Passenger Name Record

Cambodia PNR Operation Manual

Version: 1.0.1

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DISCLAIMER: Information and requirements may be changed as global standards, specifications and/or technology evolving.

Introduction

The purpose of this operation manual is to provide guidelines to Air Carriers for the preparation and transfer reservation system data to the Global Travel Assessment System (GTAS) using the PNRGOV format. The operation manual identifies the technical requirements of Cambodia for collecting passenger data from Air Carriers.

The government of Cambodia is working together with the World Customs Organization (WCO) to further the fight against terrorism and other national security risks at our airports. The receipt of Passenger Name Record or 'PNR', will allow us to work together to become compliant with the WCO Punta Cana Resolution of December 2015, and the United Nations Security Resolution 2396 (UNSCR 2396). As the world becomes smaller, our information is our best tool to address risk well in advance of arrival at our air borders. Information on Advance Passenger Information, or API, is covered under a separate API Operation manual.

OBJECTIVES

The main objective of this document is to inform Air Carriers operating international flights via airports in Cambodia about the Passenger Name Record (PNR) requirements for compliance, implementation, and technical execution.

CONTACT DETAILS FOR IMPLEMENTATION TEAM

Queries (technical or non-technical) about Cambodia's Advance Passenger Information Program can be addressed to the email address: *camdx@mef.gov.kh, gtas@customs.gov.kh and manifest@ssca.gov.kh.*

TERMINOLOGY

To better understand the document, the terminology used herein is presented in the table below.

Table 1   Terminology

Item	Terms / Acronyms	Definitions and Interpretations
1.	PNR	Passenger Name Record. "PNR data" and "PNRGOV" data will be used interchangeably in this document
2.	GTAS	Global Travel Assessment System: This is a system for airline operators to transmit data to GTAS system.
3.	ARINC	Aeronautical Radio Incorporated
4.	CamDX	Cambodia Data Exchange Platform
5.	EDI	Electronic Data Interchange
6.	GDCE	The General Department of Customs and Excise of Cambodia
7.	MEF	The Ministry of Economy and Finance
8.	SSCA	The State Secretariat of Civil Aviation
9.	IATA	International Air Transport Association
10.	ICAO	International Civil Aviation Organization
11.	UN/EDIFACT	United Nations/Electronic Data Interchange for Administration, Commerce, and Transport
12.	PADIS	Passenger and Airport Data Interchange Systems
13.	PAXLST	Passenger List: This is a UN/EDIFACT standard message for relaying data of passengers and crew members
14.	STA	Scheduled Time of Arrival
15.	STD	Scheduled Time of Departure
16.	UN/ECE	The United Nations Economic Commission for Europe
17.	WCO	World Customs Organization

LEGAL COMPLIANCE

LEGISLATIVE AUTHORITY FOR TO COLLECT AND STORE PNR DATA

According to article 6 of inter-ministerial Prakas N° 554 MEF.BK, all commercial air carriers are obligated to collect and provide PNR data to Cambodia's GTAS through CamDX platform.

SINGLE WINDOW AUTHORITY

In an effort to reduce the overall reporting burden on the airline industry, this PNR implementation follows the Single Window principles as described in the ICAO International Standards and Recommended Practices, Chapter 9 and Passenger Data Exchange Systems. The Single Window practice is supported by the ICAO, WCO and IATA to streamline data reporting and collection.

OBLIGATION TO COMMERCIAL AIRLINES

In Scope Flights

- Passenger Scheduled Flights
- Passenger Charter Flights
- Private/ Medical Flights
- Cargo Scheduled and/or Charter Flights

Out of Scope Flights

- Rescue Flights
- Military Flights

OBLIGATION TO NOTIFY PASSENGERS AND CREW REGARDING DATA COLLECTION

When air passengers are booking a flight and purchasing a ticket, the air operator or a person authorized thereby shall inform them in a clear and understandable manner of the requirement to communicate to the Government the booking information, the time limit for preserving details, the purposes of processing the data, and the rights related to the protection of personal data.

Carrier crew must also be notified that their data is being collected and processed for the same purposes while their travel is part of their work responsibility to their employer.

CARRIER TRANSMISSION RESPONSIBILITY

The airline operating the flight is responsible for collecting and sending the data and the flight number must be that of the operating airline.

The typical main responsibilities are:

- Update/ configuration of the internal IT system in order to generate the PNR data in adequate standard format (as the required formats are standard, usually the data is already available in the Internal IT system),
- Procure and install the connection equipment (VPN, Firewall), on their internal IT side (as the required protocols are standard, usually the data connection equipment is already available in the Internal IT system),
- Procure and subscribe to the data network access, according the selected transmission solution (IP link to PNR System Host or internet access or internet mail address),
- Parameter and initialize connection equipment and configure software,
- Procure and Load authentication key/certificate in VPN equipment and provide reference IP address of sender.

FAILURE TO COMPLY AND COMPLIANCE ENFORCEMENT

Civil & Monetary Penalties

The Failure to comply the Cambodia PNR Operation Manual is fined according to Praka IV of The Guidelines on the Obligation and Procedures of Transmitting Air Passenger Data.

Passenger Processing Delays

Aircraft operators that fail to transmit PNR data in accordance with this ruling may be subject to processing delays or civil and monetary penalties under the previously referenced legislation.

Data Transmission Requirements

DATA SPECIFICATION: UN/EDIFACT MESSAGE FORMAT

In 2002, a standard Electronic Data Interchange (EDI) message set was approved by the United Nations/Electronic Data Interchange for Administration, Commerce, and Trade (UN/EDIFACT) under the auspices of the United Nations Economic Commission for Europe (UN/ECE). The International Air Transport Association (IATA) and the World Customs Organization (WCO) adopted the Passenger Name Record (PNRGOV) message set for use by all scheduled air carriers for the transmission of passenger and crew data to border control authorities. This UN/EDIFACT PNRGOV Message Set documentation identifies the format and syntax rules that scheduled air carriers must follow in transmitting data to the designated authority, GDCE, through CamDX. Every effort was made to conform to the overall UN/EDIFACT PNRGOV standard. The extensions use standard UN/EDIFACT segments and data elements. The UN/EDIFACT CUSRES (Customs Response) message is not currently required by Cambodia. Any requirements of The CUSRES message will be provided in future documentation.

TRANSMISSION FORMAT

Strict adherence to any of the following specification documents is the only requirement with regards to data format. This includes but is not limited to PNR message content, structure, segment descriptions. Every effort was taken to avoid country-specific requirements for implementation of the PNR System to reduce the technical burden on carriers and to expedite deployment. Accepted specification documents are found in Table 2.

Table 2   List of reference documents

No.	Name	Date	Publisher
1	IATA API/PNR Toolkit https://www.iata.org/en/publications/api-pnr-toolkit/#tab-1	2020	IATA
2	Passenger and Airport Data Interchange Standards EDIFACT Implementation Guide – PNRGOV PADIS EDIFACT Implementation Guide – PNRGOV (version 11.1)	2011	IATA
3	Passenger and Airport Data Interchange Standards EDIFACT Implementation Guide – PNRGOV PADIS EDIFACT Implementation Guide – PNRGOV (version 12.1)	2012	WCO/IATA
4	Passenger and Airport Data Interchange Standards EDIFACT Implementation Guide – PNRGOV PADIS EDIFACT Implementation Guide – PNRGOV (version 13.1)	2013	WCO/IATA
5	Passenger and Airport Data Interchange Standards EDIFACT Implementation Guide – PNRGOV PADIS EDIFACT Implementation Guide – PNRGOV (version 14.1)	2014	WCO/IATA
6	Passenger and Airport Data Interchange Standards EDIFACT Implementation Guide – PNRGOV PADIS EDIFACT Implementation Guide – PNRGOV (version 15.1)	2015	WCO/IATA
7	Passenger and Airport Data Interchange Standards EDIFACT Implementation Guide – PNRGOV PADIS EDIFACT Implementation Guide – PNRGOV (version 16.1)	2016	WCO/IATA
8	Passenger and Airport Data Interchange Standards EDIFACT Implementation Guide – PNRGOV PADIS EDIFACT Implementation Guide – PNRGOV (version 17.1)	2017	WCO/IATA

TRANSMISSION TIMINGS FOR INTERNATIONAL INBOUND FLIGHTS

The timing of data transmission for inbound flights is required Three Push of PNR Data per flight as shown below:

- 72 hours before scheduled time of departure
- 24 hours before scheduled time of departure
- Wheels Up

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REPORTING UPDATES, ADDITIONS, DELETIONS, AND FLIGHT CANCELLATIONS

The Global Travel Assessment System does not process the following message types;

- Cancelled Flight- XF.
- Reduction in Party – RP
  - The Reduction in Party function removes a passenger from the PAXLST message
- Change Flight Itinerary- CF

The carrier should decide on their inclusion or removal depending on how it affects the implementation timeline.

CARRIER RESPONSIBILITY TO REPORT DATA ACCURATELY AND TIMELY

While carriers are not explicitly responsible for the accuracy of the data they send, they are responsible for transmitting the most current and complete data at their disposal. Effort should be made to reduce the amount of erroneous data, (i.e., document number 123456789), however no penalties will be enforced at this time for its submission.

Carriers are directly responsible for ensuring that the data has been sent in the correct format, is accurate and sent on time.

Carrier will be notified for repeat offenses regarding late data submission and may be assessed penalties in accordance with pertinent regulations at the discretion of the GDCE.

Penalties will not be assessed during data feed outages provided technical support required by carriers has been provided in a timely fashion, by request of the GDCE or Intermediary.

PROGRESSIVE FLIGHTS

In case of a flight with two or more sectors, PNR data is only required from the sector prior to arrival in Cambodia, but must be provided from all passengers on board from the sector prior to arrival in Cambodia. The airline is responsible for ensuring that travelers who disembark and re-embark at intermediate stations are the same persons who originally boarded the aircraft prior to the stop over.

CODE SHARE FLIGHTS

The airline operating the flight is responsible for collecting and sending the data, the flight number must be that of the operating airline.

CHILDREN INCLUDED IN PARENTS' PASSPORTS

Some countries issue passports in which several persons, such as spouses and/or children, are included. PNR data shall be collected for every person who travels. The Machine-Readable Zone contains only the data of the passport holder. The information of the other persons included in the passport must be entered manually with the same travel document details; however, the biographical details (name and date of birth) must be those of each individual traveler. PNR data is available for every passenger individually, including children.

DUPLICATED AND ERRONEOUS MESSAGE SUBMISSIONS

In order to eliminate unnecessary processing, the authorities seek airlines' help to proactively reduce needless and erroneous message traffic.

Message syntax rules described in the PNRGOV Passenger Airport Data Interchange Standards (PADIS) must be followed. This includes mandatory values for specified data elements and coding practices for groups of data segments. Transmissions that fail to follow these rules and practices may be rejected by the system.

CONFIRMATION OF RECEIPT

Currently there is no confirmation or 'acknowledgement' (ACK) method in use. The sender should log the PNR data transmission to its own system log.

CONDITIONAL DATA ELEMENTS

The term "conditional" as it pertains to the PNRGOV PADIS is by no means synonymous with "optional". If these data elements exist within the air carrier's airline data systems at the time the message transmission is required, they must be included per the agreed upon PNRGOV version.

LUGGAGE DETAILS

As the LUGGAGE WEIGHT is key information for customs and security forces, the PNR system supports the implementation under examination by the IATA/WCO/ICAO standards bodies.

Implementation Guidelines

MULTI-PART MESSAGES & DATA COMMUNICATIONS VIA AIR INDUSTRY NETWORKS

Air carriers can use an intermediary, such as the supplier of their reservation service or another service provider, for the transmission of data. The transmission of data requested is always the air carrier's responsibility.

GDCE understands that data communications are largely operated over industry networks. These networks may have size limits on the size of certain types of messages, which may require certain long messages to be split into multiple "blocks."

If a message is split into blocks, each block must constitute a stand-alone transaction that can be processed whether or not any other blocks are received. The following guidelines must be followed:

- A singe reservation's data must not be split into multiple blocks. If travelers on the same reservation are identified in a block, all of the reservation's data must be contained in that block.

- A transmitted message is viewed as a single continuous bit stream; only an EDIFACT segment terminator serves to separate the message into "records" that have any meaning to the APIS system. Some network protocols, may require the sender to insert line feeds to break a message into smaller units. Any characters with a value less than x'40' will be removed, causing line feeds or carriage returns to be ignored.

- The data concerning a reservation may not be split over several messages.

TRANSMISSION METHODS

IBM MQ / WEBSPHERE MQ

SFTP

Application Programming Interface (API) Gateway

PROJECT COMMUNICATIONS

Contacts	Name	Job Title	Office Phone	Email Address
Point of Contact for Cambodia API Project	1. Mr. ROEUN SOCHEAT 2. Mrs. OUK CHANSOPHEAP 3. Mr. CHOU SOVISOTH	Deputy Director of Dept Chief of Office Chief of Office	061 880063 012 414950 016 366171	gtas@customs.gov.kh, manifest@ssca.gov.kh
Project Management	1. Dr. CHHORN VOEUN 2. Mr. BOU SOTHEARITH	Director of IT Dept. Chief of Office	012 590002 012 823777	gtas@customs.gov.kh
Technical Contact	1. Mr. NOY SOPHANNARETH 2. Mr. MOEUN SOPHEAKDEY 3. Mr. HENG SOTHARITH 4. Mr. DARA PENHCHET	Deputy Chief of Office Deputy Chief of Office IT Technician CamDX Support	017 553288 099 676689 078 748222 086 503225	gtas@customs.gov.kh, darapenhchet@gmail.com

CERTIFICATION PROCESS

Step 1: Acknowledgement of the carrier notice

The carrier should acknowledge in writing, whether as a Memorandum of Understanding (MOU), Letter of Agreement, or other agreeable format to acknowledge receipt of this carrier notice and provide the Carrier Contact details listed below. The acknowledgement and contact details should be sent to email address: gtas@customs.gov.kh.

Carrier Contact	Name	Job Title	Office Phone	Email Address
Technical Contact	<Name>	<Title>	<Contact>	<Email>
24/7 Operation Contact	<Name>	<Title>	<Contact>	<Email>
Technical DCS Host Provider Contact (if applicable)	<Name>	<Title>	<Contact>	<Email>

Step 2: Development and Testing

Carriers are encouraged to transmit data to the test queues at any time and notify GDCE that they wish to have their data reviewed.

Step 3: Cutover

If the GDCE approves the test data, the carrier will be instructed to cutover to the production queue.

Step 4: Certification

If the GDCE confirms that production data has been received and satisfies all of the requirements of this document for a period of X hours, the GDCE will notify the carrier that it has been certified.

FREQUENTLY ASKED QUESTIONS

DO AIR CARRIERS INCUR COSTS FROM THE TRANSMISSION OF PASSENGER DATA?

Airlines may incur costs from the submission of passenger data, for example, if a third party is used to transmit messages on behalf of the airline. The level of costs depends on several factors, such as the number of flights operated by an airline to and from the country (and the ensuing number of messages). Airlines are responsible for costs arising from the transmission of passenger data. Airlines are responsible for costs arising from the transmission of passenger data. However, airlines are expected to generate savings as the advance information will allow for the more efficient and timely facilitation of the majority of passengers that are considered low risk.

IS THE CARRIER RESPONSIBLE FOR RETURNING PASSENGERS?

The implementation of the PNR Directive does not change an air carrier's obligation to check documents or the obligation to return third-country nationals related to arrival in the country. These obligations are related to international traffic across external borders only.

If a passenger is refused entry to the country and deported at the border (either on the basis of passenger data transmitted by an air carrier or for another reason), the air carrier may be obliged to transport the passenger back to the country of departure and to pay for the costs arising from this, in accordance with pertinent regulations at the discretion of the GDCE.

NOTE: This document shall be subject to be revised as needed.