5th World Financial Symposium

17 - 20 September 2018
Madrid, Spain

7TH SIS GENERAL MEETING MINUTES

7th SIS General Meeting, 18 September 2018
Agenda

Administration Items:

A1	Opening of Meeting
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A3	Delegate Introductions
A4	Approval of the Minutes from the 6th SIS General Meeting
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SR4	SIS GM6 Action items – Review of published Report
SR5	SIS General Update
SR6	Supplier to Airlines e-Invoicing Update
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SIS Agenda Items and Carrier Papers:

SIS Item	Subject	From	Impacts: RAM	SIS	ICH
S1	A13_Addition of new charge code for_ REDEMPTION	Alitalia	✓	✓	
S2	A13_Addition of new charge code for_ ACCRUAL	Alitalia	✓	✓	
S3	Display city name next to the location ID	Emirates		✓	
S4	Bulk Correspondence Processing	Lufthansa		✓	
S5	Instant Download of Correspondence including Supporting Docs	Lufthansa		✓	
S6	Search for Multiple Correspondences	Lufthansa		✓	
S7	SIS Price Changes – ISPA Attachment A	SIS SG		✓	
S8	SIS SLA Update – ISPA Attachment E	SIS SG		✓	
S9	Creating AWB information file for memo data (Cargo)	All Nippon Airways		✓	
S10	New sub status for the correspondence BM created	All Nippon Airways		✓	
S11	IS-WEB Invoice Search Criteria	China Southern		✓	
S12	SIS Monthly Passenger Report	Rejections Reduction		✓	
S13	SIS Correspondence Aging Report	Rejections Reduction		✓	
S14	YQ and YR Validations	Rejections Reduction		✓	
S15	Hard validation of Double Billings for First Billings	Lufthansa		✓	
S16	Hard validation of Double Billings in Rejection Stages	Lufthansa		✓	
S17	A13_Billing Category MISC-Charge Category MAIL-Charge Code MAIL	SAS	✓	✓	
S18	Multiple files handling for carriers with full file loading	SAS		✓	
S19	Billing Category MISC-Charge Category Service Provider-Charge Code: Aviation Fuel	SIS OPS	✓	✓	

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1. ADMINISTRATION ITEMS

1.1. Opening of meeting
Agenda item A1, presented by Brenda Fullmer (AA & Chair of the SIS SG)

Brenda Fullmer (AA) the chair of the SIS Steering Group welcomed participants to the 7th annual SIS General Meeting (GM) and introduced the IATA staff present. She also provided a brief overview of the agenda items to be discussed during the day.

1.2. Competition Law Guidelines for IATA Industry Meetings
Agenda item A2, presented by Marie-Christine Brochu (IATA)

Marie Christine Brochu (Assistant General Counsel, IATA) briefly reminded participants of the IATA competition law and antitrust guidelines.

1.3. Delegate Introductions
Agenda item A3, presented by Brenda Fullmer (AA & Chair of the SIS SG)

The audience of the 7th SIS General Meeting consisted of 325 attendees representing 143 companies.

1.4. Approval of the Minutes from the 6th SIS General Meeting
Agenda item A4, presented by Brenda Fullmer (AA & Chair of the SIS SG)

The 6th SIS General Meeting (2017) minutes were approved by the assembly after being endorsed by AC and seconded by SK. The minutes are available on the SIS Website.

1.5. Introduction of the Electronic Voting System
Agenda item A5, presented by Natasha Cherry

A new electronic voting system was introduced this year to allow for more efficient and time saving voting on agenda papers. Each member with voting rights received a voting device at the time of registration; the device is linked to the airline code and the voting results are displayed live at the end of each voting session.

2. SIS GM UPDATES AND REPORTING ITEMS

2.1. Welcome Presentation
Agenda item SR1, presented by Juan Antonio Rodriguez (IATA)

Juan Antonio Rodriguez (Director, FDS Operations, IATA) welcomed the attendees to Madrid and to the 7th SIS General Meeting. He continued to give a high-level overview of the transition to the new GDC structure that was just completed and some of the benefits that have been already observed by our customers.

2.2. Report from the SIS Steering Group
Agenda item SR2, presented by Brenda Fullmer (AA & Chair of the SIS SG)

Brenda Fullmer (AA) reminded participants the structure of the SIS Steering Group, introduced the current members and presented an overview of their activities since the last SIS General Meeting. Brenda reminded the audience that 2018 is an election year and 5 new members will be elected during the meeting. Two nominations have been received to date and she encouraged the attendees consider the membership and stand up for nomination. The 5 members with A/P expertise have been extended as per a decision from Financial Committee (FinCom).

2.3. Industry Economic Performance Update
Agenda item SR3, presented by Nicole Boussiotti (IATA)

Nicole Busiotti (Regional Head, Member and External Relations Europe, IATA) provided an update on the industry profitability in the airline business.

2.4. SIS GM6 Action items (part 1)
Agenda item SR4, presented by Adina Minculescu (IATA)

During the 6th SIS GM, 5 agenda items and 1 supplementary paper were submitted for discussion (5 passed and 1 was withdrawn). All 5 items which passed were converted into change requests for SIS; 4 were developed and implemented with Release 1.12 in May 2018 and one will be implemented in November 2018 with Release 1.13.

The list of current open change requests is available on the SIS website: open CMPs.

2.5. SIS General Update (part 2)
Agenda item SR5, presented by Adina Minculescu (IATA)

Adina Minculescu (Head, e-Invoicing Services, IATA), started by reminding the audience that the SIS Operational update, SLA and Customer Satisfaction results have been shared in advance via a SIS Bulletin and published on the website. She continued to present a summary of the SOC2 audit results for operational year 2017 and the financial results for operational years 2017 and 2018. Regarding the SIS costs for operational year 2018, Adina mentioned that as per the current estimations the result will be a deficit of approximately 500,000 USD which will be recharged to all ISPA signatories in Jul 2019.

2.6. Supplier to Airlines e-Invoicing Update
Agenda item SR6, presented by Bruno Roussel (IATA)

Bruno Roussel (Senior Manager, Industry e-Invoicing, IATA) provided an update on the Supplier to Airline e_Invoicing (SAI) initiative that has been operationalized and the responsibility has been transferred from the project team to the operations team supported by the APPS team for business development. He continued to present the efforts done in the past few months and the upcoming activities.

2.7. SIS Solution Update
Agenda item SR7, presented by Thierry Cerpolet (IATA)

Thierry Cerpolet (Senior Manager, Business Solutions and Systems Development, IATA) provided an overview of the SIS system performance in 2018, a brief update on the security controls in place and the upcoming activities. With regards to browsers supported by the SIS application, Thierry reminded the audience that a fist set of access restrictions have been implemented this year and more will follow in the coming months. He continued with an update on the upcoming Major Release 1.13 in Nov 2018 and the site switchover as part of the Disaster Recovery Plan scheduled for February 2019.

2.8. ATPCO Updates
Agenda item SR8, presented by Tom Gregorson (ATPCO)

Tom Gregorson (ATPCO) started with a brief overview of the company and continued to present the four initiatives in progress, designed to help the industry: NDC Exchange, Dynamic Pricing, Taxes and Next Generation Storefront by routehappy.

3. SIS AGENDA ITEMS AND CARRIER PAPERS

3.1. A13_Addition of new charge code for_ REDEMPTION
Agenda item S1, raised by Alitalia

Currently under the Charge Category "Partner Alliance" the Charge Code "FF Miles" does not differentiate between accrual and redemption of frequent flyer miles inhibiting automatic invoice posting by obliging Accounting Department users to check invoices manually (one by one) reading information on Line Item Description field.

Alitalia proposes the addition of a new Charge Code "FF Redemption" under the "Partner Alliance" Charge Category.

53 in favour, 4 opposing, 21 abstentions
This item passed and was logged as change request (CMP 756).

3.2. A13_Addition of new charge code for_ ACCRUAL
Agenda item S2, raised by Alitalia

Currently under the Charge Category "Partner Alliance" the Charge Code "FF Miles" does not differentiate between accrual and redemption of frequent flyer miles inhibiting automatic invoice posting by obliging Accounting Department users to check invoices manually (one by one) reading information on Line Item Description field.

Alitalia proposes the addition of a new Charge Code "FF Accrual" under the "Partner Alliance" Charge Category.

69 in favour, 2 opposing, 23 abstentions
This item passed and was logged as change request (CMP 757).

3.3. Display city name next to the location ID
Agenda item S3, raised by Emirates

Currently when navigating through the list of existing Location IDs in SIS the only way to identify the details of a specific location is to open the screen and display the information, which is very time consuming.

Emirates is proposing to add an optional free text field for each Location ID to allow the possibility to include a Location Name and to display this together with the city code of the Location ID in all dropdown fields available.

88 in favour, 2 opposing, 9 abstentions
This item passed and was logged as change request (CMP 759).

3.4. Bulk Correspondence Processing
Agenda item S4, raised by Lufthansa

The correspondence process is managed exclusively in IS-WEB and each correspondence case has to be handled individually.

To improve efficiency, Lufthansa suggests to add two new buttons in the correspondence search: "Bulk Reply" and "Bulk Authorize (Full)" to allow users to handle eligible correspondences in bulk rather than one by one.

87 in favour, 4 opposing, 7 abstentions
This item passed and was logged as change request (CMP 760).

3.5. Correspondence number in the offline file name *(revised paper)*
Agenda item S5, raised by Lufthansa

When downloading one or more correspondences with their respective supporting documents from SIS, the system does not offer an instant download but it creates an offline ZIP archive which can be downloaded from a link sent to the user requesting the download via email.

Lufthansa suggests to allow an instant download of the correspondence package or to add the correspondence number in the file name of the ZIP file as well, not just in the subject of the email alert. The SIS Ops Team advised that since there is no limitation on the number of iterations a correspondence can have, the instant download would have a significant impact on the performance of the system depending on the size of the download package. For that reason the team suggested to maintain the current behaviour and to add the correspondence number in the downloaded file as well, for easy reference. LH agreed to the proposal and the revised paper was submitted to a vote.

93 in favour, 2 opposing, 2 abstentions
This item passed and was logged as change request (CMP 761).

3.6. Search for Multiple Correspondences
Agenda item S6, raised by Lufthansa

When searching for correspondences in the "Billing History and Correspondence" screen, the correspondence number field only allows one number at a time.

Lufthansa suggests to extend the "Correspondence Ref. No." field to allow entering (copy & paste from clipboard) multiple correspondence numbers at the same time.

75 in favour, 6 opposing, 8 abstentions
This item passed and was logged as change request (CMP 762).

3.7. SIS Price Changes – ISPA Attachment A
Agenda item S7, raised by the SIS SG

This agenda item is an information paper presented by Brenda Fullmer (AA & Chair of the SIS SG) on behalf of the SIS Steering Group. The paper provides details on the increase in unit prices for some transaction types effective January 1st 2019.

3.8. SIS SLA Update – ISPA Attachment E
Agenda item S8, raised by the SIS SG

This agenda item is an information paper presented by Brenda Fullmer (AA & Chair of the SIS SG) on behalf of the SIS Steering Group. The paper provides details on the new Service Level Agreement defined by the SIS Ops Team and the SIS Steering Group following the various system enhancements and infrastructure updates implemented in the recent years and taking into account the current system performance. Attachment E of the IS Participation Agreement will be updated to reflect these changes which will become effective Jan 1st 2019.

3.9. Creating AWB information file for memo data (Cargo)
Agenda item S9, raised by All Nippon Airways

Currently, the detailed listing file included in the OAR for CGO Rejections does not include the AWB number which is required for reconciliation purposes.

All Nippon Airways suggests to add a new report detailed at the AWB level to allow for easy reconciliation without having to verify each AWB in the memo separately.

58 in favour, 39 opposing, 26 abstentions
This item passed and was logged as change request (CMP 763).

3.10. New sub status for the correspondence BM created
Agenda item S10, raised by All Nippon Airways

Currently, if a BM is created for a correspondence with Authority to Bill but is not submitted, the correspondence status does not reflect that (status will remain Open – Received).

All Nippon Airways suggests to add a new correspondence Sub-status ("Invoice Created" for the correspondences against which a billing memo is created and is pending submission.

62 in favour, 9 opposing, 14 abstentions
This item passed and was logged as change request (CMP 764).

3.11. IS-WEB Invoice Search Criteria
Agenda item S11, raised by China Southern

Currently, when a user needs to search an invoice with the specific invoice number, the complete invoice number must be entered including any leading zeros.

China Southern proposes that SIS allows a "search like" functionality, where all results containing the search value will be displayed.

75 in favour, 5 opposing, 5 abstentions
This item passed and was logged as change request (CMP 765).

3.12. SIS Monthly Passenger Report
Agenda item S12, raised by the Rejection Reduction Pilot Airlines

Currently, SIS does not provide any reporting on airline rejections volumes against industry trends.

As part of the Rejection Reduction Initiative the Pilot Airlines propose to develop a new report giving details of the rejections raised against the prime coupons billed out in comparison to the industry trend, highlighting the Top 5 Airlines (rejecting and being rejected) and giving the main reasons of rejection.

83 in favour, 0 opposing, 3 abstentions
This item passed and was logged as change request (CMP 727).

3.13. SIS Correspondence Aging Report
Agenda item S13, raised by the Rejection Reduction Pilot Airlines

It has been observed that the correspondence iterations between airlines continue to increase. However, there is no easy visibility to the supervisors/managers in the airline of how many cases are open, how long they have been open and what is the value in dispute.

As part of the Rejection Reduction Initiative the Pilot Airlines propose to develop:

1) A monthly correspondence aging report showing:
   a. All open correspondences initiated that have crossed the 7th stage along with the iterations and the values;
   b. A list of correspondences initiated, for which authority to bill has been received but billing memos have not been raised, and the number of days remaining until expiry date;

    c. A list of correspondences initiated that have expired due to non-reply from the other airline and no billing memo has been raised.
2) A new contact type to be created in SIS. This could be used by Managers / Heads of departments who only want to receive a summarized view of these correspondences.

84 in favour, 0 opposing, 3 abstentions
This item passed and was logged as change request (CMP 766).

3.14. YQ and YR Validations
Agenda item S14, raised by the Rejection Reduction Pilot Airlines

YQ/YR taxes are non interlineable and can only be billed if there is an agreement between both parties to accept these charges. However, it has been observed that some airlines bill YQ/YR taxes without any agreement. This causes unnecessary work for the billed airline, which needs to reject these billings back.

As part of the Rejection Reduction Initiative the Pilot Airlines propose to make a change in SIS that will allow the airline to update which airlines they currently have YQ/YR concurrences with. Based on these fields SIS will validate incoming prime billings with YQ/YR charges and, should there be no concurrence between these airlines, it will fail such invoices as error non-correctable. This is suggested to be an optional validation for the billed airline to decide if they would like to use it or not.

54 in favour, 14 opposing, 16 abstentions
This item passed and was logged as change request (CMP 767).

3.15. Hard validation of Double Billings for First Billings
Agenda item S15, raised by Lufthansa

Some airlines issuing multiple first billings for the same coupon, such as rebilled documents from Form C (SC51) billed again in Non Sampling with SC01/02/03 or simply multiple SC01 or SC08 for the same coupon in the same or different invoices. SIS provides a validation of these cases but the coupon positions are only flagged as 'DU' / Double Use (IS Validation Flag) and they do not fail validation

Lufthansa proposed to implement a hard validation for multiple first billings having the same Issuing Airline, Document & Coupon Number and same Billing Airline if the previous first billing has been raised not more than 12 months in advance (due to reuse of document numbers).

No validation error shall occur in case the following conditions are fulfilled:
> ➢ the preceding first billing was on a Form A
> ➢ the billed airline did put the coupon on Form C
> ➢ the second first billing has SC27/90/95/96

If airlines wish to send additional billings on top of the existing first billing already raised it should only take place with the prior approval of the billed airline and should be billed through Source Code 09.

71 in favour, 3 opposing, 14 abstentions
This item passed and was logged as change request (CMP 768).

3.16. Hard validation of Double Billings in Rejection Stages
Agenda item S16, raised by Lufthansa

Currently SIS does not prevent airlines from submitting duplicate billings in Rejections, the duplicate coupons are flagged as such.

Lufthansa proposes to implement a hard validation for rejection memos in case there is already a rejection in the same rejection stage for the same predecessor position (e.g. identified by invoice number, billing airline, billed airline, invoice month, invoice period, page number and sequence number).

If airlines wish to send additional billings on top of the rejection already raised it should only take place with the prior approval of the billed airline and should be billed through Source Code 09.

61 in favour, 2 opposing, 11 abstentions
This item passed and was logged as change request (CMP 769).

3.17. A13_Billing Category MISC-Charge Category MAIL-Charge Code MAIL
Agenda item S17, raised by SAS

The selection of mandatory and recommended fields for Charge Category MISC and Charge Code Mail is not comprehensive and the values provided are not validated (i.e. flight date is recommended, Mail Number allows 0 value etc.).

SAS proposes that "flight date" is added to the list of mandatory fields and that all mandatory fields are sanity validated for content.

54 in favour, 8 opposing, 18 abstentions
This item passed and was logged as change request (CMP 770).

3.18. Multiple files handling for carriers with full file loading
Agenda item S18, raised by SAS

Carriers opting to control the validation process at the file level ("reject file in error") must log in to SIS to delete the failed file before being able to resubmit the corrected file. The need for accessing IS-WEB requires extra training and extra time to log in and delete the file. Since users with that authority can basically delete all files, it represents a security issue.

SAS proposes that for carriers that selected to control the validation process at the file level, when a file fails validation it is automatically deleted after the validation report is generated. This way the carrier can correct the issue and upload the file again without having to involve an authorized user with the proper training to have the file deleted.

58 in favour, 6 opposing, 18 abstentions
This item passed and was logged as change request (CMP 771).

3.19. Billing Category MISC-Charge Category Service Provider-Charge Code: Aviation Fuel

Agenda item S19, raised by SIS Ops

Currently the Charge Code Jet Fuel under Charge Category Service Provider is dedicated to all charges related to the refuelling activity. This is sufficient to cover the interlining part of fuel invoicing but is not sufficient to code all services rendered around refuelling even with the addition of the charge code type.

IATA proposes to:

- Move "Aviation Fuel" Charge Code as a Charge Category
- Create Charge Code "Fuel" containing same elements and validations than "Aviation Fuel"
- Create Charge Code "Into Plane" with Aviation Fuel data elements marked as recommended
- Create Charge Code "Farm" with Location Code as a mandatory field
- Create Charge Code Misc with Location Code mandatory for any other type of cost pertaining to Fuel activity

67 in favour, 4 opposing, 10 abstentions
This item passed and was logged as change request (CMP 772).

4. CLOSE OF MEETING

4.1. SIS SG Elections Results

Adina Minculescu (Head, e-Invoicing Services, IATA) presented the new elected members of the SIS Steering Group:

- Chris Wiebelt, United Airlines
- Cheryl Stephen, Air Canada
- Joao Feliciano, TAP Portugal
- Moath Alwaqfi, Royal Jordanian
- Wendy Goodman, Virgin Atlantic

4.2. Date and Place Next General Meeting

Agenda item A7, presented by Adina Minculescu (IATA)

The next World Financial Symposium will be held in Miami during September 23-26 2019.

4.3. Any Other Business

Agenda item A8

No other business.

4.4. Vendor Prize Draws

Agenda item A9

4.5. Close of Meeting
Agenda item A10, presented by Brenda Fullmer (AA & Chair of the SIS SG)

Brenda Fullmer (AA & Chair of the SIS SG) thanked the participants for their participation in the event and their engagement in the breakout sessions during the day. She thanked the IATA team for their work on organizing a successful event.

Adina Minculescu (IATA), on behalf of IATA also thanked to the SIS Steering Group for their time, dedication and guidance during the last 2 years.