IATA

5th World Financial Symposium

17 – 20 September 2018
Madrid Marriott Auditorium Hotel & Conference Center

7th SIS General Meeting

18th September 2018
Madrid Marriott Auditorium Hotel & Conference Center

SR5 - SIS General Update
(Part 1)

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Agenda

↗ SIS Operational Update

↗ SIS Service Level Performance
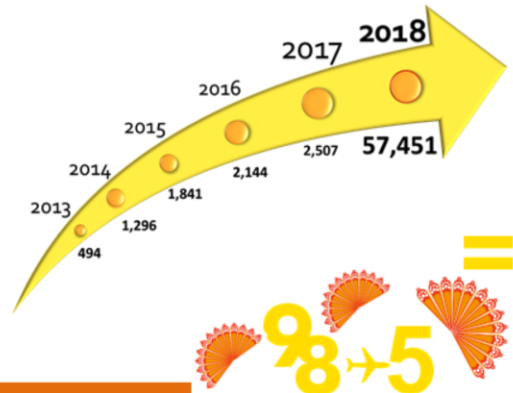
↗ SIS Customer Satisfaction Update

SIS Operational Update

SIS Agreements:

Membership Category	Aug 2018	2017	% change
ISPA Airline	421	421	-
ISPA Supplier	103	104	-1%
ISUA Airline	3	3	-
ISUA Supplier	114	106	8%
E&F Customers	78	82	-5%
IATA Offices	12	12	-
TOU	1,694	1,602	6%
TOU Agents*	55,026	177	NEW
TOTAL	57,451	2,507	↑

*Agents (BSP&CASS) to which IATA will start submitting invoices through SIS.

Ø **ISPA** = IS Participation Agreement – send & receive all types of invoices (PAX / CGO / UATP / MISCELLANEOUS – NON Transportation)
Ø **ISUA** = IS User Agreement - send & receive only Miscellaneous invoices type
Ø **TOU** = Terms of Use - receiver of invoices only (free of charge)

Regarding "TOU" - this a type of contract, named "Terms of Use", designed for airlines or other industry participants that wants to access the system only to receive electronic invoices from SIS Participants and to download them as PDF. This solution allows the airlines and supplier participants in SIS to send invoices to entities not yet SIS participants. These entities can only download the invoices submitted through SIS after accepting the Terms of Use (TOU) on-line. It does not allow any other action, any other access to other function in SIS. There is no fee collected as these entities are not using the system to send invoices. This is only for bilateral settlement and these entities cannot submit invoices themselves through SIS without signing the full SIS agreement (ISPA allowing PAX / CARGO / UATP / Miscellaneous invoice types or ISUA only for Miscellaneous invoice types).

We have created this additional option in order to increase the coverage for suppliers, to facilitate mobilization, encourage new joiners and enable the existing members

make the most of SIS by the increased use of electronic invoices. As example, if a SIS participant needs to invoice a small airline that is not yet SIS member, they do not necessary need to keep a paper based process for this small airline that can simple agree on-line the TOU and access the system to download the pdf invoice. In this way the billing party is not losing the efficiencies of using SIS e-Invoicing.

The present TOU members are E&F clients (we have created cc. 3000 entities as E&F clients), BSP or CASS airlines with Bilateral settlement that are not ICH members (SIS e-Invoicing is mandatory for ICH settlement) and do not have a need to issue interline invoices in order to become a full SIS Participant, BSP & CASS agents.

So the companies signing the TOU so far are charter airlines, Low-Cost carriers, small airlines and general aviation operators not participating in other industry services or in interline, travel agents and cargo agents. Airline SIS members and other participants also deal with those companies (e.g. catering companies, ground handlers, MROs, aircraft manufacturers, etc.).

This initiative is designed to increase the overall participation and expands the potential customer base, creating an upgrade path to ISUA or ISPA as if the TOU members want to issue invoices or generate rejections, they cannot do it unless they sign and ISUA or ISPA. Some of the TOUs did became full SIS Participants and signed the ISPA, as they started to issue passenger or cargo invoices or rejections, but the conversion rate is low so far.

SIS Operational Report

➤ YTD billing summary - 2018 vs 2017

Billing Type	Jan - Aug 2018		Jan - Aug 2017		2018 vs 2017	
	USD Value (in billions)	Count of Invoices	USD Value (in billions)	Count of Invoices	% Change USD Value	% Change Invoice Count
PAX	$26.51	537,457	$23.71	538,038	12%	0%
MISC	$17.96	384,885	$16.57	362,949	8%	6%
CGO	$0.78	85,436	$0.69	84,493	13%	1%
UATP	$5.25	23,034	$4.73	20,401	11%	13%
TOTAL	$50.50	1,030,812	$45.71	1,005,881	10%	2%

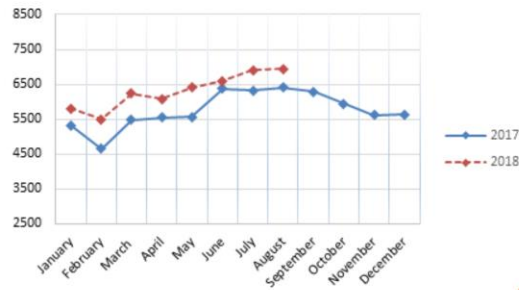➤ In comparison to year 2017, the invoice value increased by 10% and invoice count increased by 2%.

- YTD the invoice value is approx. USD $50 Billion which is higher by approx. 10% compared to the same period last year
- YTD SIS has processed 1.03mil invoices which is higher by 2% compared to the same period last year
- YTD Transactions count increase is 7.5%

Billing Values through SIS — USD Value (in Mill) 2018 vs 2017

- YTD the invoice value is approx. USD $50 Billion which is higher by approx. 10% compared to the same period last year
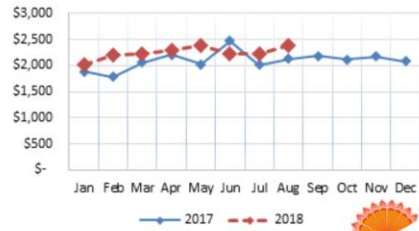
PAX = 12% increase
MISC = 8% increase
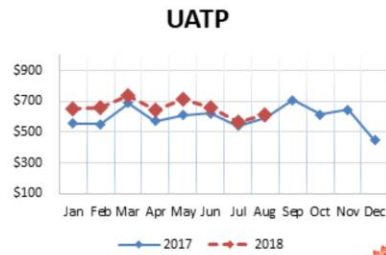
CGO = 13% increase
UATP = 11% increase
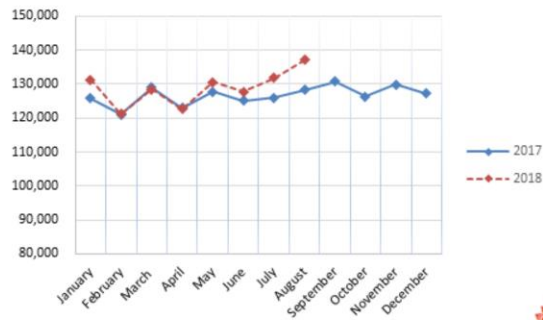
YTD SIS has processed 1.03mil invoices which is higher by 2% compared to the same period last year
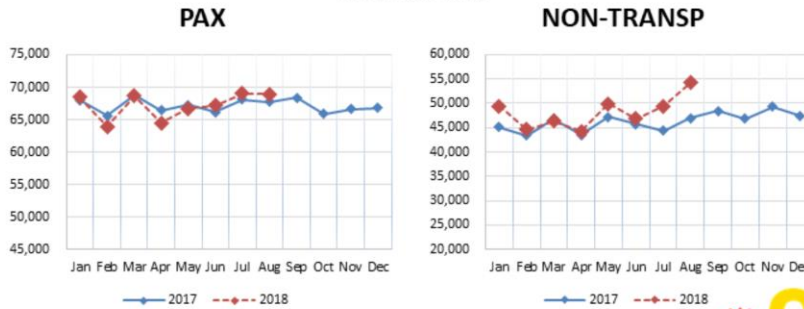
PAX= same level as 2017
MISC = 6% increase
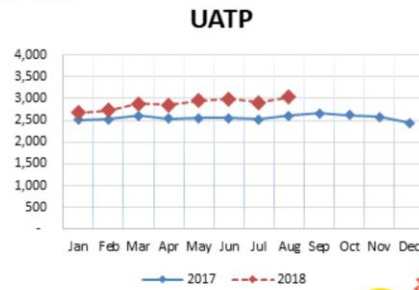
CGO = 1% increase
UATP= 13% increase

Settlement Method Indicator codes are:

A   Billed and settled through ACH

B   Billed for bilaterally-arranged settlement (bank transfer, etc)

I   Billed and settled through ICH

M   Interclearance Settlement. Billed through ACH and collected via ICH (using RAM rules). Can also be a billing and
       settlement between ACH members using RAM rules.

Billing-Billed
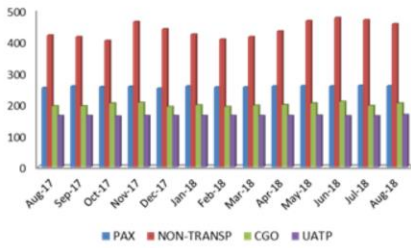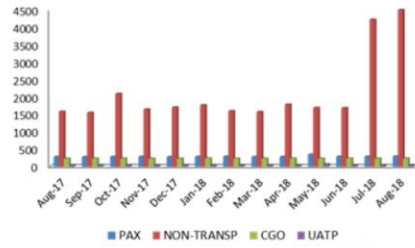
SIS Service Level Performance

SIS Service Level Update
How did SIS perform compared to 2017

Areas evaluated:
→ System Availability
→ File Processing
→ Web Response
→ Query & Incident Management

Attachment E of the IS Participation Agreement outlines four areas covered under the service level agreement:

↗ System Availability
↗ File Processing
↗ Web Response
↗ Query and Incident Management

How do we measure performance?

A. **System Availability**
   o The total uptime on a monthly basis, Year to Date and rolling annual average

B. **File Processing**
   o The processing time since the file is received until it has finished processing

C. **Web Response Times**
   o The time since the request is received until the response leaves the system

D. **Fault Reporting and Clearance**
   o The number of hours a reported fault remains open

Our Targets for System Availability

A. SIS must be available on a 24/7 basis, with a system uptime of 99.50% on a rolling annual average.

B. Maximum unplanned outage should not exceed 4 hours.

How did we perform in 2018?

Month	Planed Downtime	Unplanned Downtime	Monthly Results		Rolling Annual Average	
			System Uptime	System Uptime (excl. Planned Downtime)	System Uptime	System Uptime (excl. Planned Downtime)
January	3h15m	0h00m	99.56%	100%	99.57%	99.93%
February	9h14m	0h00m	98.63%	100%	99.54%	99.93%
March	0h40m	0h00m	99.91%	100%	99.55%	99.93%
April	0h40m	0h00m	99.91%	100%	99.56%	99.94%
May	3h32m	0h00m	99.53%	100%	99.59%	99.94%
June	0h40m	0h00m	99.91%	100%	99.60%	99.94%
July	2h15m	0h00m	99.70%	100%	99.65%	100%
August	4h12m	0h00m	99.44%	100%	99.62%	100%
Total YTD	20h16m	0h00m	99.58%	100%		

Big Planned Downtimes in 2018:
Jan 2018 – 2h20m NetApp Ontap Upgrade
Feb 2018 – 6h45m DR test - Switchover to PNQ site & 1h54m NetApp Ontap Upgrade
May 2018 – 2h57m Major Rel 1.12
Jul 2018 – 1h35m Oracle grid version update
Aug 2018 – 3h37 Oracle Database Upgrade

How did we perform compared to 2017?

Year (Jan – Aug)	YTD Results (Jan – Aug)		Rolling Annual Average	
	System Uptime	System Uptime (excl. Planned Downtime)	System Uptime	System Uptime (excl. Planned Downtime)
2017	99.54%	99.64%	99.58%	99.93%
2018	99.58%	100%	99.62%	100.%

System availability with planned downtime is similar to 2017 (slight improvement from 20h25m - 99.54% YTD August 2017). Rolling annual average is 100% within SLA this year (Q1 2017 outside of SLA). No unplanned downtime in 2018 (6h20m in 2017)

File Processing

All files received must be processed within 24 hours and the maximum processing time should be under 4 hours in 99.85% of cases.

How did we perform?

Month	Total Files Received	Total Files Processed		Performance
		Within 4h	Between 4h and 24h	
January	22,320	22,320	0	100%
February	23,364	23,364	0	100%
March	22,511	22,511	0	100%
April	21,609	21,609	0	100%
May	24,694	24,690	4	99.98%
June	22,413	22,413	0	100%
July	26,245	26,245	0	100%
August	30,833	30,833	0	100%
Total YTD	193,989	193,985	4	99.99%

How did we perform compared to 2017?

Year (Jan – Aug)	Total Files Received	Total Files Processed		Performance
		Within 4h	Between 4h and 24h	
2017	175,515	175,515	0	100%
2018	193,989	193,985	4	99.99%

25

Number of files processed Jan – Aug increased by 11%. The average processing time per file improved from 1m13s in 2017 to 48s in the same period in 2018 (Jan – Aug).

Security fixes implemented along with Rel 1.12 in May affected the file processing speed causing 4 files to be processed outside of the 4h mark (the files were processed within 4 to 9h).

IS-WEB Response Times

Online entry other than for report generation or file transfer should receive a response within 3 seconds in 97.50% of requests.

26

How did we perform?

Month	Total Requests Received	Total Requests Responded		Performance
		Within 3s	Over 3s	
January	5,737,903	5,720,187	17,716	99.69%
February	5,594,525	5,577,759	16,766	99.70%
March	5,671,086	5,650,864	20,222	99.64%
April	4,913,039	4,894,486	18,553	99.62%
May	5,981,971	5,960,880	21,091	99.65%
June	5,373,479	5,354,622	18,857	99.65%
July	5,846,314	5,827,538	18.776	99.68%
August	5,471,508	5,448,666	22,842	99.58%
Total YTD	44,589,825	44,435,002	154,823	99.65%

How did we perform compared to 2017?

Year (Jan-Aug)	Total Requests Received	Total Requests Responded		Performance
		Within 3s	Over 3s	
2017	47,377,394	46,984,368	393,026	99.17%
2018	44,589,825	44,435,002	154,823	99.65%

Total requests decreased by 6% compared to the same period last year (Jan – Aug) but the web response improved with 99.65% responses received within 3s.

Query and Incident Resolution

All queries will be responded within 24h, Monday through Friday, during the working hours of the IATA Montreal Office (9AM to 6PM).

All incidents reported will be resolved as per their severity:
- o Showstopper (severity 1): in 6 hours
- o Major (severity 2): in 1 business day
- o Minor (severity 3): in 10 business days
- o Trivial (severity 4): with the next planned release

How did we perform?

Month	Queries	Incidents				Total	Within SLA	Performance
		Showstopper	Major	Minor	Trivial			
January	383	0	0	4	0	387	387	100%
February	315	0	0	3	0	318	318	100%
March	273	0	0	3	0	276	276	100%
April	214	0	0	5	0	219	219	100%
May	209	0	0	9	0	218	218	100%
June	223	0	0	5	0	228	228	100%
July	223	0	0	4	0	227	227	100%
August	233	0	0	5	0	238	238	100%
Total YTD	2,073	0	0	38	0	2,111	2,111	100%

Queries: questions that are handled by the Support Team directly and do not require fixes in the system.

Incidents: problems reported by SIS Participants that require fixes in the system. The classification of incidents is done based on the severity of the problem and the impact (i.e. global issue affecting all users vs. local issue faced by a single user only).

How did we perform compared to 2017?

Year (Jan – Aug)	Queries	Incidents				Total	Within SLA	Performance
		Showstopper	Major	Minor	Trivial			
2017	2,111	4	1	42	2	2,160	2,160	100%
2018	2,073	0	0	38	0	2,111	2,111	100%

31

The number of queries decreased by 2% and the number of incidents decreased by 22%. No showstopper in 2018 vs. 4 in 2017.

SIS Customer Satisfaction Update

SIS Customer Satisfaction Update
How did SIS perform compared to 2017

Areas evaluated:
→ Overall Satisfaction
→ Customer Effort Score
→ Net Promoter Score
→ Customer Support

Our thanks to all participants that answered our survey!

How did we do?

79%
Overall satisfaction with SIS

⬆ from 77% in 2017

78%
Customer Effort Score (CES)

⬆ from 76% in 2017

26
Net Promoter Score (NPS)

⬆ from 17 in 2017

79%
Satisfaction with the SIS platform

⬆ from 78% in 2017

35

We are currently in contact with the users that provided feedback in the survey to clarify any questions or concerns related to SIS functionality. In the coming weeks we will work on identifying new functionality required (based on the feedback received), any training needs or additional documentation.

What about our Customer Support?

Your satisfaction with our Customer Support team is measured via instant surveys.

After contacting our support team users are randomly selected to receive the survey and have to rate their interaction on several aspects.

36

Note: The calculation methodology for 2018 is not the same as used in 2017
In 2017 the results for the instant survey included only certain customer categories (with send/receive access, meaning SIS users) and results pertaining to non SIS users were not considered.
In 2018 all results were considered, from all customer types and contact types. The results include cases handled by the SIS Ops team directly as well as the cases handled by other business areas.

Some factors that contributed to the decline in satisfaction compared to last year were the problems faced at the beginning of the year following the iiNET migration and upgrade (PCI DSS compliance), as well as the IS-WEB performance issues experienced by some users following the security fixes implemented in Q2 2018. We are closely monitoring the feedback received via the instant survey and working with the dissatisfied customers to improve our service.

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Thank you!

www.iata.org/sis