



Report of the IBS OPS WG

Harold Schwart, DL (Chairman)





Introduction

- Survey
 - We heard you and your comments matter to us
 - Please complete the survey again this year; we will continue trying to improve
- Breakout Sessions
 - Please attend those of your choice
 - ❖ They are informal and interaction is encouraged





WG Membership

- Membership approval of FinCom is required
- The IBS OPS WG consists of 15 members and;
- 4 Official Observers
 - They are full members but do not vote for Chair & Vice-Chair
- Appointments are for a term of 3 years





Meetings

- Since the 4th WFS in Dublin the IBS OPS WG met:
 - In YUL - November/December 2017
 - In SIN - May 2018
 - Here in MAD - Sept 2018 – in preparation for the IBS OPS GM
- We have monthly conference calls when not meeting face to face





Composition of the WG

➤ IBSOPSWG Members

- Harold Schwart – DL - Chairman
- Sophie Creusot – AF – Vice Chairman
- Priscilla Stiller – AA
- Myrna Adams – AC
- Matthew Holden – BA
- Chen-Wen – CZ
- Suresh Verkot – EK
- Sachin Jain – EY





Composition of the WG

- IBSOPSWG Members
 - Amisha Jhaveri – HR
 - Myriam Burget – LX
 - Gavin Pereira – NZ
 - James Hayward - QF
 - Felicity Sekoto - SA
 - Ssu Hui - SQ
 - Paulo Godinho - TP





Composition of the WG

- Official Observers of the IBSOPSWG
 - Jerry Fonacier – HA
 - Ab Bouman - KL
 - Nermin Azem Kiran - TK
 - Donna Galaviz - UA





Achievements in 2018

- Complete review of the RAM by the Editor Group to remove references to paper documents was undertaken
 - FIM settlement was moved to Part B as default method
- SPA Coding Checklist was prepared for RAM Part B
- 4 Breakout Sessions were prepared
 - Involuntary and Schedule Change Settlement
 - Lowest Applicable Fare
 - Interline Settlement Best Practices
 - Interline TFC Problems and Solutions





Achievements in 2018 (Cont'd)

- RA and the Ticketing Committee have partnered to review R735d and R766 and align RAM settlement procedures
 - Work is in progress for a proposal to PSC in Oct 2018
- Recommended and reviewed RATD enhancements rolled out end of May 2018





Achievements in 2018 (Cont'd)

- Multiple clarification requests received from the RA community were reviewed and;
 - Several have resulted in proposals to clarify RAM procedures
- We have prompted an initiative to promote joint lobbying efforts by IATA and airlines to waive ticket transportation taxes in case of involuntary rerouting
 - TTBS has agreed to serve as a point of coordination for this effort and shall appreciate your assistance with this campaign





Achievements in 2018 (Cont'd)

- WG member airlines are partnering with SIS as Rejection Reduction pilot carriers to share ideas to reduce rejections
- Outputs to date include proposals to:
 - Improve reporting to monitor rejection volumes
 - Improve reporting of correspondence aging
 - Validate bilateral agreements exist for YQ/YR settlement
 - Publish a SPA coding checklist in RAM Part B for reference
- We have endorsed 13 new non-IATA member airlines for ICH participation in 2017 and 4 in 2018





Achievements in 2018 (Cont'd)

- The WG & Editor Group have prepared 13 proposals for this meeting
- Reviewed and approved upcoming amendments to ICH regulations
 - Variable pricing for Associate Members based on ICH usage
 - Prohibit 3rd party billings
 - Removal of Procedure 16 – Location ID





Achievements in 2018 (Cont'd)

- Report to FinCom on successes and not so successes
- Ongoing developments include:
 - Develop and follow the workplan
 - Follow developments in coupon level TFCs
 - Follow developments in Dynamic Pricing
 - Coordinate with IPAC on changes to the MPA
 - Recommend changes to SIS
 - ❖ Additional reporting, validations, and reason codes





Committee on Differences (Cont'd)

- Four cases were referred to the CoD in 2018
 - Case 1: Dispute of Carrier A vs. Carrier B concerned a refund adjustment for downgrade from Premium Economy to Economy Class. The WFS in 2016 clarified refund adjustment due to change of class of service referred to the cabin class of service. The PSC in October 2014 voted to adopt Premium Economy as a separate cabin with an industry implementation date of 01 October 2015. Premium Economy class with ticketed flight dates prior to 01 October 2015 were to be considered as Economy cabin in accordance with industry standards. Accordingly, the CoD unanimously ruled there was no obligation to honor refund adjustments for downgrades from Premium Economy to Economy class for flights ticketed prior to 01 October 2015.





Committee on Differences

- Case 2: Carrier A vs. Carrier B disputed the fare selection for settlement of a Frequent Flyer ticket. Carrier A used the definition of Normal Fare published in the PMP while Carrier B used the Normal fare identifier as filed with ATPCO for selection. As Frequent Flyer tickets are not prorated, IPAC ruled the MPA definition for normal fare was not applicable. The unanimous decision of the CoD was the ATPCO Normal/Special fare identifier should be used for settlement purposes.





Committee on Differences (Cont'd)

- Case 3: Carrier A vs. Carrier B of the same alliance disputed application of an Alliance Agreement. Carrier A claimed zero value tickets involuntarily rerouted to Carrier B were scheduled flights while Carrier B claimed they were Charter tickets. Carrier A could not prove the tickets were issued for scheduled flights and the Alliance Agreement did not apply to Charter tickets. The CoD unanimously ruled in favor of Carrier B; settlement should be in accordance with RAM A2, 2.5.2 – Charter passengers.





Committee on Differences (Cont'd)

- Case 4: Carrier A vs. Carrier B of the same alliance disputed application of a bilateral agreement for Frequent Flyer settlement within the Alliance. The exact terms of the agreement were not made known to the CoD. The CoD unanimously ruled the dispute was out of their jurisdiction as it did not concern provisions of the RAM or IATA Resolutions. The dispute was referred back to the parties to resolve bilaterally or between legal representatives of the parties.





Rejection Reduction Initiative

- In 2015 the IBS OPS WG was tasked to reduce rejections by 32% within 5 years (2020)
- To date we are at 17%; near the halfway mark
- Targets to achieve our objective are:
 - 21% by end of 2018
 - 27% by end of 2019
 - 32% by end of 2020
- Let's work together to achieve these targets





Rejection Reduction - How do we reach 32%?

- Improve QC of SPA testing and rejection review
 - SPA coding checklist may help
- Improve rejection data analysis with more granular Reason Codes
- Create a rejection reduction target and timeline with your top 5 partners
 - Communicate with partners on a timely basis





Rejection Reduction - How do we reach 32% (Cont'd)?

- Simplify settlement processes
 - Involuntary Rerouting - SIRS
 - Request/Respond and similar file exchange processes
- Simplify SPAs & YQ/YR settlement to the extent possible
- Partner with your Revenue Management team
- Remember – there is a cost associated with rejections





Questions?





Thank You

