

# **IATA WORLD FINANCIAL SYMPOSIUM**

23-26 September 2019  
Miami, USA





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# 6<sup>th</sup> World Financial Symposium

23-26 September 2019

JW Marriott Miami Turnberry



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**SYMPOSIUM**

# 8<sup>th</sup> Simplified Invoicing and Settlement General Meeting

24 September 2019



# SIS Breakout Session #1

## New SIS Functionalities & Best Practices

Brenda Fullmer . American Airlines

Sophie Creusot . Air France

Moath Alwaqfi . Royal Jordanian Airlines

Vivekh Pundit . IATA





# New SIS Functionalities of 2019

Key functionalities deployed in SIS Production in May 2019 as part of SIS Major Release 1.14:

- Eliminating Duplicate Passenger Rejections - CMP 769
- Non-Sampling Passenger Rejection Memo Analysis Report - CMP 727
- Correspondence Aging Report - CMP 766
- Contact Assignments Set Up



# Eliminating Duplicate Passenger Rejections - CMP 769



# Eliminating Duplicate Passenger Rejections - CMP 769

- This new functionality ensures that the same Prime Coupon or Form D coupon cannot be rejected more than once by reinforcing validations, given certain conditions.
- It also ensures the same Rejection Memo cannot be rejected another time. This CMP is applicable Only to Passengers Billing Category.
- The validation is not performed for Stage 1 Rejections of Billing Memos (i.e. 'FIM/BM/CM' indicator flag at the RM Level indicates 'Billing Memo').





# Eliminating Duplicate Passenger Rejections - CMP 769

Benefits realized from this new functionality:

- Eliminate time taken to investigate duplicate billings
- Eliminate processing of rejections due to duplicate billings
- Improve quality of outward and inward billings
- Allows carriers to be proactive in preventing rejections instead of reactive
- Reduces operational costs to the industry





# Non-Sampling Passenger Rejection Memo Analysis Report - CMP 727



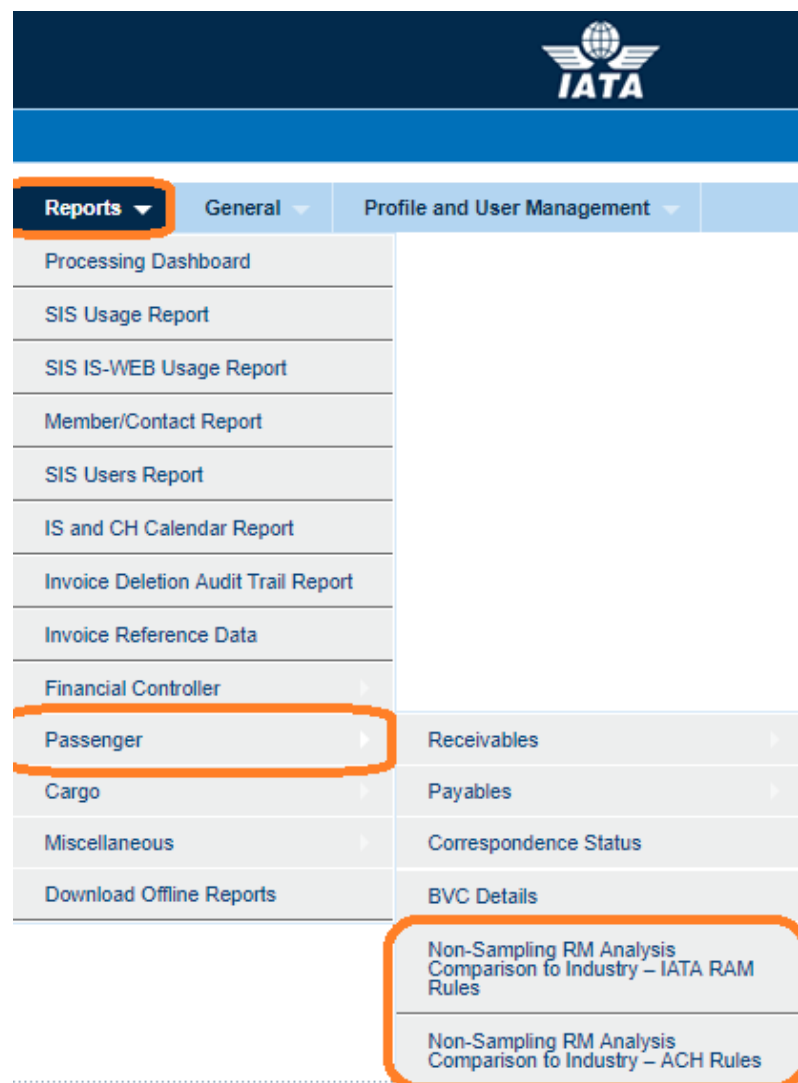
# Non-Sampling Passenger Rejection Memo Analysis Report - CMP 727

- A new report for airlines to analyze their incoming and outgoing passenger rejection memos and compare their performance against the global industry trend.
- This report is designed for passenger interline teams to...
  - assess their passenger rejection billing quality against the industry;
  - easily view their passenger rejection billing trends and anomalies;
  - take corrective action to bill correctly the first time to prevent/reduce rejections.

This new functionality is a result of the Passenger Rejection Reduction initiative.

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- Reports >> Passenger >> Non-Sampling RM Analysis Comparison to Industry

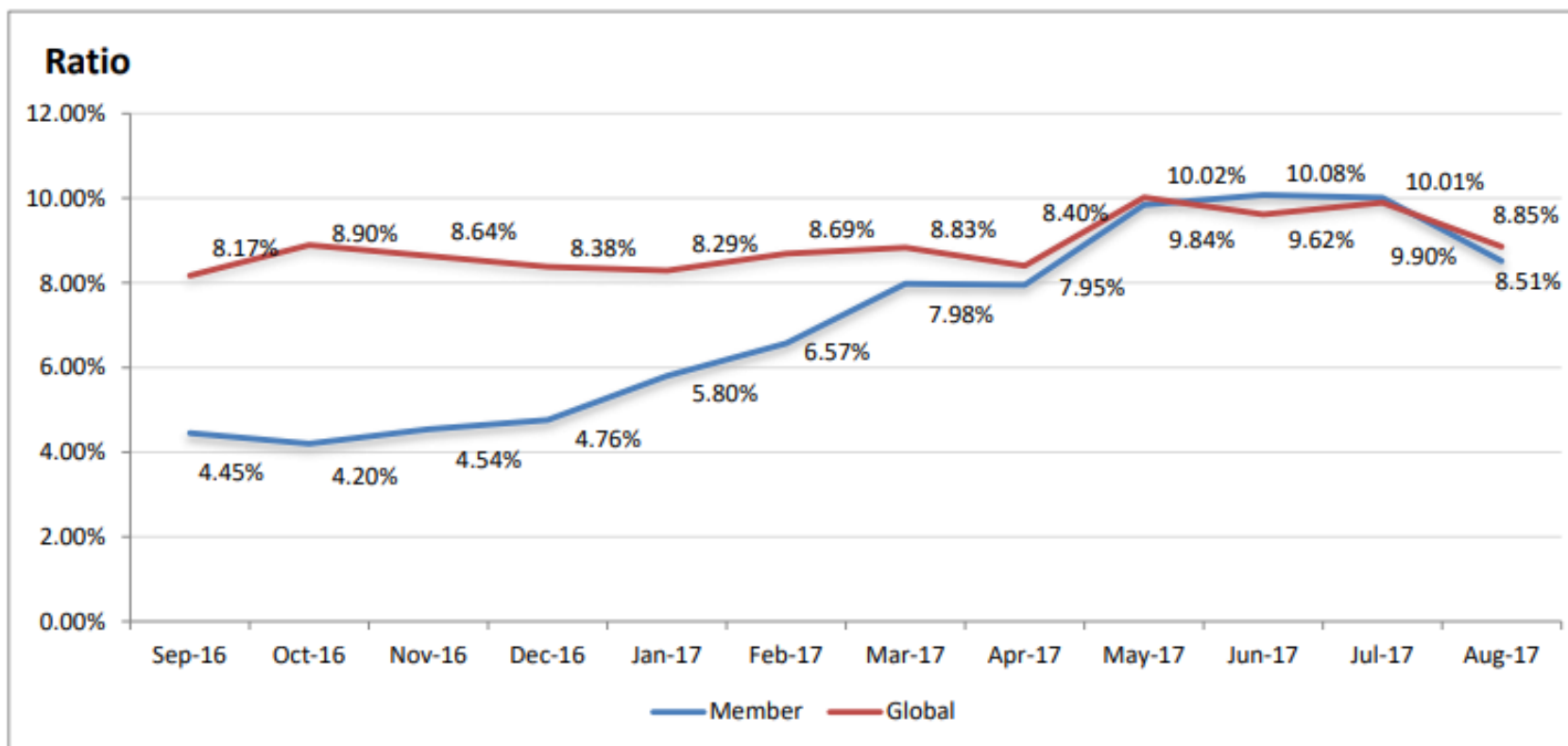




# IATA WORLD FINANCIAL SYMPOSIUM



Ratio of 1<sup>st</sup> stage rejections raised by member 'XB-ABC' over prime billings billed to member 'XB-ABC'



The chart above illustrates the trend of the estimated percentage of prime billings rejected by member 'XB-ABC'. From the chart we can see that the member 'XB-ABC' percentages are below the industry average but are increasing.

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Comparison between total count of prime billings received, total 1<sup>st</sup> stage rejection memos raised, total 2<sup>nd</sup> stage rejection memos received and total 3<sup>rd</sup> stage rejection memos raised by member 'XB-ABC'

	Sep'16-Aug'17	Sep'15-Aug'16
Count of Prime Billings billed by member 'XB-ABC'	2,312,387	1,851,029
Count of Stage 1 RM Coupons received by member 'XB-ABC'	300,885	270,981
Ratio of Stage 1 RM Coupons (received) to Prime Billings (raised)	13.01%	14.64
Count of Stage 2 RM Coupons raised by member 'XB-ABC'	64,298	62,663
Ratio of Stage 2 RM Coupons (raised) to Stage 1 RM Coupons (received)	21.37%	23.12
Count of Stage 3 RM Coupons received by member 'XB-ABC'	14,695	11,870
Ratio of Stage 3 RM Coupons (received) to Stage 2 RM Coupons (raised)	22.85%	18.94
Count of coupons disputed in Stage 1 Correspondences initiated by member 'XB-ABC'	2500	2515
Ratio of coupons disputed in Stage 1 Corrs (raised) to Stage 3 RM Coupons (received)	17.01%	21.19

It can be estimated that in Sep'16 - Aug'17 period **10%** of the Prime Billings raised by member 'XB-ABC' were rejected by the other airlines and accepted by member 'XB-ABC' as incorrect.

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Top 5 airlines raising rejections against member 'XB-ABC' :

Airline	Stage 1 received	Stage 2 raised by Member A	Stage 3 received	Top reason codes (Stage 1)
XB-AAA	26,487	4,528	3,447	1B + 1A
XB-BBB	19,344	3,285	2,119	1B + 1C + 1G
XB-CCC	15,144	699	420	1C
XB-DDD	13,498	1,200	2,998	1B
XB-CCC	10,581	4,360	50	1B

The 1<sup>st</sup> stage rejections raised by the Top 5 airlines against member 'XB-ABC' represent 54% of all 1st stage rejections received.

Reason Code	Reason Description	1 <sup>st</sup> Stage Rejections Raised Count and Percentage	
1B	Fare Reclaim	105,421	66%
1G	Tax Reclaim	23,716	15%
1C	ISC Reclaim	13,746	9%
1A	Fare/Tax/ISC	10,340	7%
	Other reason codes	5,478	3%
	Total	158,701	100%

The Top 4 reason codes represent **97%** of all 1st stage rejections raised against member 'XB-ABC' during this period.





# Non-Sampling Passenger Rejection Memo Analysis Report - CMP 727

Benefits realized from this new report:

- Get a snapshot of your passenger rejection memo billing performance against the global industry
- Helps identify possible gaps in your passenger rejection billing handling processes
- Easily identify the top 5 interline partners and reason codes every month for prompt corrective action
- Provides performance summary notes for supervisor/managerial reception
- Quickly view trends and anomalies for prompt corrective action



# Correspondence Aging Report - CMP 766



# Correspondence Aging Report - CMP 766

- A new correspondence aging report is generated every month and sent to the contacts assigned to receive this email alert as setup in their member profile.
- This new report is applicable to Passenger, Cargo and Miscellaneous billing categories.
- This report is meant to provide a list of correspondences with the following criteria:
  - All Open Correspondences that have crossed stage 7 (initiated and received)
  - A list of Correspondences initiated, for which authority has been received and no billing memo has been raised
  - A list of Correspondences initiated, which have expired due to non-reply from the other airline and no billing memo has been raised



# IATA WORLD FINANCIAL SYMPOSIUM

- 'Contacts' Tab of SIS Module: Profile and User Management >> Manage Member Profile.
- View Contact Assignments

The screenshot displays the 'Manage Member Profile' interface. The top navigation bar includes tabs for Passenger, Cargo, Miscellaneous, UATP, Reports, General, and Profile and User Management (highlighted with an orange box). The breadcrumb trail reads: Home >> Profile and User Management >> Manage Member Profile. The IATA logo is in the top right corner.

Under the 'Manage Member' section, there are tabs for Member Details, Locations, Contacts (highlighted with an orange box), e-Billing, Passenger, Cargo, Miscellaneous, UATP, and ICH. The 'Contacts' tab is active, showing a 'Search Existing Contacts' section with input fields for First Name, Last Name, Email ID, and Staff ID, and a 'Search' button.

Below the search section is a table of existing contacts:

Actions	First Name	Last Name	Email ID	Staff ID
	Cedric	Chretien		
	Alex	Smith		
	Bernice	MacNeill		
	Adina	Minculescu		
	Jesse	NP		

At the bottom of the contact list, there are buttons: View All Contact Assignments (highlighted with an orange box), Replace Contact Assignments, Copy Contact Assignments, and Add New Contact. An orange arrow points from this button to the 'All Contact Assignments' section on the right.

The 'All Contact Assignments' section includes a 'Search Criteria' area with dropdowns for Group, Subgroup, and Type, and a 'Search' button. Below this is a table of contact assignments:

Contact Name	IBSOPS-Chairman	IBSOPS-Vice Chairman	Sampling SC-Chairman	IDEC SC
Adina Minculescu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alex Smith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bernice MacNeill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cedric Chretien	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ghazi Siddiqi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jesse NP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jesse Reeves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SHEHRYAR SADIQ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yu Song	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the assignment table, there are 'Save' and 'Close' buttons.

# IATA WORLD FINANCIAL SYMPOSIUM

- 'Contacts' Tab of SIS Module: Profile and User Management >> Manage Member Profile
- Search by Billing Category, Subgroup and/or Types

All Contact Assignments ✕

**Search Criteria**

Group: Billing Category Spe ▼ Subgroup: PAX ▼ Type: Please Select ▼

**Search**

Error	PAX-Open Invoices Contact	PAX-Correspondence Contact	PAX-Correspondence Expiry Contact	PAX-Correspondence Report Contact
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Save** **Close**



# IATA WORLD FINANCIAL SYMPOSIUM



Dear SIS Member,

Please find below Correspondence Aging Report for Member XB-ABC.

Correspondences initiated by XB-ABC for which authority has been received but billing memos have not been raised:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-ABC	XB-AAA-Airline2	XB-ABC-Airline1	1250030864	2	Open	Received	06/Jun/2018	USD	275.22	Y (Full)	06/Aug/2018
XB-ABC	XB-AAA-Airline2	XB-ABC-Airline1	1250030867	2	Open	Received	06/Jun/2018	USD	191.06	Y (Full)	06/Aug/2018
XB-ABC	XB-AAA-Airline2	XB-ABC-Airline1	1250030868	2	Open	Received	06/Jun/2018	USD	188.48	Y (Full)	06/Aug/2018

Correspondences initiated by XB-ABC that have expired due to non-reply from the other airline and no billing memos have been raised:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-ABC	XB-ABC-Airline1	XB-BBB-Airline3	1250025564	7	Expired	Responded	01/Jun/2018	USD	296.63	N	01/Aug/2018
XB-ABC	XB-ABC-Airline1	XB-CCC-Airline4	1250025574	7	Expired	Responded	01/Jun/2018	USD	922.22	N	01/Aug/2018
XB-ABC	XB-ABC-Airline1	AI-098-AIR INDIA	1250025948	7	Expired	Responded	08/Jun/2018	USD	1442.16	N	08/Aug/2018

Open Correspondences initiated by XB-ABC that have crossed the 7th Stage:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-ABC	XB-BBB-Airline3	XB-ABC-Airline1	1250025211	8	Open	Received	14/Jun/2018	USD	90.26	Y (Partial)	14/Aug/2018
XB-ABC	XB-CCC-Airline4	XB-ABC-Airline1	1250025287	8	Open	Received	07/Jun/2018	USD	41.92	Y (Full)	07/Aug/2018

Open Correspondences which are not initiated by XB-ABC that have crossed the 7th stage:

Corr. Initiating Member	Corr. From Member	Corr. To Member	Corr. Reference No.	Corr. Stage	Corr. Status	Corr. Sub Status	Corr. Date	Currency Code	Amount To Be Settled	Authority to Bill Flag	Expiry Date
XB-DDD	XB-ABC-Airline1	XB-DDD-Airline5	750009445	8	Open	Responded	07/Jun/2018	USD	59.29	Y (Partial)	07/Aug/2018

Email Signature:

Regards,

IATA SIS Operations Team







# Correspondence Aging Report (CMP 766)

Benefits realized from this new report:

- Take necessary steps and actions to prevent lengthy aging and expiry of correspondences
- Minimize loss of revenue due to no-response and expired correspondences
- Helps members improve quality of outward and inward billings



# Contact Assignments Setup



# Contact Assignments Setup

- Members are encouraged to make effective use of the existing “Contact Assignment” functionality in SIS.
- Important alerts are sent to active contacts created and assigned to receive appropriate communications.
- Contact assignments should be treated as dynamic with ongoing updates being made based on role requirements and changes.
- New alert types may be available with the deployment of each system release.

# IATA WORLD FINANCIAL SYMPOSIUM

- 'Contacts' Tab of SIS Module: Profile and User Management >> Manage Member Profile.
- View / Replace / Copy Contact Assignments

Passenger Cargo Miscellaneous UATP Reports General **Profile and User Management**

Home >> Profile and User Management >> Manage Member Profile

**Member Profile**

Manage Member

Member Details Locations **Contacts** e-Billing Passenger Cargo Miscellaneous UATP ICH

**Search Existing Contacts**

First Name: Last Name: Email ID: Staff ID:

**Search**

Actions	First Name	Last Name	Email ID	Staff ID
	Cedric	Chretien		
	Alex	Smith		
	Bernice	MacNeill		
	Adina	Minculescu		
	Jesse	NP		

Page 1 of 2 5 View 1 - 5 of 9

**View All Contact Assignments** **Replace Contact Assignments** **Copy Contact Assignments** **Add New Contact**

\* Email Address: Salutation: \* First Name: Division: Department:

**All Contact Assignments**

**Search Criteria**

Group: Please Select Subgroup: Please Select Type: Please Select

**Search**

Contact Name	IBSOPS-Chairman	IBSOPS-Vice Chairman	Sampling SC-Chairman	IDEC SC
Adina Minculescu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alex Smith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bernice MacNeill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cedric Chretien	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ghazi Siddiqi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jesse NP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jesse Reeves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SHEHRYAR SADIQ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yu Song	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**Save** **Close**



# Are you earning the benefits of the new SIS functionalities?



# Learn more about all SIS functionalities

1. [www.iata.org/SIS](http://www.iata.org/SIS)
2. 'SIS For Airlines'
3. 'Documents' tab

SERVICES:

Accreditation - Travel & Cargo >
Intelligence & Statistics >
Financial Services >
Airline services >
Simplified Invoicing and Settlement >
SIS for Airlines
SIS for Suppliers
SIS for Invoice Receivers
Supplier to Airline e-Invoicing (SAI)
Airport services >
Air Navigation Service Provider >
Civil Aviation Authority >
Services for other partners >
Travel Professionals >
Catering, MRO and Ground Handlers >
iNET >
Consulting >
Safety & Flight Operations Solutions >
Advertising & IATA Merchandise >
IATA Codes >
Conference Facilities >

## SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

JOIN SIS SUPPORT DOCUMENTS GLOSSARY FAQs LINKS

REJECTIONS MEDIA

### Integrated Settlement Participation Guide (ISPG)

The ISPG contains all information and specification needed in order to fully implement Integrated Settlement (IS). This document is revised from time to time as needed.

- Complete ISPG package v4.0.0.2 (zip)
- Complete ISPG package v4.0.0.2 (zip) with tracked changes

IS-IDEC Record Structure

Passenger Record Structure v4.0.0.1 (xls)
Passenger Record Structure v4.0.0.1 (pdf)
Cargo Record Structure v4.0.0.1 (xls)
Cargo Record Structure v4.0.0.1 (pdf)

IS-XML Record Structure

IS-XML Invoice Standard v4.0.0.1 (zip)

Sample Files

Passenger (zip)
Miscellaneous (zip)
Cargo (zip)
UA1P (zip)
Excel to IS-XML tool (zip)

Supporting Attachments

Supporting Attachments (zip)

### ICH Reports

- ICH Reports Changes Description (pdf)
- ICH Reports XSD package (zip)
- ICH Report Output File Naming (xls)

### Open Change Request

- IATA SIS Open Change Requests

### Production System Release Notes

These notes include important information regarding changes deployed in the SIS live environment.

Maintenance Releases

Latest Release 1.12.2 (pdf)
Release 1.12.1 (pdf)
Release 1.12.0 (pdf)

Major Releases

1.14 (pdf)
1.13 (pdf)
1.12 (pdf)
1.11 (pdf)
1.10 (pdf)
1.9 (pdf)
1.8 (pdf)
1.7 (pdf)
1.6 (pdf)
1.5 (pdf)
1.3 (pdf)

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ISO 27000:2013 certified (pdf)

Related Links

SIS is SOC2 Certified
AICPA SOC

SIS Member List (xls)

Super-User Change Request Form (pdf)

Multi-Client Access request form (pdf)

Attachment A - Pricing Schedule (pdf)

Attachment B - optional services (pdf)

Attachment D - Service Description (pdf)

Attachment F - Tabulation of Participants (pdf)

Benefits of using



# Questions Comments Feedback

Thank you