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Airline Industry Glossary

A list of terms and acronyms commonly used in the airline industry

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MOR (merchant of record): The entity that processes the client's credit card

LCC (low cost carrier): Airlines with low cost structure and low fares and whose revenue is largely driven by sales of ancillary products

Ancillary products: Items sold by carriers in addition to the air seat purchased. These can include carry on and/or checked luggage, seat selection, meals, insurance, etc.

FSR: Flight search result

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CKO (checkout): Page where customers finalize their purchase on the site

CRS: central reservation system: Systems used by airlines (and others) to store and retrieve information and conduct transactions related to air travel

GDS (global distribution system): Computerized network, such as Amadeus, Sabre and Apollo, that facilitate transactions between travel service providers and travel agents such as Amadeus, Sabre and Apollo (both online travel agents like Expedia Group and travel agents)

O&D: Origin and destination

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ARC (Airline Reporting Corporation): Company that provides ticket transaction settlement services between airlines and travel agencies (both traditional and online) and the travel management companies that sell their products in the United States.

OW: One-way

BSP (billing and settlement plan): System designed to facilitate and simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Sales Agents, as well as improve financial control and cash flow for BSP Airlines. A truly worldwide system, there are BSP operations in some 180 countries and territories.

RT: Round-trip

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NDC (new distribution capabilities): XML-based data transmission standard (NDC Standard) that was launched by the International Air Transportation Association (IATA) to transform the way the travel industry sells its products and address the shortcomings of the existing airline distribution system

BE (basic economy): Lowest fares that typically do not include luggage and seat selection and typically board last

FBC (fare basis code): A fare basis code (often just referred to as a fare basis) is an alphabetic or alpha-numeric code used by airlines to identify a fare type and allow airline staff and travel agents to find the rules applicable to that fare

Fare class: The various fare classes divide every seat on a plane into different categories, each with its own price and set of rules. Fare classes are identified by one-letter fare codes

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Code Share: Code sharing is when one airline (the "marketing carrier") puts its two-letter airline code on another airline's flight (the "operating carrier")

Operating carrier: The airline that operates the flight

Interline: Relationship between airlines which allows one airline to sell services to a customer that are provided by another airline. Airlines use interline to sell itineraries that they would otherwise not be able to serve alone.

Marketing carrier: Carrier selling seats on another carrier's flights