

Passenger Interline Rejection Reduction Initiative February 2019 Webinar Q&A Report

Sr. No	Questions	Answers
1	Should we declare airline with who we have yq/yr billing and how?	If you would like to enable this new validation, you need to go to the Passenger tab in the member profile and update the airlines who you have YQ/YR concurrence with. This validation will be available in SIS with release 1.14 in May 2019
2	From when new papers will be applied?	Papers that are related to RAM rule changes are usually effective the following year (in this case January 2019). Papers for items that will involve changes in SIS will be deployed in May 2019 SIS Major Release 1.14. Release notes with details of the upcoming CMP's can be found on our website: https://www.iata.org/services/finance/sis/Documents/Production%20Release%20Notes/IA_TA_SIS_Major_Release_1.14_Communication.pdf
3	Where is the best practices document located?	The best practices document can be found on our website: https://www.iata.org/services/finance/sis/Pages/airlines.aspx?tab=7
4	Tax rejects are still the number 1 reject In Our industry. What can be done about this since most deal with time layover, etc.	There are a number of initiatives happening in the industry. We have an IATA Complex tax working group looking at simplifying a number of taxes. There are automated sources of taxes also available which can be loaded into your Revenue accounting system and cutdown on errors. When tax rule interpretations cannot be exactly translated into your revenue accounting system, it is important these taxes are passed through quality checks prior to submitting prime billings.
5	More global airlines decide rejection free environment between partners. This affects the figures positively, does it means that within the competitive industry it is even worsen than you show?	Yes the figures could be interpreted that way too. If we remove "Rejection free" transactions between partners, the rejection average will be much higher.

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6	<p>We have initiated improvement on UATP in 2018, so the effects are more effective from 2019. Some airlines were not ready with uatp in their systems? Even when this is an IATA prescription. This subject must be on the agenda of every airline, and in every iata committee, don't you think so too?</p>	<p>A paper was raised in 2018 but did not pass. We will continue to raise awareness of this paper and raise it again in the IBSOPS GM for 2019</p>
7	<p>Where can we get the detailed write ups on the new reason codes & proposed reports which is expected from May-19?</p>	<p>The release notes for the upcoming SIS Major Release 1.14 is available on our website: https://www.iata.org/services/finance/sis/Documents/Production%20Release%20Notes/IATA_SIS_Major_Release_1.14_Communication.pdf</p>
8	<p>In your numbers where all alliance partners were excluded - example oneworld alliance do not reject through SIS? Just to get the perspective of rejection rates? Presented today</p>	<p>Alliance partners data are currently included in our stats</p>
9	<p>Is there a plan to segregate Schedule change (non-invol) Billings as a separate SC (like 31) to have better clarity?</p>	<p>At this moment there is no plan to introduce a new source code for schedule changes (as there is for involuntary reroutes). However if there is a need, please raise a paper for the next IBSOPS GM</p>
10	<p>What can we do about the automatic rejections 1st stage from some airlines?</p>	<p>We support automation of rejections provided that the reason texts are clearly indicative of the reason of rejection and that quality control is carried out e.g. Sudden increase in rejections for a particular airline. In case you are unhappy with the rejections raised by your interline partner (irrespective whether they are automated or not), we always encourage you to contact the interline partner so that they improve the quality of rejections being sent to you.</p>

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11	Some airlines do not reissue involuntary tickets properly and this causes lots of rejections unnecessarily during billings.	The most effective approach would be to contact your interline partner directly to raise the issue of incorrect involuntary reroute reissued tickets
12	In your review why are rejections high for sc31	The rejections are due to a number of issues like disputes on the fare to be used. There are also interpretation issues on the taxes to be billed.
13	Clarify more on hard validation of dup billings	Please refer to CMP 769 as part of the published release notes for upcoming SIS Major Release 1.14: https://www.iata.org/services/finance/sis/Documents/Production%20Release%20Notes/IA_TA_SIS_Major_Release_1.14_Communication.pdf
14	Is there a SIS comprehensive report coming where we could determine what kind of rejections (tax, fare) we are receiving and that could also show us right away if rejections are increasing or decreasing for an specific period and airline(s)?	The new report being introduced as part of the upcoming SIS Major Release 1.14 may be able to help you. Please refer to CMP 727 on the release notes: https://www.iata.org/services/finance/sis/Documents/Production%20Release%20Notes/IA_TA_SIS_Major_Release_1.14_Communication.pdf
15	When is the estimated date when this more comprehensive rejection report will be ready on SIS?	The upcoming SIS Major Release 1.14 will be deployed in May 2019, at the start of period 1. The release notes for the upcoming SIS Major Release 1.14 is available on our website: https://www.iata.org/services/finance/sis/Documents/Production%20Release%20Notes/IA_TA_SIS_Major_Release_1.14_Communication.pdf
16	Could you please send us the links for the release notes via e-mail? thank you in advance	The release notes for the upcoming SIS Major Release 1.14 is available on our website: https://www.iata.org/services/finance/sis/Documents/Production%20Release%20Notes/IA_TA_SIS_Major_Release_1.14_Communication.pdf

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17	Personally we do have a QC process for prime billing, but when we face an issue the problem we have (either if it's during the rejection o correspondance stage), it is to contact the partner, sometimes they do not reply us or definitely to agree the interpretation of a clause of de SPA or RAM is always an issue, what do you suggest?	When there is a question of interpretation of your SPA's, it is highly recommended to inform and collaborate with your Commercial departments to clarify the intent of the agreement and, where possible, make amendments to the agreement to remove areas subject to interpretation. If there are any questions related to the interpretation of the RAM, it is recommended to inquire further with the Interline Settlement Standards team via email at standards@iata.org .
18	Where can we get the report? we do not receive it	All reports are published on our website: https://www.iata.org/services/finance/sis/Pages/airlines.aspx?tab=7
19	When Airlines have Revenue Accounting Systems that do Auto Rejects because of lack of timely updates. The airline staff should look over the Auto rejects to ensure that these rejections are necessary.	We agree that while automation is good, it is necessary to have a quality control check especially when you do SPA or tax updates
20	Can you provide stats on how many third stage rejections where correspondence is initiated?	We will be tracking this from May 2019 and by the end of the year will be able to provide more statistics
21	Do you have any Tax Traning?	While there is no course currently available specific to interlineable taxes, we do recommend reviewing the resources made available by TTBS on their website (https://www.iata.org/services/finance/Pages/ttbs.aspx) and also the IATA Training website (https://www.iata.org/training/courses/Pages/index.aspx)
22	Sometimes partners don't answer when we contact. Is there a way you can help us contact them?	Unfortunately, IATA can only provide the contact information for the relevant personnel in the airlines. However, we will consider solutions to make this process efficient for all airlines.

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23	<p>SIS costs were increased over the last 2 years and were also presented during the WFS. The IATA/SIS initiative to reduce rejections also have an impacts on the volume of such rejection data uploaded to SIS. As part of our SIS billings over the past 2 years and we have noticed the even though our rejection volume have decreased, the cost has gone higher. This we understand is purely due the increased in the SIS costs. Hence, based on IATA/SIS initiative on he rejection reduction is there any plan or expectations whereby the reduction in SIS costs are also or will be re-looked at a certain point of time?</p>	<p>SIS operates on a cost recovery model. The prices for SIS was set in early 2011 before SIS went live. In 2018 prices were revised for the first time after 7 years as adjustments were required to be done based on actual volumes and the actual cost of processing a transaction. Based on the data over the years prices were changed. The SIS Steering Group regularly has a look at the SIS costs and the charging model and accordingly will suggest changes should the need arise.</p>
24	<p>Where do you obtain the Best Practices document?</p>	<p>The best practices document can be found on our website: https://www.iata.org/services/finance/sis/Pages/airlines.aspx?tab=7</p>
25	<p>Isn't there an unintended cost of rejections in that airlines' revenue management is receiving bad data if there are rejections?</p>	<p>Yes, if your revenue accounting system is feeding your MIS or Yield management systems, incorrect billings show a higher revenue than intended. This could lead to wrong decisions made by using this incorrect data.</p>

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26	If airline A has YQ/YR agreement with Airline B. If Airline B by mistake files in IS WEB that NO YQ/YR concurrence with Airline A and when airline A submits IS IDEC file it will fail since no concurrence. How Airline A is going handle this situation?	When airline B updates IS-WEB that there is no concurrence, airline A will get an intimation. They can then get in touch with airline B that they have made a mistake and remove the validation