IATA WORLD FINANCIAL SYMPOSIUM

Miami, USA 24 September 2019

8th SIS General Meeting

Meeting Minutes

IATA

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Miami, 24 September 2019
MEETING MINUTES

Administration Items:

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A3 Delegate Introductions
A5 Approval of the Minutes from the 7th SIS General Meeting
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SIS GM Updates and Reporting items:

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SR2 Report from the SIS Steering Group
SR3 Industry Economic Performance Update
SR4 SIS GM6 Action items – Review of published Report
SR5 SIS General Update
SR6 SIS Legal Compliance Update
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SR9 SIS Solution Update

SIS Agenda Items and Carrier Papers:

SIS Item	Subject	From	Impacts: RAM	SIS	ICH
S1	Add New Correspondence Search Criteria to Search Correspondence by Charge Category	Air China		✓	
S2	Flexible Alert on Correspondence	Air China		✓	
S3	Implement 'Initiate Correspondence" / "Billing Memo" buttons on Audit Trail screen	All Nippon Airways		✓	
S4	Display error details for Sanity Check process on SIS	All Nippon Airways		✓	
S5	Requirement for Direct Correspondence Contact	China Eastern		✓	
S6	Function in IS - WEB: Add correspondence initiator as correspondence recipient as well	China Southern Airlines		✓	
S7	Remove the outdated search results of source code 74/75/76	China Southern Airlines		✓	
S8	Add SIS bulletins to "Message" column on ISWEB.	China Southern Airlines		✓	
S9	Extend the session active time	China Southern Airlines		✓	
S10	Introduce new validation for the redemption amount	TAP		✓	
S11	Adding a language choice column to SIS	Xiamen Airlines		✓	
S12	Supplier Product ID - Make field recommended	SIS Operations	✓	✓	
S13	YQ/YR Blocking Report	Delta Air Lines		✓	
S14	Alignment of IS-XML fields ContactName and Recipient	SIS Operations		✓	
SSUP1	New Miscellaneous Rejection Reason Codes	SIS Operations	✓	✓	

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1. ADMINISTRATION ITEMS

1.1. Opening of meeting

Agenda item A1, presented by Rob Hujisman (KL & Chair of the SIS SG)

Rob Hujisman (KL) the chair of the SIS Steering Group welcomed participants to the 8th annual SIS General Meeting (GM) and introduced the IATA staff present. He also provided a brief overview of the agenda items to be discussed during the day.

1.2. Competition law guidelines for IATA Industry Meetings

Agenda item A2, presented by Marie-Christine Brochu (IATA)

Marie Christine Brochu (Assistant General Counsel, IATA) briefly reminded participants of the IATA competition law and antitrust guidelines.

1.3. Delegate Introductions

Agenda item A3, presented by Rob Hujisman (KL & Chair of the SIS SG)

The audience of the 8th SIS General Meeting consisted of 240 attendees representing 111 companies.

1.4. Approval of 7th SIS GM Minutes - Madrid 2018

Agenda item A5, presented by Rob Hujisman (KL & Chair of the SIS SG)

The 7th SIS General Meeting (2018) minutes were approved by the assembly after being endorsed by DL and seconded by AA. The minutes are available on the SIS Website.

1.5. Introduction of the New Voting System

Agenda item A6, presented by Margarita Liaifer

A new electronic voting system was introduced this year to allow for more efficient and time saving voting on agenda papers. Each member with voting rights received a voting device at the time of registration; the device is linked to the airline code and the voting results are displayed live at the end of each voting session.

2. SIS GM UPDATES AND REPORTING ITEMS

2.1. IATA GDC Vision and Strategy

Agenda item SR1, presented by Juan Antonio Rodriguez (IATA)

Juan Antonio Rodriguez (Director, FDS Operations, IATA) welcomed the attendees to Miami and to the 8th SIS General Meeting. He continued to give a high-level overview of the vision and strategy of the IATA Global Delivery Center and some of the benefits that have been already observed by our customers.

2.2. Report from the SIS Steering Group

Agenda item SR2, presented by Rob Hujisman (KL & Chair of the SIS SG)

Rob Hujisman (KL) reminded participants the mandate and structure of the SIS Steering Group, introduced the current members and presented an overview of their activities since the last SIS General Meeting. He informed the

audience that Wendy Goodman (VS) had resigned from the SIS Steering Group due to a change in role within the organization and encouraged the attendees to submit their nominations for a replacement.

2.3. Industry Economic Performance Updates

Agenda item SR3, presented by Ezgi Gulbas (IATA)

Ezgi Gulbas (Senior Economist, IATA) provided an update on the industry profitability in the airline business.

2.4. SIS General Update // SIS Customer Satisfaction

Agenda item SR5, presented by Adina Minculescu (IATA)

Adina Minculescu (Head, e-Invoicing Services, IATA) started by presenting a general overview of the SIS Governance and the change management process. She informed the audience that SIS obtained for the 3rd time in a row the SOC2 certifications with no exceptions noted on the report. Adina also presented briefly the financial results for operational year 2018 which concluded with a deficit of $253,306.89 which was recharged to the signatories of the signatories of the Standard Agreement for SIS Participation in Jul P4 2019. For 2020 budget Adina informed the audience that as a result of several measures put in place in 2018 and 2019 (transaction unit price increase and reduction on the budget allocated for Major Releases) the deficit for operational year 2019 has been eliminated.

Iuliana Filiuta (Manager, Industry e-Invoicing, IATA) provided a brief update on the SIS Customer Satisfaction and thanked the attendees for taking part in the SIS annual survey and sharing their feedback.

2.5. SIS GM7 Action items Update + SIS Operational update + SLA

Agenda item SR4, presented by Adina Minculescu (IATA)

This item was not presented at the General Meeting.

2.6. SIS Legal Compliance Update

Agenda item SR6, presented by Kirk Pereira (IATA)

Kirk Pereira (Head, Standardization e-Invoicing, IATA) reminded the audience the current coverage for SIS in terms of legal compliance and shared insights on some of the ongoing activities to extend compliance and upcoming changes in legislation for tax reporting for different countries.

2.7. SIS Solution Update

Agenda item SR9, presented by Thierry Cerpolet (IATA)

Thierry Cerpolet (Senior Manager Invoicing & Settlement, IATA) provided the audience with an update on the SIS solution in terms of system performance, infrastructure, security and change management. He continued to present upcoming changes to the SIS password policy aimed at aligning with recent standards, and the implementation of a Web Application Firewall later this year.

2.8. Suppliers to Airlines e-Invoicing update

Agenda item SR7, presented by Bruno Roussel (IATA)

Bruno Roussel (Senior Manager, APPS Community, IATA) provided an update on the Suppliers to Airline e-Invoicing initiative, the new suppliers that have recently joined SIS and started invoicing their airline partners and the suppliers in the pipeline for migration.

2.9. ATPCo Updates

Agenda item SR8, presented by Tom Gregorson (ATPCO)

Tom Gregorson (ATPCO) provided key insights on the ATPCO Routehappy retailing content and the products available to bridge the gap between fare offers and fare revenue. He continued to present on key challenges for the shop and offer process and key revenue accounting initiatives on tax data, dynamic pricing and NDC.

3. SIS AGENDA ITEMS AND CARRIER PAPERS

3.1. Add New Correspondence Search Criteria to Search Correspondence by Charge Category

Agenda item S1, raised by Air China

With the current correspondence search criteria, IS-WEB will display the non-replied correspondence in all categories. As the total number of correspondence grows, the audit staff has to spend much time on selecting the desirable correspondence in certain category from all the displayed items manually. So it is essential to search correspondence by charge category. CA proposes to create a "Charge Category" selective option under Correspondence Search Criteria to improve the search efficiency.

70 in favor, 2 opposing, 2 abstentions
This item passed and was logged as change request (CMP 810).

3.2. Flexible Alert on Correspondence

Agenda item S2 raised by Air China

IS-WEB will send an alert email automatically to the billing member when the correspondence is newly created or nearly to expiry (90 days from receiving). If the billing member does not login IS-WEB regularly or even forgets to reply, the dispute may be lag processed until the final alert is sent, which causes a low-efficient invoice dealing procedure. CA proposes to create a new button triggered by the billed member on IS-WEB Correspondence to send an alert email to the billing member at any time or certain time.

47 in favor, 28 opposing, 8 abstentions
This item failed.

3.3. Implement 'Initiate Correspondence" / "Billing Memo" buttons on Audit Trail screen

Agenda item S3, raised by All Nippon Airways

When creating a "First Correspondence" against 3rd Rejection Memo or a "Billing Memo" to bill the authorized value, there is no 'Initiate Correspondence' or 'Initiate Billing Memo' option on Audit Trail screen and users are always forced to go back to the Billing History and Correspondence screen to raise a memo. NH is proposing to add 'Initiate

Correspondence' and 'Initiate Billing Memo' buttons on Audit Trail screen to directly raise a memo, in addition to the 'Reply' button implemented already

.

This proposed solution is to add such buttons and does not replace the existing functionality to 'initiate Correspondence' / 'initiate Billing Memo' buttons on the Billing History / Correspondence screen. Therefore, a memo can be raised in the same manner as before. In that sense, users can initiate a memo with either new or existing buttons. However, to avoid creating memos in duplicate, permitted only a single user to initiate a memo with "exclusive mode" on SIS. The user receives an error message if more than one user attempts to do it.

77 in favor, 2 opposing, 2 abstentions
This item passed and was logged as change request (CMP 811).

3.4. Display error details for Sanity Check process on SIS

Agenda item S4, raised by All Nippon Airways

When the particular error has occurred during the Sanity Check on SIS, it takes a long time to recognize why the errors occur due to the insufficient information on the alert report. This is much time consuming and highly workload. NH is proposing to enhance the validation process and validation report to display the information which could identify the error data, such as "error characters" & "line number" on the alert report named R2.

64 in favor, 1 opposing, 4 abstentions
This item passed and was logged as change request (CMP 813).

3.5. Requirement for Direct Correspondence Contact

Agenda item S5, raised by China Eastern

Currently in SIS - Passenger - Billing History and Correspondence - view correspondence, the only provides interline partner liaisons are designative email IDs for both parties. When these liaisons receive replying emails that are irrelevant to their correspondences, they are obliged to allocate to the corresponding senders. MU proposed to should show the sender's contact information on interface and enable the receivers reply directly to both the liaisons' IDs and the sender's ID.

This is not a change the current procedure, but to add another contact email (the correspondence sender) to the email addresses along with the designated/assigned correspondence contacts.

42 in favor, 28 opposing, 3 abstentions
This item failed.

3.6. Add the correspondence initiator as correspondence recipient as well

Agenda item S6, raised by China Southern Airlines

When user queries his/her name in "correspondence owner", he/she can only search the correspondence which status is "open" or "expired". And not until the user is added in the member profile's contacts can he/she receive the correspondences reply. However most of the time, the one being assigned as contacts and in charge of receiving all of the email alert is not the one who initiate the correspondence. Therefore it become difficult for the correspondence initiator to manage his/her own correspondence and track their updates.
To make it more user-friendly and improve the working efficiency, CZ is proposing that aside from the assigned contact, the correspondence initiator can be added as correspondence recipient by SIS automatically when the

correspondence is replied. This will make it easier for the correspondence initiator to know the detail of the correspondences they have initiated and the updates.

This item was withdrawn.

3.7. Remove the outdated search results of source code 74/75/76

Agenda item S7, raised by China Southern Airlines

Passenger source code of 74/75/76 has been changed from Optional Source Codes for Bilateral Use to Billing Memo Rejection use since IATA RAM2017, which effected on 1 January 2017. Since 2017 data is no longer available in SIS CZ is proposing to remove the "74/75/76 BILATERAL BILLING MEMO SOURCE CODE" from the search criteria available in the Billing History and Correspondence Screen.

71 in favor, 3 opposing, 1 abstention
This item passed and was logged as change request (CMP 814).

3.8. Add SIS bulletins to "Message" column on ISWEB

Agenda item S8, raised by China Southern Airlines

SIS users will receive SIS bulletins after applying to SIS by sending their names and email contacts. However, some SIS users who are in recipient list for SIS bulletins may receive bulletins unsuccessfully because of mail settings and network problems. In addition, to update recipient list for SIS bulletins, both members and SIS service center may spend time for communication.

Another method to acquire SIS bulletins is to search on IATA website, but members need to check by themselves regularly. Missing bulletins may lead to serious problems such as airlines' revenue accounting system could not match SIS system new changes or SIS members submit IBS OPS GM agenda proposals overtime.

CZ proposed to add SIS bulletins to "Message" column on ISWEB.

68 in favor, 2 opposing, 5 abstentions
This item passed and was logged as change request (CMP 815).

3.9. Extend the session active time

Agenda item S9, raised by China Southern Airlines

In the working environment, when we do the settlement or others always need to log in different systems at the same time, and switch different pages on computer. So this working requirement appeal to the system stay active for a long time. But so far, the SIS system will expire the session in a very short time (about 10 minutes), which forces user to log in again if he failed to click the option of "Yes" timely to extent the session time. That's quite troublesome and inconvenient.

In order to optimize the user experience, CZ suggests extending the session response time to 30 minutes so that gives users much more time. Otherwise don't have the setting of time restriction, if user is logged in and doesn't operate to log off, the system should always keep working. This will help users avoid frequent login, which can improve work efficiency indeed.

This item has been withdrawn.

3.10. Introduce new validation for the redemption amount

Agenda item S10, raised by TAP Portugal

Currently, as per ISPG rules, the frequent flyer data is provided through reference fields. As these are free text fields and optional ones, SIS does not do any validation on these fields. The billing amount calculated for redemption should be entered in Reference Data 4 however, since there is no validation, the carriers are able to issue invoices under source code 90 with incorrect redemption amounts (higher than gross amount) or without any amount. This problem increases manual work, or with automation processes, due to bad information, leads to a rejection, once the redemption amount will be incorrectly calculated.

TP is proposing to put a validation for Reference Data 4 for the redemption amount. These fields should be mandatory, for source codes 90, 91, 92, 93, 94, 95 and 96.

There should also be a validation introduced against the redemption amount, to ensure this field to be greater than zero and less or equal to the gross billed amount.

34 in favor, 20 opposing, 17 abstentions
This item failed.

3.11. Adding a language choice column to SIS

Agenda item S11, raised by Xiamen Airlines

Currently, airlines could find the acceptance of language other than English for correspondence on RAM A3-2. However, updating the language other than English on RAM takes times and usually it published once per year with other changes together. Also, RAM could only list limited companies on the limited pages.

MF is proposing to add a new column called "Language", allows user to select their acceptable language other than English for correspondence on the "Member Profile" page next to the location.

37 in favor, 27 opposing, 9 abstentions
This item failed.

3.12. Supplier Product ID - Make field recommended

Agenda item S12, raised by SIS Operations (IATA)

Today, suppliers do not always provide the product ID in their invoices and airlines continually resort to requesting the product ID from the supplier at the last stage of migration when test invoices have been issued or supplier went live. IATA is proposing to amend RAM chapter A13 to make supplier product ID's a 'Recommended' field for all SIS invoices charge category and codes.

51 in favor, 6 opposing, 16 abstentions
This item passed and was logged as change request (CMP 816).

3.13. YQ/YR Blocking Report

Agenda item S13, raised by Delta Airlines

In May 2019, SIS launched a new enhancement that allows airlines to block interline partners from billing YQ/YR without agreement to do so. Upon being advised by the validating carrier, SIS sends an email to the blocked airline. DL is proposing to create a report where users can check the details of blocked YQ/YR airlines. The view of this report should be from the perspective of the validating carrier or the billing carrier and provide effective dates as well as discontinue dates.

72 in favor, 2 opposing, 2 abstentions
This item passed and was logged as change request (CMP 817).

3.14. Alignment of IS-XML fields ContactName and Recipient

Agenda item S14, raised by SIS Operations (IATA)

Many systems use a common table to store contact and recipient names. However in SIS we have a difference in character length in the contact and recipient fields. The ContactName field in the IS-XML standard is 50 characters Alphanumeric. However the recipient field is only 30 alphanumeric. There are some members who's files fail validation as they have names with more than 30 characters in the recipient field. IATA is proposing to increase the length of the recipient field in the IS-XML standard to 50 alphanumeric and align it with the ContactName field.

68 in favor, 0 opposing, 6 abstentions
This item passed and was logged as change request (CMP 818).

4. CLOSE OF MEETING

4.1. Date and place of next General Meeting

The next World Financial Symposium will be held in Dubai in September 2020.

4.2. Any other business

4.2.1. AOB New Miscellaneous Invoice Rejection Reason Codes

Agenda item SSUP1, raised by SIS Operations (IATA)

61 in favor, 0 opposing, 12 abstentions
This item passed and was logged as change request (CMP 819).

4.3. Close of meeting

Agenda item A10, presented by Rob Hujisman (KI & Chair of the SIS SG)

Rob Hujisman (KL & Chair of the SIS SG) thanked the attendees for their participation in the event and their engagement in the breakout sessions during the day. He also thanked the IATA team for their work on organizing a successful event.

4.4. Vendor prize draws

Thank you for participating in the 8th SIS General Meeting!

For any questions contact us via the IATA Customer Portal.