SIS & IBS OPS Joint Webinar:
Passenger Rejections & Interline Billings Best Practices

24 March 2021
IATA Legal Reminders

! Participants are reminded that live streaming of this webinar by participants to parties not in attendance is not permitted, except as indicated by and with the express permission and knowledge of IATA.

! Unauthorized recording of the meeting is also prohibited.

! IATA will record the webinar and share the link afterwards to the members of this group and it will be posted on the SIS Website.
Competition Law Guidelines

Do not discuss:
• Any element of prices, including fares or service charges
• Commissions
• Allocations of customers or markets
• Marketing plans, commercial terms or any other strategic decision
• Group boycotts
• Your relations with agents, airlines, system providers or other third parties
• Any other issue aimed at influencing the independent business decisions of competitors
Our Presenters Today

- Gavin Pereira, Quality & Data Maintenance Analyst, Air New Zealand (AKL)
- Sachin Jain, Manager Revenue Audit Interline & Refund, Financial Reporting, Etihad Airways (AUH)
- Kirk Pereira, Head Standardization Invoicing, IATA (MAD)
Let’s get engaged!

Agenda

• 2020 Highlights: IATA Passenger Rejection Memo Reduction Initiative Update

• Industry Statistics: Passenger Interline Rejections

• Passenger Interline Best Practices: Data Quality | Controls | Checklists

• Benefits of Accurate Prime Billings & Reducing Rejections

• Q&A – Post questions at any time in “Questions” box
Rejection Reduction Initiative

1. FinAC endorsed initiative to reduce rejections in 2015

2. Target 32% by 2020

3. Status update

IBSOPS WG Rejection Reduction Sub-Group

- Since mid-March 2020, due to the pandemic, there has been a brutal drop in prime billings which skewed the calculation of the rejection rate.
- Rejection rate reduction was 30.03% in February and projected at 31.9% for April if there had not been the pandemic.
- IBS OPS WG ruled that the 5-year rejection reduction target of 32% was reached and the initiative was closed with the approval of FinAC.
- IBS OPS WG and IATA have been continuing to monitor rejections and take actions to minimize them.
Rejection Reduction

Actions Undertaken

- New validations in SIS
- Changes in the RAM
- Multiple presentations/workshops at industry meetings
- Continuous reporting and communications to the industry
- Publication of Best Practices Document
Rejection Reduction progress

Formula was modified to handle the fluctuation of volumes due to COVID-19.
2020 at a glance

![Chart showing Prime Billing Counts from 2015 to 2020. The chart displays the number of counts for each year with a line graph and a table below summarizing the counts and percentage variation.]
In 2020, the Rejection Memo count has decreased by over 5.5 million in comparison to the 2015 count, which represents 49% reduction. Additionally, the USD value has been decreasing consistently since 2015 and is now 62% lower. This decrease is due to the decrease of prime billings due to COVID-19.
Rejection Reduction progress

Stage 1 Analysis - Estimated Percentage of Rejected Prime Billings

The chart below illustrates the trend of the estimated percentage of rejected prime billings. Based on this calculation, approximately 4.32% of the prime billings in 2020 were rejected, a consistent decrease since 2015. The percentage is calculated using the following formula.

\[
\text{Estimated \% of rejected prime billings} = \frac{\text{Sum of Stage 1 RM} \text{s of past 12 months}}{\text{Sum of Prime Billings of Past 12 months (including 3 months LAG)}} \times 100\%
\]

<table>
<thead>
<tr>
<th>Stage 1 RM Percentages</th>
<th>Dec-2018</th>
<th>Dec-2019</th>
<th>Dec-2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>5.38%</td>
<td>4.77%</td>
<td>4.32%</td>
</tr>
</tbody>
</table>
Rejection Reduction progress

Stage 2 & 3 Analysis -
Estimated Percentage of Re-Rejected Stage 1 and Stage 2 Rejections

The percentages are calculated using the following formula.

\[
\text{Estimated } \% \text{ of rejected Stage 1 RMs} = \frac{\text{Sum of Stage 2 RMs of past 12 months}}{\text{Sum of Stage 1 RMs of past 12 month (including 3 months LAG)}} \times 100\%
\]

The estimated percentage of rejected Stage 1 Rejection Memos is plotted in the graph below and show a decrease in 2020 in comparison to previous years. Approximately 31.38\% of the Stage 1 rejection in 2020 were rejected back 2\textsuperscript{nd} stage.

(Stage 2 RMs) / (Stage 1 RMs)

32.28\% 32.26\% 31.38\%

Dec-2018 Dec-2019 Dec-2020
Rejection Reduction progress Stage 3

Estimated % of rejected Stage 2 RM = \( \frac{\text{Sum of Stage 3 RM of past 12 months}}{\text{Sum of Stage 2 RM of past 12 month (including 3 months LAG)}} \times 100\% \)

The percentage of 2\textsuperscript{nd} stage rejections which are rejected back 3\textsuperscript{rd} stage is also plotted in the below chart with a decreasing trend in 2020. Approximately 41.32\% of the 2\textsuperscript{nd} stage rejections in 2020 were rejected back 3\textsuperscript{rd} stage.

\[
\begin{align*}
(\text{Stage 3 RM}) / (\text{Stage 2 RM}) & \\
\text{Dec-2018} & 45.00\% \\
\text{Dec-2019} & 42.96\% \\
\text{Dec-2020} & 41.32\%
\end{align*}
\]
1st Stage Reason Code Analysis

The table below shows the Top 7 Reason Codes. The top 7 reason codes represent 97% of all SMI-I/M stage 1 rejections.

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Reason Description</th>
<th>1st Stage 2020</th>
<th>1st Stage 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1G, 1T, 1Y</td>
<td>Tax Related</td>
<td>1,281,350</td>
<td>3,166,183</td>
</tr>
<tr>
<td>1B, 1S, 1Z, 2S</td>
<td>Fare Related</td>
<td>1,268,987</td>
<td>2,643,573</td>
</tr>
<tr>
<td>1A, 1R</td>
<td>Fare/Tax/ISC Related</td>
<td>355,840</td>
<td>854,253</td>
</tr>
<tr>
<td>1E</td>
<td>UATP Reclalm</td>
<td>126,758</td>
<td>254,377</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclalm</td>
<td>117,342</td>
<td>272,651</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>99,038</td>
<td>166,951</td>
</tr>
<tr>
<td>2B</td>
<td>Duplicate Billings</td>
<td>35,769</td>
<td>61,045</td>
</tr>
</tbody>
</table>

Legend: Tax Related, Fare Related, Fare/Tax/ISC Related, UATP Reclalm, All Other Reasons
Reason code analysis – SMI – I/M/B

2nd Stage Reason Code Analysis

The table below shows the Top 7 Reason Codes, sorted by 2020 stage 2 rejection counts. The top 7 reason codes represent 99% of all SMI-I/M stage 2 rejections.

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Reason Description</th>
<th>2nd Stage 2020</th>
<th>2nd Stage 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1B, 1S, 1Z, 2S</td>
<td>Fare Related</td>
<td>693,359</td>
<td>1,179,865</td>
</tr>
<tr>
<td>1G, 1T, 1Y</td>
<td>Tax Related</td>
<td>513,036</td>
<td>814,639</td>
</tr>
<tr>
<td>1A, 1R</td>
<td>Fare/Tax/ISC Related</td>
<td>159,183</td>
<td>241,643</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>102,259</td>
<td>126,255</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>53,838</td>
<td>89,431</td>
</tr>
<tr>
<td>1E</td>
<td>UATP Reclaim</td>
<td>7,804</td>
<td>13,113</td>
</tr>
<tr>
<td>1D</td>
<td>Other Commission Reclaim</td>
<td>4,421</td>
<td>13,835</td>
</tr>
</tbody>
</table>
Reason code analysis – SMI – I/M/B

3rd Stage Reason Code Analysis

The table below shows the Top 7 Reason Codes, sorted by 2020 stage 3 rejection counts. The top 7 reason codes represent 99% of all SMI-I/M stage 3 rejections.

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Reason Description</th>
<th>3rd Stage 2020</th>
<th>3rd Stage 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1B, 1S, 1Z, 2S</td>
<td>Fare Related</td>
<td>435,593</td>
<td>492,093</td>
</tr>
<tr>
<td>1G, 1T, 1Y</td>
<td>Tax Related</td>
<td>224,853</td>
<td>394,964</td>
</tr>
<tr>
<td>1A, 1R</td>
<td>Fare/Tax/ISC Related</td>
<td>85,342</td>
<td>103,217</td>
</tr>
<tr>
<td>5Z</td>
<td>Others</td>
<td>44,444</td>
<td>48,014</td>
</tr>
<tr>
<td>1C</td>
<td>ISC Reclaim</td>
<td>26,710</td>
<td>23,232</td>
</tr>
<tr>
<td>1E</td>
<td>UATP Reclaim</td>
<td>6,746</td>
<td>7,083</td>
</tr>
<tr>
<td>2A</td>
<td>Unmatched Sale</td>
<td>1,550</td>
<td>2,132</td>
</tr>
</tbody>
</table>
USD Value Analysis of RM

<table>
<thead>
<tr>
<th>USD Value Analysis of RM</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>USD Value (in Mill) of RM containing Taxes</td>
<td>164.31</td>
<td>71.44</td>
<td>5.56</td>
</tr>
<tr>
<td>% of Total Rejected USD Value</td>
<td>15.71%</td>
<td>10.91%</td>
<td>17.51%</td>
</tr>
<tr>
<td>USD Value (in Mil) of RM containing Fares</td>
<td>920.06</td>
<td>605.7</td>
<td>26.91</td>
</tr>
<tr>
<td>% of Total Rejected USD Value</td>
<td>87.98%</td>
<td>92.46%</td>
<td>84.73%</td>
</tr>
<tr>
<td>Total Rejected USD Value (in Mil)</td>
<td>1,045.72</td>
<td>655.09</td>
<td>31.76</td>
</tr>
</tbody>
</table>

*Variance attributed to rejected ISC & UATP amounts considered in Total Rejected USD Value.
### Source Code 31 Analysis

<table>
<thead>
<tr>
<th>Month of</th>
<th>Jan-20</th>
<th>Feb-20</th>
<th>Mar-20</th>
<th>Apr-20</th>
<th>May-20</th>
<th>Jun-20</th>
<th>Jul-20</th>
<th>Aug-20</th>
<th>Sep-20</th>
<th>Oct-20</th>
<th>Nov-20</th>
<th>Dec-20</th>
<th>Jan-21</th>
<th>Feb-21</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rejection:</td>
<td>1,825</td>
<td>7,535</td>
<td>9,241</td>
<td>4,315</td>
<td>3,550</td>
<td>8</td>
<td>6,764</td>
<td>660</td>
<td>331</td>
<td>94</td>
<td>1,957</td>
<td>1,016</td>
<td>4,058</td>
<td></td>
<td>18.25</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11.329</td>
</tr>
<tr>
<td>Month of</td>
<td>11,329</td>
<td>23,095</td>
<td>22,205</td>
<td>15,624</td>
<td>10,532</td>
<td>9,358</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prime Billing:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total RM’s</td>
<td>26,578</td>
<td>26,621</td>
<td>34,189</td>
<td>3,492</td>
<td>1,625</td>
<td>2,666</td>
<td>3,879</td>
<td>5,525</td>
<td>6,671</td>
<td>7,239</td>
<td>7,680</td>
<td>12,742</td>
<td>7,172</td>
<td>1,751</td>
<td>147,831</td>
</tr>
<tr>
<td>Total Prime Billings</td>
<td>111,907</td>
<td>110,800</td>
<td>107,006</td>
<td>15,292</td>
<td>8,806</td>
<td>8,897</td>
<td>17,428</td>
<td>22,652</td>
<td>23,005</td>
<td>25,146</td>
<td>32,675</td>
<td>57,314</td>
<td>51,768</td>
<td>38,033</td>
<td>631,730</td>
</tr>
<tr>
<td>Rejection %</td>
<td>24%</td>
<td>24%</td>
<td>32%</td>
<td>23%</td>
<td>18%</td>
<td>30%</td>
<td>22%</td>
<td>24%</td>
<td>29%</td>
<td>28%</td>
<td>24%</td>
<td>22%</td>
<td>14%</td>
<td>5%</td>
<td>23%</td>
</tr>
</tbody>
</table>

**Note:** Includes only SMI’s – I/M/B
How are we doing in 2021?

Prime billing coupons

Rejections
Interesting processing trends
Analysis of prime billing per flight date

<table>
<thead>
<tr>
<th>Billing Month</th>
<th>Billing Month</th>
<th>Billing Month -1</th>
<th>Billing Month -2</th>
<th>Billing Month -3</th>
<th>Billing Month -4</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2020</td>
<td>93.29%</td>
<td>5.84%</td>
<td>0.52%</td>
<td>0.23%</td>
<td>0.02%</td>
<td>0.09%</td>
</tr>
<tr>
<td>February 2020</td>
<td>93.83%</td>
<td>5.45%</td>
<td>0.45%</td>
<td>0.18%</td>
<td>0.01%</td>
<td>0.09%</td>
</tr>
<tr>
<td>March 2020</td>
<td>92.03%</td>
<td>6.65%</td>
<td>0.71%</td>
<td>0.32%</td>
<td>0.03%</td>
<td>0.26%</td>
</tr>
<tr>
<td>April 2020</td>
<td>52.67%</td>
<td>35.40%</td>
<td>5.98%</td>
<td>3.90%</td>
<td>0.70%</td>
<td>1.35%</td>
</tr>
<tr>
<td>May 2020</td>
<td>84.39%</td>
<td>2.04%</td>
<td>6.17%</td>
<td>3.79%</td>
<td>0.52%</td>
<td>3.09%</td>
</tr>
<tr>
<td>June 2020</td>
<td>94.92%</td>
<td>1.94%</td>
<td>0.19%</td>
<td>1.09%</td>
<td>0.17%</td>
<td>1.69%</td>
</tr>
<tr>
<td>July 2020</td>
<td>96.25%</td>
<td>3.23%</td>
<td>0.12%</td>
<td>0.03%</td>
<td>0.02%</td>
<td>0.35%</td>
</tr>
<tr>
<td>August 2020</td>
<td>95.09%</td>
<td>4.56%</td>
<td>0.13%</td>
<td>0.01%</td>
<td>0.00%</td>
<td>0.21%</td>
</tr>
<tr>
<td>September 2020</td>
<td>92.87%</td>
<td>6.12%</td>
<td>0.59%</td>
<td>0.03%</td>
<td>0.00%</td>
<td>0.39%</td>
</tr>
<tr>
<td>October 2020</td>
<td>94.60%</td>
<td>4.14%</td>
<td>0.57%</td>
<td>0.07%</td>
<td>0.04%</td>
<td>0.59%</td>
</tr>
<tr>
<td>November 2020</td>
<td>95.61%</td>
<td>3.97%</td>
<td>0.22%</td>
<td>0.06%</td>
<td>0.03%</td>
<td>0.10%</td>
</tr>
<tr>
<td>December 2020</td>
<td>95.77%</td>
<td>3.64%</td>
<td>0.49%</td>
<td>0.07%</td>
<td>0.01%</td>
<td>0.02%</td>
</tr>
<tr>
<td>January 2021</td>
<td>94.49%</td>
<td>4.86%</td>
<td>0.35%</td>
<td>0.09%</td>
<td>0.02%</td>
<td>0.18%</td>
</tr>
</tbody>
</table>
## Analysis of Rejections per previous stage

<table>
<thead>
<tr>
<th>Billing Month</th>
<th>Rejection Month -1</th>
<th>Rejection Month -2</th>
<th>Rejection Month -3</th>
<th>Rejection Month -4</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2020</td>
<td>7.41%</td>
<td>27.15%</td>
<td>32.59%</td>
<td>20.68%</td>
<td>12.02%</td>
</tr>
<tr>
<td>February 2020</td>
<td>6.16%</td>
<td>35.81%</td>
<td>31.95%</td>
<td>13.69%</td>
<td>12.07%</td>
</tr>
<tr>
<td>March 2020</td>
<td>7.95%</td>
<td>35.02%</td>
<td>30.94%</td>
<td>13.96%</td>
<td>12.06%</td>
</tr>
<tr>
<td>April 2020</td>
<td>2.67%</td>
<td>36.46%</td>
<td>22.68%</td>
<td>22.75%</td>
<td>15.38%</td>
</tr>
<tr>
<td>May 2020</td>
<td>3.99%</td>
<td>19.49%</td>
<td>29.99%</td>
<td>25.65%</td>
<td>20.82%</td>
</tr>
<tr>
<td>June 2020</td>
<td>5.60%</td>
<td>19.73%</td>
<td>16.92%</td>
<td>29.09%</td>
<td>28.41%</td>
</tr>
<tr>
<td>July 2020</td>
<td>8.64%</td>
<td>18.75%</td>
<td>13.46%</td>
<td>14.94%</td>
<td>44.20%</td>
</tr>
<tr>
<td>August 2020</td>
<td>15.16%</td>
<td>31.73%</td>
<td>16.68%</td>
<td>15.49%</td>
<td>20.82%</td>
</tr>
<tr>
<td>September 2020</td>
<td>15.01%</td>
<td>30.67%</td>
<td>21.87%</td>
<td>17.34%</td>
<td>14.83%</td>
</tr>
<tr>
<td>October 2020</td>
<td>16.14%</td>
<td>34.60%</td>
<td>19.16%</td>
<td>17.95%</td>
<td>11.68%</td>
</tr>
<tr>
<td>November 2020</td>
<td>13.07%</td>
<td>35.48%</td>
<td>16.14%</td>
<td>22.92%</td>
<td>12.04%</td>
</tr>
<tr>
<td>December 2020</td>
<td>19.19%</td>
<td>41.37%</td>
<td>15.08%</td>
<td>15.51%</td>
<td>8.59%</td>
</tr>
<tr>
<td>January 2021</td>
<td>15.73%</td>
<td>52.94%</td>
<td>12.80%</td>
<td>11.44%</td>
<td>6.83%</td>
</tr>
</tbody>
</table>
Best Practices
Best Practices – Master Data Management

**Master Data**

**Industry master data**
- PMP
- RATD and TTBS tax
- FDR & MMR Rates
- SSIM/OAG

**Airline master data**
- SPA
  - Codeshare/non-Codeshare
  - Re-protection
  - ZED Application
  - UATP card acceptance
- S1 filing /Chart 2 Filing
- YQ/YR rates
- YQ/YR Airline setup in SIS

**Continuous on-time review & control**

**Review**
- Review and sign off

**Communication**
- Revenue Accounting department’s feedback to commercial before final SPA sign off between airlines
- Communication of coding changes to vendor / BPO / auditors
- Joint SPA coding & testing in case SPA airline are using same RA system

**Timelines**
- 60 day notice of SPA expiry to revenue management
- 4 weeks allocated for coding & testing prior to SPA commencement or implementation

Revenue Accounting should seek clarifications on ambiguous SPA intent from airline commercials prior to coding or creating rejections.

Above will ensure accuracy in first time billing and will reduce rejections.
Best Practices – Billing Analysis

Billing Types
- Inward Billing
- Outward Billing
- Rejections
- Correspondence

Revenue Accounting System
- Master Data
- Transaction Data
  - Transaction Processing
- Evaluation

Quality controls & checks
- SPA Review
- Value checks
- Control checks
  - SPA vs. MPA
  - Codeshare vs. non codeshare
  - Voluntary vs. involuntary
  - High Value
  - Low Value
  - Avg. Yield
  - Variance
  - YQ/Q billing
  - Tax Billing
  - ISC/CSC
  - Collected vs. Interline able
  - Duplicate billing checks
  - Rejection analysis
  - Correspondence aging
  - 2nd Pass Audit
Involuntary Re-routes & Schedule Changes

➢ Definition, Billing procedures & Identification: RAM chapters A2 2.5, 2.6 & 2.7

➢ Billing of Taxes for Involuntary Re-routes: RAM chapter A2 1.8.2.2
   *New Rule eff. for the prime billing invoicing of re-issued tickets on/after 01 Apr 2020

➢ Check for existence of Involuntary Re-route SPAs to be used in settlement of Involuntary.

➢ Check for existence of Re-Protection Agreements to be used in settlement of Schedule Changes.
Lowest Applicable Fare

To Avoid applicable fare dispute, follow the guideline given in RAM Chapter A2 Paragraph 3.

More details can be found in the “2018 WFS PAX Lowest Applicable Fare” (pdf) document, available on the SIS “Rejections” web page.
Taxes, Fees & Charges

➢ Amounts to be billed: RAM chapters A2 1.8.3, 1.8.4

➢ Billing of Taxes for Involuntary Re-routes: RAM chapter A2 1.8.2.2
   *New Rule eff. for the prime billing invoicing of re-issued tickets on/after 01 Apr 2020

➢ IATA Enhanced RATD is the single source for billing Interlineable taxes.

➢ Ensure Tax master data is updated on a monthly basis and preferably electronically using ATPCO X1.

➢ ATPCO & IATA Joint Tax Governance Group has been created to address issues related to taxes and a sub-group has been created to review complex taxes i.e. The top 10 Interlineable taxes that cause most rejections in the tax billing area.
Excess Baggage : Paper Documents Deadline

31st May 2021

Action Required by Airlines

➢ Starting 1 June 2021, carriers who wish to interline excess baggage charges may do so using electronic processes.

➢ Carriers who do not have interline EMD capability may continue to issue paper Excess Baggage Tickets only on a bilateral basis upon agreement with their partners.

➢ Carriers are advised to contact their interline partners, to ensure a clearly agreed process is in place for processing excess baggage charges before 1 June 2021.
**Important Information**

- IATA is neutral for airline interline disputes and is not able to provide an interpretation on standards unilaterally.

- IBSOPS WG serves as adjudicators of interline billing disputes.

- IBS OPS WG receives clarification requests from airlines throughout the year concerning the scope or meaning of the standard procedures contained in the Revenue Accounting Manual.

- IBS OPS WG discuss such requests in detail and provides clarifications however these clarifications are not binding on airlines to solve their disputes.

- If Airlines need a binding decision for solving their disputes with their partners, they can always bring the dispute to the attention of (CoD) Committee on Differences as per RAM Chapter Introduction and Administration paragraph 4-Settlement of Differences.

- Bilateral Agreements are out of scope.

- Disputes concerning the MPA-P may be directed to the Prorate Agency for informal interpretation.

- Negotiations, including commercial teams should be undertaken between the parties prior to bringing the dispute to IBS OPS WG and CoD attention.
Important Information

➢ Link to the Best Practices Guide:

[https://www.iata.org/contentassets/3c9d2e2266c74c77be3301f32aa0997e/rejection-reduction-best-practices.pdf](https://www.iata.org/contentassets/3c9d2e2266c74c77be3301f32aa0997e/rejection-reduction-best-practices.pdf)

➢ Check your respective airline’s rejection and correspondence performance in SIS Reports

SIS ➔ Reports ➔ Passenger ➔ Non-Sampling RM Analysis Comparison to Industry.

➢ Check SIS validation master for YQ/YR block.

SIS ➔ Member Profile ➔ Passenger ➔ Manage Block for Tax Billing.

➢ Clarification requests on RAM rules can be sent to the IBS OPS Working Group email address: meydanlia@iata.org
It has been brought to IBS OPS WG notice that some rejections and correspondences have been sent back with no valid reason simply because the airline has been unable to process within the time limits due to restrictions linked to the pandemic.

This is not allowed under RAM rules and is now being closely monitored by IATA.

An [IATA ADS Bulletin (2020-02)](IATA ADS Bulletin (2020-02)) was sent out on 5th May 2020 addressing this problem.
IBS OPS and SIS GMs Agenda Proposals

• Please send your IBS OPS and SIS GM Agenda Item proposals to wfsim@iata.org prior to the 18 May 2021.

• Agenda Proposals should be submitted in the following format outlining the:
  
  o Background,
  o Problem, and the
  o Proposed Solution
All resources are available on the SIS website!

1. www.iata.org/SIS
2. ‘SIS For Airlines’
3. ‘Rejections’ Tab

www.iata.org/cs to contact us!