Data Quality, Best Practices and Lessons Learned

Kirk PEREIRA
Manager
SIS

Agenda
- Data Quality
- Best Practices & Lessons Learned
- Q&A
PAX – 11 Digit Ticket/FIM numbers 1/2

- As per Recommended Practice 1720A, the total number of digits cannot be more than 10
- The IS-IDEC / IS-XML specifications state that the ticket number / FIM number field can be 11 numeric
- This 11 digit ticket number field is carried forward from the old IDEC
- ISSUE – Some carriers make data capture errors and bill tickets/FIMs with 11 digits
PAX – 11 Digit Ticket/FIM numbers 2/2

- While SIS accepts 11 digits, incoming files fail in many billed carriers systems as they permit maximum 10 digits.
- SIS will introduce a validation in future to ensure that the ticket number has maximum of 10 digits.
- Till the validation is implemented in SIS, billing carriers should refrain from sending 11 digit numbers.

PAX – Default ticket/FIM Numbers

- While migrating data to SIS, carriers sometimes put default numbers.
  - Example - FIM number 4599999999 was used 1755 times in SIS!!
- Carriers need to ensure that they enter the correct ticket / FIM number.
- Write to your interline partners if they send you such data.
PAX – Migration of Rejections

- When a carrier migrates a Non-SIS billing into SIS, they may use an incorrect source code.
- Carrier XX
  
  Source code 4 outside SIS
  
  Raises Rejection as source code 4 instead of 5
  
- Carrier XX is entitled to raise a Billing Memo & reject Carrier YY with explanation in the remarks to - Bill under the correct stage and source code.

---

PAX /CGO – Migration of Rejections

- Sometimes carriers migrate a Non-SIS rejection memo into SIS in the middle of a rejection stage.
- In such cases the billing carrier needs to provide all the previous rejection stage documentation as supporting.
- Without this the billed carrier will be unable to process these transactions.
PAX/CGO – Incorrect Migration of Rejections

- Carriers using Negative accepted amounts

- SIS Rejections having only the net difference amount entered

- The amount to be rejected is Fare 39, ISC -3.51, Tax 5.51. However only the net difference is entered

PAX/CGO – Incorrect previous billed amounts

- It has been observed that carriers at times don’t maintain the previous billed value

- E.g. carrier XX bills carrier YY USD 2000

- When rejecting the billing, YY puts the billed amount as USD 2200

- It is incorrect to change the billing value

- In future a validation will be introduced to trap such incorrect cases
PAX/CGO – Breakdown not provided

- Carriers may raise rejections but not always provide Coupon/AWB breakdown
- The billed carrier cannot automatically process this rejection
- The reason codes without breakdowns should be used only in special cases where providing a breakdown record is not possible

Bilateral Codes

- SIS provides an option for carriers to use Bilateral Rejection reason codes and Source codes
- Ensure that these are bilaterally agreed with your interline partner before using these codes to bill them
MISC – Incorrect Charge Categories

- While raising Miscellaneous invoices some members use charge category - MISC. Charge code - MISC
- The billed member is unable to understand what this invoice has been raised for without going through the attachments
- The charge categories, charge codes have been provided to automate postings and reconciliations
- When such data is received it defeats the purpose

MISC – Description field

- Charge category and charge codes are not descriptive enough to allow expensing by the billed carrier
- Many a time, carriers do not provide a valid description of the specific service provided
- As a consequence, the billed entity needs to recheck with the billing entity for more details
  ➔ Include a valid description of the specific service or specific goods purchased in the ‘description’ field
MISC – Correct ‘Invoice Type’

- Use the correct invoice type- ‘Invoice’, ‘Rejection’, ‘Credit note’
- Billed carriers sometimes receive items on an ‘Invoice’ which are actually ‘Rejections’ of previously billed items
- The billed carrier can reject these items and they cannot be re-billed without authorization
- **It is in the best interest of the billing carrier to ensure that if they are rejecting a previous billing, the invoice type is ‘Rejection’**

MISC – Supporting Rejection Invoices

- When rejections are raised for invoices outside SIS, the complete information of why the invoice is rejected, needs to be included
- This will enable the recipient to process the rejections correctly and efficiently
- Include copies of the appropriate supporting documents
Reporting Data Issues

- Do write to your interline partners
- Write to sisoperations@iata.org if the issue persists

Best Practices / Lessons Learned
You have successfully migrated to SIS and all billings are through SIS

But are you taking advantage of SIS or are you still following the old processes?

PAX / Cargo Payables Processing

- Have you been able to automate your rejection processing based on the incoming Rejection Reason codes?

<table>
<thead>
<tr>
<th>Rejection Reasons</th>
<th>Code</th>
<th>Reason Description</th>
<th>Coupon Breakdown Mandatory?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valuation Error (Single)</td>
<td>1A</td>
<td>Valuation Error*</td>
<td>Yes</td>
</tr>
<tr>
<td>Valuation Error (Single and Bulk)</td>
<td>1B</td>
<td>Fare Reclalm*</td>
<td>Yes</td>
</tr>
<tr>
<td>1C</td>
<td>HSC Reclalm*</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>1D</td>
<td>Other Commission Reclalm*</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>1E</td>
<td>UATP Reclalm*</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>1F</td>
<td>Other GC Discount Reclalm*</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>1G</td>
<td>Tax Reclalm*</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

- Have you been able control your rejection workflow based on reason codes?
  - Certain reasons can automatically be evaluated and rejected, if necessary
  - Other reason codes may be pushed to users for manual verification
PAX – Tax Breakdown

- Every billing for tax in SIS, mandates a breakdown record

- Are you using the breakdown for automatic payable verification or do you still have to manually analyze these cases?

PAX – New fields – UATP discount

**Billing of UATP Discounts:**

- Carriers can provide UATP discount at Prime billing stage. This will ensure a reduction in rejections

- There are hardly 20 carriers that have granted UATP discounts at prime stage in SIS today

- Have we not enabled these new fields or are we being opportunistic by holding on to the money?
PAX – New fields – Other Commission

- Billing of Other Commission on bilateral agreements (code share, super commission)

- Are we using these new fields or are we still clubbing all these values along with ISC?

- The billed carrier faces problems when these amounts are clubbed together

Printing of Outputs

- Some airlines still print listings and invoices for evaluation

- Remember the goal of SIS is to eliminate paper and automate processes

- The SIS project will be fully successful only if you automate your payables
File Submissions

Submission of files

- There is no restriction on the number of IS-XML/IS-IDEC files that can be submitted to SIS in a day in a billing category

- Some carriers submit files daily

- Some multiple files in a week

- Some send only 1 per week
Submission of files

- Approx. 44% of invoices in SIS are submitted on the last 2 days via files.
- Approx. 3100 – 3300 invoices (19%) are currently submitted on the last day.
- If you are sending 1 file per week, do not wait till the last day to submit it. If the file has errors, your entire settlement can be held up.

Late Submission

- What are the late submission deadlines?
  - ICH ➔ From 17:00 EST on closure day till 10:00 EST the next day
  - ACH ➔ From 12:00 EST till 15:00 EST on closure day
  - Bilateral ➔ No late submission. You need to submit the invoice in the next open period
- Note: This is applicable only for settlement files and not supporting document files.
- Late submission to ICH needs to be approved as there is a charge of USD 1000.
Deletion of invoices

- Invoices once accepted by SIS cannot be deleted either by the carrier or SIS OPS.

- A credit note needs to be issued in case of any incorrect billing.

- Only invoices in “Open”, “Error”, “Ready for Submission” and “On Hold” status can be deleted.
Supporting documents

- Attachments can be added to an invoice only if the successfully submitted invoice has not been “Presented”.
- Once an invoice has been presented to another carrier, it **cannot** be modified by adding supporting documents.
- Just because a supporting document is accepted by SIS does not mean that it is linked. The supporting documents mismatch report need to be checked.
- Linking deadline is available in the IS calendar.

PAX/CGO – Cut down on supporting

- Prorate slip information can be electronically provided in the IS-IDEC, IS-XML or manually uploaded in IS-WEB.
- Thus a separate Prorate Slip document need not be created and linked to the Memo as a Supporting Document.
- It is also cheaper – **90%** of Passenger airlines currently in SIS use this option.
- **This option is also available for cargo in SIS. Are we using this?**
Outputs setup - Member Profile

- Output files are generated on a weekly basis
- Enable all the options
- There is no charge to receive outputs
- Outputs are purged after 90 days

- Please assist your colleagues in other billing categories (Cargo / UATP) who are new in SIS
Correspondence

Initiate Correspondence

- Correspondence can only be initiated if the final rejection stage is in SIS.
- Even post migration to SIS, correspondence initiated outside SIS, needs to be concluded outside SIS. However, the resulting Billing Memo can be in SIS with Reason code “8Z”
- Ensure that you update your contacts to receive alerts for correspondence sent to you by your interline partner.
Correspondence

- When giving authority ensure that you click on the box ‘Authority to Bill’ - else your interline partner will not be able to raise a Billing memo
- For “Authority to Bill” memos, use only reason codes “6A” or “6B”, as they close the correspondence in SIS
- Use the Correspondence Report along with the alerts to monitor the workflow for your airline

Dashboard and Reports
Processing Dashboard

Receive Status at a glance
Download current/past month’s invoice data
Delete failed files/invoices marked late
Submission

Analytical Reports

Are you aware of them?

Payables - Passenger Rejection Analysis - Non Sampling Report
Analytical Reports

Cargo Payables - Interline Billing Summary

<table>
<thead>
<tr>
<th>Billed Member Code</th>
<th>Billed Member Name</th>
<th>Total No of Invoices</th>
<th>Currency</th>
<th>Billed/AVH</th>
<th>Collect/AVH</th>
<th>Inception Money Amount</th>
<th>Billing Money Amount</th>
<th>Credit/AVH</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>XB-72X</td>
<td>Terminated 1</td>
<td>0</td>
<td>USD</td>
<td>0,0.85</td>
<td>51,129.00</td>
<td>260,000.00</td>
<td>0.85</td>
<td>40,000.00</td>
<td>291,759.00</td>
</tr>
</tbody>
</table>

Miscellaneous Charge Summary Report - Payables

Managing multiple sources

Also inform your colleagues about them...
Managing multiple input sources 1/2

- Various types
  - Inhouse and Outsourced
  - Multiple outsourced vendors
  - Multiple locations input
- Member profile
  - Ensure that only one person controls the member profile
  - For file submissions for a billing category all files submitted should be either “Reject file in error” or “Reject invoice in error”

Managing multiple input sources 2/2

- Invoice numbers: Ensure that invoice numbers are not repeated
  - Assign different series to vendors
  - Different series for manual capture & file submissions
- Testing and Certification
  - You may already be certified but any change in your internal system affecting your SIS files should be retested in the sandbox
Outsourced Vendors

- Password resets / queries of outsourced vendors
  - In case your vendors have password resets/queries directed to SIS Helpdesk, instruct them to specify the Airline on behalf of whom they are communicating
  - Ensure that the airline is marked in all emails from vendors

- SIS Downtime information
  - In case you would like downtime information to go directly to your vendor, do let us know. We will include them in our downtime emails. Send the list of email contacts to sisoperations@iata.org

Changing of systems / providers

- Re-run your new IS-IDEC/IS-XML files in Sandbox well in advance
- Deactivate inactive users
- Change passwords that were shared for common IS-WEB accounts or iiNET accounts
- Contact SIS OPS who will assist you or answer any questions
Q & A

IS WEEK

Thank you.

Simplified Interline Settlement

Email:
is@iata.org

SIS Website:
www.iata.org/sis

About SIS

Approximately 160 tons of invoices and supporting documents are being shipped amongst airlines around the world each year to support the industry’s interline billing and settlement process. In addition, activities such as invoicing and rejections are still largely manual and paper driven. The potential for considerable environmental and monetary savings, as well as greater efficiency throughout the process is yet to be realized. And as annual interline transaction volumes continue to grow, the need for simpler processes is more crucial than ever.

The Financial Committee has therefore mandated IATA to develop a plan to enhance the interline settlement process and to migrate the industry to electronic billing in line with the move to 100% electronic ticketing (ET). The Board of Governors warmly endorsed this initiative in December 2007 and confirmed their support in 2008 and 2009.

Email:
is@iata.org

SIS Website:
www.iata.org/sis