

**IATA**  
**WORLD**  
**FINANCIAL**  
**SYMPOSIUM**

Miami, USA 23-26 September 2019

**Industry Meetings**  
**AGENDA & SCHEDULE**

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## Industry Meetings

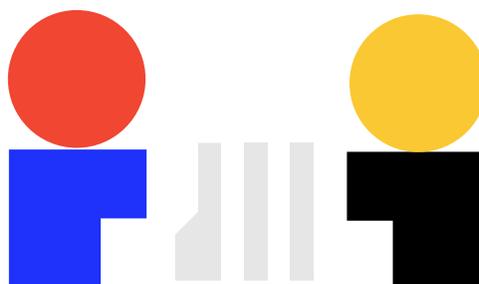
### Miami, 23-24 September 2019

# AGENDA

Administration Items:		23/24 September 2019	
		IBS OPS	SIS GM
<b>A1</b>	Opening of Meeting	✓	✓
<b>A2</b>	Competition Law Guidelines for IATA Industry Meetings	✓	✓
<b>A3</b>	Welcome Presentation and Delegate Introductions	✓	✓
<b>A4</b>	Principal and Primary Vendor Introductions	✓	
<b>A5</b>	Approval of the Minutes from the 2018 Industry Meetings:	✓	✓
	• 4 <sup>th</sup> Interline Billing and Settlement General Meeting (Madrid)	✓	
	• 7 <sup>th</sup> SIS General Meeting (Madrid)		✓
<b>A6</b>	Introduction of the Electronic Voting System	✓	✓
<b>A7</b>	Date and Place Next General Meeting	✓	✓
<b>A8</b>	Any Other Business	✓	✓
<b>A9</b>	Vendor Prize Draws		✓
<b>A10</b>	Close of Meeting	✓	✓

5 <sup>th</sup> IBS OPS GM Updates and Reporting items:		23 September 2019	
<b>IR1</b>	Financial and Distribution Services Update		
<b>IR2</b>	IBS OPS Chairman's Report on IBS OPS WG Activities		
<b>IR3</b>	Airline Distribution Standards Update		
<b>IR4</b>	RATD and TTBS Update		
<b>IR5</b>	Settlement with Orders Project Update		
<b>IR6</b>	The Year in ICH		
<b>IR7</b>	Bankruptcy and Special Clearance Update		

8 <sup>th</sup> SIS GM Updates and Reporting items:		24 September 2019	
<b>SR1</b>	IATA GDC Vision and Strategy		
<b>SR2</b>	Report from the SIS Steering Group		
<b>SR3</b>	Industry Economic Performance Update		
<b>SR4</b>	SIS GM7 Action items – Review of published Report		
<b>SR5</b>	SIS General Update		
<b>SR6</b>	SIS Legal Compliance Update		
<b>SR7</b>	Supplier to Airlines e-Invoicing Update		
<b>SR8</b>	ATPCO Updates		
<b>SR9</b>	SIS Solution Update		



## Agenda Items

### To be presented and discussed at the IBS OPS General Meeting -24 September 2019

RAM Chapter/Paragraph			Subject	From	Impacts:		
					RAM	SIS	ICH
P1	Multi		Housekeeping (Title Change)	Secretary	✓		
P2	Intro.	1.3	RAM Effective Date	Editor Group	✓		
P3	A2	1.1.1	Discount Codes	IBS OPS WG	✓		
P4	A2	1.1.3.1	Billing Passenger Flight Coupons	Etihad Airways	✓		
P5	A2	1.8.2.2	Involuntary TFCs	IBS OPS WG	✓		
P6	A2	1.8.2.2 Note 1	Involuntary TFCs	IBS OPS WG	✓		
P7	A2	1.8.3	TFCs-Amount To Be Billed	Etihad Airways	✓		
P8	A2	2.2	Exchange Billing Rules (Under/Over Collections)	Etihad Airways	✓		
P9	A2	2.2.1	Rerouting Billing Rules	Editor Group	✓		
P10	A2	3	Discounts	IBS OPS WG	✓		
P11	A3	1.1	Supporting documents for SC 95 and 96	IBS OPS WG	✓	✓	
P12	A4	2.1.1	Involuntary Rerouting, Refund Adjustment	Lufthansa	✓		
P13	A10	4.1.3/5.2.1.2	Rejection Memo	IBS OPS WG	✓	✓	
P14	A10	1.5	Proration Slip for Rejection	China Southern	✓	✓	
P15	A12	1.4.3/1.5	Currency Conversion Rounding Off	Xiamen Airlines	✓		
P16	A12	Multi	New IATA Currency Resolution (information)	IATA Currency Team	✓		
P17	B	Addition	ATPCO Automated Tax Data	IBS OPS WG	✓		
P18	B9	Multi	Remove IATA Resolution 735d References	Editor Group	✓		
P19	B	13	UATP <span style="color: red;">Revised</span>	IBS OPS WG	✓		
SUP1	A3.2		List of Airlines in RAM Chapter A3.2 (Housekeeping)	Secretary	✓		
C1	A8	5.1	Original Billing, Rejection and Correspondence	China Southern	✓		

## Agenda Items

### To be presented and discussed at the SIS General Meeting -24 September 2019

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 the 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	✓	✓	

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

Agenda Item P1  
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## **Subject: Title Change in RAM (Housekeeping)**

Submitted by: Secretary

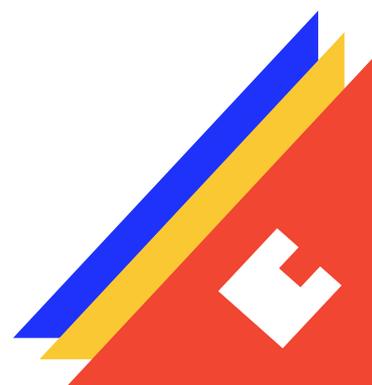
### **Background/Problem:**

The title "Manager, Airline Distribution Standards (Pay/Account Vertical)" in the manual is no longer relevant as the position is now titled "Senior Manager, Pay-Account Standards".

### **Proposed solution:**

RAM Editor Group to update the Revenue Accounting Manual accordingly:

- 1. Preface**
- 2. Introduction & Admin:**
  - 3.1,
  - 4.2(c),
  - 4.2
  - 4.3
  - 4.4
- 3. RAM Chapter A1:**
  - 1.1.1
  - 1.2.2
  - 1.4
- 4. RAM Chapter B1:**
  - 6.1
  - 6.2
  - 6.2.1
  - 6.2.1, Example
  - 6.2.1, Note
  - 6.3, Note 2
  - 6.6
- 5. RAM Chapter B11:**
  - 12.1
  - 12.5
- 6. RAM Chapter B16:**
  - 1.2.1 (b)



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P2  
Page 1 of 1

### **Subject: RAM Effective Date**

Submitted by: RAM Editor Group

### **Background/Problem:**

Senior Manager, Pay-Account Standards/IATA and the IBS OPS WG are frequently asked to which invoices or billing month a change to, or a new issue of the Revenue Accounting Manual applies.

### **Proposed Solution:**

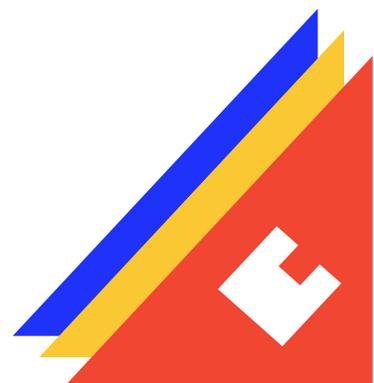
RAM Editor Group proposes the following re-wording:

Introduction and Administration

~~1.3 Amendments or additions will be effective from the first day of the second month after the issue date shown at the bottom of the page concerned unless otherwise stated.~~

For invoices settled within the Clearing House (ICH), amendments or additions shall become effective with transactions invoiced from the first period (P1) of the month indicated at the bottom of each RAM page, unless otherwise indicated.

For invoices settled outside of the Clearing House (non-ICH), amendments or additions become effective with transactions invoiced from the 1st of the month indicated at the bottom of each RAM page, unless otherwise indicated.



## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

Agenda Item P3  
Page 1 of 1

### **Subject: RAM A2 Paragraph 1.1.1 (Discount Codes)**

Submitted by: IBS OPS WG

### **Background:**

Last year in Madrid, Xiamen Airlines presented paper P8 which sought to clarify the billing rules for tickets displaying certain discount codes. The paper was unsuccessful, but it raised awareness that the RAM does not mention discount when determining the amount to be billed.

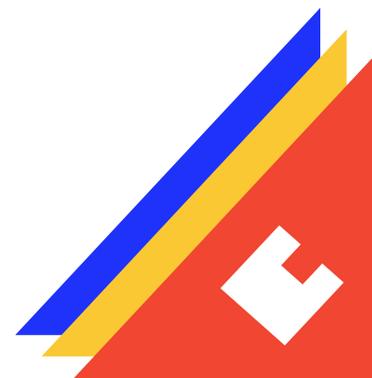
### **Problem:**

Whilst Resolution 728 sets out the various permitted discounts that can be applied to a published fare, the RAM does not include a reference to this in Chapter A2 paragraph 1.1. The working group fear that without the correct reference, airlines might attempt to apply discounts to billings which may not be supported by resolution. This could cause unnecessary disputes and rejections.

### **Proposed Solution:**

The working group propose to add the following words to the end of the first paragraph of A2 1.1.1:

"When the ticket is issued with passenger type codes eligible for discount listed in IATA Resolution 728 Para.1.5 (Fare and Passenger Type Codes), the applicable discount shall be applied."



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P4  
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### **Subject: RAM Chapter A2 Paragraph 1.1.3.1**

Submitted by: Etihad Airways

### **Background:**

Presently, RAM A2, paragraph 1.1.3.1, it regulates how recalculation of fare and charges to be made for voluntary reissue ticket only in the event of a change to the first sector in the journey. However, it doesn't have clarity on the term 'change to first sector'. This results into disputes between airlines.

- 1.1.3.1 Only in the event of a voluntary change to the first sector in the journey, the fare and charges for the passenger journey shall be recalculated in accordance with the fare and charges effective on the date on which the change is made and is reflected on the ticket.

### **Problem:**

Different airlines have the different understanding of change to first sector in routing resulting difference in fare section, ROE application in revenue accounting process.

Therefore, it is necessary to have clear definition of change to first sector means.

### **Proposed Solution:**

Amend the RAM A2 paragraph 1.1.3.1 as per below:

Only in the event of a voluntary change to the first sector in the journey, the fare and charges for the passenger journey shall be recalculated in accordance with the fare and charges effective on the date on which the change is made i.e. date of issue of voluntary reissue ticket and is reflected on the ticket.

Change to first sector means all the changes which affect the ticket pricing i.e. change to sector (from airport & to airport), Carrier, RBD, Flight date, Flight no. and Fare basis.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P5  
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### **Subject: RAM Chapter A2 Paragraph 1.8.2.2**

Submitted by: IBS OPS WG

### **Background:**

Last year in Madrid, Emirates and British Airways presented paper P4 as a solution to the problems many airlines face when billing taxes on involuntary rerouted tickets. The paper won a majority, but not quite enough to reach the 85% required to be adopted to the RAM.

This year, the IBSOPSWG has given the proposal its full, unanimous support.

This paper is also supported by a series of break-out sessions during the meeting. We hope airlines find these sessions helpful. We ask airlines to support this paper and help our industry simplify the business of billing tax.

### **Problem:**

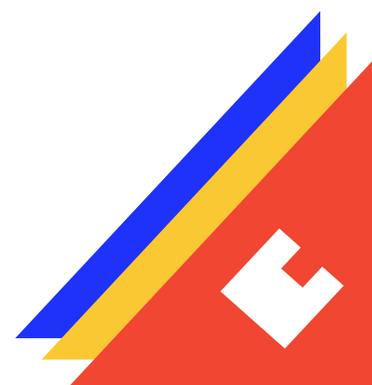
Currently the taxes to be billed following involuntary reroute are determined by a comparison of old and new journeys, the taxes originally applicable, new arising taxes, and a cap on the value to be billed. The comparison is further complicated when the new routing contains more sectors than the original routing, several sectors for which the same tax applies; or different origin, destination, or via points to the original routing.

Using new Source Code 31 data, the SIS team have evidence that the current tax rules caused 66% of rejections between May-18 and March-19. Our industry is struggling with rules that cause rejections and are expensive to implement.

### **Proposed Solution:**

The Working Group propose a simplification of billing rules for involuntary re-routes insofar as the taxes which arise for the new routing shall be applicable for billing regardless of collection. The working group propose that all wording, notes and examples of the current 1.8.2.2 be deleted and replaced with the following rule effective 1st April 2020:

1.8.2.2 For involuntary changes, the TFC amounts published in the IATA Revenue Accounting Tax Database (RATD) arising from the revised routing shall be deemed applicable. Furthermore, exemptions filed in the RATD relating to involuntary changes shall be applied irrespective of the reason. The determination of applicable TFC must be based on the complete ticket data of the revised routing, including both the "From/To" panel and "Good for Passage" sections, and the "Fare calculation" area, if available.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

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### **Subject: RAM Chapter A2 Paragraph 1.8.2.2 Note 1**

Submitted by: IBS OPS WG

### **Background:**

At the WFS 2018 it was agreed to apply published TFC exemptions in case of involuntary rerouting. As a result, the below sentence in Note 1 of A2, 1.8.2.2 was deleted.

### **Problem:**

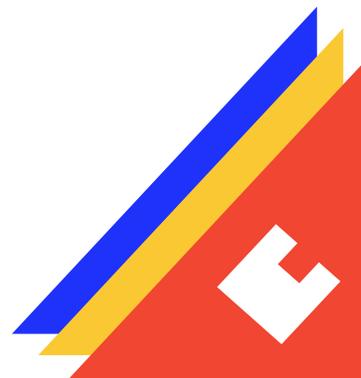
Using ticket data alone, Revenue Accountants are unable to determine the cause of an involuntary reroute. Yet, so often TFC exemptions published in the RATD are very specific to the reason for involuntary rerouting.

For the sake of simplicity and to avoid interline disputes the IBS OPS WG proposes to make the rule clear that the reason for involuntary rerouting shall not be considered when applying a TFC exemption published in the RATD.

### **Proposed Solution:**

Add the following wording to Note 1 in RAM A2, 1.8.2.2:

Note 1: Any TFCs code arising from the revised routing which were applicable to the original routing shall be billed for the published TFC amount applicable to the revised routing but may not exceed the applicable TFC amount for the original itinerary. Exemptions filed in the RATD for involuntary rerouting shall be applied irrespective of the reason for involuntary rerouting.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

## **Subject: RAM Chapter A2 Paragraph 1.8.3**

Submitted by: Etihad Airways

### **Background:**

Presently, RAM A2, paragraphs 1.8 does not specify about tax application of point of turnaround (POT) sector.

#### **1.8.3 Amount to be Billed**

Billing of TFCs shall be based upon the amount published in the applicable IATA Industry Revenue Accounting Tax Database (Enhanced RATD) which is the single source for billing interlineable TFCs. The Enhanced RATD to be used is the one applicable to the month of original billing of the coupon(s).

The TFC amount to be billed shall be based upon the amount published at the date of ticket issuance as applicable for the ticketed travel date. For open sectors the date of ticket issuance shall be used as the ticketed travel date.

Open sectors are considered non-connecting and transit/transfer exemptions do not apply.



### **Passenger and Excess Baggage Billing Rules—A2**

TFCs are to be based on the original ticketed data, ignoring information appearing on revalidation stickers in the paper environment.

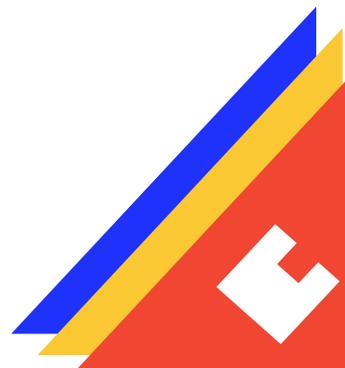
**Note:** *Date of ticket issuance means the issue date on the coupon uplifted/billed for original sales and voluntary reissues/exchanges.*

### **Problem:**

As RAM A2, paragraph 1.8 doesn't describe about tax application of point of turnaround (POT) sector tax is getting exempted where transit/transfer time is less than exemption mentioned in Enhance RATD or transit/transfer amount getting billed instead of stopover amount.

E.g. In below scenario AUH is transfer within 24hrs hence AE, TP taxes are getting exempted as there is an exemption of 'NO STOPOVER TRANSIT/TRANSFER PASSENGERS 24 HOURS' mentioned Enhance RATD.

FROM	TO	DEPART DATE	DEPART TIME	ARRIVAL DATE	ARRIVAL TIME
VIE	MUC	20-May-19	2035	20-May-19	2135
MUC	AUH	20-May-19	2235	21-May-19	0635
AUH	ZRH	22-May-19	0220	22-May-19	0645
ZRH	VIE	22-May-19	0740	22-May-19	0910



## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

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### **Proposed Solution:**

Taxes should apply for point of turnaround (POT) sector and RAM A2, paragraph 1.8.3 should amend as per below:

#### **1.8.3**

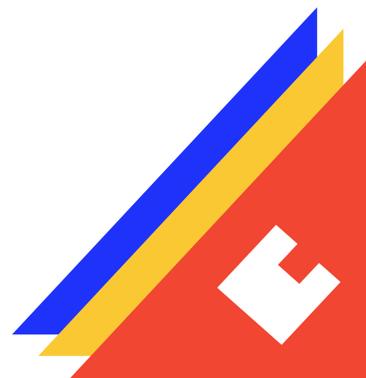
Billing of TFCs shall be based upon the amount published in the applicable IATA Industry Revenue Accounting Tax Database (Enhance RATD) which is the single source for billing interlineable TFCs. The Enhance RATD to be used is the one applicable to the month of original billing of the coupons(s).

The TFC amount to be billed shall be based upon the amount published at the date of ticket issuance as applicable for the ticketed travel date. For open sectors the date of ticket issuance shall be used as the ticketed travel date. Open sectors are considered non-connecting and transit/transfer exemptions do not apply.

Irrespective of connecting time, point of turnaround (POT) sector to be treated as stopover and accordingly perform the TFCs application or exemption.

TFCs are to be based on the original ticket data, ignoring information appearing on revalidation stickers in the paper environment.

***Note: Date of ticket issuance means the issue date on the coupon uplifted/billed for original sales and voluntary reissues/exchanges.***



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

Agenda Item P8  
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## Subject: RAM Chapter A2 Paragraph 2.2

Submitted by: Etihad Airways

### Background:

Presently, RAM A2, paragraph 2.2.1, it specify about only for 'Exchange Billing Involving Under/Over Collections and there is no reference in RAM for billing of other carrier (OC) coupon(s) exchanged on Self (Reissue carrier stock) except A9 Attachment G-Passenger source code.



## Revenue Accounting Manual

A2

### 2. REROUTING BILLING RULES (ORIGINAL COUPONS, EXCHANGES/REISSUES)

#### 2.1 Adjustments of Amounts due to/from Passenger

The rules for calculating the amounts which have to be settled with the passenger in the case of reroutings are given in IATA [Resolution 735d](#) and [736](#).

#### 2.2 Exchange Billings Involving Under/Over Collections

2.2.1 Except for UATP transactions, the other airlines flight coupons lifted by the rerouting airline shall be billed for their (prorate) value on the basis of the correct fare which should have been collected originally. Any under-collection in the fare of the re-calculated portion of the routing will then be deducted from their (prorate) value. Any over-collection in the fare of the re-calculated portion of the routing will be added to their (prorate) value to the extent that such over-collection is utilised against the issue of a new ticket.

### Attachment G—PASSENGER SOURCE CODES

- 1 Lifted Passenger Coupons
- 2 Exchanged Passenger Coupons
- 3 Refunded Passenger Coupons

### Problem:

Due to non-availability of defined process there is a difference in revenue allocation for source code 2 billing for coupon(s) where no bi-lateral agreement between carriers & coupon(s) billed on MPA. Particularly when OC stock and reissue coupon, operating carrier is same due to residual adjustment.

This results into increase in rejections between airlines and revenue loss to outward billing carrier.  
Scenario 1: Under billing

OA stock(XX) Reissue to Self-Stock (YY)									
ATBP Amount	615								
FROM	TO	OPERATING CARRIER	UTILIZATION	SETTLEMENT TYPE	SPA VALUE	PFM	MPA VALUE	FINAL BILLING VALUES	Comments
AAA	BBB	YY	Uplift	SPA	200	2492	220.23	200	Correct value as per SPA.
BBB	CCC	YY	Uplift	SPA	400	3898	344.48	400	Correct value as per SPA.
CCC	DDD	XX	Reissue	MPA	-	569	50.29	15	MPA value 50.29 is applicable but residual value 15 is applied.

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
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In above example there is an under billing of 35.29.  
When SPA amounts are more than ATBP amount Final value is less than zero.

Scenario 2: Over billing

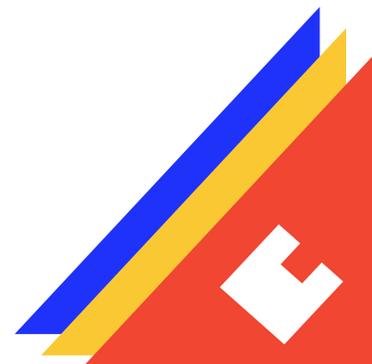
OA stock(XX) Reissue to Self-Stock (YY)									
ATBP Amount	1200								
FROM	TO	OPERATING CARRIER	UTILIZATION	SETTLEMENT TYPE	SPA VALUE	PFM	MPA VALUE	FINAL BILLING VALUES	Comments
AAA	BBB	YY	Uplift	SPA	200	2492	429.72	200	Correct value as per SPA.
BBB	CCC	YY	Uplift	SPA	400	3898	672.17	400	Correct value as per SPA.
CCC	DDD	XX	Reissue	MPA	-	569	98.11	600	MPA value 98.11 is applicable but residual value 600 is applied.

In above example there is an over billing of 600.

**Proposed Solution:**

Add a para in A2, 2.2 as per below:

2.2.2: Other airlines flight coupon(s) exchange by reissue/rerouting carrier where there is no bi-lateral agreement shall be billed as per MPA for their prorated value.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P9  
Page 1 of 1

### **Subject: RAM Chapter A2 Paragraph 2.2.1**

Submitted by: RAM Editor Group

#### **Background:**

Whilst reviewing the RAM last year, the RAM Editor Group identified that this paragraph needed simplification and improvement. The purpose of the paragraph is to explain how a rerouting airline – after it has issued new tickets for a rerouting - shall bill the original coupons to the ticket issuing carrier. These original coupons will have been exchanged in order to allow the issue of the new rerouted tickets.

#### **Problem:**

Whilst the first sentence of the paragraph correctly states that this billing shall be "...the correct fare which should have been collected originally" there is no reference to chapter A2 paragraph 1.1.1 (which states exactly how such billings should be made).

The RAM Editor Group also feels the second and third paragraphs, which describe adding or deducting an over/under collection from a prorate, is confusing, misleading and imply an incorrect procedure.

#### **Proposed Solution:**

The RAM Editor Group proposes the following re-wording to align the billing of original coupons to the correct procedure:

~~Except for UATP transactions, the other airlines flight coupons lifted by the rerouting airline shall be billed for their (prorate) value on the basis of the correct fare which should have been collected originally. Any under collection in the fare of the re-calculated portion of the routing will then be deducted from their (prorate) value. Any over-collection in the fare of the re-calculated portion of the routing will be added to their (prorate) value to the extent that such over-collection is utilised against the issue of a new ticket.~~

Except for UATP transactions, original flight coupons exchanged by the rerouting airline shall be billed on the basis of the correct fare determined in accordance with Chapter A2 1.1.1



## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

Agenda Item P10  
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### **Subject: RAM Chapter A2 Paragraph 3**

Submitted by: IBS OPS WG

### **Background:**

In recent years, some airlines have a system of discounts on private fares. When the receiving carrier bills the lowest fare, the issuing carrier rejects it, expecting the discount level of its private fare to be deducted from the lowest fare.

### **Problem:**

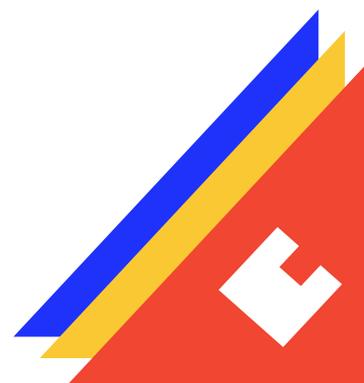
Aside from creating unnecessary rejections and confusion, this practice is not supported by the Revenue Accounting Manual. Paragraph 3 does not provide for a private fare discount to be carried-over and applied to the actual lowest applicable fare used for billing.

### **Proposed Solution:**

IBS OPS WG proposes to add the following note to RAM A2 paragraph 3:

"Note 2: Except for passenger types CH and IN, no discount arising from a private fare type may be applied to the lowest applicable fare."

The current "Note" will be re-named "Note 1"



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

Agenda Item P11  
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## **Subject: Supporting documents for source code 95 and 96**

Submitted by: IBS OPS WG

### **Background:**

Following review of the passenger interline billing source codes and the requirement to provide supporting documents justifying the billing, it appeared that the rules are unclear for source codes 90, 95 and 96.

Source code 90	frequent flyer prime coupon billing
Source code 95	exchanged frequent flyer coupons
Source code 96	refunded frequent flyer coupons

### **Problem:**

Source codes 90, 95 and 96 are referenced as optional source codes for bilateral use. The need for supporting documents should therefore be specified in the relevant Chapter in part B as explicated in the note in chapter A3 1.1:

***Note:** Supporting document requirements for optional settlement procedures published in Part B are outlined in those specific agreements.*

The relevant chapter in part B for frequent flyer billing is Chapter B10 : Frequent flyer redemption billing.

### **Proposed Solution:**

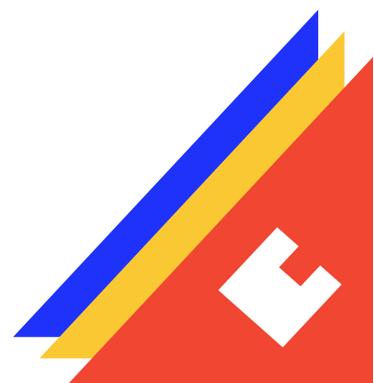
A3 1.1 Original Billings

Interline invoices for billing source codes 1, 2, 3, 23, 25, 26 ~~and 27, and 90~~, do not require supporting documents to substantiate billings.

**Add source code 95 and 96 to the note in chapter B10 2:**

B10 2. Prime coupon billing

Note: No supporting documents are required to substantiate billings under Source Code 90, **95 and 96**.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P12  
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### **Subject: Refund Adjustment for Involuntary Downgrades**

Submitted By: Lufthansa (LH)

### **Background:**

RAM Chapter A4 Paragraph 2.1.1 stipulates when a refund adjustment may be performed:

#### **2.1 Refund Adjustment Process**

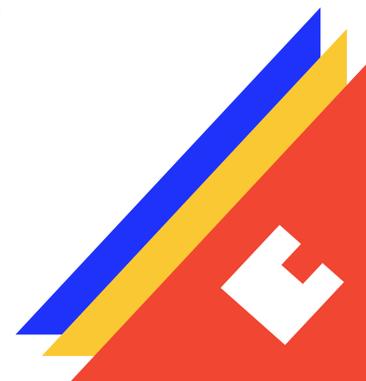
- 2.1.1 A Refund Adjustment may be performed to cover refund transactions involving retroactive application of:
- a change in the entitled class of service (cabin of travel)
- and for refund transactions resulting from the receiving carrier having made and ticketed a new sale to the customer as a result of the original ticket being:
- Mislaid (in the case of paper documents)
  - Unavailable for travel—where an electronic ticket is valid for travel, and has previously been made available by the issuing carrier, but where the receiving carrier is unable to retrieve or accept it.

#### **Example 1:**

- (a) BA issues an electronic ticket with the routing:  
Coupon 1 LON-JFK (BA)  
Coupon 2 JFK-RDM (AA)
- (b) The ticket has been issued correctly, all sectors are confirmed and all coupons are available for airport control.
- (c) The ticket is issued with a promotional fare that would entitle AA to a prorate share of USD 200 for carriage between JFK and RDM.
- (d) In JFK AA are unable to retrieve or gain airport control of coupon 2. JFK-RDM is still booked as confirmed. AA issues a new ticket for travel JFK-RDM, for travel on AA, using a full sector fare (USD750). The customer travels on this new ticket.
- (e) Following contact with the customer, BA approaches AA to claim a retroactive adjustment of USD550 calculated by the difference between the value AA earned from the sale of its new ticket and the value AA would have received if it had uplifted and billed coupon 2 of the original BA ticket.

#### **Example 2:**

- (a) A passenger purchases a TG ticket BKK/HKG/TYO/BKK via TG.
- (b) At TYO the TYO/BKK coupon cannot be retrieved/is not in the system and the passenger purchases from KLM a replacement ticket TYO/BKK.
- (c) The passenger subsequently applies for a refund for the replacement ticket. TG could without prior reference to KLM refund the coupon value of the original TG TYO/BKK coupon plus any difference between the replacement fare TYO/BKK paid to KLM and the value of the original TG TYO/BKK coupon.
- (d) TG would bill KLM by means of a Refund Adjustment Form for this difference along with the Interline Service Charge on the value of the "lost" TG coupon.
- (e) Where applicable, KLM will subsequently bill the actual carrying airline for the difference.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

**Problem:**

The examples only refer to refund adjustments related to "Unavailable for travel" scenarios and in Paragraph 3.2.2 only refers to refund adjustments in case of a voluntary downgrade. There is no indication or example about how to calculate a refund adjustment for an involuntary change in the entitled class of service.

**Proposed Solution:**

We propose to add an additional paragraph to close the gap for involuntary downgrades:

3.2.3. The amount of an interline adjustment which arises due to involuntary downgrading shall be the difference between:

- The official fare or prorated portion thereof of the original coupon in the purchased class of service according to RAM Chapter A2 Paragraph 1.1. and,
- The lowest applicable published fare or prorated portion thereof of the new coupon(s) in the performed class of service and original routing according to RAM Chapter A2 Paragraph 3

The adjustment shall be processed as per RAM Chapter A4 Paragraph 2.1.2.

**Example:**

- (a) Airline XX issues an electronic ticket with the following routing:  
 Coupon 1 AAA-BBB (XX) Business Class  
 Coupon 2 BBB-CCC (ZZ) Business Class
- (b) XX carries the passenger as planned in Business Class
- (c) Due to overbooking, ZZ downgrades the passenger on the BBB-CCC
- (d) ZZ charges XX for the original sector BBB-CCC based on the ticketed Business Class fare
- (e) Passenger is claiming a compensation for the difference in class of service to XX
- (f) XX as original issuing airline refunds the class difference to the passenger
- (g) XX adjusts the billed value via interline and charges ZZ via billing memo for the interline adjustment as per RAM A4-3.2.3. and RAM A4-3.2.4.

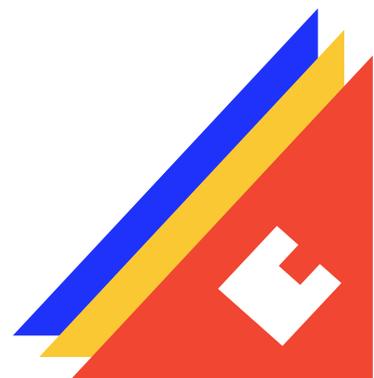
Calculation:

Collected published Business Class Fare: USD 1,000

Lowest applicable Economy Class Fare: USD 200

	Prorate Factors	Original Billing Value	New Billing Value
AAA-BBB	800	-	-
BBB-CCC	200	USD 200	USD 40
Billing Adjustment:			USD 160

The current Paragraph 3.2.3 shall be renumbered as 3.2.4



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P13  
Page 1 of 1

### **Subject: RAM A10, 4.1.3 and 5.2.1.2**

Submitted by: IBS OPS WG

#### **Background:**

The IBS OPS WG received a request for clarification regarding the application of RAM articles A10, 4.1.3 and A10, 5.2.1.2 which allow multiple coupons on a single rejection memo and correspondence letter when the amount to be prorated are the same.

Some members believed the relevant articles were limited to identical coupons on multiple tickets where the routing, carrying airlines and the amount to be prorated were the same. Others interpreted the articles to allow for multiple coupons of the same ticket where the routing, carrying airlines and the amount to be prorated were the same.

Below is an example to illustrate;

AAA XX BBB XX CCC XX DDD m1000.00

A rejection memo for prorate difference on coupons BBB-CCC of multiple tickets is clearly permitted. However, is a rejection for prorate difference on AAA-BBB and BBB-CCC of the same ticket permitted? Regardless of the correct interpretation, the WG concluded further clarification should be provided.

#### **Problem:**

The common scenario is that rejection memos have a 1:1 relationship with coupons being rejected. Looking into this further, it is noteworthy that IS-WEB functionality provides the flexibility of both scenarios shown above. While it is uncommon for a single rejection memo to contain multiple coupons of the same ticket the need arises for exceptional cases such as coupons billed in error, subsequent refund claims or manual audits.

The IBS OPS WG believed it was not problematic to allow for the flexibility and this should not cause any reason for concern. As such, the WG concluded additional wording should be added to the relevant articles for clarification.

#### **Proposed Solution:**

Amend paragraphs A10, 4.1.3 and 5.2.1.2 as follows:

**4.1.3-** When a rejection memo is raised for the reason of prorate difference, one rejection memo may contain more than one item provided the routing, carrying airlines and the amount to be prorated are the same. This applies whether the coupons rejected are on multiple tickets or the same ticket.

**5.2.1.2-** No more than one item may be included in each letter unless all items in dispute are for exactly the same reason and the same reason code. Furthermore, in the case of "prorate difference", one letter may reference multiple coupons provided the routing, carrying airlines and the amount to be prorated are the same. This applies whether the coupons rejected are on multiple tickets or the same ticket.

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 23 SEPTEMBER

## **Subject: Proration Slip for Rejection, RAM Chapter A10, Paragraph 1.5**

Submitted by: China Southern Airlines

### **Background:**

In RAM 2018, Chapter A10, Paragraph 1.5 states "Support the rejection with electronic attachments containing new information that will assist the other airline evaluate the charge. (E.g. ticket image, prorate slip etc.)"  
In SIS Participation Guide March 2019, Chapter 9, Paragraph 2.1 states "The Passenger IS-IDEC/IS-XML provides up to fifty occurrences of 80-character free text area record elements. This free text area can be used to provide the prorate slip information.

An example of how to organize the data is shown below.

```
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75
1 * * PRORATE SLIP * *
2 BA EVALUATION SLIP      TICKET DETAILS : 125 . 1234567890
3
4 SALE - DATE  SALE - CITY  CCY  MNTH/YR  VALUE  CCY  FBTD      PAX  TRUE - ORIGIN
5 14SEP07      DKK              GBP  SEP07      580.23  NUC  MLCRCEUR    1    CPH
6
7 COUPON VALUES
8
9 CITY  CAR  FLT  CLS  DATE  CPN  FACTOR  TYPE  VALUE  CCY  CLS  %  SUR  TOTAL
10 CPH
11 LHR  YY   0817 M  17SEP  1000.00  ' ' '  12.34
12 CPT  BA   0059 M  17SEP  7000.00  FAC  567.89
13              TOTALS  8000.00  580.23  580.23
14
15
16
17
```

A clear prorate slip is very important and helpful for airlines to figure out how the proration was done by other airlines and quickly to judge whether the original billing or the rejection is correct.

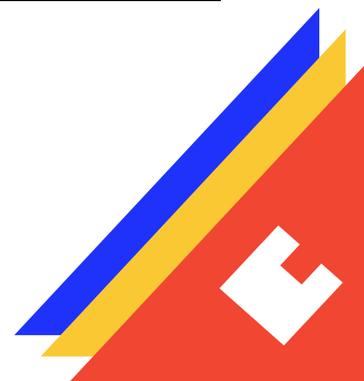
### **Problem:**

Some airlines put both supplementary explanation and prorate slip into "Rejection remarks" area when rejecting for prorate difference, which makes it hard for other airlines to locate relevant information quickly.  
Worse still, since the length of the "Rejection remarks" area is limited, rejections may increase for insufficient or incomplete supporting document if airlines put the prorate slip into remarks area.

### **Proposed Solution:**

In order to reduce rejections caused by unclear prorate slip, we propose to add supplementary statement in the Chapter A10, Paragraph 2.3.2:

"In case of rejecting as "prorate difference", a supporting document or prorate slip with the amount to be prorated, prorated sectors, prorate factor and other proration details shall be provided. Proration details shall not be added to the rejection remarks field."



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

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Page 1 of 1

### **Subject: A12 Currency 1.4.3 Conversion for other than Original Billings & 1.5 Rounding Off**

Submitted by: Xiamen Airlines

#### **Background:**

According to the 1.5 & 1.4.3 from A12 in the RAM, the example in 1.4.3, which indicates an example of currency conversion between BHD, USD and EUR, shows that fractions should be disregarded regardless they are less or more than half unit. However, in 1.5, it indicates the rounding off rule which is the other way from the example in 1.4.3. The rounding off rule should consider the fractions in detail.

#### **Problem:**

If we use the Rounding Off rule in 1.5 to calculate the example in 1.4.3, it will come up with a different amount. Same scenario in Cargo part which are 2.5 and 2.4.3. Thus, contradiction exists between the examples and texts.

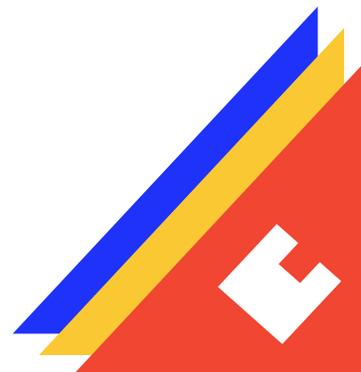
#### **Proposed solution:**

We suggest we use the rounding off rule in 1.5 to alter the amount in the example of 1.4.3.

For original billing: 100 BHD @ 0.37610 will be 265.886732252 USD, by using the rounding off rule stated in 1.5, it should be 265.89 USD.

For rejection billing: 265.89 USD @ 0.76222 will be 202.67 EUR and the value converted back to the invoice amount will be 265.89 USD.

Same changes should be made in cargo part, 2.5 & 2.4.3.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P16  
Page 1 of 1

### **Subject: RAM Chapter A12 Reference to the new IATA Currency Resolution (Information)**

Submitted by: IATA Currency Team

#### **Background:**

RAM chapter A12 includes information on the usage of the Five Day Rate (FDR) currency exchange rate file, however the file definitions are not included in IATA Passenger Composite Resolutions (there is reference to the FDR file in the Cargo Tariffs Resolutions but not a complete file definition) and RAM as well.

In comparison, the ICER (BSR) and IROE (NUC) exchange rate files used in pricing and ticketing for fare construction and payment are included in the various ticketing publications as well as the Passenger Composite 024 series Resolutions.

Inclusion in the IATA Resolutions provides a precise reference for the file definitions and helps to facilitate amendments when required by the working groups and conferences.

#### **Problem:**

There is no IATA Resolution to cover the Five Day Rate (FDR), Call Day Rate (CDR), and Monthly Mean Rate (MMR) exchange rate file definitions, similar to the IROE and ICER Resolutions in the PTC COMP 024 series. (please see the attachment to this agenda item, specifically Resolution 024c for IROE and Resolution 024e for ICER).

The proposed IATA Resolution text would cover the FDR, CDR, and MMR file definitions:

- When the exchange rates are used (for what type of transactions)
- How calculations are processed using the exchange rates
- The specifications of each file, for example – “the rates in the FDR file are averaged over the 5 banking days ending on the 25th of the month”
- The frequency and effectiveness of each file

To be determined later:

- The exact Resolution text.
- Where the Resolution would reside (Passenger Composite 024 series or another location.
- The Cargo Tariffs Resolutions would also be updated where required.).

This will be a governance tidy up and the Resolution will not change anything but just document how the FDR and MMR is prepared so that airlines have full transparency and ownership.

#### **Proposed Solution:**

RAM Editor Group will amend RAM Chapter A12 by adding the necessary references for the new IATA Currency Resolution in case the new IATA Currency Resolution will be approved during the PSC in mid-October 2019.

Please note that RAM Chapter A12 would continue to be a main source of information on the currency billing processes and currency rules in RAM will not change. The IATA Resolution would support RAM Chapter A12 and help to provide a complete picture of all exchange rate files used through the entire currency process (from pricing and ticketing through to billing).



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P17  
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### **Subject: New RAM Chapter B: Using ATPCO RATD X1 record for update of tax referential data**

Submitted by: IBS OPS WG

#### **Background:**

In Chapter A2, 1.8.2.1, it is defined that taxes to be billed for interline settlement are published in the Revenue Accounting Tax Database (Enhanced RATD).

However, the way that airlines access the data and use it to update their tax calculation tools is not described anywhere and is generally a manual process. Manual update of referential data can have many drawbacks: coding errors, errors in interpretation of the data, delayed update... This can be a source of differences in tax calculations for interline billing and results in rejections. In today's world, automation is the key to have timely and reliable data.

ATPCO produces a machine-readable file, X1, based on the contents of the new Enhanced RATD. This file can be used as a source of data to update airline tax referential data ensuring that the information and rules used to calculate the taxes for interline billing is correct and updated in a timely and reliable manner.

ATPCO also produces a TCN file containing the detailed tax amount per tax code and per coupon. These tax amounts can be used for interline billing.

Furthermore, as concerns ticketing and distribution, Recommended Practice 1723 recommends use of automated tax data for pricing systems.

#### **RECOMMENDED PRACTICE 1723-AUTOMATED TAX DATA**

*WHEREAS, Resolution 785 requires that the IATA "Ticket Tax Box Service" shall be the industry reference for taxes, fees, and charges collected on a ticket; and WHEREAS automation of tax calculation and application adds value to the industry in ensuring efficiency and consistency, reducing errors and minimizing disputes between parties.*

*IT IS RECOMMENDED that:*

- 1. Automated tax data is used within pricing systems to support automated tax calculation.*
- 2. ATPCO's Tax data subscription is currently the industry source of automated data of information published by the IATA Ticket Tax Box Service*

IBS OPS feel that Revenue Accounting should make a similar recommendation to encourage airlines to move towards automation of their tax referential data.

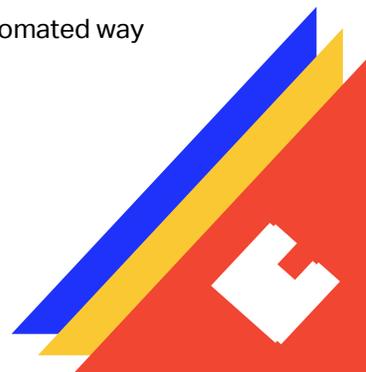
#### **Proposed Solution:**

Authorize the RAM Editor Group to create a RAM B Chapter encouraging airlines to use, for interline billing purposes;

The Enhanced RATD X1 file as a source of tax referential data to update their systems in an automated way

Or;

The ATPCO TCN record with detailed tax calculation amounts per tax code and per coupon.



**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
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Agenda Item P18  
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**Subject: Deleting IATA Resolution 735d references from RAM Chapter B9**

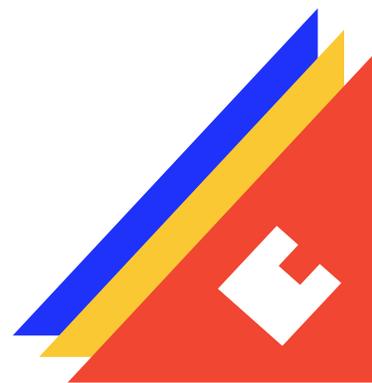
Submitted by: RAM Editor Group

**Background:**

The references in Resolution 735d to FIMs are no longer valid since there is no longer a standard for acceptance of FIMs in IATA Resolutions. There were all removed as a part of the "paper out" project.

**Proposed solution:**

Authorize RAM Editor Group to remove IATA Resolution 735d references in RAM Chapter B9.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item P19  
Revised  
Page 1 of 1

This is a revised agenda item

### **Subject: Subject: UATP Merchant Service Fee to be deducted in Prime Billings)**

Submitted by: IBS OPS WG

#### **Background:**

Last year in Madrid, rejection reduction Group presented this paper P28 however although the paper won a majority unfortunately defeated by just %15.5 in IBS OPS GM and could not reach the 85% required to be adopted to the RAM.

IBS OPS WG discussed this and agreed that this is already the rule however some system providers have not developed this function. Therefore, IBS OPS WG agreed to resubmit P28 next year as an IBS OPS WG paper by making it clear that this is already the current rule however the aim is just to make it crystal clear.

The use of the UATP discount field was introduced in SIS in 2011 for use by the airlines to include UATP discounts on prime billings. It was designed to facilitate the application of discounts on prime billings for travel documents with UATP form of payment (FOP), similar to the concept of the Interline Service Charge (ISC).

#### **Problem:**

It has been found that not all Passenger Revenue Accounting Systems (PRAS) have been developed to apply UATP discounts on processed prime billings, given data quality issues and system limitations although this is the rule. The result ended up being the use of rejection memos by billed carriers to reclaim UATP discounts from the billing carriers.

According to IATA's Rejection Memo Reduction progress report for 2018 (billings following RAM billing rules), UATP reclaim ranks 4th place in most volumetric 1st stage rejections and represents the reason code with the largest increase of 1st stage rejection memos of 175% from 2015 to 2018. It also ranks 8th place in most volumetric 2nd stage rejections with an increase of 191% from 2015 to 2018.

#### **Proposed Solution:**

This paper proposes to clarify the mandatory use of the available UATP discount field in all prime billings.

Accordingly, the IBS OPS WG suggests the below wording is added to A9, 5.2 for clarification.

#### A9, 5.2 Invoices for UATP Transactions

See RAM Chapter B13

Airlines participating in the UATP Agreement shall deduct the applicable UATP Merchant Service Fee when billing original Passenger invoices.

The IBS OPS WG also proposes UATP Merchant Service Fee is added to the header in A10, Procedure 2.3.7 as follows:

A10, 2.3.7      ISC/Other Commission/Handling Fees/UATP Merchant Service Fee.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

SUP1  
Supplementary agenda item  
Page 1 of 1

This is supplementary agenda item

**Subject: List of Airlines in RAM Chapter A3.2 (Housekeeping)**

Submitted by: Secretary

**Background:**

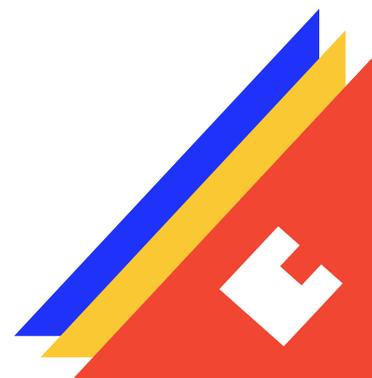
Chapter A3.2 gives a list of airlines who allow correspondence in a language other than English. This list has not been reviewed for some time and needs updating.

**Problem:**

The list of airlines contains duplicates that are no longer in use, for example "Air France" and "Compagnie Air France Europe". There are other airlines that no longer exist.

**Proposed Solution:**

Authorize IATA Secretary and RAM Editor Group to review Chapter A3.2 in order to update the list of airlines.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 23 SEPTEMBER

Agenda Item C1  
Page 1 of 3

### **C1-Subject: Original Billing, Rejection and Correspondence Stages - RAM Chapter A8, Paragraph 5.1**

Submitted by: China Southern Airlines

#### **Background:**

RAM Chapter A8 paragraph 5.1 explains the billing of each rejection stage should be included in Clearance not later than the fourth period of the 6<sup>th</sup> Clearance Month after that in which original billing or the previous rejection is included.

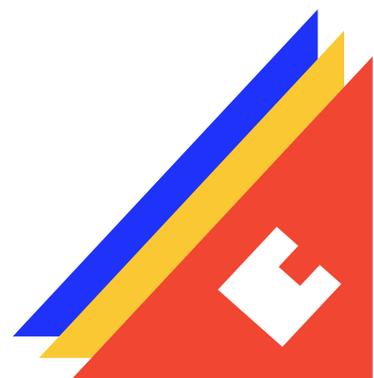
#### **Problem:**

When the transaction month of an AWB is in April or the later month, the billing of third rejection could be made in January the year after next year if original billing is completed in 4<sup>th</sup> month following the transaction date, and first and second rejection is made in the 6<sup>th</sup> Clearance Month. It means that the settlement of an AWB will last three years. As time goes on, providing supporting documents will be more difficult especially for paper documents such as AWB copies and cargo manifests, and other electronic attachments like emails containing bilateral confirmation. CZ has checked interline settlement records from January 2018 to March 2019 and found more than 90% AWB could be adjusted within 5 months by CZ's cargo interline partners.

In addition, IATA is striving to promote E-freight program, so in the future the usage of e-AWB will be improved, which will enhance the efficiency of revenue accounting. In accordance with e-AWB report of February 2019 published on IATA website, e-AWB penetration by region of origin from Africa, Asia Pacific, Europe, Middle East, North Asia and USA is more than 50%.

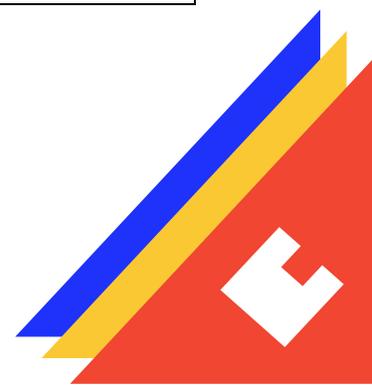
#### **Proposed solution:**

We propose to change the time limits for rejection stages to 5 months and amend RAM A8, Paragraph 5.1 as follow:



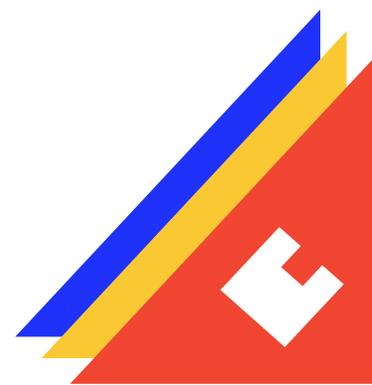
**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
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Stage	Example	IATA Clearing House Settlement
Original Billing	Airline A bills Airline B.	Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4 <sup>th</sup> month following the transaction date. The transaction month is counted as the first month. Example: transactions from 1 <sup>st</sup> to 31 <sup>st</sup> July 2015 are billed at the latest by period 4 of October 2015 Clearance, closing 7 <sup>th</sup> November 2015.
First Rejection	Airline B cannot accept above billing and re-debits A.	Billing to be included in Clearance not later than the fourth period of the <del>6<sup>th</sup></del> <b>5<sup>th</sup></b> Clearance Month after that in which original billing is included. Example: Original billing period 4 of May 2015 Clearance. Include first rejection at the latest by period 4 of <del>November</del> <b>October</b> 2015 Clearance, closing 7 <sup>th</sup> <del>December</del> <b>November</b> 2015.
Second Rejection	Airline A submits a further bill to Airline B giving reason for debit.	Billing to be included in Clearance not later than the fourth period of the <del>6<sup>th</sup></del> <b>5<sup>th</sup></b> Clearance Month after that in which first rejection is included. Example: First rejection in period 3 of November 2015 Clearance. Include second rejection at the latest by period 4 of <del>May</del> <b>April</b> 2016 Clearance, closing 7 <sup>th</sup> <del>June</del> <b>May</b> 2016.
Third Rejection	Airline B still unable to accept, so again re-debits Airline A.	Billing to be included in Clearance not later than the fourth period of the <del>6<sup>th</sup></del> <b>5<sup>th</sup></b> Clearance Month after that in which second rejection is included. Example: Second rejection in period 3 of May 2016 Clearance. Include third rejection at the latest by period 4 of <del>November</del> <b>October</b> 2016 Clearance, closing 7 <sup>th</sup> <del>December</del> <b>November</b> 2016.
Correspondence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than 6 months after the closure Date of the fourth period of the Clearance Month in which the third rejection was included. Example: Third rejection included in period 1 of November 2016 Clearance. Period 4, November 2016 Clearance, closes 7 <sup>th</sup> December 2016, submit letter on IS-WEB by 7 <sup>th</sup> June 2017.



**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
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Stage	Example	Non Clearing House Settlement
Original Billing	Airline A bills Airline B.	The examples apply to airlines who settle on a regular month-end cycle:  Item to be billed not later than 4 months after the month of transaction e.g. July 2015 transactions to be invoiced by 30 <sup>th</sup> November 2015.
First Rejection	Airline B cannot accept original billing and re-debits A.	Rejection to be billed not later than <del>6</del> <b>5</b> months after date of successful submission of original billing to SIS, e.g. original billing accepted and loaded by SIS on 30 <sup>th</sup> June 2015. First rejection billing to be invoiced not later than <del>31<sup>st</sup> December</del> <b>30<sup>th</sup> November</b> 2015.
Second Rejection	Airline A submits a bill to Airline B giving reason for debit.	Rejection to be billed not later than <del>6</del> <b>5</b> months after date of successful submission of fist rejection to SIS, e.g. fist rejection accepted and loaded by SIS on 15 <sup>th</sup> December 2015. Second rejection billing to be invoiced not later than 15 <sup>th</sup> <del>June</del> <b>May</b> 2016.
Third Rejection	Airline B unable to accept and re-debits Airline A.	Rejection to be billed not later than <del>6</del> <b>5</b> months after date of successful submission of second rejection to SIS, e.g. fist rejection accepted and loaded by SIS on 05 <sup>th</sup> June 2016. Third rejection billing to be invoiced not later than 05 <sup>th</sup> <del>December</del> <b>November</b> 2016.
Correspondence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than 6 months after the date of successful submission of the third rejection to SIS, e.g. third rejection accepted and loaded by SIS on 04 <sup>th</sup> December 2016, submit letter on IS-WEB by 04 <sup>th</sup> June 2017.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

### Administration Items:

- A1 Opening of Meeting
- A2 Competition Law Guidelines for IATA Industry Meetings
- A3 Delegate Introductions
- A5 Approval of the Minutes from the 7<sup>th</sup> SIS General Meeting
- A6 Introduction of the Electronic Voting System
- A7 Date and Place Next General Meeting
- A8 Any Other Business
- A9 Vendor Prize Draws
- A10 Close of Meeting

### SIS GM Updates and Reporting items:

- SR1 IATA GDC Vision and Strategy
- 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
- SR7 Supplier to Airlines e-Invoicing Update
- SR8 ATPCO Updates
- 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	✓	✓	

## SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 24 SEPTEMBER

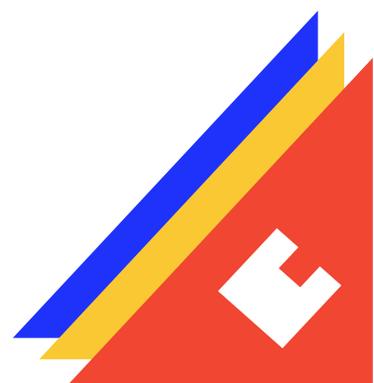
SIS GM8 – SIS Participation Agreement

Page 1 of 1

For your information, below is an extract from the SIS Participation Agreement (ISPA) outlining the steps to perform amendments to SIS.

### 6. MODIFICATIONS

- 6.1 Amendments to System functionality may be submitted as a proposal to the SIS General Meeting duly convened in accordance with paragraph 5.2 and shall be referred initially to the SIS Steering Group for review. If accepted by the SIS Steering Group they will be referred to SIS Operations (as defined in Attachment C) for analysis and costing. SIS Operations shall develop the specifications and, at their discretion, confirm them with the SIS Steering Group (as defined in Attachment C). The final agreed proposal shall be submitted to the SIS Steering Group for approval. Changes to system functionality may be proposed by the Participants at any time before the deadline of the SIS General Meeting. Major changes to system functionality must be approved by IATA to ensure operational efficiency.
- 6.2 Amendments to System functionality as a result of industry mandated changes shall be initiated by the SIS Steering Group and referred to SIS Operations for review and costing. SIS Operations shall develop the specifications and, at their discretion, confirm them with the SIS Steering Group. The final agreed proposal shall be submitted to the SIS Steering Group for approval.
- 6.3 Amendments to the then current Agreement which are accepted by IATA and agreed by seventy five percent **(75%)** of those present at the SIS General Meeting, duly convened in accordance with paragraphs 5.2 and 5.3 shall become effective and shall be applied by all SIS Participants, as from a date which shall be determined by the SIS Participants present and entitled to vote at the SIS General Meeting.
- 6.4 To be eligible to vote for changes to this Agreement with Attachments, the Participant must be transmitting and receiving invoices through the Service.
- 6.5 Where changes to the RAM, ACH Manual of Procedure, or other industry rulings require changes to this Agreement, the SIS Steering Group is empowered to agree to the appropriate amendments to this Agreement. The SIS Steering Group shall notify the Participants of all amendments, giving their date of effectiveness.
- 6.6 In addition, when IATA's review of an operational and/or individual Participant problem suggests that an editorial change would improve understanding, IATA may make editorial amendments provided they do not change the intent of the Agreement and/or procedures. Editorial amendments that do not change the intent of the Agreement and/or procedures will be notified via the RAM. IATA will notify the ACH Secretary-Treasurer.
- 6.7 All changes and amendments made in accordance with paragraphs 6.5 and 6.6 above will be submitted to the next SIS General Meeting for final ratification.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

Agenda Item S1  
Page 1 of 1

### **Subject: Add New Correspondence Search Criteria to Search Correspondence by Charge Category**

Submitted by: Air China

#### **Background:**

Generally, the correspondence work is assigned to the audit staff by charge category. The staff often needs to find non-replied correspondence they are responsible for on IS-WEB. Currently, the Correspondence Search Criteria are as below:

Correspondence Search Criteria

* From Date: 13-Nov-18	* To Date: 13-May-19	Member Code: [ ]	Correspondence Owner: All	Correspondence Initiating Member: Either
Correspondence Ref. No.: [ ]	* Correspondence Status: All	Correspondence Sub Status: All	Authority To Bill: All	Number Of Days To Expiry: [ ]

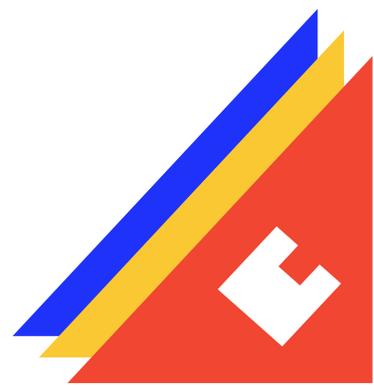
Search Clear

#### **Problem:**

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.

#### **Proposed Solution:**

Create a "Charge Category" selective option under Correspondence Search Criteria to improve the search efficiency.



## SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 24 SEPTEMBER

Agenda Item S2  
Page 1 of 1

### **Subject: Flexible Alert on Correspondence**

Submitted by: Air China

### **Background:**

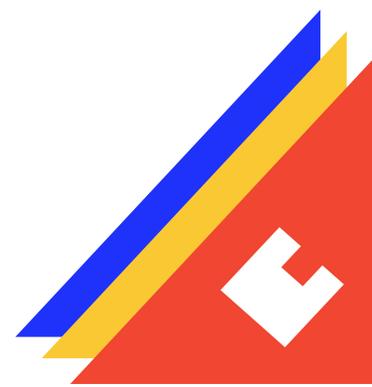
If the billed member has dispute with the rejection invoice, they need to create a correspondence on IS-WEB to the billing member and state the reason of disagreement. The billed member can only adjust the invoice after getting authorization from the billing member within 90 days.

### **Problem:**

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.

### **Proposed Solution:**

Put up 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.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

Agenda Item S3  
Page 1 of 2

### Subject: Implement 'Initiate Correspondence / Billing Memo' buttons on Audit Trail screen

Submitted by: All Nippon Airways

#### Background:

In 2017, SIS General Meeting at Dublin approved the Agenda item S5 to implement the 'Reply' button when viewing Audit Trail screen of Correspondence. This additional functionality enables users to reply directly from that screen with no necessity to return to the Billing History and Correspondence screen. As a result of this implementation, users receive a significant benefit of reducing the workload and increasing the efficiency of replying a correspondence.

#### Problem:

On the other hand, in case of creating a "First Correspondence" against 3<sup>rd</sup> 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. Therefore, users are always forced to go back to the Billing History and Correspondence screen to raise a memo.

#### Proposed Solution:

We propose to implement 'Initiate Correspondence' and 'Initiate Billing Memo' buttons on Audit Trail screen to directly raise a memo as well as the 'Reply' button approved in 2017.

This proposed solution is only adds such buttons and do 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.

#### 3<sup>rd</sup> Rejection Memo Audit Trail:

Passenger Reports General

Home >> Passenger >> Billing History and Correspondence >> Audit Trail

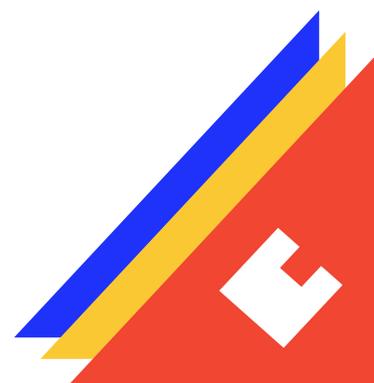
Back Generate PDF  Include Supporting Document(s) Initiate Correspondence

**Stage 3, Rejection Memo**

Billing Period	Billing Member	Billed Member	Invoice No.	Listing Currency	Billing Code	Memo No.	Batch Seq. No.	Rec. Seq. Batch	Source Code	Reason Code	IS-Rejection Flag	IS-Validation Flag	Net Reject Amount	Sampling Constant	Net Reject Amt After Sampling Constant
Mar 2019 P4		205-NH-ALL NIPPON AIRWAYS CO. LTD.		USD	NS		1	74	6	1B				0	0

Your Invoice Billing Period	Your Invoice No.	Your Rejection Memo No.	FIM/BM/CM No.	FIM Coupon No.	FIM/BM/CM Indc.
Nov 2018 P3					

Remarks:



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 24 SEPTEMBER

Agenda Item S3  
Page 2 of 2

## Correspondence Audit Trail:

Passenger Reports General

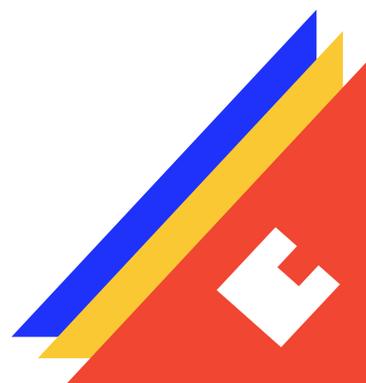
Home >> Passenger >> Billing History and Correspondence >> Audit Trail

Back Reply Generate PDF  Include Supporting Document(s) **Initiate Billing Memo**

### Stage 8, Correspondence

From Member	To Member	Correspondence Date	Correspondence Ref. No.	Correspondence Stage	Source Code	Authority To Bill	Amount to be Settled
	205-NH-ALL NIPPON AIRWAYS CO. LTD.	28-Mar-19		5	6	No	

Correspondence Details:



**Subject: Display error details for Sanity Check process on SIS**

Submitted by: All Nippon Airways

**Background:**

Transferring the xml files to SIS and the error has occurred during Sanity Check time, the alert report named R2 from Sanity Check process provides to users only error description and the number of errors. These items cannot be used to identify what type of error has occurred. It is written the definition of sanity check on IATA ISPG Chapter 3.3.2/4.3.2; however it does not help to find the relevancy between actual factors of the error and defined check process.

**Problem:**

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. Once users could find the specific error type right away, it makes possible to forward following process finally.

**Proposed Solution:**

Display the information which could identify the error data, such as "error characters" & "line number" on the alert report named R2.



## SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 24 SEPTEMBER

Agenda Item S5  
Page 1 of 1

### **Subject: Requirement for Additional Direct Correspondence Contact**

Submitted by: China Eastern Airlines

#### **Background:**

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.

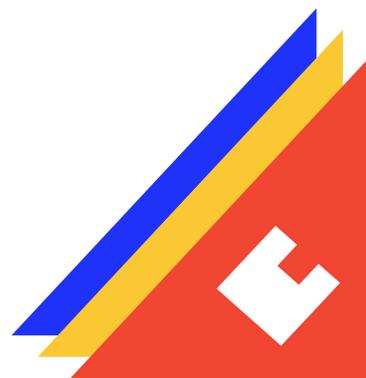
#### **Problem:**

It is inefficient and time consuming to forward the emails one by one to the senders, which may slow down the correspondence process.

#### **Proposed Solution:**

SIS 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.

It is not to change the current procedure, but to add another contact email which is the correspondence sender to the email addresses along with the designated/assigned correspondence contacts.



**SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING  
TUESDAY | 24 SEPTEMBER**

Agenda Item S6  
Page 1 of 1

**Subject: Function in IS-WEB - the correspondence initiator can be added as correspondence recipient by SIS automatically when the correspondence is replied**

Submitted By: China Southern Airlines

**Background:**

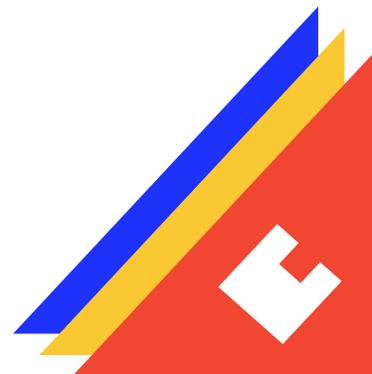
IS-web Correspondence Search Criteria helps users to search the detail of the history correspondence.

**Problem:**

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.

**Proposed Solution:**

To make it more user-friendly and improve the working efficiency, we propose that aside from the assigned contact, the correspondence initiator can be added as correspondence recipient by SIS automatically when the correspondence is replied, it may become easier for the correspondence initiator to know the detail of the correspondences they have initiated and the updates.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 24 SEPTEMBER

## **Subject: Remove the outdated search results of source code 74/75/76**

Submitted by: China Southern Airlines

### **Background:**

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.

### **Problem:**

When we search source code 74/75/76 in Billing History Area, it shows up two results, "74/75/76 BILATERAL BILLING MEMO SOURCE CODE" and "74/75/76 REJECTED BILLING MEMOS-1ST/2nd/3rd REJECTION".

By April 2019, the oldest billing year/month we can search in Billing History Area is 2018-May. Search result of "74/75/76 BILATERAL BILLING MEMO SOURCE CODE" is no longer valid.

The screenshot shows a web application interface for "Billing History" with search criteria for "Invoice Search Criteria" and "Correspondence Search Criteria".

**Invoice Search Criteria:**

- Billing Type: Payables
- Invoice Number: [Empty]
- Reason Code: [Empty]
- Billing Year / Month: Please Select (Dropdown menu with options: 2019-Apr, 2019-Mar, 2019-Feb, 2019-Jan, 2018-Dec, 2018-Nov, 2018-Oct, 2018-Sep, 2018-Aug, 2018-Jul, 2018-Jun, 2018-May)
- Billing Period: All
- Memo Number: [Empty]
- Document Number: [Empty]
- Billing Code: All
- Rejection Stage: Please Select
- Coupon Number: [Empty]
- Member Code: [Empty]
- Source Code: 74 (Dropdown menu with options: 74-BILATERAL BILLING MEMO SOURCE CODE, 74-REJECTED BILLING MEMOS - 1ST REJECTION)

**Correspondence Search Criteria:**

- From Date: 30-Sep-18
- Correspondence Ref. No.: [Empty]
- Source Code: [Empty]
- Member Code: [Empty]
- Correspondence Sub Status: All
- Correspondence Owner: All
- Authority To Bill: All
- Correspondence Initiating Member: Either
- Number Of Days To Expiry: [Empty]

Buttons: Search, Clear

### **Proposed Solution:**

We propose to remove the outdated search results of source code 74/75/76 BILATERAL BILLING MEMO SOURCE CODE.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

Agenda Item S8  
Page 1 of 1

### **Subject: Add SIS bulletins to "Message" column on ISWEB.**

Submitted by: China Southern Airlines

### **Background:**

Some of users could receive SIS bulletins containing SIS GM agenda or SIS system new changes sent by SIS@iata.org and all users could search SIS bulletins on IATA website.

### **Problem:**

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.

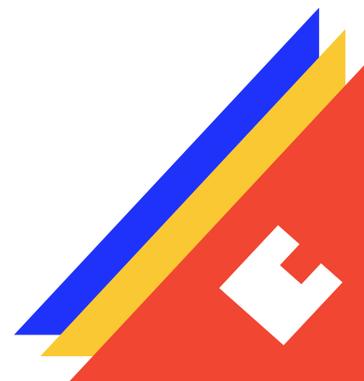
Another method to acquire SIS bulletins is to search on IATA website, but members need to check by themselves regularly. Missing bulletins may lead to serious problems such as airlines' revenue accounting system could not match SIS system new changes or SIS members submit IBS OPS GM agenda proposals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

### **Proposed solution:**

ISWEB is the access for SIS invoices and correspondence, which is the website members will visit frequently. In order to ensure all SIS users receive SIS bulletins timely, we propose to add SIS bulletins to "Message" column on ISWEB.

The screenshot displays the ISWEB interface. At the top, there are navigation tabs for 'Cargo', 'Reports', and 'General'. Below this, the 'Home' page is visible, featuring the China Southern Airlines logo. The main content area is divided into two sections: 'Upcoming Milestones' and 'Messages'. The 'Upcoming Milestones' section shows a table with columns for 'Period', 'Milestone', 'Date (EST)', and 'Local Date'. The 'Messages' section shows a 'Messages (0)' tab and a 'Detail' view with a 'Date (YMQ)' dropdown and a 'Clear' button. The 'Messages' section also includes a pagination bar showing 'Page 1 of 0' and 'No records to view'.

Period	Milestone	Date (EST)	Local Date
Apr 2019 P2	Submission Deadline for ICH and Bilateral Invoices	22-Apr-19 17:00	23-Apr-19 05:00
Apr 2019 P2	Submission Deadline for ACH Invoices	22-Apr-19 17:00	23-Apr-19 05:00
Apr 2019 P2	Closure of Late Submissions (ACH Invoices)	23-Apr-19 06:00	23-Apr-19 18:00
Apr 2019 P3	Submissions Open	23-Apr-19 00:00	23-Apr-19 12:00
Apr 2019 P2	Auto Billing Invoice Finalization	22-Apr-19 16:00	23-Apr-19 04:00



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

Agenda Item S9  
Page 1 of 2

### **Subject: Extend the session active time**

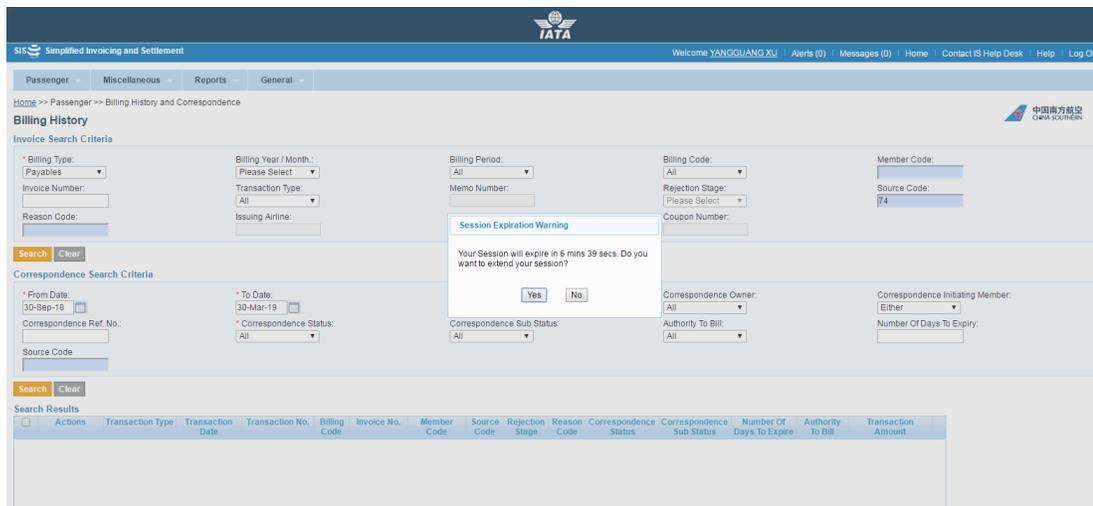
Submitted by: China Southern Airlines

### **Problem:**

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.

### **Proposed Solution:**

In order to optimize the user experience, we suggest SIS working group to extend 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.



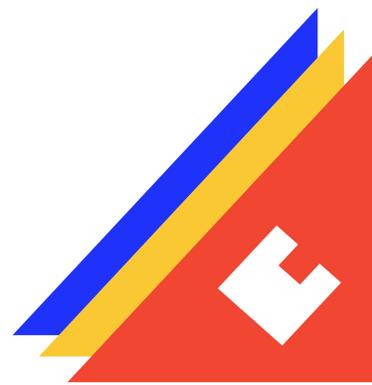
# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

Agenda Item S9  
Page 2 of 2

The screenshot displays the SIS web application interface. At the top, there is a navigation bar with the IATA logo and user information: 'Welcome YANGGUANG XU', 'Alerts (0)', 'Messages (0)', 'Home', 'Contact IS Help Desk', 'Help', and 'Log Off'. Below this, there are tabs for 'Passenger', 'Miscellaneous', 'Reports', and 'General'. The main content area is titled 'Billing History' and 'Correspondence Search Criteria'. A 'Session Expiration Warning' dialog box is centered on the screen, with the text 'Your session has expired.' and an 'Ok' button. The interface includes various search filters and buttons for 'Search' and 'Clear'.

The screenshot shows a session expiration error page. At the top, there is a blue header with the IATA logo. Below the header, the text reads 'Session Expired' in bold. Underneath, a message states: 'The user session has expired. Please go to the Login page to login again.' At the bottom of the page, there is a copyright notice: '© 2019 International Air Transport Association. All rights reserved. Build: 1.13.5.0 | ENV: SIS\_PROD:16'.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

Agenda Item S10  
Page 1 of 1

### **Subject: Introduce new validation for the redemption amount**

Submitted by: TAP Air Portugal

### **Background:**

Currently, as per ISPG rules, the frequent flyer data is provided through reference fields. These fields are free format and should be populated as described in ISPG.

Issue Airline, Ticket Number, Coupon Number, From Airport/City, To Airport/City fields are already part of the Passenger IS-IDEC Coupon Record (IS-XML: LineItemDetails/CouponDetails). The remaining information will be provided in the Reference Data fields as follows:

Data Element /Size	IS-IDEC Field Name/Size (Coupon Record)	IS-XML Field Name/Size (LineItemDetails/CouponDetails)
Mileage Value / 6 N	Reference Data 1 / 10 AN	ReferenceData10AN / 10 AN
Reservation Booking Designator / 1 A	Reference Data 2 / 10 AN	ReferenceData10AN / 10 AN
Data of Issue / 8 N	Reference Data 3 / 10 AN	ReferenceData10AN / 10 AN
FF Mileage Redemption Amount / 8,2 N	Reference Data 4 / 10 AN	ReferenceData10AN / 10 AN
Fare Basis Ticket Designator / 20 AN	Reference Data 5 / 20 AN	ReferenceData20AN / 20 AN

### **Problem:**

As these are free text fields and optional ones, SIS does not do any validation on these fields.

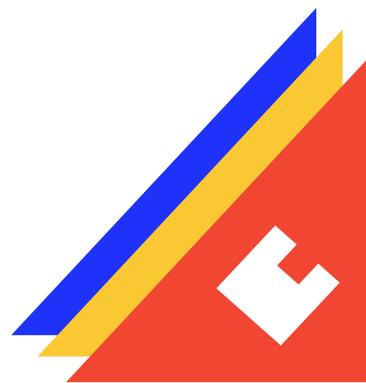
The billing amount calculated for redemption should be entered in Reference Data 4 however, since there is no validation, the carriers are able to issue invoices under source code 90 with incorrect redemption amounts (higher than gross amount) or without any amount.

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.

### **Proposed Solution:**

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 fare amount.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 24 SEPTEMBER

Agenda Item S11  
Page 1 of 1

## **Subject: SIS - Language selection on IS-WEB**

Submitted by: Xiamen Airlines

### **Background:**

Currently, airlines could find the acceptance of language other than English for correspondence on RAM A3-2.

### **Problem:**

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.

### **Proposed solution:**

We propose the IS-WEB 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.

The screenshot displays the 'Member Profile' page for Xiamen Airlines. The page is divided into several sections:

- Member Information:** Member Prefix (731), Member Designator (XAF), Member Legal Name (XIAMEN AIRLINES), Member Commercial Name (XIAMEN AIRLINES).
- Membership Details:** IS Membership Status (Active), IS Entry Date (14-Aug-12), IATA Membership (checked), ICH Member (checked), ACH Member (unchecked).
- Main Location Details:** Company Registration ID, Tax/VAT Registration #, Add. Tax/VAT Registration #, Address Line1, Address Line2, Address Line3, City Name, Postal Code, Country Name (PEOPLES REP.), Subdivision Name. A red box highlights a new 'Language' field in this section.
- Bank Details for Bilateral Settlement:** Bank Account Name, Bank Account Number, Bank Name, Branch Code, Branch Code, Currency Code (Please Select), IBAN, SWIFT.

At the bottom of the form, there is a 'Save Member Details' button and a 'Future Updates Pending' indicator.

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Build: 1.14.0.0 | ENV: SIS\_PROD17



**SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING  
TUESDAY | 24 SEPTEMBER**

Agenda Item S12  
Page 1 of 1

**Subject: Make field 'Product ID' a Recommended field for all SIS invoices charge category and codes**

Submitted by: SIS Operations

**Background:**

As you know we have defined charge categories charge code to identify at the industry level the detailed nature of the service invoiced. Despite this, some airlines still requires supplier's product ID to be provided to reconcile their invoices and payments.

**Problem:**

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.

**Proposed Solution:**

Amend RAM chapter A13 to make supplier product ID's a 'Recommended' field for all SIS invoices charge category and codes.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

Agenda Item S13  
Page 1 of 1

### **Subject: YQ/YR Blocking Report**

Submitted by: Delta Air Lines

### **Background:**

In May 2019, SIS launched a new enhancement that allows airlines to block interline partners from billing YQ/YR without agreement to do so.

### **Problem:**

Upon being advised by the validating carrier, SIS sends an email to the blocked airline. While this is fine, it would be nice for airlines to have the ability to extract a report 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.

### **Proposed Solution:**

Create YQ/YR Blocking Report. The format might look like the below but we defer to the SIS team for the presentation.

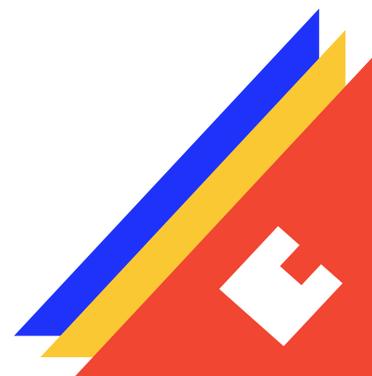
The discontinue date is the Clearance Period that permits billing YQ/YR.

BILLING AIRLINE - DL

<b>Blocking Airline</b>	<b>Effective Date</b>	<b>Discontinue Date</b>
YY	May 2019, P1	
XX	May 2019, P1	August 2019, P1
ZZ	August 2019, P1	

VALIDATING AIRLINE - DL

<b>Blocked Airline</b>	<b>Effective Date</b>	<b>Discontinue Date</b>
YY	May 2019, P1	
XX	May 2019, P1	August 2019, P1
ZZ	August 2019, P1	



## SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 24 SEPTEMBER

Agenda Item S14

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### **Subject: Alignment of IS-XML fields ContactName and Recipient.**

Submitted by: SIS Operations

#### **Background:**

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.

#### **Problem:**

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.

#### **Proposed solution:**

Increase the length of the recipient field in the IS-XML standard to 50 alphanumeric and align it with the ContactName field.



# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 24 SEPTEMBER

SSUP1  
Supplementary agenda item  
Page 1 of 1

This is supplementary agenda item

### **Subject: New Miscellaneous Invoice Rejection Reason Codes**

Submitted by: SIS Operations

#### **Background:**

It was reported by the industry a need for new reasons to reject miscellaneous invoices due to duplicate flight billings, incorrect billing entity, engine number, noise category and passenger count.

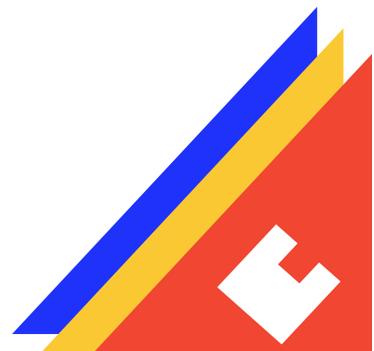
#### **Problem:**

Currently, the existing list of rejection reason codes for miscellaneous invoices do not cover some rejection reason scenarios.

#### **Proposed Solution:**

It is proposed to introduce the following miscellaneous invoice rejection reason codes and to amend RAM A13.4.1.4 to add the new rejection reason codes.

45	Duplicated flight(s)
46	Incorrect billing entity
47	Incorrect Engine number
48	Incorrect Noise category
49	Incorrect Passenger Count



	5 <sup>th</sup> IBS OPS General Meeting 23 September 2019	Start	Finish	Minutes
	Item		8:30	
A1	<b>Opening of Meeting</b>	8:30	8:32	0:02
A2	Competition Law Guidelines for IATA Industry Meetings	8:32	8:37	0:05
A3	Delegate Introductions	8:37	8:57	0:20
A4	Principal and Primary Vendor Introductions	8:57	9:12	0:15
A5	Approval of 4th IBS OPS GM Minutes - Madrid 2018	9:12	9:13	0:01
IR2	IBS OPS Chairman's Report on IBS OPS WG Activities	9:13	9:33	0:20
IR1	Financial and Distribution Services Update	9:33	9:48	0:15
IR6	<i>The Year in ICH</i>	9:48	10:08	0:20
IR7	Bankruptcy and Special Clearance Update	10:08	10:30	0:22
	<b>Coffee Break</b>	10:30	10:55	0:25
IR3	Airline Distribution Standards Update	10:55	11:10	0:15
IR4	RATD and TTBS Update	11:10	11:25	0:15
A6	Introduction of the Electronic Voting System	11:25	11:30	0:05
P1	Housekeeping (Title Change)-No Voting	11:30	11:32	0:02
P2	RAM Effective Date	11:32	11:37	0:05
P3	Discount Codes	11:37	11:47	0:10
P4	Billing Passenger Flight Coupons	11:47	11:57	0:10
	Breakout Sessions protocol	11:57	12:02	0:05
	<b>Networking Lunch</b>	12:02	13:00	0:58
BS	Breakout sessions	13:00	15:10	2:10
	<b>Coffee Break</b>	15:10	15:30	0:20
IR5	Settlement with Orders Project Update	15:30	15:50	0:20
P5	Involuntary TFCs-Support from Harry (Chair) first	15:50	16:05	0:15
P6	Involuntary TFCs; 1.8.2.2 Note	16:05	16:10	0:05
P7	TFCs- Amount to be Billed	16:10	16:20	0:10
P8	Exchange Billing Rules (over/under collections)	16:20	16:30	0:10
P9	Rerouting Billing Rules	16:30	16:35	0:05
P10	Discounts	16:35	16:40	0:05
P11	Supporting Docs for SRC 95 & 96	16:40	16:45	0:05
P12	Invol Rerouting Billing Adjustments	16:45	16:55	0:10

<b>P13</b>	Rejection Memo	<b>16:55</b>	<b>17:05</b>	0:10
<b>P14</b>	Prorate Slip for Rejection	<b>17:05</b>	<b>17:15</b>	0:10
<b>P15</b>	Currency Conversion Rounding Off -Numbers will be corrected	<b>17:15</b>	<b>17:20</b>	0:05
<b>P16</b>	New IATA Currency Resolution-Information Item	<b>17:20</b>	<b>17:30</b>	0:10
<b>P17</b>	Automated Tax Data	<b>17:30</b>	<b>17:35</b>	0:05
<b>P18</b>	Remove References to R735d in B9	<b>17:35</b>	<b>17:40</b>	0:05
<b>P19</b>	<i>UATP Merchant Service Fee</i>	<b>17:40</b>	<b>17:45</b>	0:05
<b>C1</b>	<i>Cargo Time Limits</i>	<b>17:45</b>	<b>17:55</b>	0:10
<b>A7</b>	Date and Place of Next General Meeting	<b>17:55</b>	<b>17:56</b>	0:01
<b>A8</b>	Any Other Business	<b>17:56</b>	<b>18:01</b>	0:05
<b>A10</b>	Close of Meeting	<b>18:01</b>	<b>18:03</b>	0:02
	<b>End of Day 1</b>			

	8 <sup>th</sup> SIS General Meeting 24 September 2019	Start	Finish	Minutes
	Item	8:30		
A1	Opening of Meeting	9:30	9:32	0:02
A2	Competition Law Guidelines for IATA Industry Meetings	9:32	9:37	0:05
A3	Delegate Introductions	9:37	9:47	0:10
A5	Approval of 7th SIS GM Minutes - Madrid 2018	9:47	9:48	0:01
SR1	IATA GDC Vision and Strategy	9:48	10:03	0:15
SR2	Report from the SIS Steering Group	10:03	10:13	0:10
SR3	Industry Economic Performance Updates	10:13	10:28	0:15
SR5	SIS General Update	10:28	10:38	0:10
SR4	SIS GM5 Action items Update + SIS Operational update + SLA (presentations published in advance)	10:38	10:40	0:02
SR6	SIS Legal Compliance Update	10:40	10:50	0:10
	<b>Coffee Break</b>	<b>10:50</b>	<b>11:10</b>	<b>0:20</b>
A6	Introduction of the New Voting System	11:10	11:15	0:05
S1	Add New Correspondence Search Criteria to Search Correspondence by Charge Category	11:15	11:20	0:05
S2	Flexible Alert on Correspondence	11:20	11:25	0:05
S3	Implement 'Initiate Correspondence' / "Billing Memo" buttons on Audit Trail screen	11:25	11:30	0:05
SR9	SIS Solution Update	11:30	11:40	0:10
S4	Display error details for Sanity Check process on SIS	11:40	11:45	0:05
S5	Requirement for Direct Correspondence Contact	11:45	11:50	0:05
S6	Function in IS-WEB: Add the correspondence initiator as correspondence recipient as well	11:50	11:55	0:05
	Breakout Sessions protocol	11:55	12:00	0:05
	<b>Networking Lunch</b>	<b>12:00</b>	<b>13:00</b>	<b>1:00</b>
BS	Breakout sessions	13:00	15:20	2:20
	<b>Coffee Break</b>	<b>15:20</b>	<b>15:40</b>	<b>0:20</b>
S7	Remove the outdated search results of source code 74/75/76	15:40	15:45	0:05
S8	Add SIS bulletins to "Message" column on ISWEB	15:45	15:50	0:05
SR7	Suppliers to Airlines e-Invoicing update	15:50	16:05	0:15
S9	Extend the session active time	16:05	16:10	0:05
S10	Introduce new validation for the redemption amount	16:10	16:15	0:05
SR8	ATPCo Updates	16:15	16:30	0:15

<b>S11</b>	Adding a language choice column to SIS	<b>16:30</b>	<b>16:35</b>	0:05
<b>S12</b>	Supplier Product ID - Make field recommended	<b>16:35</b>	<b>16:40</b>	0:05
<b>S13</b>	YQ/YR Blocking Report	<b>16:40</b>	<b>16:45</b>	0:05
<b>S14</b>	Alignment of IS-XML fields ContactName and Recipient	<b>16:45</b>	<b>16:50</b>	0:05
<b>A7</b>	Date and Place of Next General Meeting	<b>16:50</b>	<b>16:51</b>	0:01
<b>A8</b>	Any Other Business	<b>16:51</b>	<b>16:56</b>	0:05
<b>A9</b>	Vendor Prize Draws	<b>16:56</b>	<b>17:26</b>	0:30
<b>A10</b>	Close of Meeting	<b>17:26</b>	<b>17:31</b>	0:05
<b>End of Meeting</b>				

*\*Note:* Running order is tentative and may be a subject to change through the duration of the meetings.

**Thank you for participating in IBS OPS and SIS Industry Meetings!**

**For any questions contact [wfsim@iata.org](mailto:wfsim@iata.org)**

