSP for DISH23 Implementation?

GDS/TSPs will need to update their systems to the DISH23 standard. Please refer to section 6 of the Implementation Plan for additional information regarding testing and implementation for GDS/TSPs.

GDS/TSPs which are not test partners for the DISH23 Pilot BSPs will need to pass through a separate End to End DISH23 certification process in non-Pilot BSP where they are active (scope to be defined at a later stage).

Acquirers Questions

21. What do I need to do as an acquirer for DISH23 Implementation?

All acquirers, either currently receiving DISH format CSI files (v22 or lower) or currently working with non-DISH local/proprietary files, will be provided with an updated DISH23 CSI file. Each acquirer is responsible for ensuring their systems can load the updated format in accordance with their BSP's Go-Live dates found in section 13 of the Implementation Plan. You can refer to section 9 of the Implementation Plan for testing criteria for your own internal testing.

Sample files will be distributed through normal production distribution channels unless a different channel is explicitly requested by the Acquirer.

22. I am a Card Acquirer who is currently receiving the non-DISH (non-CSI file) for the CC billing. Should I migrate to DISH23 CSI file?

Card acquirers who are currently receiving non-CSI Credit Card file formats *must* migrate to the DISH23 CSI within the scope of this project.

Acquirers will have the following options for the processing of new DISH23 CSI files:

- Upgrade your systems to process DISH23 file format;
- Outsource a third party or processor for the processing of DISH23 file format;
- If you are an acquirer that requires a grace period, please inform us in written to the dedicated mailbox: DISH23@iata.org by 30th September 2018. For this case, IATA shall provide a temporary and chargeable option for a maximum period of one-year, ending December 2020, and with the following terms and conditions:
  - Acquirer must enter contractual relationship with IATA by 31st December 2018 the latest. Without a contractual relationship IATA shall not provide the current service of sending local/proprietary files or CSI lower file versions to DISH23, effective 1st January 2020. The contract will be effective as of 1st January 2020 until 30th June 2020

o After the interim period of six-months (from 1st January 2020 until 30th June 2020) the services shall be discontinue by IATA and only DISH23 CSI files shall be delivered

o During the interim period of six-months (from 1st January 2020 until 30th June 2020) IATA shall not take any development on the file format in use by the card acquirer, i.e. acquirer shall receive the same file with the same format as of today

23.   What is the background behind the addition of CAX and CAD Records?

For CAD record, there is no confirmation from GDSs/TSPs that they would be reporting IT0D records, so IT0D/BCC83/CAD/IAD records will be out of DISH23 implementation Project Scope.

For CAX record, most of GDSs/TSPs have confirmed that they will create the functionality to authenticate 3DS transactions and that they will report them using a fixed length element approach (IT0X Record). The actual reporting of this data is subject to Agents ability to issue such transactions and the bilateral agreement between Agents and GDSs.

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