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# **SIS Passenger Rejection Analysis (Jan – Mar 2017)**

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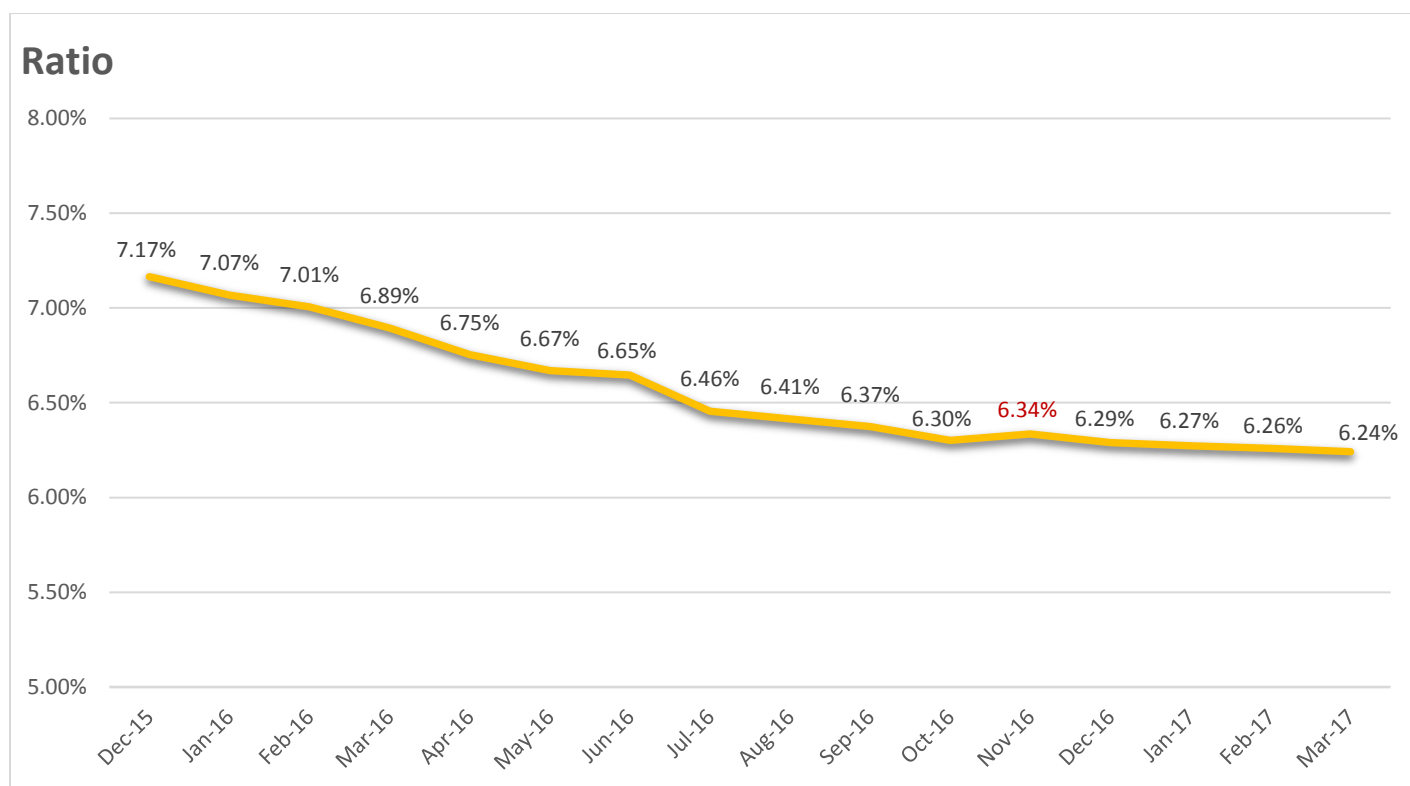
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## 1. Estimated percentage of prime billings rejected

The chart below illustrates the trend of estimated percentage of rejected prime billings. Each month the percentage is recalculated by dividing the sum of 1<sup>st</sup> stage rejections of the previous 12 months by the sum of prime billings for the same period of time (formula shown below). The graph is based on data from billing months January 2015 to March 2017.

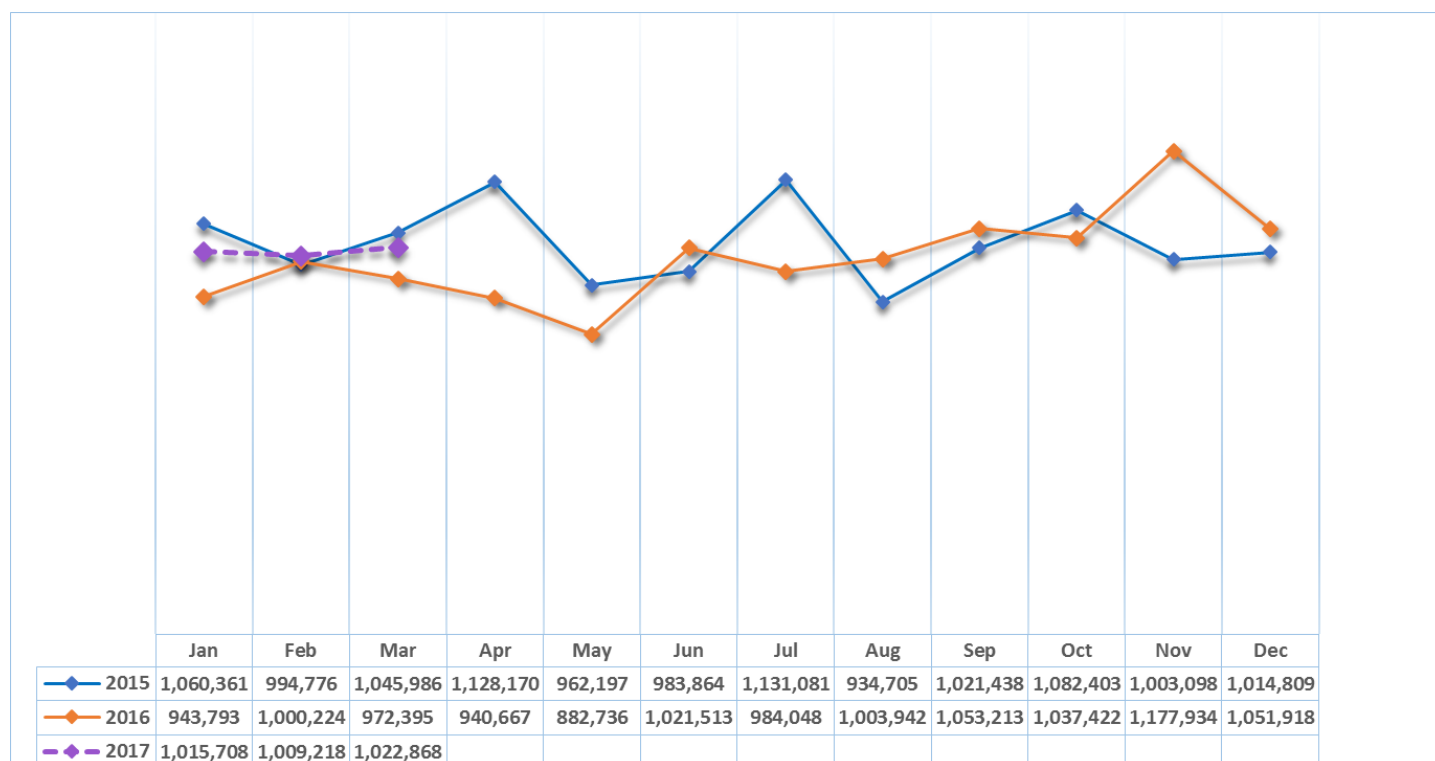


$$\text{Estimated \% of rejected prime billings} = \frac{\text{Sum of Stage 1 RMs of past 12 months}}{\text{Sum of Prime Billings of past 12 months}} \times 100\%$$

Note: All SMI-A (Settlement through ACH using ACH rules) data is excluded from this report.

## 1. Global Rejection Analysis

### Total Rejection Memo Count by Month



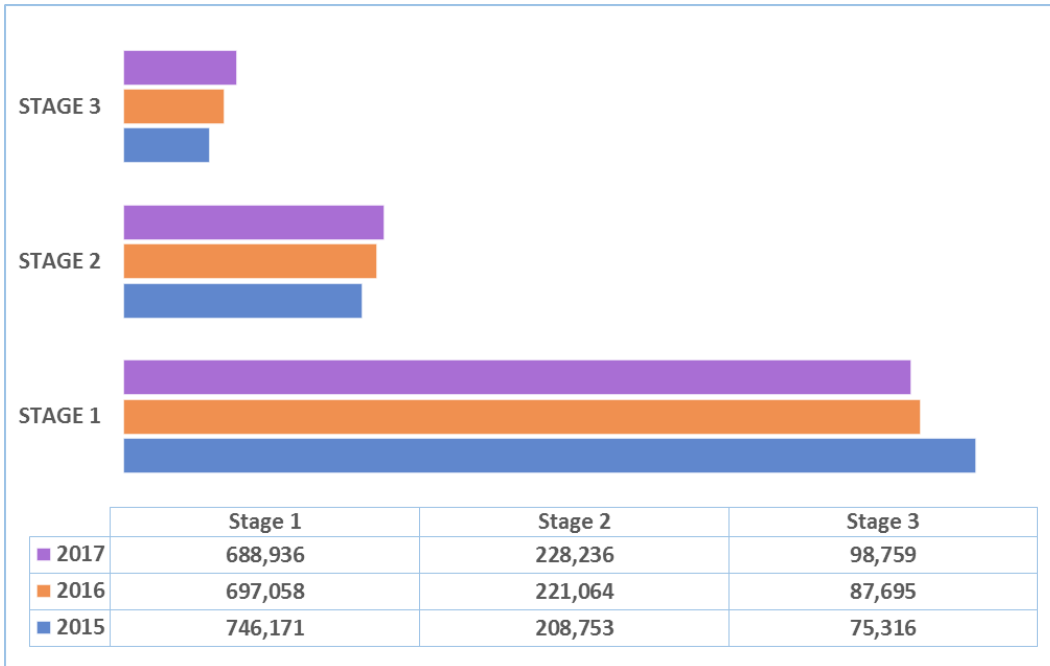
- Graph based on rejection memo counts of all stages.
- In comparison to the base year 2015, the average monthly rejection memo count has decreased by 1%.

### Total Rejection Memo Count and Value by Month

	Jan 2017	Feb 2017	Mar 2017	Total
<b>RM Count</b>	<b>1,015,708</b>	<b>1,009,218</b>	<b>1,022,868</b>	<b>3,047,794</b>
<b>USD Amount (Mill)</b>	<b>\$ 106.25</b>	<b>\$ 105.98</b>	<b>\$ 110.01</b>	<b>\$ 322.24</b>

- In comparison to Q1 2016 (Jan - Mar 2016), the total rejection memo count has increased by 1%, while the total amount has decreased by 17%.

## Average Rejection Memo Count by Stage



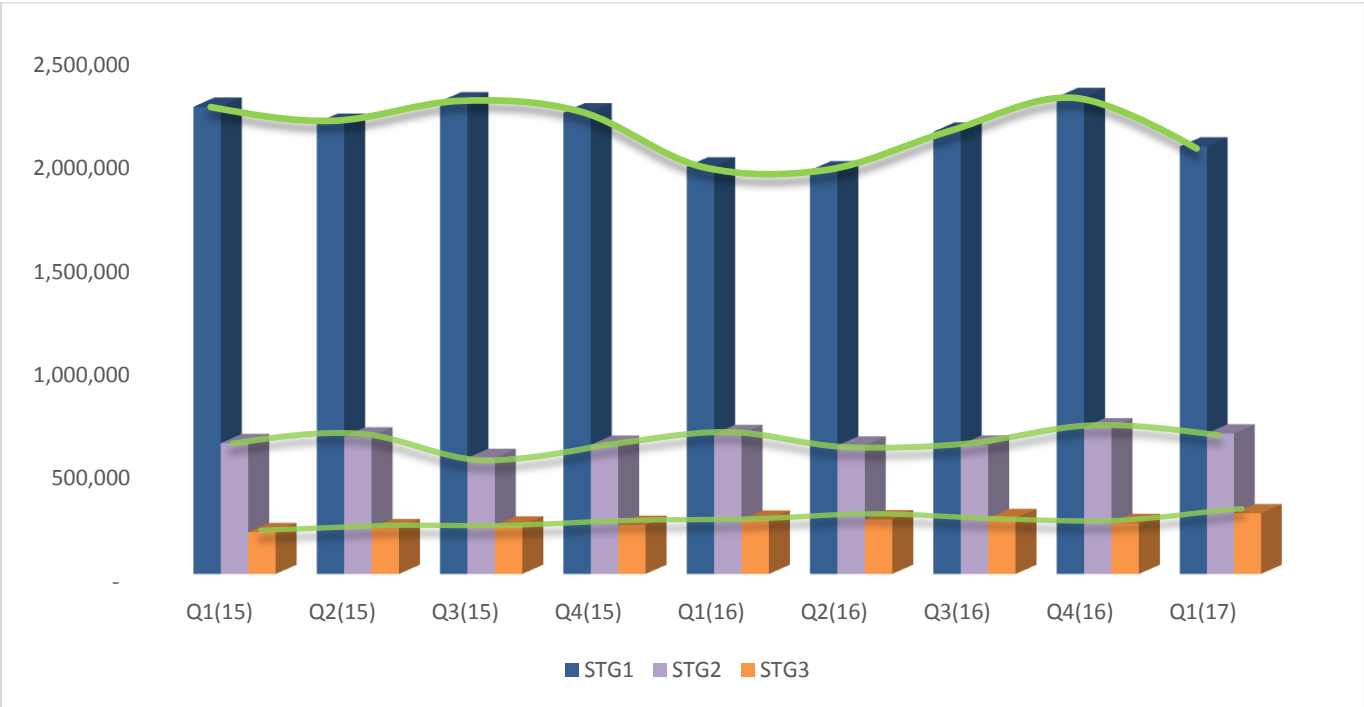
- While the analysis is mainly based on 1<sup>st</sup> stage rejections, the percentages of 2<sup>nd</sup> and 3<sup>rd</sup> stage rejections are also tracked. In comparison to the base year 2015, stage 1 rejections have decreased by 8%. However, 2<sup>nd</sup> and 3<sup>rd</sup> stage rejections have increased by 9% and 31% respectively.

## Total Rejection Memo Count and Value Comparison - Split by Stage - Q1 2017 vs Q1 2016

Stage	RM Count Jan - Mar 2017	RM Count Jan - Mar 2016		RM USD Amount (Mill) Jan - Mar 2017	RM USD Amount (Mill) Jan - Mar 2016	
Stage 1	2,066,809	1,970,194	↑	\$ 210.30	\$ 239.69	↓
Stage 2	684,708	681,802	↑	\$ 72.97	\$ 93.21	↓
Stage 3	296,277	264,415	↑	\$ 38.97	\$ 56.43	↓
Total	3,047,794	2,916,411	↑	\$ 322.24	\$ 389.32	↓

- In comparison to Q1 2016, the rejection memo counts of all three stages have increased in Q1 2017.

Total Rejection Memo Count - Split by Quarter



## 2. Non-Sampling Analysis: Rejections as per Settlement Method

### SMI - I/M: Total Rejection Memo Count by Stage - Q1 2017 vs Q1 2016

Q1	1 <sup>st</sup> Stage		2 <sup>nd</sup> Stage		3 <sup>rd</sup> Stage		RM Count
Jan - Mar 2017	1,872,469	66%	666,595	24%	290,887	10%	2,829,951
Jan - Mar 2016	1,771,222	66%	662,068	25%	256,862	9%	2,690,152

- In Comparison to Q1 2016, there has been an increase in all 3 stages.

### SMI - B: Total Rejection Memo Count by Stage - Q1 2017 vs Q1 2016

Q1	1 <sup>st</sup> Stage		2 <sup>nd</sup> Stage		3 <sup>rd</sup> Stage		RM Count
Jan - Mar 2017	194,340	92%	13,597	6%	3,264	2%	211,201
Jan - Mar 2016	198,972	90%	16,048	7%	5,849	3%	220,869

- In Comparison to Q1 2016, there has been a decrease in all 3 stages.

### SMI - I/M: Reason code breakup as per monthly Rejection Memo count

Reason Code SMI - I/M	Reason Description	1 <sup>st</sup> Stage Count and Percentage Jan - Mar 2017		1 <sup>st</sup> Stage Count and Percentage Jan - Mar 2016		Percentage change 2017 vs 2016	
1G	Tax Reclaim	695,102	37%	631,295	36%	↑	10%
1B	Fare Reclaim	571,401	31%	701,435	40%	↓	-19%
1A*	Fare/Tax/ISC	391,235	21%	214,635	12%	↑	82%
1E	UATP Reclaim	78,404	4%	29,392	2%	↑	167%
1C	ISC Reclaim	45,427	2%	64,835	4%	↓	-30%
5Z	Others	42,630	2%	44,763	3%	↓	-5%
5B	FIM Rejection / Rebill	11,357	1%	21,114	1%	↓	-46%
	Other codes	36,913	2%	63,753	4%	↓	-42%
	Total	1,872,469		1,771,222		↑	6%

- Top 7 reason codes sorted as per 2017 counts

Reason Code SMI – I/M	Reason Description	2 <sup>nd</sup> Stage Count and Percentage Jan - Mar 2017		2 <sup>nd</sup> Stage Count and Percentage Jan - Mar 2016		Percentage change 2017 vs 2016	
1B	Fare Reclaim	232,908	35%	332,887	50%		-30%
1G	Tax Reclaim	199,730	30%	175,066	26%		14%
1A*	Fare/Tax/ISC	133,054	20%	57,364	9%		132%
5Z	Others	55,199	8%	47,442	7%		16%
1C	ISC Reclaim	32,456	5%	31,390	5%		3%
1E	UATP Reclaim	3,605	1%	965	0%		254%
5B	FIM Rejection / Rebill	2,936	0%	7,509	1%		-61%
	Other codes	6,707	1%	9,445	1%		-29%
	Total	666,595		662,068			1%

➤ Top 7 reason codes sorted as per 2017 counts

Reason Code SMI – I/M	Reason Description	3 <sup>rd</sup> Stage Count and Percentage Jan - Mar 2017		3 <sup>rd</sup> Stage Count and Percentage Jan - Mar 2016		Percentage change 2017 vs 2016	
1B	Fare Reclaim	106,903	37%	142,152	55%		-25%
1G	Tax Reclaim	69,589	24%	50,479	20%		38%
1A*	Fare/Tax/ISC	56,135	19%	24,825	10%		126%
5Z	Others	33,238	11%	22,451	9%		48%
1C	ISC Reclaim	18,217	6%	7,378	3%		147%
1E	UATP Reclaim	1,929	1%	440	0%		338%
5B	FIM Rejection / Rebill	1,307	0%	2,724	1%		-52%
	Other codes	3,569	1%	6,413	2%		-44%
	Total	290,887		256,862			13%










➤ Top 7 reason codes sorted as per 2017 counts

## SMI - B: Reason code breakup as per average monthly RM count










Reason Code SMI – B	Reason Description	1 <sup>st</sup> Stage Count and Percentage Jan - Mar 2017		1 <sup>st</sup> Stage Count and Percentage Jan - Mar 2016		Percentage change 2017 vs 2016	
1G	Tax Reclaim	150,738	78%	118,330	59%		27%
1A*	Fare/Tax/ISC	20,812	11%	40,307	20%		-48%
1B	Fare Reclaim	19,455	10%	31,315	16%		-38%
2A	Unmatched Sale	1,036	1%	2,446	1%		-58%
5Z	Others	1,028	1%	1,786	1%		-42%
1C	ISC Reclaim	531	0%	1,183	1%		-55%
5B	FIM Rejection / Rebill	357	0%	324	0%		10%
	Other codes	383	0%	3,281	2%		-88%
	Total	194,340		198,972			-2%

➤ Top 7 reason codes sorted as per 2017 counts



Reason Code SMI – B	Reason Description	2 <sup>nd</sup> Stage Count and Percentage Jan - Mar 2017		2 <sup>nd</sup> Stage Count and Percentage Jan - Mar 2016		Percentage change 2017 vs 2016	
1G	Tax Reclaim	7,710	57%	5,498	34%		40%
1B	Fare Reclaim	3,689	27%	6,773	42%		-46%
1A*	Fare/Tax/ISC	1,405	10%	869	5%		62%
5Z	Others	574	4%	1,402	9%		-59%
5B	FIM Rejection / Rebills	136	1%	122	1%		11%
1C	ISC Reclaim	61	0%	1,023	6%		-94%
2A	Unmatched Sale	20	0%	284	2%		-93%
	Other codes	2	0%	946	6%		-100%
	Total	13,597		16,048			-15%

➤ Top 7 reason codes sorted as per 2017 counts

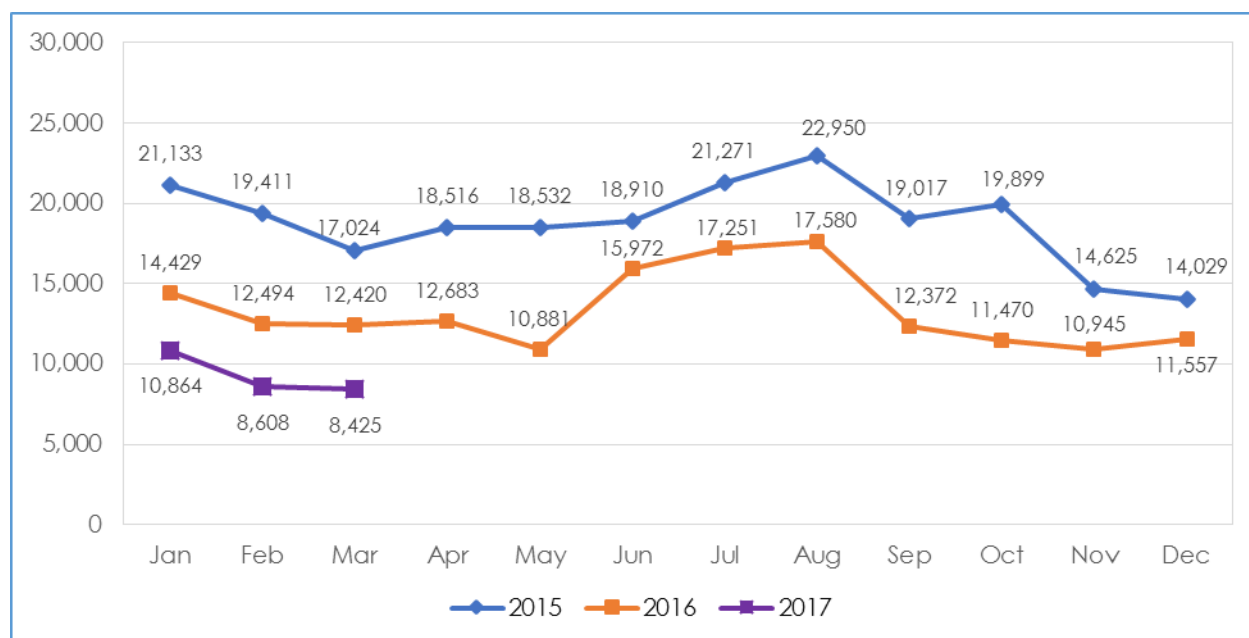
Reason Code SMI – B	Reason Description	3 <sup>rd</sup> Stage Count and Percentage Jan - Mar 2017		3 <sup>rd</sup> Stage Count and Percentage Jan - Mar 2016		Percentage change 2017 vs 2016	
1B	Fare Reclaim	1,329	41%	3,757	64%		-65%
1G	Tax Reclaim	704	22%	765	13%		-8%
1A*	Fare/Tax/ISC	648	20%	373	6%		74%
5Z	Others	316	10%	601	10%		-47%
2A	Unmatched Sale	232	7%	275	5%		-16%
5B	FIM Rejection / Rebill	31	1%	14	0%		121%
1C	ISC Reclaim	2	0%	33	1%		-94%
	Other codes	2	0%	31	1%		-94%
	Total	3,264		5,849			-44%

➤ Top 7 reason codes sorted as per 2017 counts

\*Note: Reason code 1A is being misused as a default code. Due to this misuse, the counts of 1A were split into the correct reason codes. For example, a rejection memo which has only a difference of fare but with reason code 1A will be included in the 1B count.

### 3. Non Sampling Analysis: FIMs

#### Prime Billing Count by Month



- The graph shows a decrease in FIM prime billings starting towards the end of 2015 due to the IATA Paper Out project to eliminate all paper documents.

#### FIMs Prime Billing Count - Split by SMI

FIMs	Jan-17	Feb-17	Mar-17	Total
SMI I/M	9,153	7,106	7,279	23,538
SMI B	1,711	1,502	1,146	4,359
Total	10,864	8,608	8,425	27,897

#### FIMs Rejection Memos - Split by SMI - Q1 2017 vs Q1 2016

SMI - I/M	SRCD 44	SRCD 45	SRCD 46	Total
RM count Jan - Mar 2017	14,253	3,437	2,113	19,803
RM count Jan - Mar 2016	27,603	6,914	4,441	38,958

SMI - B	SRCD 44	SRCD 45	SRCD 46	Total
RM count Jan - Mar 2017	274	119	183	576
RM count Jan - Mar 2016	514	83	87	684

## 4. Sampling Billing Analysis

### Monthly Count - Q1 2017 vs Q1 2016

	Form A/B Count	Form D/E Count	Form F Count	Form XF Count
Jan - Mar 2017	2,303,301	36,434	4,516	2,126
Jan - Mar 2016	2,570,301	38,338	3,682	1,704

## 5. Glossary

Term	Definition
ACH	Airlines Clearing House. It is the A4A's Clearing House for Interline Billings
BM	Billing Memo
IBSOPS WG	Interline Billing and Settlement Operation working group
ICH	IATA Clearing House
ISC	Interline Service Charge
RAM	IATA Revenue Accounting Manual
RM	Rejection Memo
SMI	Settlement Method Indicator - In SIS it indicates the clearing house to be used for settlement as well as the Revenue Accounting rules to be followed  SMI - I – settlement through the ICH using the RAM rules  SMI - M – Inter clearance settlement of a billing from an ACH member to an ICH member using RAM rules. It could also be a billing from an ACH member to another ACH member using RAM rules  SMI - A – Settlement through the ACH using ACH rules  SMI - B – Bilateral settlement using RAM rules
SIS	Simplified Invoicing and Settlement
SIS SG	The SIS Steering Group that overlooks the governance of SIS
SRCD	Source Code
UATP	Universal Air Travel plan

## 6. Annex 1. Passenger Source Codes Table

Source Code	Description
1	Lifted Passenger Coupons
2	Exchange Passenger Coupons
3	Refunded Passenger Coupons
4	Rejected documents – 1 <sup>st</sup> Rejection
5	Rejected documents – 2 <sup>nd</sup> Rejection
6	Rejected documents - 3 <sup>rd</sup> Rejection
8	Lost Ticket Billings
9	Billing Memos
14	Flight Interruption Manifests
21	Mutilated / Illegible Documents
23	EMD Billings
24	Credit Memos
25	Excess Baggage Coupon Billings
26	Multi-Purpose Document Billings
27	Rebilling of UAF coupons in Non Sampling
44	Rejected Flight Interruption Manifests – 1 <sup>st</sup> Rejection
45	Rejected Flight Interruption Manifests – 2 <sup>nd</sup> Rejection
46	Rejected Flight Interruption Manifests – 3 <sup>rd</sup> Rejection
51	Sample Form C coupons
54	Sample Evaluation (Form D)
55	Sample Audit / Rebills (Form F)
56	Sample Rebills (Form XF)
60-69	Prime Billing Source codes (Optional source codes for Bilateral use)
70-79	Billing Memo Source codes (Optional source codes for Bilateral use)
80-89	Rejection Memo Source codes (Optional source codes for Bilateral use)
90	Frequent Flyer Prime Coupon Billing
91	Rejected Frequent Flyer Coupons – 1 <sup>st</sup> Rejection
92	Rejected Frequent Flyer Coupons – 2 <sup>nd</sup> Rejection

93	Rejected Frequent Flyer Coupons – 3 <sup>rd</sup> Rejection
94	Billing Memo – Frequent Flyer Coupons