

SITA

SITA API PNR GATEWAY FOR AIRLINES



Enabling airline growth through passenger data

Every airline knows the rule: send the right passenger data, to the right government, at the right time, in the right format. **Simple on paper. Complex in reality.** Because every new route brings a new set of requirements. Different formats. Different timelines. Different authorities. And it doesn't stop. Regulations evolve. Enforcement tightens. Volumes grow. So airlines do what they can. They build integrations. They rely on providers. They adapt as they go. All while trying to grow. And growth makes it worse.

But here's the part that doesn't change: The responsibility always stays with the airline for every API, PNR, and DCS message sent. When data is late, incomplete, or inaccurate, the consequences can be significant. Compliance issues, operational disruption, and additional costs often surface long after the flight has departed. Data issues often stay invisible until they become costly, whether through audits, investigations, or operational challenges.

17.7 Billion

Expected global
passenger traffic
by 2043

£2,000+
per INAD

Typical charge
for inadequately
documented
passengers (e.g. UK
Home Office baseline
fine)

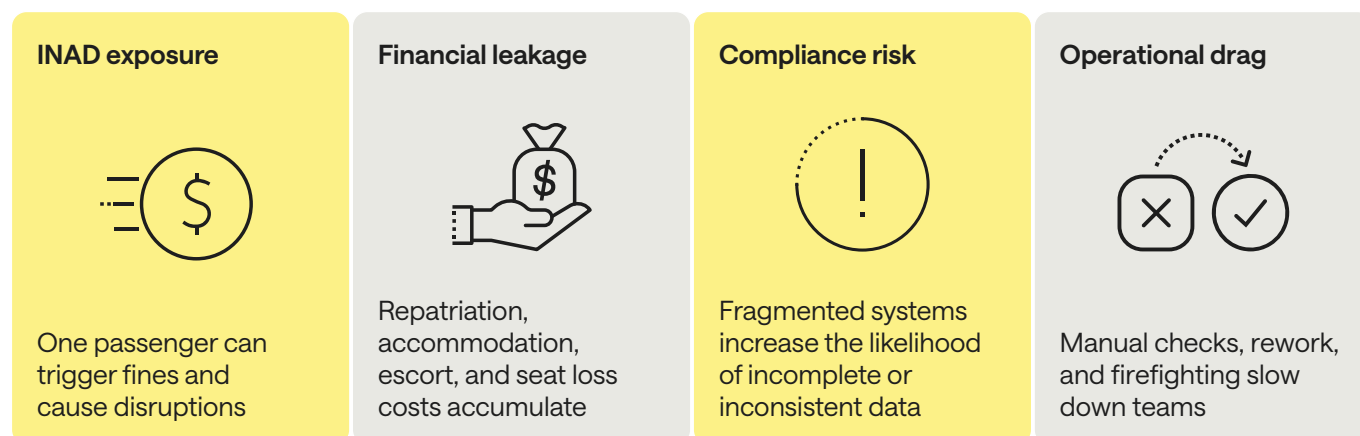
Zero
tolerance
for delay

Strict submission
timelines (72h, 48h,
24h, departure)

Multiple
authorities
per flight

Governments, border,
police, customs, health
— often requiring the
same data in different
formats

The hidden cost of getting it wrong



This isn't really a data problem. It's a **complexity problem**.

The new way forward

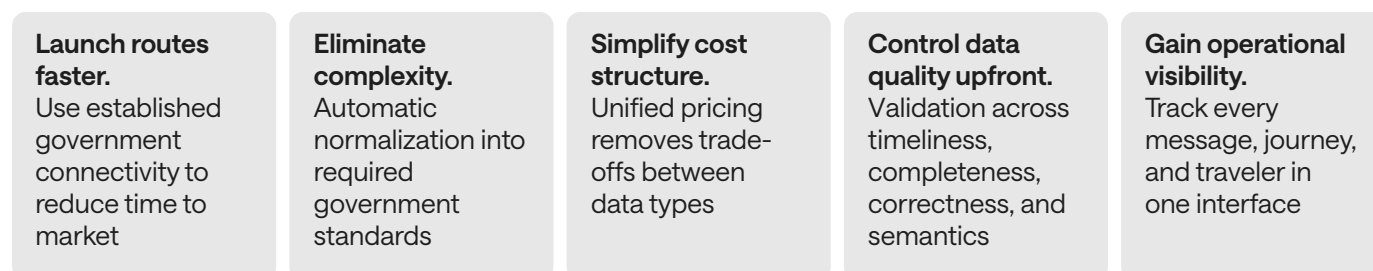
SITA API PNR Gateway simplifies how airlines meet global data requirements.

Instead of managing multiple connections, formats, and timelines, airlines connect once and operate through a single, standardized flow. Data is received, validated, transformed, and delivered to the right authority, at the right time. No duplication. No guesswork.

It ensures governments receive complete, standardized, and timely data without airlines carrying the operational burden. Whether it's API, PNR, or DCS. Whether it's one country or many. SITA also gives airlines visibility into the quality of the data they send. Through a dedicated web portal, teams can monitor compliance performance, track data quality scores, and investigate issues by message, journey, flight, or traveler. This turns compliance from a reactive process into an operational advantage.

Built on ICAO and IATA single-window principles, it aligns how airlines send data with how governments expect to receive it.

Unlocking value with SITA API PNR for Carriers



Proven in real operations: NEOS Air — Seamless compliance transition

For NEOS, the challenge was not just compliance. It was doing it without disrupting operations. They needed to adapt to evolving API/PNR requirements while transitioning connectivity protocols.

SITA stepped in, normalized the data, and handled the transformation into required IATA standards. The result was simple: a smooth transition, delivered in weeks, with no additional cost to expand to new government requirements.



SITA is different

There are many ways to send data. What makes the difference is everything around it.

- ➔ **Deepest connectivity:**
Pre-established connections with 60+ countries remove the need to build from scratch
- ➔ **Scale you can trust:**
Processing 100M+ PNR and 15M+ API messages annually across a global airline community
- ➔ **Data quality by design:**
Dedicated dashboards help airlines identify and resolve issues before they become costly
- ➔ **Built for agility:**
Designed for dynamic networks, including charter and seasonal operations
- ➔ **Proven ecosystem:**
Supporting 75+ governments and 700+ airlines, enabling trusted data exchange at global scale
- ➔ **Managed service, not just tech:**
24/7 global support ensures continuous compliance and operational stability

Need to know more?

Find out how SITA API PNR Gateway keeps your data compliant and your network moving.



VISIT: SITA API PNR Gateway

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Connect once. Comply everywhere. Grow faster.