

## Industry Meetings Doha, Qatar 19 - 20 September 2022 REVISED AGENDA

The Agenda Items for the IBS OPS and SIS General Meetings have been revised based on the IATA Standards Setting Workspace ("SSW") Online Community discussions. Please note the revisions to Agenda Items have been incorporated into this Final Agenda. The revisions are highlighted **in green**. Any further revisions may be made at the respective Industry Meeting in Doha before being subject to vote.

There were also 2 supplementary agenda papers included in the revised agenda, 1 proposal for the IBS OPS GM and 1 proposal for the SIS GM.

The Revised Agenda for this year's **IATA IBS OPS and SIS General Meetings** is also published online [here](#) and on the related IATA "SSW" (Standard Setting Workspace) Online Communities.

The following 10 IBS OPS GM Agenda Items have been revised in the IBS OPS GM Agenda;

1. P4
2. P8
3. P9
4. P10
5. P11
6. P13
7. P14
8. P16 (Converted to an information paper as the paper proposes to correct an editorial mistake)
9. P19
10. C2

The following 1 IBS OPS GM Agenda Item has been added as a supplement Agenda Item to the IBS OPS GM Agenda.

1. SUP1

The following 1 SIS GM Agenda Item has been revised in the SIS GM Agenda.

1. S4

The following 1 SIS GM Agenda Item has been added as a supplement Agenda Item to the SIS GM Agenda.

1. SSUP1

## 8<sup>th</sup> INTERLINE BILLING AND SETTLEMENT OPERATIONS (IBS OPS) GENERAL MEETING

19 September 2022

As you are aware, the Interline Billing and Settlement Operations is an amalgamation of the old ICH User Group and the Revenue Accounting Working Group. To be able to vote on changes to the IATA RAM (Revenue Accounting Manual), a carrier must be an IATA Member Airline. There is no proxy voting. Changes to the IATA RAM can be approved by a majority vote of IATA airline representatives voting on the proposed change, provided that the change is not opposed by 15% or more of those airline representatives voting on the proposed change. One vote per IATA airline member is permitted.

## 11<sup>th</sup> SIMPLIFIED INVOICING AND SETTLEMENT (SIS) GENERAL MEETING

20 September 2022

To be eligible to vote on SIS system changes at the SIS General Meeting, participants must be signatories to the [IS Participation Agreement](#) as well as actively processing transactions in SIS. A complete [list of active SIS participants with voting rights](#) for 2022 is published on the [SIS website](#) and will be updated closer to the meeting.

Make sure you involve and bring along your **Accounts Payable** colleagues especially for **Miscellaneous / Non-Transportation invoice types**. There will be discussions about supplier invoices and how best to use the system to take advantage of the new features.

## SIS BREAK-OUT SESSIONS

20 September 2022

This year the SIS General Meeting will be hosting three (3) **Break-out Sessions!** Below are the topics for Day 2 – SIS GM:

- **BS1 - Expanding SIS to other e-Invoicing needs in the Airline Industry**
- **BS2 - Miscellaneous Billings Best Practices**
- **BS3 - Airlines Retailing with Offers and Orders - Impact on Financial Processes - Preview**

As a reminder, please note that the **voting will be onsite only at the events for the IBS OPS and SIS General Meetings Agenda Items**. Electronic voting devices will be assigned at the time of check-in for the events to voting member delegates that registered for the onsite events. Only one device per eligible voting member will be assigned.

# COMPETITION LAW GUIDELINES FOR IATA INDUSTRY MEETINGS

IATA is publishing these Competition Law Guidelines to ensure that IATA Industry Meetings are conducted in full compliance with all applicable competition laws.

## Statement of Policy

IATA Industry Meetings shall be conducted in full compliance with United States antitrust laws, the competition rules of the European Union, and the competition laws of all other relevant jurisdictions.

## Procedural Guidelines

IATA Industry Meetings shall be conducted pursuant to the following procedures in order to ensure compliance with all relevant competition laws:

1. All discussions or conversations among meeting participants, including during breaks and scheduled or non-scheduled social activities connected with the meetings must follow these Guidelines.
2. Meetings shall be conducted in accordance with written agendas that are reviewed in advance by IATA counsel familiar with the competition laws of the United States, the European Union and all other relevant jurisdictions to assure that the agenda items are in compliance with these laws.
3. All presentations shall be reviewed and approved in advance by IATA's competition compliance attorney.

## Prohibited Agreements and Activities

1. Unless attendees of IATA Meetings are advised to the contrary by competition counsel, the following types of agreements, whether express or implied, are STRICTLY PROHIBITED:
  - a. Any collective agreement concerning prices or charges for airline services;
  - b. Any collective agreement allocating markets, territories, customers, suppliers or agents;
  - c. Any collective agreement relating to prices or charges to be paid to suppliers, and any other agreement that is intended to, or that in operation is likely to, harm non-participants, including without limitation any agreement that is intended to, or in operation is likely to, exclude a non-participants from any market; and
  - d. Any agreement that is intended to, or in operation is likely to induce airlines or their suppliers or agents to engage in collective anticompetitive behaviour, or to collectively punish any business enterprise for its exercise of independent business judgment.
2. Recognizing that the existence of an unlawful agreement or concerted practice may be inferred from circumstances, including the exchange of information by competitors, discussions or disclosures of the following types of information, are also PROHIBITED, except when such information has otherwise been made public or IATA competition counsel advises that such discussions are legally permissible:
  - a. Individual airline rates, charges or surcharges;
  - b. Individual airline costs;
  - c. An individual airline's intentions regarding increasing, reducing or reallocating aircraft capacity (including entering or exiting routes);

d. An individual airline's intentions regarding charging for certain products or services or changes to the existing charges for such products or services;

e. Information on individual airlines customers; and

f. Any other sensitive commercial or proprietary information that the company would not disclose in the absence of an express or implied agreement to exchange such information for the purpose of reducing or restricting competition in the airline industry.

3. The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited.



# Industry General Meetings

## Doha, Qatar 19 - 20 September 2022

### AGENDA

#### Administrative Items

19-20 September 2022

- A1 Opening of Meeting and Welcome
- A2 Competition Law Guidelines for IATA Industry Meetings
- A3 Delegate Introductions
- A4 Principal and Primary Vendor Introductions
- A5 Introduction to the Voting System
- A6 Date and Place of Next General Meeting
- A7 Any Other Business
- A8 Vendor Prize Draws
- A9 Close of Meeting

#### 8<sup>th</sup> IBS OPS GM Updates and Reporting Items

19 September 2022

- IR1 IBS OPS WG Chairperson's Report on IBS OPS WG Activities
- IR2 Moving Interline Billing Standards from IFAC to PSC
- IR3 The year in ICH
- IR4 Bankruptcy and Special Clearance
- IR5 Future of Interline Billing and Settlement Standards with Offers & Orders

#### 11<sup>th</sup> SIS GM Updates and Reporting Items

20 September 2022

- SR1 IATA Welcome presentation
- SR2 Report from the SIS Steering Group
- SR3 Industry Economic Performance Updates
- SR4 SIS General Update
- SR5 SIS GM10 Action Items Update
- SR6 SIS E-Invoicing Legal Compliance and Tax Reporting Update
- SR7 MISC Invoices Data Quality
- SR8 IBS OPS GM Agenda Papers Impact on SIS
- SR9 Suppliers to Airlines e-Invoicing Update
- SR10 Rejections Reduction Update
- SR11 Hamad Airport Experience with SIS
- SR12 SIS SLA and Customer Satisfaction Update
- SR13 RPA (Robotic Process Automation) in the Airline Industry - improve revenue accounting solutions through automation

**Note: The General Meetings' running orders are added to the end of this revised agenda.**

## Agenda Items

**To be presented at the 8<sup>th</sup> IBS OPS General Meeting - 19<sup>th</sup> September 2022 / 08:30 AST (GMT +3)**

Paper No. / RAM Chapter / Paragraph			Subject	From	Impacts:		
					RAM	SIS	ICH
<b>P1</b>	Multi		Reflecting Governance Changes to RAM (Not for Voting-information Only)	Secretary	✓		
<b>P2</b>	Intro	Terminology	Definition of Normal & Special Fares in TERMINOLOGY	CZ-784 CHINA SOUTHERN AIRLINES	✓		
<b>P3</b>	Intro	Terminology	Definition of Planned Schedule Change in TERMINOLOGY	CZ-784 CHINA SOUTHERN AIRLINES	✓		
<b>P4</b>	Intro	Terminology	RAM Definition for Planned Schedule Change	S7-421 DBA S7 AIRLINES	✓		
<b>P5</b>	A2	1.8.2.1	Clarification Regarding TFCs Exempt from Involuntary Situations	LH-220 DEUTSCHE LUFTHANSA AG	✓		
<b>P6</b>	A2	1.8.2.1	Billing Interline Taxes/Fees/Charges (TFCs)	CZ-784 CHINA SOUTHERN AIRLINES			
<b>P7</b>	A2	1.8.2.2	Billing Interline Taxes/Fees/Charges (TFCs)	KC-465 JSC AIR ASTANA	✓		
<b>P8</b>	A2	2.5 & 2.6 & 2.8	Settlement of Involuntary Rerouting and Planned Schedule Changes	IBS OPS WG	✓		
<b>P9</b>	A2	3	Involuntary Published Discounted Fare	IBS OPS WG	✓		
<b>P10</b>	A2	4.1.5	Billing for Inadmissible Passengers	MF-731 XIAMEN AIRLINES	✓		
<b>P11</b>	A4	3.2.3	Refund Adjustment for Involuntary Downgrades	JL-131 JAPAN AIRLINES	✓		
<b>P12</b>	A8	5.2.2.6	New "Finalized-SIS Suspension" status in SIS	IBS OPS WG	✓	✓	✓
<b>P13</b>	A8 & A10	5.2.2.7	Stopping Open-Ended Correspondences in the Industry- Reducing the correspondence iterations to 10   Paper 1	IBS OPS WG & SIS SG	✓	✓	✓
<b>P14</b>	A8 & A10	5.2.2.7	Stopping Open-Ended Correspondences in the Industry- BM Reason Code 6C   Paper 2	IBS OPS WG & SIS SG	✓	✓	
<b>P15</b>	A10	2.3.9	Detailed Rejection Reason	MF-731 XIAMEN AIRLINES	✓		
<b>P16</b>	A12	1.3.4	Reissued/Exchanged Tickets	CZ-784 CHINA SOUTHERN AIRLINES	✓		
<b>P17</b>	A13 & B5	Attachment C & A	Country Name Change for Turkey (Not for Voting-information Only)	Secretary	✓		
<b>P18</b>	B9	Whole Chapter	Flight Interruption Manifest Billing Rules	Secretary	✓		
<b>P19</b>	B	New	Currency table	IBS OPS WG	✓		
<b>C1</b>	A5	1.1	Basic Billing Rules for Cargo Billings	NH-205 All NIPPON AIRWAYS	✓		
<b>C2</b>	A6	Attachment A	Examples of Cumulative Charges Method	IBS OPS WG	✓		
<b>C3</b>	B	New	SPA Checklist (Cargo)	IBS OPS WG	✓		
<b>SUP1</b>	A13	New	Add New Section to RAM Chapter A13	IATA SIS Operations	✓		

## Agenda Items

**To be presented at the 11<sup>th</sup> SIS General Meeting – 20<sup>th</sup> September 2022 / 09:00 AST (GMT +3)**

SIS Item	Subject	From	Impacts:		
			RAM	SIS	ICH
<b>S1</b>	SIS Adding export function in the page of Invoice Search	MF-731-XIAMEN AIRLINES		✓	
<b>S2</b>	SIS Reports	CZ-784-China Southern Airlines		✓	
<b>S3</b>	SIS Validation of AWB Prime Billing	CZ-784-China Southern Airlines		✓	
<b>S4</b>	Enables changing default number of the records per page shown on SIS Search Results screen	NH-205-ALL NIPPON AIRWAYS CO. LTD.		✓	
<b>S5</b>	SIS Price Changes – ISPA Attachment A	IATA SIS Steering Group	✓	✓	
<b>SSUP1</b>	RFIC/RFISC validation in SIS	IATA SIS Operations		✓	

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Page 1 of 1

### **Moving Interline Billing and Settlement Standard-Setting Activities from IFAC (Industry Financial Advisory Council) structure under the PSC (Passenger Services Conference)**

The IFAC agreed to move the development of Interline Billing and Settlement Standards out of the IFAC structure and place it under the PSC reporting to PASB (Pay-Account Standards Board) under the provisions of the PSC Resolution 633. In collaboration with IBS OPS WG and PASB, IATA created the attached detailed FAQ document that addresses all aspects of this critical governance change. The [FAQ document](#) was circulated to the revenue accounting community with the [IATA Bulletin](#) on 09th June 2022 and uploaded to the IATA Revenue Accounting Extranet and the IBS OPS GM SSW Site. During the IBS OPS GM, there will be a presentation by IATA addressing the important aspects of this industry governance change.

Within the framework of this governance change, a new WG (Working Group) of interline billing and revenue accounting experts under PASB will be created. The new WG will focus mainly on developing and maintaining billing and settlement standards between airlines and any 3rd party transportation provider using Enhanced and Simplified Distribution (EASD) based on the passenger offer and orders standards (NDC and One Order). This is in line with the IATA Advisory Councils' and IATA Board of Governors' direction to continue industry progress toward true airline retailing with offers & orders.

The new Working Group will start its activities in October 2022. The proposals relating to all billing and settlement standards (both new and classic RAM standards) will be developed by this new WG of experts under PASB and will be voted for adoption by all IATA Member airlines under the PSC.

Any [IATA Member Airline](#) can participate in this new billing and settlement working group under the PSC structure and be part of ownership and leadership in defining the future interline billing and settlement of Orders. Any IATA Member Airline representative with interline billing and settlement processes expertise, especially with offers & orders industry standards (NDC/OO) knowledge, is welcome to join this new WG.

Please send an email to [standards@iata.org](mailto:standards@iata.org) copying [meydanlia@iata.org](mailto:meydanlia@iata.org) by filling in the below information by the **30th of September 2022** if you are willing to join the new Interline Billing and Settlement Working Group.

#### **1. Personal data of nominee:**

1. Name and Surname;
2. Airline;
3. Position;
4. Telephone number and email;
5. The number of years served in this position.

#### **2. Please state if you have prior experience with IATA Governance (Conferences, Committees, Working Groups, etc.)**

#### **3. Please state if you are willing to commit your time and effort to contribute to the WG work plan.**



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P1  
Page 1 of 1

## **Subject: Reflecting Governance Changes to RAM (Not for Voting-information Only)**

**Submitted by: Secretary**

**Note: IBS OPS WG supports this proposal**

### **Background:**

The Industry Financial Advisory Council (IFAC) decided to move the development of Interline Billing and Settlement Standards, as published in the Revenue Accounting Manual (RAM), out of the IFAC structure and place it under the PSC (Passenger Services Conference) reporting to PASB (Pay-Account Standards Board), in accordance with the provisions of the PSC Resolution 633.

### **Problem:**

RAM needs to be updated as per this Industry decision.

### **Proposed Solution:**

IATA RAM-2023 will be updated accordingly to reflect this important governance change.

The summary of RAM changes will include;

1. Converting all RAM references for the PSC, reporting to PASB
2. The current IBS OPS WG and IFAC Group ToRs (Term of references) will be deleted
3. The references to CoD (Committee on Differences) will be deleted as there is no airline arbitrage possible within the governance structure of PSC.

The changes will be validated by the RAM Editor Group before being published in RAM 2023

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item P2  
Page 1 of 1

### **Subject: Definition of Normal & Special Fares in TERMINOLOGY**

### **Submitted by: CZ-784 China Southern Airlines**

#### **Background:**

Interline Prorate Advisory Committee (IPAC) proposed to change the current Definition of a Normal & Special Fare in PMP (Prorate Manual Passenger) Section C, Definitions, Symbols and Extracts from the RAM, Paragraph A) Definitions in April 2022 as follows:

"For proration purposes, a fare shall be classified as Normal or Special based on the Fare Type Code filing by the Fare Owner in the Fare Quote systems."

90% of the votes cast were in agreement with the proposal, and the effective date of the new definition of a Normal/Special fare is 01 June 2022.

#### **Problem:**

In RAM2022, the definition of Normal & Special Fares in TERMINOLOGY states that:

"For settlement purposes, a fare shall be classified as normal/unrestricted or special/restricted based on the filling by the fare owner in the Fare distribution system and/or GDS under the fare rule title and explanation."

Since the new definition of Normal & Special Fares has been updated in PMP, a different description may lead to different interpretations, increasing the number of disputes and rejections.

#### **Proposed solution:**

We propose to amend the definition of Normal & Special Fares in RAM Chapter "Introduction and Administration" 8- "Terminology" (Explanation of definitions used in the Revenue Accounting Manual). The amendment is highlighted below **in red**;

For settlement purposes, a fare shall be classified as normal/~~unrestricted~~ or special/~~restricted~~ based on the **fare type code** filing by the fare owner in the fare Quote Systems ~~distribution system and/or GDS under the fare rule title and explanation.~~

**Note:** The way the fare is filed in ATPCO under the Category Display Code in ATPCO Rule Rec 01 PRC CAT is to be used.

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item P3  
Page 1 of 1

### **Subject: Definition of Planned Schedule Change in TERMINOLOGY**

#### **Submitted by: CZ-784-China Southern Airlines**

#### **Background:**

RAM Chapter A2 Paragraph 2.7 describes how tickets shall be settled in the case of conflicting designations of Planned Schedule Change and Involuntary Reroute; if the number of days, 2 days and 5 days are met, ignore the schedule change designation and consider the ticket to be an Involuntary Reroute.

#### **Problem:**

The definition of Planned Schedule Change in TERMINOLOGY states that,

Any ticket with an indication of schedule change in the endorsement/restriction area of the ticket shall be considered to be issued due to Planned Schedule Change.

The statement above needs to be updated accordingly as the relevant sentence has been removed from Chapter A2 Paragraph 2.6, and Paragraph 2.7 was newly added in the 2022 version.

#### **Proposed solution:**

To avoid misunderstanding, we propose to add the below **red highlighted** relevant sentence in RAM Chapter "Introduction and Administration" 8-"Terminology" (Explanation of definitions used in the Revenue Accounting Manual);

"Planned Schedule Change means any modification to the operation of a flight as filed in an airline's schedules which may require passenger notification, and/or rebooking and/or re-ticketing. Planned Schedule Changes procedures are defined in Recommended Practice 1735.

Any ticket with an indication of schedule change in the endorsement/restriction area of the ticket shall be considered to be issued due to Planned Schedule Change.

**In case of conflicting indicators for involuntary reroute and planned schedule change; if the 2 days and 5 days rules are met, the schedule change designation shall be ignored, and the ticket shall be considered to be an involuntary reroute. If not met, the ticket shall be considered to be a Planned Schedule Change.**

Additionally, if a ticket is designated as an involuntary reroute and is issued more than 2 days, regardless of the time difference, prior to the first scheduled departure date shown on the reissued ticket, then the ticket shall be considered to be a planned schedule change.

Note: An involuntary change to an originally ticketed itinerary is required to meet the conditions of a Planned Schedule Change."

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P4  
Page 1 of 1

### Subject: RAM Definition for Planned Schedule Change

### Submitted by: S7-421-dba S7 Airlines

#### **Background:**

Regarding the explanation of definitions used in the Revenue Accounting Manual/Planned Schedule Change, It is necessary to bring the wording about Planned Schedule Change in accordance with editions in RAM 2022

#### **Problem:**

The sentence "Any ticket with an indication of schedule change shown in the endorsement/restriction area of the ticket shall be considered to be issued due to Planned Schedule Change" was deleted in RAM 2022 Ch.A2, 2.6. The same sentence is in "Explanation of definitions used in the Revenue Accounting Manual," but it was not deleted in RAM 2022.

#### **Proposed Solution:**

~~To delete "Any ticket with an indication of schedule change shown in the endorsement/restriction area of the ticket shall be considered to be issued due to Planned Schedule Change" in "Explanation of definitions used in the Revenue Accounting Manual."~~

To change sentence concerning indication of schedule change and to add sentence concerning conflicting indications. Edits highlighted in yellow:

Any ticket with an indication of schedule change **only** shown in the endorsement/restriction area **or in fare calculation area** of the ticket shall be considered to be issued due to Planned Schedule Change. \

**In case of conflicting indications of schedule change and involuntary rerouting shown in the endorsement/restriction area or in fare calculation area, the 2 days and 5 days rules should be used to determine correct indicator.**

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P5  
Page 1 of 3

### Subject: Clarification Regarding TFCs Exempt from Involuntary Situations

#### Submitted by: LH-220-Deutsche Lufthansa AG

#### Background:

The application of TFCs for involuntary changes has been intensively discussed in the last years. The aim of publishing an updated rule in the RAM edition of 2020 was to simplify the settlement of TFCs in case of involuntary situations.

RAM Chapter A2 Paragraph 1.8.2.1 stipulates the settlement of TFCs in case of revised routings due to involuntary changes to the original routings. According to the wordings of this paragraph, the TFC arising from the revised routing shall be deemed applicable. It further states that the exemptions filed in RATD relating to involuntary changes shall be applied irrespective of the reason.

- 1.8.2.1 For involuntary changes, the TFC amounts published in the IATA Revenue Accounting Tax Database (RATD) arising from the revised routing shall be deemed applicable, but exemptions filed in the RATD relating to involuntary changes shall be applied irrespective of the reason.

#### Problem:

It is understood that if a tax code is filed as exempt from involuntary changes, a "Y" is reflected in the field "Invol Exempt" in Enhanced RATD.

As per RATD, the Invol Exemption field reflects a "Y" indicating exemption.

Departure: MAN Arrival: FRA Sale Date: 20JUL20 Travel Date: 31JAN21 Bill Month: FEB21

	Tax Text	Tax Code	Country	Tax Type	Tax Carrier	Type	Location	Location	Journey Wholly V	Internat Domestic	Connect Stop	Invol Ex	Tax Amount	Tax Currency	First	Last
1		GB	GB	001	YY	Departure	GB	191180				Y	13.00	GBP	16APR20	
2		GB	GB	001	YY	Departure	GB	191180				Y	26.00	GBP	16APR20	
3		GB	GB	001	YY	Departure	GB					Y	80.00	GBP	16APR20	
4		GB	GB	001	YY	Departure	GB					Y	176.00	GBP	16APR20	

Besides the "Y" indicator as mentioned above, RATD filing allows entering an additional note to the tax code exempt from involuntary situations. It has been observed that sometimes, these involuntary exemption notes do not contain standard, clear wordings and therefore present an unclear or contradictory interpretation to the "Y" indicator. Additionally, such additional notes also limit the exemption i.e., these cannot be interpreted or evaluated by any system automatically. As a result, it leads to disputes in settlement of TFCs for involuntary affected coupons, thereby defeating the very purpose of simplification of the settlement process.

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P5  
Page 2 of 3

### Proposed Solution:

We propose the following changes to the existing wordings.

### Current wordings

#### RAM 2022 Chapter A2, 1.8.2.1

For involuntary changes, the TFC amounts published in IATA Revenue Accounting Tax Database (RATD) arising from the revised routing shall be deemed applicable, but Tax exemptions filed in RATD relating to involuntary changes shall be applied irrespective of the reason.

### Examples:

Original Ticket:

HKG-BCN                      TFCs collected: G3 + HK

Billable TFC:                HKG-BCN = G3 + HK + I5 (I5 not collected).

### Voluntary or Schedule Change Reissued Ticket:

HKG-LHR-BCN TFCs collected on the original ticket: G3, HK

Billable TFCs:                HKG-LHR=      FR + HK + I5 (even if not collected on the original ticket).  
   LHR-BCN=      UB + GB (even if not applicable to the original ticket)

### Involuntary Reissued Ticket:

HKG-LHR-BCN TFCs collected on the original ticket: G3, HK

Billable TFCs:                HKG-LHR=      FR + HK + I5 (even if not collected on the original ticket).  
   LHR-BCN=      UB (even if not collected on the original ticket).

GB is **not** billable as there is an exemption filed in RATD for involuntary rerouting **and** it was not applicable to the original ticket.

**Note:** *The GB tax involuntary exemption filed in RATD states that the GB tax for the revised journey shall remain the same as applicable to the original journey.*

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

## **Proposed wordings:**

### **RAM 2022 Chapter A2, 1.8.2.1**

For involuntary changes, the TFC amounts published in IATA Revenue Accounting Tax Database (RATD) arising from the revised routing shall be deemed applicable, but Tax exemptions filed in RATD relating to involuntary changes shall be applied irrespective of the reason. *Further, the tax exemption notes related to involuntary exemption shall be ignored.*

### **Examples:**

Original Ticket:

HKG-BCN                      TFCs collected: G3 + HK

Billable TFC:                HKG-BCN = G3 + HK + I5 (I5 not collected).

### **Voluntary or Schedule Change Reissued Ticket:**

HKG-LHR-BCN TFCs collected on the original ticket: G3, HK

Billable TFCs:              HKG-LHR=      G3 + HK + I5 (even if not collected on the original ticket).

LHR-BCN=                UB + GB (even if not applicable to the original ticket)

### **Involuntary Reissued Ticket:**

HKG-LHR-BCN TFCs collected on the original ticket: G3, HK

Billable TFCs:              HKG-LHR=      G3 + HK + I5 (even if not collected on the original ticket).

LHR-BCN=                UB (even if not collected on the original ticket).

GB is not billable as there is an exemption filed in RATD for involuntary rerouting *as indicated by a "Y" in the enhanced RATD in column "invol exempt".*

***Note:** The GB tax involuntary exemption filed in RATD states that the GB tax for the revised journey shall remain the same as applicable to the original journey.*

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P6  
Page 1 of 1

## Subject: Billing Interline Taxes/Fees/Charges (TFCs)

### Submitted by: CZ-784-China Southern Airlines

#### **Background:**

RAM Chapter A2 Paragraph 1.8.2.1 describes how the TFC amount shall be settled in the case of Involuntary ChangeFor involuntary changes. The TFC amounts published in the IATA Revenue Accounting Tax Database (RATD) arising from the revised routing shall be deemed applicable, but exemptions filed in the RATD relating to involuntary changes shall be applied irrespective of the reasons.

#### **Problem:**

This paragraph has been interpreted differently by various IATA member airlines, leading to an increasing number of disputes and rejections. For example,

Original ticket:

FCO-AMS-CAN TFCs collected: IT, MJ, CJ, RN, etc.

Billable TFCs: FCO-AMS = IT, MJ  
AMS-CAN = CJ + RN

Involuntary Reissued Ticket:

FCO-FRA-CAN TFCs newly collected: DE, OY, RA, etc.

Billable TFCs: FCO-FRA: MJ, IT (To be determined)  
FRA CAN=DE + OY + RA

- **Interpretation one:** According to RAM Chapter A2 Paragraph 1.8.2.1, exemption filed in the RATD relating to Involuntary Changes shall be applied for TFCs arising from the revised routing. IT tax is collected on the original ticket even though there is a blanket exemption for IT tax filed in the RATD for involuntary rerouting with no caveats or exceptions, IT tax is billable because FCO did not arise as a result of the new routing.
- **Interpretation two:** Even though IT tax is collected on the original itinerary, there is a blanket exemption for IT tax filed in the RATD for involuntary rerouting with no caveats or exceptions, meaning IT tax is not billable.

#### **Proposed solution:**

To minimize the number of disputes, we propose to **add a new example to RAM Chapter A2 paragraph 1.8.2.1 as follows:**

Original ticket:

FCO-AMS-CAN TFCs collected : IT, MJ, CJ, RN, etc.

Billable TFCs: FCO-AMS = IT, MJ  
AMS-CAN = CJ + RN

Involuntary Reissued Ticket :

FCO-FRA-CAN TFCs newly collected : DE, OY, RA, etc.

Billable TFCs: FCO-FRA: MJ  
FRA CAN=DE + OY + RA

IT tax is **not** billable as there is an exemption filed in RATD for involuntary rerouting, and there are no caveats or exceptions.



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P7  
Page 1 of 1

## **Subject: Billing Interline Taxes/Fees/Charges (TFCs)**

### **Submitted by: KC-465-JSC AIR ASTANA**

#### **Background:**

There is a misunderstanding between airlines in billing airport taxes for involuntary re-issued coupons. Some airlines bill TFC based on new revised routing, whilst others – are based on the old one taken from the “Fare calculation” area.

#### **Problem:**

For example, a ticket with routing AAA-BBB-CCC was involuntarily re-issued by the ticketing carrier XX to a new ticket with routing BBB-CCC operated by carrier YY (AAA-BBB was flown with the original ticket).

Based on RAM A2 1.8.2.2 altered in April 2020 (TFC amounts published in the (RATD) arising from the revised routing shall be deemed applicable) some airlines think that YY should use for billing taxes applicable for departure from BBB, considering it's stopover as the routing of the new ticket is BBB-CCC.

However, based on RAM A2 1.8.2.2 (The determination of applicable TFC must be based on the complete ticket data of the revised routing and cabin class, including both the “From/To” panel and “Good for Passage” sections and the “Fare calculation” area) other airlines think that YY based on info from Fare calculation where it is seen that in original ticket BBB was transit should use for billing taxes applicable for departure from BBB transit.

#### **Proposed Solution:**

We would like to delete the below strikethrough parts highlighted in yellow from the 3<sup>rd</sup> paragraph of RAM Chapter A2 1.8.2.2;

“The determination of the applicable TFC must be based on the complete ticket data of the revised routing and cabin class, including ~~both the “From/To” panel and “Good for Passage” sections, and the “Fare calculation” area,~~ and cabin class, if available, unless an exemption filed in the RATD applies.”

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item P8  
Page 1 of 4

### **Subject: Settlement of Involuntary Rerouting and Planned Schedule Changes**

### **Submitted by: IBS OPS WG**

#### **Background:**

At the 7th IBS OPS GM 2021, it was agreed to modify the RAM Chapter A2, Paragraphs 2.5 & 2.6 & 2.7 with the purpose of decreasing the rejections due to Involuntary reasons.

#### **Problem:**

Involuntary and Planned Schedule change coupon level identification continues to be one of the main reasons for rejections. The lack of an exhaustive list of the different combinations of scenarios in the RAM leaves room for misunderstanding and has resulted in airlines seeking further clarification from IATA.

#### **Proposed Solution:**

The IBS OPS Working Group propose to remove the existing examples found in RAM A2 Paragraphs 2.5, 2.6, and 2.7 and replace them with a new Scenarios Table in RAM A2. Paragraph 2.8 which provides a summary of all the possible scenarios to assist with the coupon level identification between Involuntary Reroute and Planned Schedule Change.

RAM Chapter A2 paragraph 2.8 will be renamed '**Involuntary Reroute and Planned Schedule Change Scenario Table, and Flow Chart (Resolution 735d).**'

We also propose to amend the existing intermediary sentence found in RAM A2 Paragraphs 2.5 and 2.6:

'A flowchart to assist with the application of timeframes in R 735d and help distinguish between Involuntary Rerouting and Planned Schedule Change is provided in Paragraph 2.8 'to read as follows:

'**A scenario table** and a flowchart to assist with the application of timeframes in R735d and help distinguish between Involuntary Rerouting and Planned Schedule Change are provided in Paragraph 2.8.'

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

**RAM A2 Paragraph 2.5**

Agenda Item P8  
Page 2 of 4

When counting the number of days for this procedure, the calendar day following the date of the reissued ticket shall be day one.

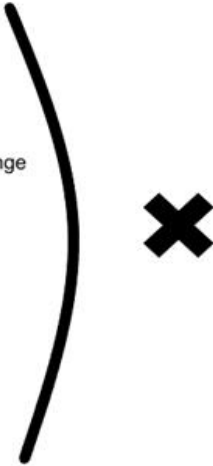
**Example:** Issue Date = 01 May  
Scheduled Departure Date = 06 May  
The timeframe between issue date and scheduled departure date is 5 days



A flowchart to assist with the application of timeframes in R 735d and help distinguish between Involuntary Rerouting and Planned Schedule Change is provided in Paragraph 2.8.

To change it

Examples:	Treat As:
Example 1: Date of Issue of Reissued Ticket – 01 May First scheduled departure date on reissue – 02 May	INVOL
Example 2: Date of Issue of Reissued Ticket – 01 May Original routing: NYC DL LON departure – 01 May Revised routing: NYC DL LON departure – 03 May	INVOL
Example 3: Date of Issue of Reissued Ticket – 01 May First scheduled departure date on reissue – 04 May	Schedule Change
Example 4: Date of Issue of Reissued Ticket – 01 May Original Routing: LON BA x/HKG JL TYO JL x/SIN BA LON Revised Routing: LON CX x/HKG JL TYO JL x/SIN BA LON Coupons 1 and 2 ticketed departure date – 01 May Coupons 3 and 4 ticketed departure date – 06 May *Ticketed departure date is 5 or more days from the date of issue *These coupons are not INVOL or Schedule Change	INVOL Ignore INVOL*



**RAM A2 Paragraph 2.6**



**Passenger and Excess Baggage Billing Rules—A2**

Tickets reissued due to Planned Schedule Change shall be settled in accordance with RAM A2, 1.1 and Chapter A2, Paragraph 3 based on the ticketed information and date of issue of the original ticket.

The TFC to be used for interline billing in case of Planned Schedule Change shall be in accordance with RAM A2, 1.8.2.1 and relevant paragraphs of A2, 1.8.

When counting the number of days for this procedure the calendar day following the date of the reissued ticket shall be day one.

**Example:** Issue Date = 01 May  
Departure Date = 06 May  
The timeframe between issue date and scheduled departure date is 5 days



A flowchart to assist with the application of timeframes in R735d and help distinguish between Involuntary Rerouting and Planned Schedule Change is provided in Paragraph 2.8.

To change it

Examples:	Treat As:
Example 1: Endorsement/Restriction Text shows – SKCHG	Schedule Change
Example 2: Endorsement/Restriction Text shows – INVOL Date of Issue of Reissued Ticket – 01 May First scheduled departure date on reissue – 04 May	Schedule Change



**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

**RAM A2 paragraph 2.7**

- **2.7 Conflicting Indicators for Involuntary Reroute and Planned Schedule Change**  
In the case of conflicting designations of Planned Schedule Change and Involuntary Reroute, apply the conditions of [RAM Chapter A2 Paragraph 2.5](#). If the number of days; 2 days and 5 days are met, ignore the schedule change designation and consider the ticket to be an Involuntary Reroute. If not met, the ticket shall be considered a Planned Schedule Change.



<b>Example:</b>	<b>Treat As:</b>
Endorsement/Restriction Text shows – Invol due to Sched Change	Involuntary
Date of Issue of Reissued Ticket – 01 May	
First scheduled departure date on reissue – 02 May	



**Involuntary Reroute and Planned Schedule Change Scenario Table – to be added to RAM Chapter A2 Paragraph 2.8**

**1 Both INVOL and SKCHG indicators are mentioned in FCA and/or Endorsement/Restrictions box**

a)

Coupon No.	The difference in days vs. issued date	Type of Exchange
1	2 days or less	Invol
Remaining coupons	Less than 5 days	Invol
Remaining coupons	5 days or more	Schedule Change

b)

Coupon No.	The difference in days vs. issued date	Type of Exchange
1	More than 2 days	Schedule Change
Remaining coupons	No need to check days Gap	Schedule Change

**2 Neither INVOL nor SKCHG indicators are mentioned in FCA and/or Endorsement/Restrictions box**

Coupon No.	The difference in days vs. issued date	Type of Exchange
All coupons	No need to check days Gap	Voluntary re-issued

**3 Only SKCHG indicator is mentioned in FCA and/or Endorsement/Restrictions box**

Coupon No.	The difference in days vs. issued date	Type of Exchange
All coupons	No need to check days Gap	Schedule Change

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P8  
Page 4 of 4

**4 Only INVOL indicator is mentioned in FCA and/or Endorsement/Restrictions box**

a)

Coupon No.	The difference in days vs. issued date	Type of Exchange
1	2 days or less	Invol
Remaining coupons	Less than 5 days	Invol
Remaining coupons	5 days or more	Voluntary re-issued

b)

Coupon No.	The difference in days vs. issued date	Type of Exchange
1	More than 2 days	Schedule Change
Remaining coupons	No need to check days Gap	Schedule Change

Example 1 a)

Endorsement/Restriction box: INVOL due to Schedule Change

Date of Issue of Reissued Ticket – 01 May

Original Routing: HKG CX x/LON BA EWR AA x/PHX AA LAX

Revise Routing: LON UA x/EWR UA IAH AA LAX

Coupon 1: (LON-EWR) Ticket Departure – 01 May INVOL

Coupon 2: (EWR-IAH) Ticket Departure – 05 May INVOL

Coupon 3: (IAH-LAX) Ticket Departure – 06 May **Schedule Change**

Example 4 a)

Endorsement/Restriction box: INVOL

Date of Issue of Reissued Ticket – 01 May

Original Routing: HKG CX x/LON BA EWR AA x/PHX AA LAX

Revise Routing: LON UA x/EWR UA IAH AA LAX

Coupon 1: (LON-EWR) Ticket Departure – 01 May INVOL

Coupon 2: (EWR-IAH) Ticket Departure – 05 May INVOL

Coupon 3: (IAH-LAX) Ticket Departure – 06 May **Voluntary**

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P9  
Page 1 of 1

**Subject:** ~~Involuntary~~ Published Discounted Fare-**RAM A2.3**

**Submitted by: IBS OPS WG**

### **Background**

There was an intent in the IBS GM 2018 to clarify the procedure to determine the value of an INVOL Published-discounted fare, but the proposal failed by a close vote.

### **Problem:**

When a ticket with a published fare with a non-industry standard ticket designator is involuntarily rerouted, it seems there is not a standard interpretation to calculate the ATBP value of the new ticket. The ticket designator indicates that the fare has been discounted or ticketed under an incentive commission program, and the IATA member airlines have based their evaluation on one of the following methods:

1. Some airlines consider the FFBB/DDD as an entire fare basis, which will not match exactly to a published fare but instead treat them as private and determine the lowest applicable fare as per RAM Chapter 2 Paragraph 2.5.5.
2. Other airlines only use the characters to the left of the special character ( / ), disregard the ticket designator, and use 100% of the published fares based on RAM Chapter 2 Paragraph 3.
3. Lastly, there are airlines using the fare values reported on the ticket as the basis for proration.

### **Proposed Solution:**

With the objective of reducing the rejections, it is important for the industry to clarify the correct evaluation method in case of an Involuntary reroute of a published/discounted fare.

IBS OPS WG considers the correct interpretation is that the applicable fare shall be based on the published Fare basis indicated on the ticket. The fare basis does not include the ticket designator to the right of the slash (/).

IBS OPS WG proposes to amend RAM Chapter A2paragraph 3 by adding an additional note as follows:

"Note 3: To locate the fare basis in an official tariff, the fare basis shall be identified as all characters to the left of the first slash (/) only." **For example, in the fare basis and ticket designator "QNU5DQM1/F151", the fare basis code to the left of the slash "QNU5DQM1" shall be used.**

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P10  
Page 1 of 1

### **Subject: Billing for Inadmissible Passengers**

### **Submitted by: MF-731-Xiamen Airlines**

#### **Background:**

Under Chapter A2, Section 4.1.5, the airlines that participated in the outbound carriage to transport the inadmissible passenger back to the origin point shall receive the amount prorated from the outbound ticket itself.

#### **Problem:**

Some airlines are confused with the "normal interline basis", and consider it as 'normal fare', which is an extremely large amount instead of the SRP method mentioned in the previous section of 4.1.2.

#### **Proposed Solution:**

To clarify the 'normal interline basis', we suggest using the terms in 4.1.2, which make the new 4.1.5 as below:

An airline participating in the outbound carriage of an inadmissible passenger shall bill the ticketing airline on a normal interline basis, **outbound journey prorated** in accordance with MPA-P (Multilateral Proration Agreement – Passenger) unless there is a bilateral agreement between the participating and the ticketing airlines.

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item P11  
Page 1 of 2

### Subject: Refund Adjustment for Involuntary Downgrades

### Submitted by: JL-131-JAPAN AIRLINES

#### **Background:**

RAM Chapter A4 Paragraph 2.1.1 stipulates when a refund adjustment may be performed. It refers to "a change in the entitled class of service (cabin of travel)"; however, the examples only refer to refund adjustments related to "Unavailable for travel" scenarios, and Paragraph 3.2.2 only refers to refund adjustments in the case of a voluntary downgrade.

#### **Problem:**

Currently, there is no clear rule about refund adjustment for involuntary downgrades, and it often happens that:

When your partner carrier is the issuing carrier, and you are the operating carrier, they compare the original fare of the purchased class of service and some low fare of the performed class of service, and then they ask you to adjust the difference.

When the same partner carrier is the operating carrier, and you are the issuing carrier, you ask them to adjust the difference in the same manner as above, but they compare the original fare of the purchased class of service and some high fare of the performed class of service, then they tell you there's no or little difference.

There is no consistency, and it causes disputes.

#### **Proposed Solution:**

We propose to add a clear rule of refund adjustment for involuntary downgrades.

3.2.3. The amount of an interline adjustment which arises due to involuntary downgrading shall be the difference between:

• The official fare or prorated portion thereof of the original coupon in the purchased class of service according to RAM Chapter A2 Paragraph 1.1. and,

• **The lowest applicable published fare** or prorated portion thereof of the new coupon(s) in the performed class of service and original routing according to RAM Chapter A2 Paragraph 3

The adjustment shall be processed as per RAM Chapter A4 Paragraph 2.1.2.

Example:

(a) Airline XX issues an electronic ticket with the following routing:

Coupon 1 AAA-BBB (XX) Business Class

Coupon 2 BBB-CCC (ZZ) Business Class

(b) XX carries the passenger as planned in Business Class



**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

- (c) Due to overbooking, ZZ downgrades the passenger in Economy class on the BBB-CCC
- (d) ZZ charges XX for the original sector BBB-CCC based on the ticketed Business Class fare
- (e) Passenger is claiming a compensation for the difference in class of service to XX
- (f) XX as the original issuing airline refunds the class difference to the passenger
- (g) XX adjusts the billed value via interline and charges ZZ via billing memo for the interline adjustment as per RAM A4-3.2.3. and RAM A4-3.2.4.

Calculation:

Collected published Business Class Fare: USD 1,000  
Lowest applicable published Economy Class Fare: USD 200

	Prorate Factors	Original Billing Value	New Billing Value
AAA-BBB	800	-	-
BBB-CCC	200	USD200	USD40
	Billing Adjustment:		USD160

Note: SPAs are out of scope.

The current Paragraph 3.2.3 shall be renumbered as 3.2.4

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P12  
Page 1 of 2

### **Subject: New "Finalized-SIS Suspension" status in SIS**

### **Submitted by: IBS OPS WG**

#### **Background:**

Correspondence is actioned in SIS, which enables both parties to discuss and close the items in dispute in a central manner while keeping the audit trail of the discussions. The RAM time limit rules are embedded in SIS.

If the airline is not responding within the time limit, then the correspondence is expired. If the reply was not sent by the initiator of the correspondence, then there is no further action, and the correspondence is closed. If the reply was not sent by the non-initiator of the correspondence, then the other party has the right to issue a billing memo for no response.

In cases of suspension, bankruptcy, or cessation of operations, the ICH will conduct a Special Clearance pursuant to Procedure 18. If the correspondence is resolved with authority to bill granted during the 6 months recording of the claims period, these transactions will be included in the Special Clearance.

#### **Problem:**

The RAM (Chapters RAM A8 5.2.2.6, A10 5.2.2.6, and A13 4.4.7) specifies the deadline announcing the IATA Clearing House Special Clearance has passed; any open correspondence with the suspended carrier can no longer be considered for settlement via the IATA Clearing House. This means that IATA Revenue Accounting Manual time limit rules are no longer enforceable after the IATA Clearing House Special Clearance has been completed.

Any discussion, agreement, and settlement with the suspended carrier on these correspondence cases can only continue by a bilateral agreement on a bilateral level. However, since the correspondences are still active in SIS, the entities continue sending the correspondences back and forth as they are afraid that should they not reply, then they would receive a debit for no reply in SIS.

#### **Solution:**

We are proposing that once the deadline announcing the IATA Clearing House Special Clearance has passed, there should be a new **"Finalized-SIS Suspension"** status to any open correspondences involving this bankrupt entity. These correspondences will be updated to this new **"Finalized-SIS Suspension"** status, and no further action can be taken on these correspondences within SIS. They will still be available for another two months to download. Any further discussions between parties happen outside of SIS on a bilateral basis.

The text in the RAM in the above chapters will be further modified as follows;

"For transactions settled via IATA Clearing House, in case of suspension, of one of the parties from IATA Clearing House, the time limits above apply. If the correspondence is resolved with authority to bill granted during the post-suspension claim submission period designated under IATA Clearing House Procedure 18, transaction(s) will be included in the Special Clearance. Once the deadline announcing the IATA Clearing House Special Clearance has passed, any open correspondence with the suspended carrier can no longer be considered for settlement via the IATA Clearing House.

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P12  
Page 2 of 2

This means that IATA Revenue Accounting Manual time limit rules are no longer enforceable after the IATA Clearing House Special Clearance has completed. **Furthermore, post the completion of this special clearance, any open correspondence related to the suspended entity will be in a "Finalized-SIS Suspension" status in SIS.** Any discussion, agreement, and settlement with the suspended carrier on these correspondence cases can only continue by a bilateral agreement on a bilateral **level outside of SIS."**

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY| 19 SEPTEMBER 2022**

**Subject: Stopping Open-Ended Correspondences in the Industry– Reducing the correspondence iterations to 10 | Paper 1**

**Submitted by: IBS OPS WG & SIS SG**

**Billing category: Passenger Non-Sampling & Cargo**

**Background:**

Correspondence is actioned in SIS, which enables both parties to discuss and close the items in dispute in a central manner while keeping the audit trail of the discussions. The RAM time limit rules are embedded in SIS, and if either party has not responded within the time limit, then the correspondence is expired. If the reply was not sent by the initiator of the correspondence, then there is no further action, and the correspondence is expired. If the reply was not sent by the non-initiator of the correspondence, then the other party has the right to issue a Billing Memo for no response.

Unlike the 3 stages of rejections for Passenger -non-sampling & Cargo, there is no fixed number of stages/iterations defined for correspondence. A correspondence can continue to 'be alive' in SIS if each party sends a reply within the time limits specified in the RAM.

**Problem:**

In March 2019, an additional email alert was developed in SIS to inform airline managers of correspondences that exceed 7 iterations. While this has helped to raise awareness, this only solves part of the issue as both parties need to work together to close the correspondence. Airlines have been complaining about such correspondences that continue for years.

Below are some analyses done by the SIS Operations team on passenger correspondences.

Correspondence Iteration Count Range	Sum of Count of # of Iterations	% of Count	Sum of USD Value	Avg USD Value	% of Value
1 - 7	34,198	56%	\$ 10,861,751.01	\$ 317.61	37%
8 - 10	8,672	14%	\$ 4,198,417.00	\$ 484.13	14%
11-15	10,515	17%	\$ 9,175,104.00	\$ 872.57	32%
16-30	7,004	11%	\$ 4,481,268.00	\$ 639.82	15%
31+	624	1%	\$ 296,883.00	\$ 459.75	1%
Totals	61,013	100%	\$ 29,003,423.01	\$ 2,773.89	100%

Approximately 56% of the count of correspondences in the industry gets closed between 1 -7 iterations, and another 14% gets closed in 8 - 10 iterations. However, 29% of correspondence continues post 10 iterations.

In terms of the amount in USD being disputed, 37% gets closed between 1 -7 iterations, and another 14% gets closed in 8- 10 iterations. However, 48% of the USD correspondence value continues post 10 iterations.

In most of these iterations, nothing new is being added, but parties are just sending it back and forth to keep the correspondence alive as per the RAM time limits. There is no incentive to close the correspondence, and it ends up being a time-consuming and costly activity for both parties.

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P13  
Page 2 of 5

Correspondence Iteration per USD Value Ranges	0-500 USD	501-1000 USD	1000+ USD
1 - 7	29,723	2,100	2,375
8 - 10	6,569	1,097	1,006
11+	11,666	3,695	2,782
Totals	47,958	6,892	6,163

In Cargo Correspondences, 100% of correspondence iterations are handled within the range "1 - 7"

**Solution:**

Introduce a change in the RAM rule to limit all correspondence stages to 10 for Passenger non sampling and Cargo billing categories that are equal to or less than USD 500 (Last stage correspondence value). After reaching stage 10, these correspondences will remain with the party who received it last. Post this, no further correspondence exchange can be done, and both the parties have 6 months to agree on the outcome. This is applicable regardless of the number of rejections included in each applicable correspondence.

Correspondences greater than USD 500 will continue like today (no change).

Post discussion that should take place during the 6 months, if both parties agree, then there can be either of the two actions that they can take in SIS:

- 1) If the correspondence -non-initiating party accepts the explanations, they can now grant authority to the Correspondence initiating party. The correspondence initiating party can then send a Billing Memo (reason code '6A-Debit on Authority') via SIS as per the defined RAM time limits.
- 2) If the correspondence initiator accepts the explanations of the other party and there is no amount to be settled, they can now close the correspondence.

If both parties are not able to agree to a resolution in 6 months, then the correspondence will be expired in SIS and be purged 2 months later.

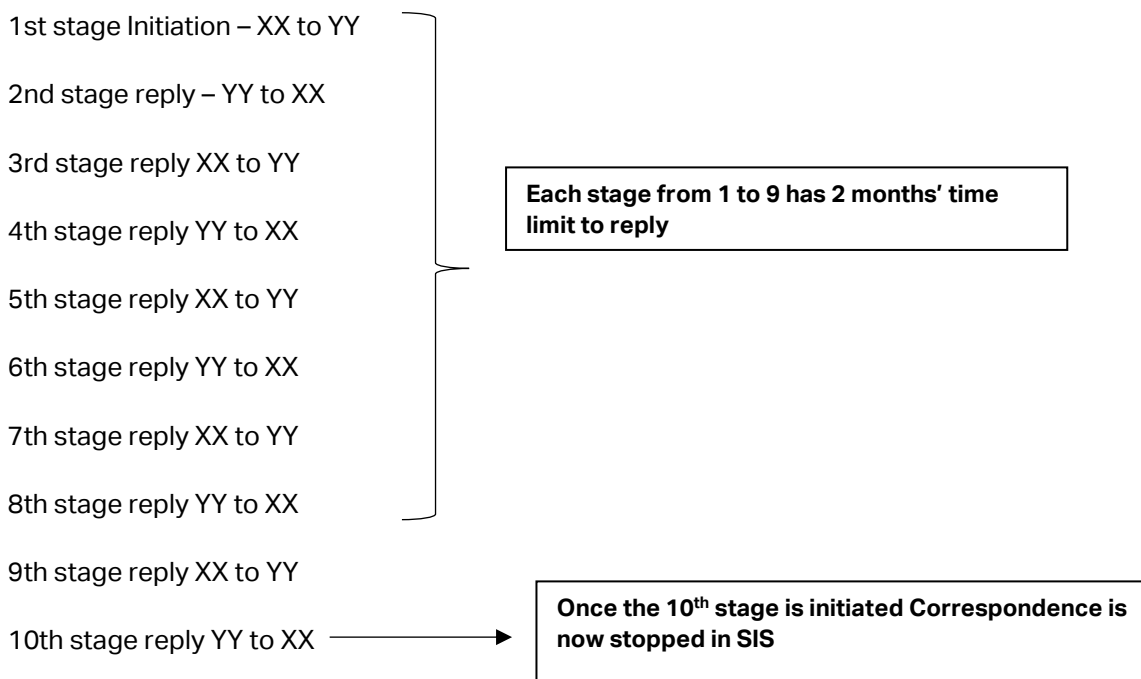
Example (Passenger/Cargo) – Flow of correspondence:

XX Prime Billing to YY  
 YY → 1st Stg Rejection to XX  
 XX → 2nd Stg Rejection to YY  
 YY → 3rd Stg Rejection to XX → the \$ value is with YY

XX now initiates a correspondence against YY for USD 500.

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P13  
Page 3 of 5



The correspondence amount can be revised between 1<sup>st</sup> and 9<sup>th</sup> stages of correspondence by XX and/or YY. The moment YY receives a 9<sup>th</sup> stage correspondence from XX, the correspondence amount is frozen and cannot be further changed. It was decided to only allow the initiator of the correspondence (XX) to be the last party to change the correspondence amount. After the 10<sup>th</sup> stage of correspondence, no further correspondence can be done by XX or YY. In this case both parties should discuss outside the IATA SIS Platform.

Once the correspondence is frozen after stage 10 a new SIS status 'On hold – Stage 10' will be introduced. The new SIS status will be included in all relevant parts in RAM covering the SIS statuses.

The moment XX receives the 10<sup>th</sup> stage, the correspondence is frozen, and no further correspondence can be done. Both parties discuss outside SIS, and if they agree, YY clicks on the 'Authority to bill' and 'Send'. This will allow XX to raise a billing memo with reason code 6A for the agreed amount.

The second scenario is where XX accepts the explanation of YY and decides that no further amount is in dispute. In such a case, XX can close the correspondence.

XX and YY have 6 months after sending the 10<sup>th</sup> stage of correspondence to agree otherwise the correspondence will expire in SIS and purged two months later and no further action can be taken.

**RAM update 1:** The RAM is to be updated as follows by adding the following new **RAM Chapters A8 5.2.2.7 and A10 5.2.2.7** paragraphs;

"This correspondence rule will only be applicable for correspondences equal or less than USD 500 (at stage 10). For correspondences greater than USD 500 there will be no limit to the number of correspondence iterations.

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

"If an agreement between both parties has not been reached at stage 10 of the correspondence, the correspondence is then stopped in SIS for Passenger and Cargo billing categories provided that the disputed correspondence amount is equal to or less than USD 500. This is applicable regardless of the number of rejections included in each applicable correspondence.

The correspondence amount can be revised only between 1<sup>st</sup> and 9<sup>th</sup> stages of correspondence by both parties. After the 10<sup>th</sup> stage of correspondence, the correspondence is frozen and a new SIS status 'On hold – Stage 10' will be introduced.

~~This correspondence rule will not be applicable for correspondences greater than USD 500, and the other correspondence rules under RAM Chapter A10 5.2 and A8 5.2 should be followed.~~

Both parties have 6 months from this date to agree on the correspondence outside SIS. If they agree, then the 'authority to bill' box can be checked in SIS, and the correspondence is sent back to the initiating party. The correspondence initiating party can then bill the authorizing party with a correspondence Billing memo (reason code 6A) through SIS.

In the situation where the initiating party agrees to the explanation of the other party, then they can close the correspondence from their end in SIS.

If both parties are not able to agree to a resolution in 6 months, then the correspondence will be expired in SIS and be purged 2 months later.

"Example (Passenger/Cargo) – Flow of correspondence:

XX Prime Billing to YY

YY -> 1st Stg Rejection to XX

XX -> 2nd Stg Rejection to YY

YY -> 3rd Stg Rejection to XX; the \$ value is with YY

XX now initiates a correspondence against YY.

1st stage Initiation – XX to YY

2nd stage reply – YY to XX

3rd stage reply XX to YY

4th stage reply YY to XX

5th stage reply XX to YY

6th stage reply YY to XX

7th stage reply XX to YY

8th stage reply YY to XX

**Each stage from 1 to 9 has 2 months' time limit to reply**

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P13  
Page 5 of 5

9th stage reply XX to YY

10th stage reply YY to XX →

**Once the 10<sup>th</sup> stage is initiated Correspondence is now stopped in SIS for correspondence amounts that are equal to or less than USD 500**

**RAM update 2:** The below part in **RAM Sampling Chapter B1 Attachment A paragraph 10.1.7** will be added as highlighted in red;

On receiving the Form XF, the carrying airline, if still in disagreement with the issuing airline, must initiate correspondence in accordance with RAM Chapter A10, Paragraph 5.2 via IS-WEB, no later than four months after the closure date of the period four clearance in which the Form XF was included. When initiating correspondence resulting from Form XF, the applicable Sampling Constant must be observed.

The New RAM paragraph RAM Chapter A10 5.2.2.7 will NOT be applicable for sampling billings.

**Note\*\*\*Effective Date of the Proposal: May P1, 2023 and will be applicable for all correspondences that are initiated prior to P1 May 2023 and still open after P1 May 2023.**



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P14  
Page 1 of 5

## **Subject: Stopping Open-Ended Correspondences in the Industry– BM Reason Code 6C | Paper 2**

### **Submitted by: IBS OPS WG & SIS SG**

**Billing category: Passenger Non-Sampling & Cargo**

#### **Background:**

This paper is a continuation of Stopping Open-Ended Correspondences in the Industry Paper 1 (previous paper-P 13). This paper will be presented and voted upon **only if Paper 1 (P13) has been approved.**

#### **Problem:**

In part 1 of the paper, the proposal is to stop correspondence at stage 10 for correspondence amounts less than USD 500. If both parties are not able to agree to a resolution in 6 months, then the correspondence will be expired in SIS and be purged 2 months later.

In such instances, the non-initiator could just wait for all correspondences to reach 10 stages and let the correspondence expire rather than review and action them correctly.

#### **Solution:**

Introduce a new RAM rule for correspondence that has completed the 10 stages, and the additional 6 months timeline has now expired without both parties agreeing. In such cases, the correspondence initiating member can send a billing memo with reason code '6C-Debit on expired correspondence' (this new code to be introduced in SIS) and bill 50% of the amount in dispute within 2 months from the correspondence expired date. All the aspects of the billing memo (time limit, amount) will be validated by SIS, and no further rejection action can be taken.

Example (Passenger/Cargo) – Flow of correspondence:

XX Prime Billing to YY

YY → 1st Stg Rejection to XX

XX → 2nd Stg Rejection to YY

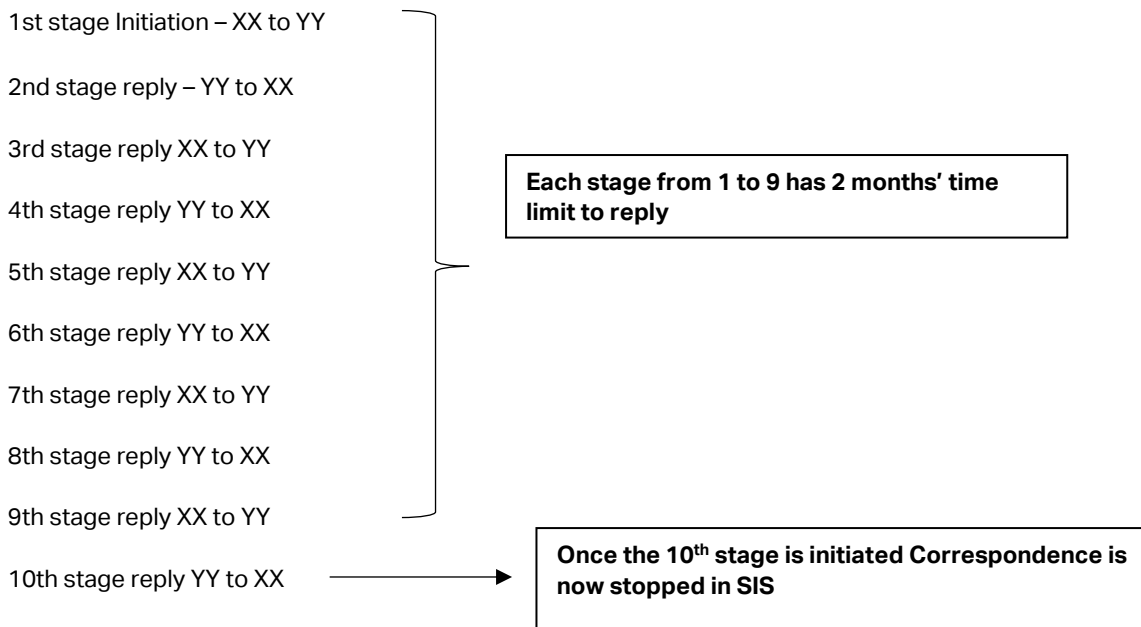
YY → 3rd Stg Rejection to XX → the \$ value is with YY

XX now initiates a correspondence against YY for USD 500.

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item P14  
Page 2 of 5



The correspondence amount can be revised between 1<sup>st</sup> and 9<sup>th</sup> stages of correspondence by XX and/or YY. The moment YY receives a 9<sup>th</sup> stage correspondence from XX, the correspondence amount is frozen and cannot be further changed. It was decided to only allow the initiator of the correspondence (XX) to be the last party to change the correspondence amount. After the 10<sup>th</sup> stage of correspondence, no further correspondence can be done by XX or YY. In this case both parties should discuss outside the IATA SIS Platform.

Once the correspondence is frozen after stage 10 a new SIS status 'On hold – Stage 10' will be introduced. The new SIS status will be included in all relevant parts in RAM covering the SIS statuses.

The moment XX receives the 10th stage, the correspondence is frozen, and no further correspondence can be done. Both parties discuss outside SIS.

If XX and YY don't agree, and the correspondence expires after 6 months. In this case, XX sends a billing memo within 2 months of the correspondence expiry to YY for USD 250 (50% of the amount at stage 10).

**RAM update 1:** The RAM is to be updated by adding the following **RAM Chapters A8 5.2.2.7 and A10 5.2.2.7** paragraphs.

"This correspondence rule will only be applicable for correspondences equal or less than USD 500 (at stage 10). For correspondences greater than USD 500 there will be no limit of correspondence iterations.

If an agreement between both parties has not been reached at stage 10 of the correspondence, the correspondence is then stopped in SIS for Passenger and Cargo billing categories provided that the disputed correspondence amount is equal to or less than USD 500. This is applicable regardless of the number of rejections included in each applicable correspondence.

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item P14  
Page 3 of 5

The correspondence amount can be revised only between 1<sup>st</sup> and 9<sup>th</sup> stages of correspondence by both parties. After the 10<sup>th</sup> stage of correspondence, the correspondence is frozen and a new SIS status 'On hold – Stage 10' will be introduced.

~~This correspondence rule will not be applicable for correspondences greater than USD 500, and the other correspondence rules under RAM Chapter A10 5.2 and A8 5.2 will be followed.~~

Both parties have 6 months from this date to agree on the correspondence outside SIS. If they agree, then the 'authority to bill' box can be checked in SIS, and the correspondence is sent back to the initiating party. The correspondence initiating party can then bill the authorizing party with a correspondence Billing memo (reason code 6A) through SIS.

In the situation where the initiating party agrees to the explanation of the other party, then they can close the correspondence from their end in SIS.

"If both parties are not able to agree to a resolution in 6 months, then the correspondence will be expired in SIS and purged 2 months later. In such cases, the initiating member can send a billing memo with reason code '6C-Debit on expired correspondence' (this new code to be introduced in SIS) and bill 50% of the amount in dispute within 2 months from the correspondence expired date. All the aspects of the billing memo (timelimit, amount) will be validated by SIS."

"Example (Passenger/Cargo) – Flow of correspondence:

XX Prime Billing to YY  
YY → 1st Stg Rejection to XX  
XX → 2nd Stg Rejection to YY  
YY → 3rd Stg Rejection to XX; the \$ value is with YY

XX now initiates a correspondence against YY.

1st stage Initiation – XX to YY

2nd stage reply – YY to XX

3rd stage reply XX to YY

4th stage reply YY to XX

5th stage reply XX to YY

6th stage reply YY to XX

7th stage reply XX to YY

8th stage reply YY to XX

**Each stage from 1 to 9 has 2 months' time limit to reply**

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P14  
Page 4 of 5

9th stage reply XX to YY

10th stage reply YY to XX →

**Once the 10<sup>th</sup> stage is initiated Correspondence is now stopped in SIS for correspondence amounts that are equal to or less than USD500**

After 6 months YY and XX still don't agree and the correspondence expires in SIS. XX is now able to bill YY with reason code 6C for 50% of the amount in dispute.

**RAM update 2:** The following new SIS reason code will be added in RAM Chapter A9- Billing Memo Reason Codes for Passenger Billings;

"Reason Code:**6C**  
Reason Description: **Debit on expired correspondence**  
Bilateral Agreement Required: **No**  
Coupon Breakdown Record Mandatory: **No**  
Comment: **RAM Chapters A10 5.2.2.7"**

The following new SIS reason code will be added in RAM A7-Billing Memo Reason Codes for Cargo Billings;

"Reason Code:**6C**  
Reason Description: **Debit on expired correspondence**  
Bilateral Agreement Required: **No**  
Coupon Breakdown Record Mandatory: **No**  
Comment: **RAM Chapters A8 5.2.2.7 7"**

In addition, the following changes need to be made in;

RAM CH A7 Attachment D - Cargo Billing Memo  
RAM CH A9 Attachment D – Passenger Billing Memo

### **C85** Correspondence Ref Number 11 Numeric Conditional

This is the reference number provided by SIS for the Correspondence cases to link the Billing Memo based on "Authority to Bill" or Expiry of Correspondence.  
It should match the Audit Trail information maintained in SIS  
It should be populated in case the Reason Code is "6A", "6B or "6C"

### **A50** Net Billed Amount 15 Numeric Mandatory

It should be equal to the sum of Net Amount Billed in Coupon Breakdown(s), if a breakdown exists.  
The amount should match the correspondence amount for which authority was granted in case BM Reason Code = 6A. The amount should be equal to the last correspondence which was not replied to and got expired in case of BM Reason Code = 6B.  
**The amount should be equal to 50% of the last correspondence, which was not replied to and got expired in case of BM Reason Code = 6C**

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P14  
Page 5 of 5

**RAM update 3:** The below part in **RAM Sampling Chapter B1 Attachment A paragraph 10.1.7** will be added as highlighted in red;

On receiving the Form XF, the carrying airline if still in disagreement with the issuing airline must initiate correspondence in accordance with RAM Chapter A10, Paragraph 5.2 via IS-WEB, no later than four months after the closure date of the period four clearance in which the Form XF was included. When initiating correspondence resulting from Form XF, the applicable Sampling Constant must be observed.

The New RAM paragraph RAM Chapter A10 5.2.2.7 will NOT be applicable for sampling billings.

**Note\*\*\*Effective Date of the Proposal: May P1, 2023 and will be applicable for all correspondences that are initiated prior to P1 May 2023 and still open after P1 May 2023.**

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item P15  
Page 1 of 1


### **Subject: Detailed Rejection Reason-**

### **Submitted by: MF-731-Xiamen Airlines**

#### **Background:**

Under RAM Chapter A10, Section 2.3, Detailed Rejection Reason requirement, there is no specific requirement to support Schedule Change rejections with a copy of the original ticket image.

Now, we do have a separate section for Schedule Change rerouting in other chapters, for example in A2 as below screenshot shown.



### Passenger and Excess Baggage Billing Rules—A2

---

Tickets reissued due to Planned Schedule Change shall be settled in accordance with [RAM A2, 1.1](#) and Chapter A2, [Paragraph 3](#) based on the ticketed information and date of issue of the original ticket.

The TFC to be used for interline billing in case of Planned Schedule Change shall be in accordance with [RAM A2, 1.8.2.1](#) and relevant paragraphs of [A2, 1.8](#).

#### **Problem:**

Some airlines do not provide details of the original ticket issue date on the new ticket or any other form of evidence for the Schedule change coupons due to various reasons (for example ground staff carelessness during peak hours, GDS system failure etc.).

#### **Proposed Solution:**

To minimise the rejection stages, we suggest that we add a new sub-paragraph under RAM Chapter A10, numbered 2.3.10, with the heading:

#### **Schedule Change**

When the original ticket issue date is not present on the new schedule change document, the original issuer shall provide details of the original ticket issue date, with any form of evidence as the supporting documentation, such as the electronic copy of the original document, a screenshot from the internal ticketing system etc.”.

The existing RAM Chapter A 2 Para 2.3.10 (Other) shall be renumbered to 2.3.11.

## INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item P16  
Page 1 of 1

**Subject: Reissued/Exchanged Tickets (Not for Voting-Information Only)**

**Submitted by: CZ-784-China Southern Airlines**

### **Background/Problem:**

CZ submitted the proposal about RAM Chapter A12 Paragraph 1.3.4 (P15) last year. However, we now found that the Note of RAM Chapter A12 Paragraph 1.3.4 lack conjunction "or".

RAM2022 Chapter A12 Paragraph 1.3.4:

### **1.3.4 Reissued/Exchanged tickets originally sold outside the country of commencement of travel**

When tickets sold for passenger transportation commencing outside the country of payment are reissued/exchanged for voluntary rerouting or due to planned schedule change, billings of the new tickets shall be based on the correct fare in the "Fare" box in the currency of the country of commencement of travel.

**Note:** Tickets issued in exchange for EMDs for "Involuntary Rerouting" shall be billed based on the correct amount in the currency of the country of payment.

### **Proposed Solution:**

The conjunction "or" should be added to the note of RAM Chapter A12 1.3.4 between "for EMDs" and "for Involuntary Rerouting".

We propose to amend RAM A12 paragraph 1.3.4 **Note** as per below:

Note: Tickets issued in exchange for EMDs **or** for "Involuntary Rerouting" shall be billed based on the correct amount in the currency of the country of payment.

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P17  
Page 1 of 1

**Subject: Country Name Change for Turkey (Not for Voting-Information Only)**

**Submitted by: Secretary**

**Background:**

The country name for "Turkey" officially changed to "**Türkiye**".

**Problem:**

References in RAM for "Turkey" need to be changed to Türkiye.

**Proposed Solution:**

Revise the references of "Turkey" in RAM Chapters A13 and B5 to "**Türkiye**".



**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P18  
Page 1 of 1

**Subject: RAM B9—Flight Interruption Manifest Billing Rules**

**Submitted by: Secretary**

**Background:**

To facilitate automated and simplified interline billing and settlement of disrupted passengers, since 2016, the issuance of Flight Interruption Manifests to transfer disrupted passengers has not been an acceptable procedure, and the standards to issue and accept FIMs have been rescinded. Accordingly, the continued presence of references to FIMs in the RAM is no longer valid and should be deleted.

**Problem:**

The continued presence of this chapter in RAM continues to promote the use of FIMs in lieu of reissuing the tickets and therefore limits the opportunities for further financial processes efficiencies in interline billing and settlement

**Proposed Solution:**

Delete the whole RAM Chapter B9 and remove all references to FIMs from RAM.

**Notes:**

The SIS FIM reason and source codes will be available for use for now by the industry as there is still bilateral interline use of FIMs between IATA airlines.

A reference to ISPG (Integrated Settlement Participation Guide) will be included about how to use the FIM reason and source codes.

The continuation of SIS FIM reason and source codes will be reviewed by the SIS SG next year.

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item P19  
Page 1 of 1

**Subject: IATA Currency Information Table-**

**Submitted by: IBS OPS WG**

**Background:**

With the support and request of PASB (Pay-Account Standards Board), IATA published the "Currency Information Sheet" on the below IATA Exchange Rates web page under the "Compare the exchange rates" part.

**Problem:**

IBS OPS WG agreed that it would be useful to include the "compare the exchange rates" table (in the IATA Exchange Rates webpage) as a link in a RAM B Chapter.

**Proposed Solution:**

Add the below part in a **new** RAM B Chapter:

"4. Currency Information Table (for information purposes only)

"IATA Exchange Rates Files Comparison" table can be viewed from the below IATA IATA Exchange Rates web page link. under the "Compare the exchange rates" part;

<https://www.iata.org/en/services/finance/xrates/>

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item C1  
Page 1 of 2

### **Subject: Basic Billing Rules for Cargo Billings**

**Submitted by: ANA (All Nippon Airways)**

### **Background:**

RAM Chapter 5, paragraph 1 explains the **Basic Billing Rules for Cargo Billings**. In paragraph 1 the basic entitlement is described as follows:

"The billing carrier is entitled to receive the rate (a prorated portion thereof) applicable on the date of issue of the air waybill for the journey flown, irrespective of erroneous entries of rates on air waybills.

### **Problem:**

RAM Chapter 5 clearly defines the billing carrier's entitlement to bill the prorated share of the transported "journey". However, the underlying idea to bill the prorated share for the whole journey (or "section" as defined in the Cargo Prorate Manual) **in one Interline invoice** is not explicitly stated.

This method is the standard interline process, which goes along with the agreed prorate rules. It is supported by the fact that the billed carrier cannot validate the correctness of another carrier's separately billed flight legs and, therefore, cannot calculate expected values for separate incoming invoices. Furthermore, a possible rejection process becomes much more complicated because it is not clear which incoming invoice is to be rejected in such cases.

To avoid misunderstandings, a clarifying statement should be inserted in RAM, explaining that the general idea is to write one interline invoice for the complete journey flown, regardless of whether the billing carrier has transported more than one flight leg.

### **Example:**

Prepaid AWB (Issuer Carrier "A"), Origin: HAM / Destination: LAX.

The shipment is transferred to Carrier "B" in FRA for onward transportation:

Flight legs:	HAM	-----	FRA	-----	NYC	-----	LAX
Flight Carrier :	A		B		B		

As per Prorate Manual Cargo, the prorate share is calculated for each section flown:

Section HAM-FRA (Carrier A): HAM-FRA e.g. 100 USD

Section FRA-LAX (Carrier B): FRA-LAX e.g. 700 USD

Accordingly, the standard billing procedure would be that carrier "B" bills "A" for the prorated share of 700 USD in **one interline invoice**. (No separate billings for FRA-NYC and NYC-LAX).

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item C1  
Page 2 of 2

**Proposed solution:**

To clarify the underlying concept of the standard interline billing procedure, an additional sentence shall be inserted in RAM Chapter A5, paragraph 1.1;

“Accordingly, as a standard process, the billing carrier bills for the complete carried "section" (i.e., the consecutive carriage between two or more points as defined in Prorate Manual Cargo) in one interline invoice, unless there is a specific arrangement between the billing participants.”

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item C2  
Page 1 of 3

### Subject: Examples of Cumulative Charges Method

#### Submitted by: IBS OPS WG

#### **Background:**

RAM chapter A6 explains the principle of the Cumulative Charges Method and how it is to be applied for Cargo Charges Collect shipments:

Under this method, all carriers participating in the transportation of a shipment will bill the carrier designated as the receiving carrier on the transfer information form.

Examples are provided in the attachment of this chapter.

#### **Problem:**

Example 1 illustrates charges collect shipment.

- a) The picture illustrating the routing of the shipment does not match the following text with regard to the first carrier (SR instead of LX).
- b) Furthermore, the example **implies** that an LX AWB is used.  
This should be **mentioned explicitly** to avoid possible confusion.

Because if the AWB of another airline had been used here, an origin transfer would have taken place, and this would lead to a further billing from the AWB issuing carrier to the first transporting carrier for the ISC amount.

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**



**Cargo—Charges Collect (Charges Forward)—A6**

**Attachment A—EXAMPLES OF CUMULATIVE CHARGES METHOD**

**EXAMPLE 1**

Shipment sent Charges Collect ZRH/CAI routed as under:

Replace with „LX“

Zurich	-----	Rome	-----	Athens	-----	Cairo
	1		2		3	
	SR	BA	CY			
	GBP8	GBP12	GBP13			Total Collect Transportation Charges GBP33

**1.1 Accounting Action by each Carrier**

a) LX debits BA	GBP 8.00	Cargo Charge to ROM, i.e. point of transfer
	GBP 1.25	5% Interline Service Charge on GBP25
	-----	charges from ROM to CAI
	GBP 9.25	
	=====	
b) BA debits CY	GBP20.00	Cargo Charges ZRH/ATH, i.e. point of transfer
	GBP 0.65	5% Interline Service Charge on GBP13
	-----	charges from ATH to CAI
	GBP20.65	
	=====	
c) CY debits consignee	GBP33.00	Collect Charge (+ CC fee)

**1.2 Final Position by Carrier**

a) LX receives	GBP 9.25 =	GBP 8.00 online Cargo Charge and GBP1.25 Interline Service Charge on offline portion
b) BA receives and pays	GBP20.65 GBP 9.25 -----	
	GBP11.40 =	GBP12.00 Cargo Charges ROM/ATH less 5% (GBP0.60)
	=====	
c) CY receives and pays	GBP33.00 GBP20.65 -----	Collect Charge (+ CC fee)
	GBP12.35 =	GBP13.00 Cargo ATH/CAI less 5% (GBP0.65)
	=====	

**Proposed solution:**

**1.** Change the carrier of the first flight segment in the routing illustration to "LX" and specify that an LX AWB is used, to clarify the underlying assumptions of this example:

Example 1

Shipment (**LX AWB**) sent Charged Collect ZRH/CAI routed as under:

Zurich	-----	Rome	-----	Athens	-----	Cairo
	1		2		3	
	LX	BA	CY			
	GBP8	GBP12	GBP13			

**INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item C2  
Page 3 of 3

2. Accordingly clarify the respective AWB issuer for Examples 2, 3, 4 by adding this information in brackets in the first sentence of each example;

Example 2: "Same shipment (**LX AWB**) as in Example 1 but shipment accepted by LX ..."

Example 3: "Shipment (**AA AWB**) sent charged collect MKC/AMS routed as under: ..."

Example 4: "Shipment (**EI AWB**) sent charges collect Dublin-Rome..."

# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING MONDAY | 19 SEPTEMBER 2022

Agenda Item C3  
Page 1 of 2

**Subject: SPA Checklist (Cargo)**

**Submitted by: IBS OPS WG**

**Background:**

IBS OPS GM approved a Passenger SPA Checklist in 2019 that was added to RAM in 2019 as a RAM B Chapter in order to minimize incorrect or missing coding or disagreement on the interpretation of the terms of the bilateral commercial agreements (SPAs).

Multiple IATA Airlines requested IBS OPS WG to create a similar SPA Checklist for interline cargo.

**Problem:**

IBS OPS WG is aware that a significant contributor to rejections is incorrect or missing coding or disagreement on the interpretation of the terms of the bilateral commercial agreements (SPAs).

**Proposed Solution: -**

IBS OPS WG formed the inserted / below Cargo SPA Checklist, and this checklist will be added as part of the RAM B Chapter for the airlines who are willing to use it during their SPA Coding.



Cargo SPA  
Checklist\_June 2022



# INTERLINE BILLING AND SETTLEMENT OPERATIONS GENERAL MEETING

## MONDAY | 19 SEPTEMBER 2022

Agenda Item C3  
Page 2 of 2

CARGO SPA CODING CHECK LIST				
CATEGORY	CODING OPTIONS			
<b>GENERAL CONTENT:</b>				
2L-code/AWB prefix	Own	SPA Partner	Airline Group	
Partner contact address	General address	Billing address		
Contacts	Interline SPA Saler	Interline Acc. Contact		
Place of jurisdiction				
Liability and insurance	governed by respective contract of transport (further claims)			
<b>A. VALIDITY DATE:</b>				
Effective Date	Flight date	Signature date	Other Unique Date	
Discontinue Date	Flight date	Automatic Extension		
<b>B. AWB Type</b>				
AWB prefix	Own AWBs (include/exclude)	SPA Partner AWBs (Include/exclude)		
e-AWB / Paper / Both	Both	eAWB only	Paper AWB only	
General Cargo	Include / Exclude			
Special Cargo	Include / Exclude			
Special Handling Codes	Include / Exclude			
Min. weight	Applicable / Not applicable			
CC / PP allowance	Include / Exclude			
<b>C. JOURNEY TYPE:</b>				
Applicable market (FROM/TO pairs: airports/cities/countries/IATA areas/user defined area)	SPA applicable / SPA not applicable			
Airport/City exclusions	SPA not applicable			
Flights / Trucks	Generally included/excluded	Particular flight/truck included/excluded		
Joint carriage required (Direct/Transfer)	Required /Not required			
Carriage by sponsored carrier	Include /Exclude			
3rd Party participation in routing	Include /Exclude			
Re-transfer at final destination	Allowed /Not allowed			
<b>D. Rates to be applied:</b>				
Currency				
Minimum amount	Applicable / Not applicable			
Weight Breakpoint application (Application of next higher weight break, if available and if this results in lower total charge)	Allowed / Not allowed			
Rate type	Per kg rate	Flat rate (ULD)	Percentage of TACT	
Freight Charges / Rate Lines (optional per breakpoint)	Applicable for general cargo	Applicable rate for special cargo		
Season Rates				
Weight Charge Calculation Base	Chargeable weight	Actual weight		
Surcharges included in rates	Generally Included	Generally excluded	Include/exclude particular charges/fees	
List Surcharges, if not included in rates	Fuel charge	Handling Fee	Other Local Charge	
<b>E. SURCHARGE:</b>				
Surcharge calculation base	Chargeable weight	Actual weight		
<b>F. INTERLINE FEE:</b>				
Interline Service Charge (ISC %)	Allowed / Not allowed (waive)	-		
<b>G. SETTLEMENT METHOD:</b>				
Billing Discrepancies	IATA Revenue Accounting Manual (RAM)	Negotiate by Parties		
Clearing	ICH	ACH	Bilateral (NON-ICH)	
Billing Currency / Listing Currency				
Exchange rate	IATA 5 Day	Mean Rate		
<b>H. Footnote / Recommendations:</b>				
Revenue Accountants should provide feedback to their Revenue Management team before SPA is finalized to ensure SPA clarity and codability				
Check contents with legal department				

**Note1:** The Category Description is not intended to be a complete list of variables but rather a sample  
**Note2:** The Cargo SPA Coding Check list is not binding. It aims to assist the airlines in drafting their Cargo SPAs by making sure that all critical details are considered.

**INTERLINE BILLING AND SETTLEMENT GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

Agenda Item SUP1  
Page 1 of 1

**Subject: Add New Section to RAM Chapter A13 to specify time limits allowed to raise a Miscellaneous Correspondence Invoice due to Authority to Bill**

**Submitted by: IATA SIS Operations**

**Background:**

Currently in the RAM, unlike the sections for PAX and CGO, there is no section in the MISC billings chapter that explicitly states the time limit allowed to raise a Correspondence Invoice due to Authority to Bill in order to settle and close a correspondence.

**Problem:**

This results in misunderstanding of the time limits allowed that have been in place and defined in SIS since 2012.

**Proposed Solution:**

Update 1: It is recommended to add the below new paragraph to the RAM Chapter A13-4.4.7 (right after A13-4.4.6). The verbiage is similar to that used in RAM Passenger and Cargo chapters and considers the current time limits in place in SIS.

**A13-4.4.7 An agreement to accept the debit must be billed to the authorizing party via a Miscellaneous correspondence invoice no later than by the end of the 3<sup>rd</sup> month following the date of authorization, or the authority is deemed to have expired and the correspondence initiating party will have no further recourse.**

*Example:*

*On 15 January, Participant B authorises Participant A to debit.*

*Clearing House Members: Participant A must bill Participant B no later than Period 4 of the April billing Month.*

*Non-Clearing House Members: Participant A must submit its invoice to Participant B via SIS no later than 30 April.*

Update 2: All subsequent sections after RAM Chapter A13 4.4.7 need to be renumbered.

# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 20 SEPTEMBER 2022

### Administrative Items

19-20 September 2022

- A1** Opening of Meeting and Welcome
- A2** Competition Law Guidelines for IATA Industry Meetings
- A3** Delegate Introductions
- A5** Introduction to the Voting System
- A6** Date and Place of Next General Meeting
- A7** Any Other Business
- A8** Vendor Prize Draws
- A9** Close of Meeting

### 11<sup>th</sup> SIS GM Updates and Reporting Items

20 September 2022

- SR1** IATA Welcome presentation
- SR2** Report from the SIS Steering Group
- SR3** Industry Economic Performance Updates
- SR4** SIS General Update
- SR5** SIS GM10 Action Items Update
- SR6** SIS E-Invoicing Legal Compliance and Tax Reporting Update
- SR7** MISC Invoices Data Quality
- SR8** IBS OPS GM Agenda Papers Impact on SIS
- SR9** Suppliers to Airlines e-Invoicing Update
- SR10** Rejections Reduction Update
- SR11** Hamad Airport Experience with SIS
- SR12** SIS SLA and Customer Satisfaction Update
- SR13** RPA (Robotic Process Automation) in the Airline Industry - improve revenue accounting solutions through automation

### Agenda Items

To be presented and discussed at the 11<sup>th</sup> SIS General Meeting – 20<sup>th</sup> September 2022

SIS Item	Subject	From	Impacts:		
			RAM	SIS	ICH
<b>S1</b>	SIS Adding export function in the page of Invoice Search	MF-731-XIAMEN AIRLINES		✓	
<b>S2</b>	SIS Reports	CZ-784-China Southern Airlines		✓	
<b>S3</b>	SIS Validation of AWB Prime Billing	CZ-784-China Southern Airlines		✓	
<b>S4</b>	Enables changing default number of the records per page shown on SIS Search Results screen	NH-205-ALL NIPPON AIRWAYS CO. LTD.		✓	
<b>S5</b>	SIS Price Changes – ISPA Attachment A	IATA SIS Steering Group	✓	✓	
<b>SSUP1</b>	RFIC/RFISC validation in SIS	IATA SIS Operations		✓	

**SIS GM11 – SIS Participation Agreement**

For your information, below is an extract from the SIS Participation Agreement (ISPA) outlining the steps to perform amendments to SIS.

**6. MODIFICATIONS**

- 6.1 Amendments to System functionality may be submitted as a proposal to the SIS General Meeting duly convened in accordance with paragraph 5.2 and shall be referred initially to the SIS Steering Group for review. If accepted by the SIS Steering Group they will be referred to SIS Operations (as defined in Attachment C) for analysis and costing. SIS Operations shall develop the specifications and, at their discretion, confirm them with the SIS Steering Group (as defined in Attachment C). The final agreed proposal shall be submitted to the SIS Steering Group for approval. Changes to system functionality may be proposed by the Participants at any time before the deadline of the SIS General Meeting. Major changes to system functionality must be approved by IATA to ensure operational efficiency.
- 6.2 Amendments to System functionality as a result of industry mandated changes shall be initiated by the SIS Steering Group and referred to SIS Operations for review and costing. SIS Operations shall develop the specifications and, at their discretion, confirm them with the SIS Steering Group. The final agreed proposal shall be submitted to the SIS Steering Group for approval.
- 6.3 Amendments to the then current Agreement which are accepted by IATA and agreed by seventy five percent **(75%)** of those present at the SIS General Meeting, duly convened in accordance with paragraphs 5.2 and 5.3 shall become effective and shall be applied by all SIS Participants, as from a date which shall be determined by the SIS Participants present and entitled to vote at the SIS General Meeting.
- 6.4 To be eligible to vote for changes to this Agreement with Attachments, the Participant must be transmitting and receiving invoices through the Service.
- 6.5 Where changes to the RAM, ACH Manual of Procedure, or other industry rulings require changes to this Agreement, the SIS Steering Group is empowered to agree to the appropriate amendments to this Agreement. The SIS Steering Group shall notify the Participants of all amendments, giving their date of effectiveness.
- 6.6 In addition, when IATA's review of an operational and/or individual Participant problem suggests that an editorial change would improve understanding, IATA may make editorial amendments provided they do not change the intent of the Agreement and/or procedures. Editorial amendments that do not change the intent of the Agreement and/or procedures will be notified via the RAM. IATA will notify the ACH Secretary-Treasurer.
- 6.7 All changes and amendments made in accordance with paragraphs 6.5 and 6.6 above will be submitted to the next SIS General Meeting for final ratification.

# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING TUESDAY | 20 SEPTEMBER 2022

## Subject: SIS Adding export function in the page of Invoice Search

### Submitted by: MF-731 Xiamen Airlines

#### Background:

Currently, by searching the invoice, we are unable to export details of the uploaded invoices during the current billing period before the closure date. The 'Invoice Search' page, only shows the detail of each invoice.

Below screenshot from the 'Passenger' part.

**Search Criteria**

* Billing Year/Month: 2022-Apr	* Billing Period: 4	Billing Code: All	Invoice/Credit Note Status: All	Billed Member:
Invoice/Credit Note Owner: All	Invoice/Credit Note Number:	SMI: All	File Name:	Submission Method: All

**Search Results**

Actions	Billing Period	Billed Member	Invoice/Credit Note Owner	Billing Code	Invoice/Credit Note No	Invoice/Credit Note Status	SMI	Listing Currency	Listing Amount	Exchange Rate	Billing Currency	Billing Amount	Submission Method
No records to view													

Submit Selected Invoices

**EXPORT SELECTED INVOICES**

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#### Problem:

Providing the export function, we could export the selected invoices, better help the user to check the status of the invoice, the amount of the invoice or the company of the invoice in the local server or in house IPRA system.

#### Proposed Solution:

We suggest that the team provide a button similar to the submission button, to allow the user export selected invoices.

# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 20 SEPTEMBER 2022

### **Subject: SIS Reports**

### **Submitted by: CZ-784 China Southern Airlines**

### **Background:**

The module of "Reports-Cargo" on ISWEB can provide query and download services for the interline billing data, so the users can obtain the required data according to requirements.

### **Problem:**

Module "Reports-Cargo" includes 4 sub-modules which are Receivables, Payables, RM-BM-CM Details Report, and Correspondence Status. At present, SIS users must copy the memo number one by one from RM-BM-CM Details Report to their own settlement system to get the linked AWB number, before users review the billing history.

The screenshot shows the 'RM-BM-CM Details Report' search criteria form in the ISWEB system. The breadcrumb navigation is 'Home >> Reports >> Cargo >> RM-BM-CM Details Report'. The form contains the following fields:

* Billing Year: 2022	* Billing Month: Apr	Period No: All	* Billing Type: Receivables
Settlement Method: All	Memo Type: All	Submission Method: All	Member Code: <input type="text"/>
Invoice Number: <input type="text"/>	* Output: Subtotals and Detail	RM/BM/CM Number: <input type="text"/>	

Below the form is a yellow 'Generate Report' button.

### **Proposed solution:**

To make it more user-friendly and improve the working efficiency, we propose that ISWEB add the linked AWB number in RM-BM-CM Details Report.

**SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING  
TUESDAY | 20 SEPTEMBER 2022**

Agenda Item S3  
Page 1 of 1

**Subject: SIS Validation of AWB Prime Billing**

**Submitted by: CZ-784 China Southern Airlines**

**Background:**

Today SIS offers validations of information provided by billing carriers on a prime AWB billing, list in RAM Chapter A7 - Attachment B.

**Problem:**

In SIS Cargo billing category, billing carriers should offer detail information about an AWB when uploading prime billing invoices. However, we identify that the nature of goods which is one of the important factors to assess the interline billing amount of an AWB, is not included in SIS validation.

The description of specific goods, published in *The Air Cargo Tariff Manual* by IATA, is consist of 4 numeric. With this information, it can help to reduce adjustments and increase efficiency of settlement.

**Proposed Solution:**

We propose that SIS shall add the nature of goods in AWB prime billing invoice as an **"optional"** information, and a validation to ensure this information could only be blank or consist of 4 numeric.

# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 20 SEPTEMBER 2022

Agenda Item S4  
Page 1 of 1

**Subject: Enables changing default number of the records per page shown on SIS Search Results screen**

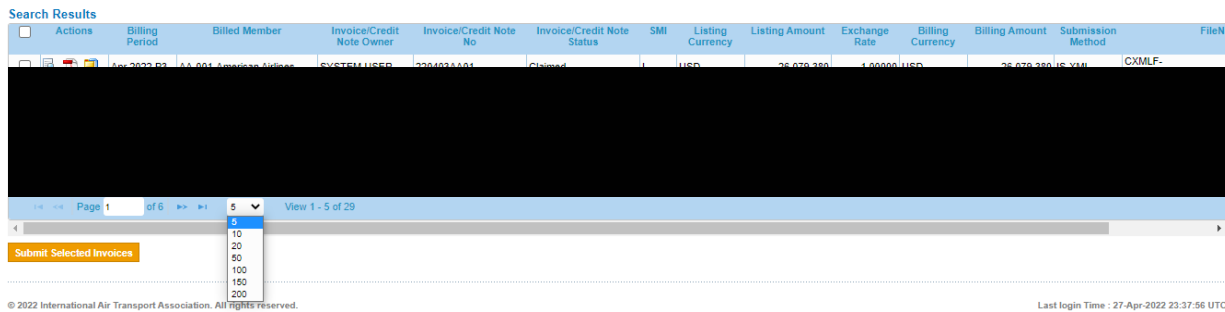
**Submitted by: NH-205 ALL NIPPON AIRWAYS CO. LTD.**

### Background :

Currently when users enter the search criteria and click the "Search" button on any screen on SIS, search results are shown on a list. These are listed only up to 5 items by default.

If there are more than 6 search results, the user must increase the number of records displayed on a page by the "Drop-down" or clicking the "Arrow" to see the next numbers of items.

For example, there are 29 results in the image below, the number of records per page are required to be set to more than 30 to see all items at once or click the "Arrow" 3 times to see all items.



### Problem :

If the airline which always has more than 6 results even after narrowing down the search criteria, the user must click the next page or select the drop-down to change the number of records per page every time to see all search results. This is an inconvenient and inefficient operation.

### Proposed Solution :

Since such search result screens are frequently used in all categories of the SIS, we propose to **add a new functionality that allows users to set any minimum number of records per page (5, 10, 20, 50, 100, 150, 200) to be displayed by default in all categories, save the last-chosen record count display setting of each user and redisplay this record count as default display. Each change of record count display selected by users will be saved for the next instance the user accesses the relevant SIS module / screen.**



**SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING  
TUESDAY | 20 SEPTEMBER 2022**

**Subject: SIS Price Changes – ISPA Attachment A**

**Submitted by: SIS Steering Group**

**Background:**

As described in Attachment A – “Pricing Schedule” of the Standard IS Participation Agreement, the SIS service is run on an operational cost-recovery basis and the applicable membership and participation fees should cover the necessary costs to operate the service and maintain a neutral revenue.

SIS prices have been reviewed in order to incentivize the correct usage of the platform and promote quality of data being exchanged that is impacting the process efficiency on both, billing and billed parties.

It has been observed that a lot of efforts and processes are related to Rejections and correspondence management. The cost per transaction is very low and, in an effort, to discourage unnecessary rejections and correspondences, the prices have been changed for Passenger and cargo rejections and correspondences.

In Miscellaneous, there are cases where participants misuse the system and instead of providing detailed information, just attach a supporting document with multiple lines of data. This causes the receiving party to manually enter and reconcile these details. To stop this misuse, price of supporting documents for Miscellaneous will be changed.

Transaction Type	Old Price			New Price		
	Base	Medium	Large	Base	Medium	Large
Group B: Passenger/Cargo Rejection Memos, Correspondence Misc: Correspondence	\$0.0342	\$0.0270	\$0.0198	\$0.0513	\$0.0405	\$0.0297
MISC Supporting Documents Per KB	\$0.0016	\$0.0014	\$0.0012	\$0.0024	\$0.0021	\$0.0018

Attachment A of the IS Participation Agreement will be amended accordingly to reflect the new pricing and effective January 1<sup>st</sup>, 2023.

# SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING

## TUESDAY | 20 SEPTEMBER 2022

Agenda Item SSUP1  
Page 1 of 2

### **Subject: RFIC/RFISC validation in SIS**

Submitted by: IATA SIS Operations Team

### **Background:**

When SIS was implemented, certain validations were introduced to ensure good quality of data. One of the validations were for EMD's billings.

For EMD transactions billed under source code 23, the RFIC and RFISC information needs to be submitted in 'Reference Field 1' and 'Reference Field 2' in IS-IDEDEC and 'ReferenceField10AN'<sup>1</sup> in IS-XML. These are mandatory fields for source code 23 and SIS validates that data is entered in these fields as well as the RFISC data entered is related to the RFIC value as published by ATPCO.

In 2016, SIS Operations found that there were airlines issuing EMD's with bilateral RFIC/RFISC codes and not publishing them on ATPCO. Due to this certain EMDs were failing validation in SIS as these codes were not on the ATPCO list. After further discussion with the IBSOPS a decision was taken that airlines could approach SIS Operations directly to add these bilateral codes in the SIS master.

### **Problem:**

- 1) With more and more issuance of bilateral codes, this causes a stop in the interline billing process.
  - The billing IS-XML/IS-IDEDEC fail in SIS and the airline investigates and see that it is due to RFISC.
  - The airline internally investigates and then contacts SIS Operations
  - SIS Operations then reviews and updates the SIS master with the bilateral.

This is a manual process which delays the billing process.

- 2) SIS Operations have observed further issues where two airlines have a similar RFISC code but linked to two different RFIC codes

Example:

Airline ZZ issues an RFISC code XYZ linked to RFIC code D

Airline BB issues an RFISC code XYZ linked to RFIC code C

Both airlines contact SIS to update this in the SIS master. Since each RFISC can only be linked to a unique RFIC, only one of them can be linked in SIS.

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<sup>1</sup> ReferenceField10AN – 2 occurrences one for RFIC and the other for RFISC

**SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING  
TUESDAY | 20 SEPTEMBER 2022**

Agenda Item SSUP1  
Page 2 of 2

**Proposed solution:**

With more usage of EMD's, it is proposed to change the SIS validation. SIS should only validate for source code 23 that the

- 'Reference Field 1' – RFIC code should only have a single numeric character
- 'Reference Field 2' – RFISC code should be 3 Alphanumeric characters

There will be no link between the RFIC and RFISC codes that will be validated.

**RUNNING ORDER – 8<sup>th</sup> INTERLINE BILLING AND SETTLEMENT GENERAL MEETING  
MONDAY | 19 SEPTEMBER 2022**

	<b>8<sup>th</sup> IBS OPS General Meeting – 19 September 2022</b>	<b>Start</b>	<b>Finish</b>	<b>Minutes</b>
	<b>Item</b>	<b>8:00</b>		
<b>A1</b>	Opening of Meeting and Welcome	<b>8:30</b>	<b>8:32</b>	0:02
<b>A2</b>	Competition Law Guidelines for IATA Industry Meetings	<b>8:32</b>	<b>8:37</b>	0:05
<b>A3</b>	Delegate Introductions	<b>8:37</b>	<b>8:57</b>	0:20
<b>A4</b>	Principal and Primary Vendor Introductions	<b>8:57</b>	<b>9:17</b>	0:20
<b>A5</b>	Introduction of the Electronic Voting System and Testing	<b>9:17</b>	<b>9:32</b>	0:15
<b>IR1</b>	IBS OPS Chairperson's Report on IBS OPS WG Activities	<b>9:32</b>	<b>9:47</b>	0:15
<b>IR2</b>	Moving Interline Billing Standards from IFAC to PSC	<b>9:47</b>	<b>10:30</b>	0:43
	<b>Coffee Break</b>	<b>10:30</b>	<b>10:55</b>	<b>0:25</b>
<b>IR3</b>	Bankruptcy and Special Clearance Update	<b>10:55</b>	<b>11:15</b>	0:20
<b>IR4</b>	ICH Update	<b>11:15</b>	<b>11:35</b>	0:20
<b>P1</b>	Reflecting Governance Changes to RAM (Not for Voting-Information Only)	<b>11:35</b>	<b>11:40</b>	0:05
<b>P2</b>	Definition of Normal & Special Fares in TERMINOLOGY	<b>11:40</b>	<b>11:45</b>	0:05
<b>P3</b>	Definition of Planned Schedule Change in TERMINOLOGY	<b>11:45</b>	<b>11:50</b>	0:05
<b>P4</b>	RAM Definition for Planned Schedule Change	<b>11:50</b>	<b>12:00</b>	0:10
<b>P5</b>	Clarification Regarding TFCs Exempt from Involuntary Situations	<b>12:00</b>	<b>12:15</b>	0:15
<b>P6</b>	Billing Interline Taxes/Fees/Charges (TFCs)	<b>12:15</b>	<b>12:20</b>	0:05
	<b>Networking Lunch</b>	<b>12:20</b>	<b>13:35</b>	<b>1:15</b>
<b>P6</b>	IATA Currency Information Table- RAM B Chapter	<b>13:35</b>	<b>14:10</b>	0:35
<b>P7</b>	SPA Checklist (Cargo)	<b>14:10</b>	<b>14:25</b>	0:15
<b>P8</b>	RAM Chapter A6, Attachment, Example 1	<b>14:25</b>	<b>14:40</b>	0:15
<b>P9</b>	Involuntary Published Discounted fare/RAM Chapter A2. Paragraph 3	<b>14:40</b>	<b>14:55</b>	0:15
<b>P10</b>	Stopping Open-Ended Correspondences in the Industry– Reducing the correspondence iterations to 10 Paper 1	<b>14:55</b>	<b>15:00</b>	0:05
<b>P11</b>	Stopping Open-Ended Correspondences in the Industry– BM Reason Code 6C Paper 2	<b>15:00</b>	<b>15:15</b>	0:15
<b>P12</b>	RAM A2 1.8.2.2	<b>15:15</b>	<b>15:25</b>	0:10
	<b>Coffee Break</b>	<b>15:25</b>	<b>15:50</b>	<b>0:25</b>
<b>P13</b>	Stopping Open-Ended Correspondences in the Industry– Paper 1	<b>15:50</b>	<b>16:10</b>	0:20
<b>P14</b>	Stopping Open-Ended Correspondences in the Industry–Paper 1	<b>16:10</b>	<b>16:20</b>	0:10

<b>P15</b>	Detailed Rejection Reason	<b>16:20</b>	<b>16:25</b>	0:05
<b>P16</b>	Reissued/Exchanged Tickets (Not for Voting-Information Only)	<b>16:25</b>	<b>16:30</b>	0:05
<b>P17</b>	Country Name Change for Turkey (Not for Voting-Information Only)	<b>16:30</b>	<b>16:33</b>	0:03
<b>P18</b>	RAM B9—Flight Interruption Manifest Billing Rules	<b>16:33</b>	<b>16:43</b>	0:10
<b>P19</b>	IATA Currency Information Table	<b>16:43</b>	<b>16:53</b>	0:10
<b>C1</b>	Basic Billing Rules for Cargo Billings	<b>16:53</b>	<b>17:03</b>	0:10
<b>C2</b>	Examples of Cumulative Charges Method	<b>17:03</b>	<b>17:13</b>	0:10
<b>C3</b>	SPA Checklist (Cargo)	<b>17:18</b>	<b>17:28</b>	0:10
<b>SUP1</b>	Add a New Section to RAM Chapter A13	<b>17:13</b>	<b>17:18</b>	0:05
<b>A7</b>	Date and Place of Next General Meeting	<b>17:28</b>	<b>17:30</b>	0:02
<b>A8</b>	Any Other Business	<b>17:30</b>	<b>17:50</b>	0:20
<b>A10</b>	Close of Meeting	<b>17:50</b>	<b>17:55</b>	0:05
	<b>End of Day 1</b>			

**RUNNING ORDER – 11<sup>th</sup> SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING  
TUESDAY | 20 SEPTEMBER 2022**

	<b>11<sup>th</sup> SIS General Meeting – 20 SEPTEMBER 2022</b>	<b>Start</b>	<b>Finish</b>	<b>Minutes</b>
	<b>Item</b>			
<b>A1</b>	<b>Opening of Meeting</b>	<b>9:00</b>	<b>9:05</b>	0:05
<b>A2</b>	Competition Law Guidelines for IATA Industry Meetings	<b>9:05</b>	<b>9:10</b>	0:05
<b>A3</b>	Delegate Introductions	<b>9:10</b>	<b>9:20</b>	0:10
<b>SR1</b>	IATA Welcome presentation	<b>9:20</b>	<b>9:35</b>	0:15
<b>SR2</b>	Report from the SIS Steering Group	<b>9:35</b>	<b>9:45</b>	0:10
<b>SR4</b>	SIS General Update	<b>9:45</b>	<b>10:10</b>	0:25
<b>SR3</b>	Industry Economic Performance Updates	<b>10:10</b>	<b>10:30</b>	0:20
<b>SR5</b>	SIS GM10 Action Items Update	<b>10:30</b>	<b>10:35</b>	0:05
	<b>Coffee Break</b>	<b>10:35</b>	<b>11:00</b>	0:25
<b>SR6</b>	SIS E-Invoicing Legal Compliance and Tax Reporting Update	<b>11:00</b>	<b>11:20</b>	0:20
<b>A6</b>	Introduction to the Voting System	<b>11:20</b>	<b>11:25</b>	0:05
<b>S1</b>	SIS Adding export function in the page of Invoice Search	<b>11:25</b>	<b>11:30</b>	0:05
<b>S2</b>	SIS Reports	<b>11:30</b>	<b>11:35</b>	0:05
<b>S3</b>	SIS Validation of AWB Prime Billing	<b>11:35</b>	<b>11:40</b>	0:05
<b>SR7</b>	MISC Invoices Data Quality	<b>11:40</b>	<b>12:00</b>	0:20
<b>A5</b>	Breakout Sessions protocol	<b>12:00</b>	<b>12:05</b>	0:05
	<b>Networking Lunch</b>	<b>12:05</b>	<b>13:05</b>	1:00
<b>BS</b>	<b>SIS Breakout sessions</b> <ul style="list-style-type: none"> <li>• BS1 - Expanding SIS to other e-Invoicing needs in the Airline Industry</li> <li>• BS2 - Airline Cost Management with SIS - Best Practices</li> <li>• BS3 - Airlines Retailing with Offers and Orders - Impact on Financial Processes - Preview</li> </ul>	<b>13:05</b>	<b>14:50</b>	1:45
	<b>Coffee Break</b>	<b>14:50</b>	<b>15:15</b>	0:25
<b>S4</b>	Enables changing default number of the records per page shown on SIS Search Results screen	<b>15:15</b>	<b>15:20</b>	0:05
<b>S5</b>	SIS Price Changes – ISPA Attachment A	<b>15:20</b>	<b>15:25</b>	0:05
<b>SR8</b>	IBS OPS GM Agenda Papers Impact on SIS	<b>15:25</b>	<b>15:30</b>	0:05
<b>SR9</b>	Suppliers to Airlines e-Invoicing Update	<b>15:30</b>	<b>15:45</b>	0:15
<b>SR10</b>	Rejections Reduction Update	<b>15:45</b>	<b>16:00</b>	0:15
<b>SR11</b>	Hamad Airport Experience with SIS	<b>16:00</b>	<b>16:20</b>	0:20
<b>SR12</b>	SIS SLA and Customer Satisfaction Update	<b>16:20</b>	<b>16:40</b>	0:20

<b>SR13</b>	RPA (Robotic Process Automation) in the Airline Industry - improve revenue accounting solutions through automation	<b>16:40</b>	<b>16:55</b>	0:15
<b>SSUP1</b>	RFIC/RFISC validation in SIS	<b>16:55</b>	<b>17:00</b>	0:05
<b>A7</b>	Date and Place of Next General Meeting	<b>17:00</b>	<b>17:01</b>	0:01
<b>A8</b>	Any Other Business	<b>17:01</b>	<b>17:06</b>	0:05
<b>A9</b>	Vendor Prize Draws	<b>17:06</b>	<b>17:36</b>	0:30
<b>A10</b>	Close of Meeting	<b>17:36</b>	<b>17:38</b>	0:02
	<b>End of Day 2</b>			

**Thank you for participating in this year's Industry Meetings**

**For any questions contact [wfsim@iata.org](mailto:wfsim@iata.org)**