Industry Meetings

Live Online Events, 28 - 29 September 2021

AGENDA

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

Any revisions to the Agenda Items will be highlighted during the Live Online Events and on the related IATA "SSW" Online Communities.

IATA and FinAC (Industry Financial Advisory Committee) decided to host a full virtual IBS OPS and SIS General Meetings this year considering the COVID-19 Global Pandemic and its effect on our member airlines.

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. In order 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.

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 is published on the SIS website and will be updated closer to the meeting.

This year voting on Agenda Items will be on the IATA "SSW" platform. Eligible Voting Member Delegates must be able to access the IATA "SSW" platform to cast their votes. Please refer to the IATA "SSW" User Guide for this year's Industry General Meetings to help you access and navigate the IATA "SSW" Online Communities. For any assistance in using the IATA "SSW" platform, please contact us at standards@iata.org.

A list of Eligible Voting Member **Delegates** for this year's Industry Meetings is published for the community's reference here. If there may be any changes needed for existing eligible voting member delegates, please contact us via the IATA Customer Portal.

Voting will begin two (2) days after each of the General Meetings online voting will be open for two (2) weeks. A video with voting instructions will be also shared via a future industry communication before the Industry General Meetings.

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

Live Online Events, 28-29 September 2021

AGENDA

Administration Items	28-29 September 2021

A1 Opening of Meeting
A2 Competition Law Guidelines for IATA Industry Meetings
A3 Welcome and Delegate Information
A4 Introduction to the New Online Voting System
A5 Date and Place of Next General Meeting
A6 Any Other Business
A7 Close of Meeting

7th IBS OPS GM Updates and Reporting Items	28 September 2021

IR1 IBS OPS Chair's Report on IBS OPS WG Activities
IR2 The Year in ICH
IR3 Bankruptcy and Special Clearance Update

10th SIS GM Updates and Reporting Items	29 September 2021

SR1 Welcome Presentation
SR2 Report from the SIS Steering Group
SR3 IATA Economics - Latest Market Developments
SR4 SIS General Update
SR5 SIS SLA Performance & SIS Customer Satisfaction Update
SR6 SIS Legal Compliance Update
SR7 SIS New Features Roadmap
SR8 Industry solutions using SIS: Postal Accounts Settlement System (PASS)
SR9 Industry solutions using SIS: Aviation Carbon Exchange (ACE)

Note: The General Meetings' running orders will be published in IATA "SSW" platform and via industry communication before the Live Online Events.

Agenda Items
To be presented at the 7th IBS OPS General Meeting - 28th September 2021 / 08:00 EST

RAM Chapter/Paragraph			Subject	From	Impacts:		
					RAM	SIS	ICH
P1	Multi		FinAC (Industry Financial Advisory Council)-Housekeeping Item	Secretary	✓		
P2	Introduction	Addition	RAM Online Ballot Procedure	Secretary	✓		
P3	A2	Note	Paper EB Exception	Secretary	✓	✓	
P4	A2	1.8	Billing Interlineable Taxes/Fees/Charges	IBS OPS WG	✓		
P5	A2	1.8.2.2	Involuntary Rerouting Tax / Fees / Charges	Xiamen Airlines	✓		
P6	A2	2.5.6	Frequent Flyer Award Ticket Settlement	Emirates	✓		
P7	A2	2.5 & 2.6 & 2.7	Involuntary Rerouting and Planned Schedule Change	IBS OPS WG	✓		
P8	A2	2.6	Clarification on Fare Selection in case of Planned Schedule Changes	IBS OPS WG	✓		
P9	A2	3	Fares to be used in Billings	China Eastern Airlines	✓		
P10	A2	3	Fares to be used in Billings	Air Algerie	✓		
P11	A8 & A10	5.2.2.4	Covering Time Limits to raise BM	IBS OPS WG	✓	✓	
P12	A8 & A10 & A13	5.2.2.6-4.4.7	Correspondence	IBS OPS WG	✓	✓	✓
P13	A10	5.1	Original Billing, Rejection and Correspondence Stages	Xiamen Airlines	✓		
P14	A10	5.2.2.1	Correspondence Time Limits	S7 Airlines	✓	✓	
P15	A12	1.3.4	Currency Conversion Procedures	China Southern Airlines	✓		
P16	B8	Whole Chapter	Enhanced Distribution Capability	Secretary	✓		
P17	B13	1.2	UNIVERSAL AIR TRAVEL PLAN (UATP)	Xiamen Airlines	✓		
C1	A8	4.1.1	Cargo Rejections	China Southern Airlines	✓		
C2	A8	5.1	Original Billing, Rejection and Correspondence Stages (Cargo)	China Southern Airlines	✓	✓	

Agenda Items
To be presented at the 10th SIS General Meeting – 29th September 2021 / 08:00 EST

SIS Item	Subject	From	Impacts:		
			RAM	SIS	ICH
S1	SIS Proposal- Error File of SIS Production Platform **Agenda Item Withdrawn**	CZ-784-China Southern Airlines		✓	
S2	Enable to select multiple periods when searching Interline Billing Summary	NH-205-ALL NIPPON AIRWAYS CO. LTD.		✓	
S3	SIS_S3_Implement a Back button on Invoice Search-All SIS Categories in IS-WEB	NH-205-ALL NIPPON AIRWAYS CO. LTD.		✓	
S4	SIS Paper - Correspondence Standards Enhancement	S7-421-dba S7 Airlines		✓	
S5	Technical adjustment for fields with drop-down list	LH-220-Deutsche Lufthansa AG		✓	
S6	SIS ISPA Section 5.5 revision – Introduction of Online Voting	IATA		✓	

Subject: FinAC (Industry Financial Advisory Council) / Housekeeping Item

Submitted by: Secretary

Note: IBS OPS WG supports this proposal

Background/Problem:

In 2019, IATA presented its new strategy. A renewed governance structure, effective as of June 2019, was set up to play a key role in the delivery of the IATA strategy. Nine Advisory Councils, including the FinAC (Industry Financial Advisory Council), reporting through the Director-General to the IATA Board of Governors, were created to ensure the alignment of the IATA strategy with the industry needs, as well as the provision of substantive input toward its delivery.

Therefore FinCom (Financial Committee) does not exist anymore. FinCom converted to FinAC that acts as an advisor to the Board of Governors, the Director-General, other Advisory Councils, IATA management, and other relevant IATA bodies on matters concerning industry financial services and standards, and related policy aspects.

Problem:

RAM needs to be updated to replace "FinCom" with "FinAC".

Proposed Solution:

IATA proposes to amend the RAM by replacing "FinCom" with "FinAC".

Subject: RAM Chapter "Introduction and Administration" - RAM Online Ballot Procedure

Submitted by: Secretary

Note: IBS OPS WG supports this proposal

Background:

IBS OPS WG and FinAC (Industry Financial Council) approved to arrange an online ballot for the IBS OPS GM (General Meeting) 2021 which will be a full virtual meeting. On the other hand, there is a need to include the online ballot procedure in RAM for the future online ballots.

The RAM voting rules will stay as it is and will not change with this proposal.

Problem:

There are no RAM rules to support an online ballot for the IBS OPS General Meeting Proposals therefore there is a need to add the online ballot procedure in RAM.

Proposed Solution:

IATA proposes to add the below new paragraph in RAM under "Introduction and Administration" Chapter;

3. Online Ballot Procedure for IBS OPS (General Meeting) Proposals

3.1-IBS OPS WG may decide by simple majority to arrange an online ballot for the IBS OPS Proposals for;

a. Online or hybrid IBS OPS General Meetings, and/or
b. Urgent proposals that IBS OPS WG believes cannot wait for the next annual IBS OPS General Meeting (for example for proposals that are needed to be voted on due to regulatory requirements or proposals that RAM needs to be revised to align with IATA PSC Resolutions). The effective date of such urgent proposals will be clearly stated in the proposal.

3.2- The RAM Voting Rules will be also applied for online ballots.

3.3-IATA will inform and provide at least 2 weeks advance notice to the IBS OPS General Meeting before conducting an online ballot. IATA will provide clear instructions as to how the online ballot will be conducted and how IATA member airlines can register on the online ballot platform and participate in the vote, together with the exact start and closure dates of the ballots. The duration of any online ballot will be for a minimum of 2 weeks unless the IBS OPS WG decides a longer duration is required.

3.4- IATA will provide a platform to conduct the online ballot and instructions to access and vote on that platform.

3.5-After the closure of the online ballot, IATA will inform IBS OPS GM Members about the online ballot results with an official IATA Bulletin as soon as possible, latest within the next two weeks after the closure of the ballot.

3.6- Each IATA Airline should indicate their primary and alternate IBS OPS General Meeting Delegates with the below information by sending an email to standards@iata.org and register to the IATA online ballot platform by following the registration guidelines that IATA will provide. Then, IATA will assign the voting rights to the primary and alternate delegates of IATA Airlines.

- Name of the Airline
- IBS OPS GM Primary Delegate and Alternate Delegate;
    - Name and Surname of the delegates
    - Title of the delegates
    - Email address of the delegates

IATA Airlines should inform IATA in case of IBS OPS General Meeting delegate change and/or the change in the contact information of the delegates by sending an email to standards@iata.org.

Subject: RAM Chapter A2 Note - Paper EB Exception

Submitted by: Secretary

Note: IBS OPS WG supports this proposal

Background:

The 36th Edition of the Passenger Services Conference Resolution Manual (PSCRM) effective from 1 June 2016 removed all references to paper traffic documents, and as such, they are no longer supported. However, a limited exception for Interline Paper Excess Baggage Tickets was granted. This exception has been extended on a yearly basis at every PSC (Passenger Standards Conference) Meeting.

This industry exception for Interline Paper Excess Baggage Tickets was reflected in RAM at the beginning of RAM Chapter A2- "Passenger and Excess Baggage Billing Rules" as a note.

Problem:

IATA circulated an IATA Airline Distribution Standards Brief on 25 February 2021 informing the industry that starting 1 June 2021, the exception for Paper Excess Baggage Tickets expires as another extension at the 2020 PSC was not granted. Therefore, the note at the beginning of RAM Chapter A2- "Passenger and Excess Baggage Billing Rules" needs to be revised.

Starting 1 June 2021, carriers who wish to interline excess baggage charges may do so using electronic processes. Carriers who do not have interline EMD capability may continue to issue paper Excess Baggage Tickets only on a bilateral basis upon agreement with their partners.

To support bilateral agreements for accepting paper EBTs (excess baggage tickets) SIS source code 25 for "Paper EBT Billing" will not be canceled and will be available for use for bilateral agreements.

Proposed Solution:

IATA proposes to amend the second note at the beginning of RAM Chapter A2 - "Passenger and Excess Baggage Billing Rules" as follows;

Note: Non-Renewal of Limited Exception for Interline Paper Excess Baggage Tickets

Starting 1 June 2021, the exception for Paper Excess Baggage Tickets expires as another extension at the 2020 PSC (Passenger Standards Conference) was NOT granted. Therefore, starting 1 June 2021, carriers who wish to interline excess baggage charges may do so using electronic processes. Carriers who do not have interline EMD capability may continue to issue paper Excess Baggage Tickets **only** on a bilateral basis upon agreement with their partners.

~~In recognition of the limited implementation of interline EMD capability, the Passenger Services Conference (PSC) agreed to allow an exception for Excess Baggage Tickets (EBTs). Carriers who wish to interline excess baggage charges and who do not have interline EMD capability may continue to issue paper EBTs. This exception applies for one year up to and including~~
~~31 May 2020.~~

Subject: RAM Chapter A2 1.8 - Billing Interlineable Taxes/Fees/Charges

Submitted by: IBS OPS WG

Background:

In the 2019 IBS OPS GM in Miami,USA, Paper 5 – Involuntary TFC's was voted in with changes to RAM A2 1.8.2.2 effective 1st April 2020, essentially a simplification of billing rules for involuntary re-routes insofar as the taxes which arise for the new routing shall be applicable for billing regardless of collection. With that, regardless of Involuntary reroute or schedule change the airline performing the transportation now has the ability supported by the RAM to bill the airline by whom the ticket was issued except if a carrier specific exemption applies and is present in the RATD as per current A2 1.8.2.3

Problem:

Despite the support of Paper 5 and introduction into the RAM of A2 1.8.2.2 effective 1st April 2020, many airlines still raise clarification requests to IATA and IBS OPS WG therefore it still appears to be some conjecture in the Industry on application and billing of taxes furthermore leading to rejections and correspondence.

Proposed Solution:

A rewrite and simplification of RAM Chapter A2 1.8 which provides clarity and supports the transporting airlines' ability to bill the issuing airline regardless of classification of coupon/ticket but again where no carrier exemption applies as per current A2 1.8.2.3

1.8.1 Definition – *Remains unchanged*

1.8.2 Conditions – *1.8.2.1 deleted/removed*
1.8.3 Amount to be Billed – *deleted/removed*

Both of the above replaced with consolidated paragraph 1.8.2 - Amount to be Billed. They both have replicated information and the Amount to be Billed given its now simplified nature should immediately proceed the Definition in A2 1.8

New - A2 1.8.2 Amount to be Billed

"Billing of TFCs shall be based upon the amount published in the applicable IATA Industry Revenue Accounting Tax Database, the Enhanced RATD, which is the single source for billing Interlineable TFCs. The Enhanced RATD to be used is the month which is applicable to the original billing of the coupon(s).

The TFC amount to be billed shall be based upon the amount published at the date of ticket issuance as applicable for the ticketed travel date. For all coupons, this means the date of ticket issuance shall be used. For open sectors the date of ticket issuance shall be used as the ticketed travel date (open sectors are considered non-connecting and transit/transfer exemptions do not apply).

The determination of the applicable TFC must be based on the complete ticket sales (e.g. ISR, TCN) data if available for the entire journey, regardless of collection at the time the ticket is issued. For all tickets this means the applicable TFCs must be based on the complete ticket data of the routing, including both the "From/To" panel and "Good for Passage" sections, and the "Fare calculation" area, if available unless an exemption filed in the RATD applies.

If a Carrier Specific Amount (CSA) for the coupon concerned is published in the Enhanced RATD, it shall be allocated to the corresponding coupon as published at time of ticket issuance for the respective travel date. In the absence of an applicable CSA, the billing amount is based on the Official Amount published in the Enhanced RATD except as per 1.8.2.2 where a CSA or Official exemption applies and is present in the Enhanced RATD."

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.

Example:

Original ticket:
HKG-BCN TFCs collected: G3 + HK

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

Involuntary reissued ticket:

HKG-LHR-BCN TFCs collected on 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 applicable to 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

Voluntary or Schedule Change reissued ticket:

HKG-LHR-BCN TFCs collected on 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)

1.8.2.2

In some jurisdictions, certain carriers operating flights from/to those countries are exempt from paying certain taxes. Such Carrier Specific Amounts or Exemptions are published in the Enhanced RATD and shall apply.

1.8.4 Currency Conversion now becomes 1.8.3

1.8.5 Invoicing now becomes 1.8.4

Subject: RAM A2 1.8.2.2 - Involuntary Rerouting Tax / Fees / Charges

Submitted by: Xiamen Airlines

Note: IBS OPS WG supports this proposal

Background

For certain airports or cities, the airport tax varies basing on the cabin class travelled. For example, tax code G3 and G1, the authorities are charging different rates for economy and business class.

At the time of involuntary, when the new receiving carrier accepts and upgrades a passenger from a lower class of the original carrier to a higher class (such as Y to J), different tax rate might occurs due to the change of cabin class with or without routing changes.

Problem

There are some airlines agree to bill refer to the RAM A2 1.8.2.2 as it mentioned 'arising from the revised routing shall be deemed applicable', they agree the 'routing' including the revised cabin class (the involuntary upgrade of the new receiving carrier).

However, there are other airlines believe that the 'ticket data of the revised routing' only refers to the 'routing', which means the from-to sectors, but excludes the cabin class changes.

☐ 1.8.2.2 For involuntary changes, the TFC amounts published in the IATA Revenue Accounting Tax Database (RATD) arising from the revised routing shall be deemed applicable. Furthermore, exemptions filed in the RATD relating to involuntary changes shall be applied irrespective of the reason. The determination of applicable TFC must be based on the complete ticket data of the revised routing, including both the "From/To" panel and "Good for Passage" sections, and the "Fare calculation" area, if available.

EFFECTIVE Date of New Rule-1.8.2.2

Effective for the prime bill invoicing of tickets which are re-issued on or after 1st April 2020

Proposed Solution

We suggest that A2 1.8.2.2 to include the revised cabin class along with the revised routing in order to avoid any misunderstanding.

For the last sentence of the 1.8.2.2, 'The determination of applicable TFC must be base on the complete ticket data of the revised routing, including both the "From/To" panel and "Good for Passage" sections, the "Fare calculation" area and cabin class, if available.

Note: Along with the IBS OPS WG Tax Proposal (P4- Billing Interlineable Taxes/Fees/Charges), if both proposals will be approved by the IBS OPS GM, then the section 1.8.2.2 could merge into the 1.8.2.1 under one section and numbered as 1.8.2. RAM Editor Group can make the necessary changes in RAM.

Subject: RAM Chapter A2 Para.2.5.6 - Frequent Flyer Award Ticket Settlement

Submitted by: Emirates

Background:

Currently for FFP tickets reissued due to Invol reroute RAM has a settlement method specified in Chapter A2 para 2.5.6. which states:

"When a frequent flyer award tkt is accepted for travel or reissued/exchanged for involuntary rerouting, the new receiving carrier (s) if different from the original receiving carrier (s) shall be entitled to bill 50% of the full normal one-way sector fare of the new receiving carrier at the date of travel for transportation performed as determined from the "Flight/Class" box of the flight coupon (s)."

Problem:

We are coming across reissued Frequent flyer/Award tickets due to Schedule Change and RAM does not specify any settlement method for the same.

Proposal:

Amend RAM A2 Para. 2.5.6 as follows:

"When a frequent flyer award tkt is accepted for travel or reissued/exchanged for involuntary rerouting and/or planned schedule change, the new receiving carrier (s) if different from the original receiving carrier (s) shall be entitled to bill 50% of the full normal one-way sector fare of the new receiving carrier at the date of travel for transportation performed as determined from the "Flight/Class" box of the flight coupon(s)."

Subject: RAM Chapter A2, Paragraph 2.5 & 2.6 & 2.7 - Involuntary Rerouting and Planned Schedule Change

Submitted by: IBS OPS WG

Background:

Through our rejection analysis we found an escalation in the rejections due to Involuntary rerouting. These rejections have shown that after a ticket has been reissued due to a planned schedule change, the "S-" indicating the initial schedule change remains in the fare calculation line and is carried over to the subsequent reissues for involuntary reason.

Problem:

When an involuntary rerouting occurs and meets the definition as specified in RAM Chapter A2 Paragraph 2.5, but the ticket previously had a planned schedule change and the indicator for the previous schedule change remains on the fare calculation and/or endorsement field, the rules are clear as to how to process the billing. The reality and intent of the involuntary situation is repudiated, and the billing must follow planned schedule change.

RAM Chapter A2 Paragraph 2.6 "Even if involuntary reroute is indicated on the coupon, in the case of a planned schedule change, ignore the involuntary designation.

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." This is further documented in the flow chart of RAM Chapter A2 Paragraph 2.7. Additionally, this scenario was addressed in the IBS OPS WG Q & A and the answer was that any indication of schedule change would make it a schedule change ticket even if INVOL was in the endorsement field.

Proposed Solution:

If a ticket meets the definition and requirements in RAM Chapter A2 Paragraph 2.5 it should be considered to be issued due to an Involuntary Rerouting.

2.5 Involuntary Reroutings, Billing Values

An involuntary rerouting is defined as a change to a passenger's itinerary as originally ticketed due to an interruption in the operation of a carrier's flight or inability to provide transportation for confirmed space. Sectors on the reissued ticket may only be recognised as involuntary rerouting when the reissued ticket has an issue date 2 days or less from the first scheduled departure date shown on the reissued ticket.

A change of carrier is not required to satisfy the requirements of an Involuntary Reroute.

Where an involuntary change to a passenger's itinerary as originally ticketed is made and an involuntary reroute designation is shown but the first scheduled departure date of the reissued ticket is more than 2 days from the issue date of the reissued ticket, such ticket shall be considered issued due to Planned Schedule Change.

An involuntary designation shall be considered invalid for any coupon on the reissued ticket with a scheduled departure date 5 or more days from the issue date of the reissued ticket.

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

We propose that an amendment be made in paragraph 2.6 (as highlighted below) and also to insert a paragraph as 2.7 to address conflicting designations on a ticket, and then re-number the current paragraphs 2.7 and 2.8 to 2.8 and 2.9 respectively. Additionally, we propose any contradictory wording in the current paragraphs be clarified or removed.

2.6 **Planned Schedule Change**

… Even if involuntary reroute is indicated on the coupon, in the case of a Planned Schedule Change, ignore the involuntary designation. (For further explanation regarding conflicting Involuntary Reroute and Schedule Change indicators on the ticket see Paragraph 2.7).

~~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~~

Where any ticket shows ~~with~~ an indication of schedule change ~~shown~~ in the endorsement/restriction area, or alternatively 'S-' at the beginning of or preceding the fare calculation, ~~of~~ the ticket shall be considered ~~to be~~ issued due to Planned Schedule Change, (In case of conflicting indicators in the endorsement/restriction area of the ticket see paragraph 2.7).

2.7 **Conflicting Indicators for Involuntary Reroute and Planned Schedule Change**

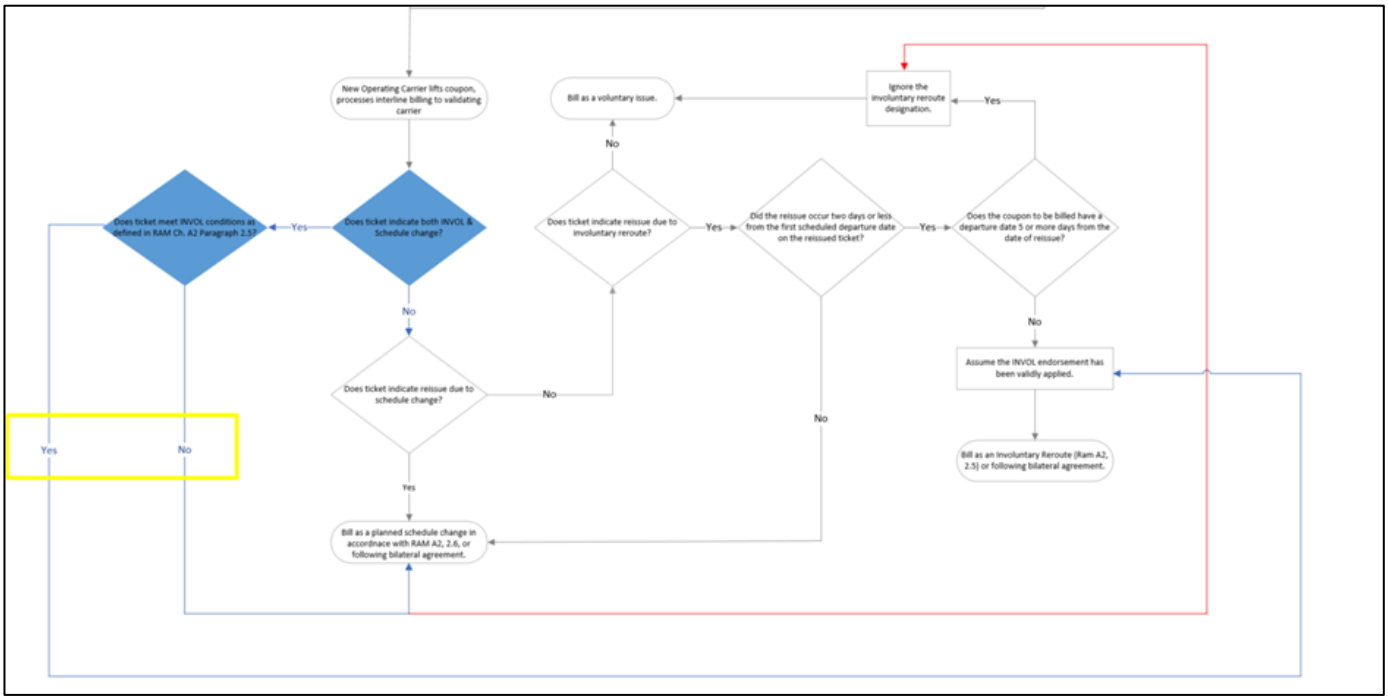
In the case of conflicting designations of Planned Schedule Change and Involuntary Reroute, apply the conditions of RAM Chapter A2 Paragraph 2.5. If the number of days; 2 days and 5 day are met (see the examples under para. 2.5 for the correct application), ignore the schedule change designation and consider the ticket to be an Involuntary Reroute. If not met, the ticket shall be considered a Planned Schedule Change.

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

2.8 **Involuntary Reroute and Planned Schedule Change Flow Chart (Resolution 735d)**

(Partial flow chart where changes were made shown below):

Yellow boxes are new and the red arrow to be removed:



Subject: RAM Chapter A2 2.6-Clarification on Fare Selection in case of Planned Schedule Changes

Submitted by: IBS OPS WG

Background/Problem:

RAM Chapter A2 Paragraph 2.6 describes how tickets reissued due to planned schedule changes shall be settled. This paragraph has been interpreted differently by various IATA member airlines, leading to an increasing number of disputes and rejections.

Different interpretations have been made around the "ticketed information and date of issue of the original ticket".

- **Interpretation one** is that this refers to the ticketed information of the new (reissued) ticket and the date of issue of the original ticket (Option 1).
- **Interpretation two** is that this refers to the ticketed information of the original ticket, and the date of issue of the original ticket (Option 2).

IATA / IBS OPS WG decided to run a poll in May to verify which interpretation the Industry supports. The poll closed on 3rd June 2021, and 76 IATA Airlines out of 89 eligible Airlines expressed their opinion about the planned schedule change settlement solution.

49 (64%) carriers voted in support of Option 1

27 (36%) carriers voted in support of Option 2

Proposed Solution:

As agreed, IBS OPS Working Group has considered the outcome of the poll, including a review of the comments made, to create an IBS OPS WG proposal providing clarification in the RAM for the interpretation that gained majority support, Option 1.

We propose the relevant sentence in RAM Chapter A2 Paragraph 2.6 is updated as follows:

"Tickets reissued due to Planned Schedule Change shall be settled, same as a voluntary reissue, in accordance with RAM A2, 1.1 and Chapter A2, Paragraph 3 based on the ticketed information of the reissued ticket (new routing, travel dates, operating carriers, and RBDs), and the issue date of the original ticket."

In addition, a new 2.6.1 should be added as follows:

"The coupons of the newly reissued ticket shall be billed based on the information shown on the reissued ticket for the entire journey, without reference to the fare information from the original ticket.

The uplifting carrier will bill using the prorate of the lowest applicable ticketed carrier's fare available for sale to any carrier, based on the ticketed information of the reissued ticket (new routing, travel dates, operating carriers, and RBDs) for the complete journey performed, and the issue date of the original ticket."

Note: Any monetary difference resulting from the reissue due to planned schedule change shall accrue to or be absorbed by the re-ticketing airline. For this reason, the reissuing airline is strongly recommended to seek re-accommodation agreements before re-ticketing on to a new operating carrier.

Example 1: Change of outbound Operating Carrier, full reissue and original fare not valid on ticketed information of the reissued ticket.

Original ticket details:

Date of issue:	20 March
Original routing:	LON *BB* BOS *BB* LON
Ticketed departure date:	21 May (Coupon 1)
Ticketed departure date:	21 Aug (Coupon 2)
RBD:	V and V
Fare owner:	BB
Ticketing carrier:	BB

Planned Schedule Change reissued ticket details:

Date of issue:	10 May
Revised routing:	LON *CC* BOS *BB* LON
Ticketed departure date:	21 May (Coupon 1 – new ticket)
Ticketed departure date:	21 Aug (Coupon 2 – new ticket)
RBD:	G and V
Fare owner:	CC and BB
Ticketing carrier:	BB

The fare should be repriced in accordance with the new routing, new RBDs, new carriers, and flight dates, using the original ticket issuance date. i.e.:

Fare owner:	CC and BB
Routing :	LON *CC* BOS *BB* LON
Ticketed departure date:	21 May (Coupon 1 – new ticket)
Ticketed departure date:	21 Aug (Coupon 2 – new ticket)
RBD:	G and V
Fare look-up date:	20 March (original issuance date)

CC will bill BB for the LON-BOS sector using the lowest half RT fare (if no RT fare is available then use a OW fare) available to sell by BB on CC services on the original issue date for the booking class of service used.

Example 2: Change of Routing and Operating carrier, full reissue and original fare not valid on ticketed information of the reissued ticket.

Original ticket details:

Date of issue:	06 Apr
Original routing:	GLA *BB* KEF
Ticketed departure date:	23 May (Coupon 1)
RBD:	P
Fare owner:	BB
Ticketing carrier:	BB

Planned Schedule Change reissued ticket details:

Date of issue:	08 May
Revised routing:	GLA *CC* x/LON *BB* KEF
Ticketed departure date:	23 May (Coupon 1 – new ticket)
Ticketed departure date:	23 May (Coupon 2 – new ticket)
RBD:	S and S
Fare owner:	BB
Ticketing carrier:	BB

The fare should be repriced in accordance with the new routing, new RBDs, new carriers, and flight dates, using the original ticket issuance date. i.e.:

Fare owner:	BB
Routing:	GLA *CC* x/LON *BB* KEF
RBD:	S and S
Fare look-up date:	06 Apr (original issuance date)

CC will bill BB for the GLA-LON sector prorated using the lowest GLA-KEF half RT fare (if no RT fare is available then use a OW fare) available to sell by BB on the combined CC and BB services on the original issue date for the booking class of service used.

PMP to be used shall be based on the original ticket issue date 06 Apr (Mar PMP).

Example 3: Change of Routing, Operating carrier and Flight date, ticket partially flown and original fare not valid on ticketed information of the reissued ticket.

Original ticket details:

Date of issue:	03 Jan
Original routing:	DUB *BB* x/AMS *BB* LOS *CC* x/CDG *CC* DUB
Ticketed departure date:	11 Jan (Coupon 1)
Ticketed departure date:	11 Jan (Coupon 2)
Ticketed departure date:	19 Feb (Coupon 3)
Ticketed departure date:	20 Feb (Coupon 4)
RBD:	L, E, V, and L
Fare owner:	BB
Ticketing carrier:	BB

Planned Schedule Change reissued ticket details:

Date of issue:	09 Feb
Revised routing:	LOS *DD* x/LON *DD* DUB
	DUB-AMS-LOS were flown on the original document as ticketed
Ticketed departure date:	18 Feb (Coupon 1 – new ticket)
Ticketed departure date:	19 Feb (Coupon 2 – new ticket)
RBD:	N and L
Fare owner:	BB and DD
Ticketing carrier:	BB

The fare should be repriced in accordance with the new routing, new RBDs, new carriers, and flight dates, using the original ticket issuance date. i.e.:

Fare owner:	BB and DD
New Routing:	LOS *DD* x/LON *DD* DUB
RBD:	N and L
Fare look-up date:	03 Jan (original issuance date)

DD will bill BB for the LOS-LON and LON-DUB sectors prorated using the lowest LOS-DUB half RT fare (if no RT fare is available then use a OW fare) available to sell by BB on DD services on the original issue date for the booking class of service used.

PMP to be used shall be based on the original ticket issue date 03 Jan (Dec PMP).

Subject: RAM Chapter A2 Paragraph 3-Fares to be used in Billings

Submitted by: China Eastern Airline

Background:

Presently, RAM A2 paragraph 3 specifies the criteria of the fares used in billing. And when an "applicable fare" cannot be selected in a Public Tariff, "the lowest sector fare" will be used.

3.FARES TO BE USED IN BILLINGS

……When a carrier lifts and bills the ticketing carrier for a private fare type it will do so based on the lowest applicable published fare of the ticketed fare owning carrier as selected in accordance with Passenger Tariff Resolution 017ha Fare Selection Criteria. Should no such fare be filed in a Public Tariff, then the lowest sector fare published by the receiving carrier will be used.

Problem:

When selecting the "lowest sector fare", some airlines support to use one way fare while some airlines insist on selecting based on the original route.

Example:

Airline "aa" issues a ticket without INVOL indicator which LAF cannot be found with the routing:

AAA-(bb)-BBB

Fare calculation:

FC/ BBB aa AAA aa BBB NUC2000.00END ROE1.00

Then the lowest sector fare shall be selected to settle.

1. Airline "bb" thinks the lowest OW sector fare of AAA-BBB shall be used in billing which is USD200 for instance.

2. Airline "aa" supports to select the lowest 1/2 RT sector fare of BBB-AAA which is USD150.

Both airlines "aa" and "bb" apply to the same terms of RAM.

Proposed Solution:

In order to avoid ambiguity and reduce disputes, we propose the following RAM amendments in red to be made in RAM A2 paragraphs 3:

"The Applicable fare shall be based on the published Fare Basis as indicated on the ticket. Should the Fare Basis not be found in a tariff available to the general public it shall be assumed that the fare is of a "private" type. Unless bilaterally agreed between carriers, a "private fare" type will not be deemed an "applicable fare". When a carrier lifts and bills the ticketing carrier for a private fare type it will do so based on the lowest applicable published fare of the ticketed fare owning carrier as selected in accordance with Passenger Tariff Resolution 017ha Fare Selection Criteria. Should no such fare be filed in a Public Tariff, then the lowest half RT (round trip) sector fare published by the receiving carrier will be used, regardless of whether the fare used on the original ticket was OW (one way) or RT fare. If no RT fare is available, then the lowest OW (one way) sector fare published by the receiving carrier will be used."

Subject: RAM Chapter A2 Paragraph 3-Fares to be used in Billings

Submitted by: AIR ALGERIE

Problem:

Currently, the operating carrier bill the validating carrier with the published high one-way sector fare, for all tickets issued by a validating carrier, and booked manually with sectors which must issue only by the operating carrier as specified on Note of Fare and RAM does not specify any settlement method for the same.

Proposal:

Amend RAM A2 Para 3 as follows:

3. FARES TO BE USED IN BILLINGS

3.1 The billing airline is entitled to the applicable fare or prorated portion thereof as correctly published in official tariffs such as Tariff Handbooks, Automated Fare Quote systems or electronic sources, (ATPCO, SITA, Global Distribution Systems, etc.).

The Applicable fare shall be based on the published Fare Basis as indicated on the ticket. Should the Fare Basis not be found in a tariff available to the general public it shall be assumed that the fare is of a "private" type. Unless bilaterally agreed between carriers, a "private fare" type will not be deemed an "applicable fare". When a carrier lifts and bills the ticketing carrier for a private fare type it will do so based on the lowest applicable published fare of the ticketed fare owning carrier as selected in accordance with Passenger Tariff Resolution 017ha Fare Selection Criteria. Should no such fare be filed in a Public Tariff, then the lowest sector fare published by the receiving carrier will be used.

For the purpose of defining "Applicable" the original ticketing requirements shall be recognized, provided all automated parameterized fare conditions (excluding those filed as Notes in free text form) and requirements of the fare are met.

Note: *The RBD is not to be taken into consideration when determining the lowest applicable fare*.

3.2 Even if the published fare basis as indicated on the ticket has sale restriction (**i.e.**: should not be issued by a ticketing carrier), unless bilaterally agreed, the operating carrier will bill the ticketing carrier based on the higher one-way fare of the operating carrier at the same issue/travel date as indicated on the ticket.

3.2.1 if the fare basis ticketed is through fare:
EX: ALG BB X/DXB BB KUL M500 NUC500.00
-AA Ticketing carrier
-BB Operating carrier (Fare basis used is BB's Fare, which must be issued only by BB)

Process:

A - The operating carrier BB bills the ticketing carrier AA with the higher one way through fare (i.e.: the higher one-way fare for ALG- KUL available in the same issue /travel date as indicated in the ticket)

A.1: For ALG-DXB-KUL the higher one way through fare should be apply according to MPA (i.e., provisos apply)

A.2: If the one way through fare not available on GDS for the issue/travel date as indicated in the ticket, then the operating carrier bills the ticketing carrier with the higher one-way sector fare

A.2.1: The higher one-way sector fare should be applied for sector ALG-DXB
A.2.2: The higher one-way sector fare should be applied for sector DXB-KUL

3.2.2 - if the fare basis ticketed is sector fare:

Ex: ALG AA DXB200 BB KUL300 NUC500.00

-AA Ticketing carrier
-BB Operating carrier (Fare basis used is BB Fare, which must be issued only by BB)

Process:

B. The higher one-way sector fare in same issue/travel date as indicated on the ticket should be apply for cpn2 (sector DXB- KUL).

Note: If the higher one-way fare has a sales restriction, the fare to be billed by the operating carrier should be the same.

Subject: RAM Chapter A10 5.2.2.4 & A8 5.2.2.4-Covering Time Limits to raise BM

Submitted by: IBS OPS WG

Background:

The wording of Para 5.2.2.4 of RAM Chapters A10 & A8 not clear based on the intention of the applicable time limit of 5 months.

Problem:

Based on the current wordings in RAM of Chapter A10 & A8 5.2.2.4 it may be interpreted that the counting for the 5th (last) month to raise the Billing Memo for non-response would not include the month in which the last letter was dispatched. This is because of the presence of the word '**after**' in the paragraph.

Example: The last letter dispatched in Jan20 (any period in Jan20) and reply not received, then counting off the 5th month to raise the billing memo would start from **Feb20** i.e. not counting Jan20 because the wordings specify "….no later than five months after the date of dispatch of the last letter." This would make Jun20 the 5th month as opposed to May 20 (as per the example in RAM).

However, the actual intention based on the example provided in RAM is to include the month in which the last letter was dispatched in the counting of the 5th month.

Proposed Solution:

We propose the following amendments in red to be made in paragraphs 5.2.2.4 of RAM A10 & A8 both to prevent any misinterpretation:

RAM A10/A8 5.2.2.4

If a reply to any letter has not been dispatched within 2 months, the airline which dispatched the last letter, in that case, will be entitled to recharge the other party to the dispute and the latter will have no further recourse. If after two months from dispatch of correspondence, the carrier to which the correspondence was addressed has not responded, then the airline that sent the last letter must raise its debit for non-response no later than the fourth ICH Clearance Period closing in the 4th Clearance month ~~five months~~ after the month ~~date~~ of dispatch of the last letter (the transaction month should NOT be counted). The debit must be made with a billing memo showing a reason code 6B. For example, a letter is dispatched ~~on the 1st~~ in the month of January and a reply is not received, then the debit for non-response shall not be later than the fourth period of the May Clearance Month for Clearing House members and included in the May billing transaction month for non-Clearing House billings.

Subject: RAM Chapter A8 5.2.2.6, A10 5.2.2.6 and A13 4.4.7-Correspondence

Submitted by: IBS OPS WG

Background:

When a carrier is suspended from ICH (IATA Clearing House), the ICH process declares a claim submission period, where every carrier can submit the invoices and rejections which arose on or before the suspension date to the suspended carrier.

This is followed by a Special Clearance to settle the amounts owed to and by the suspended carrier. Unless advised otherwise, the Special Clearance does not usually include amounts from correspondence.

Once the Special Clearance has occurred, the ICH will no longer be involved with settlements for the suspended carrier. Any settlement with the suspended carrier would have to be processed bilaterally without the intervention of the ICH. RAM A10 Para 5.2.2.4 covers the correspondence procedure in case of non-response; however, it does not cover the handling of correspondence during and after an ICH Special Clearance.

Problem:

Currently, there is no clear definition either in RAM or in ICH as to what should be done for correspondence handling with the suspended carrier during and after the Special Clearance. Furthermore, there is no control in the SIS correspondence module, unlike the normal billing process, after carrier claims are recorded into ICH as per regulations.

The result is that carriers continue to reply to each other without resolution in the fear of the two-month timeline and keep these correspondence cases open in SIS even after the special Clearance and even though there will never be a settlement through ICH.

Proposed Solution:

Add the following paragraph in RAM, A8 5.2.2.6, A10 5.2.2.6 and A13 4.4.7

"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. This means that IATA Revenue Accounting Manual time limit rules are no longer enforceable after the IATA Clearing House Special Clearance has 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."

Subject: RAM Chapter A10 5.1-Original Billing, Rejection and Correspondence Stages

Submitted by: Xiamen Airlines

Note: IBS OPS WG supports this proposal

Background:

In 2020 RAM, Chapter A10, Section 5.1, we found the table of 'Non-Clearing House Settlement' has a typo for the 'year' stated in the 'First Rejection' row. Moreover, it will be good to reflect the most current years in RAM Chapter A10.

IATA **Revenue Accounting Manual** **A10**

Stage	Example	Non Clearing House Settlement
		The examples apply to airlines who settle on a regular month-end cycle:
Original Billing	Airline A bills Airline B.	Item to be billed not later than 4 months after the month of transaction e.g. July 2017 transactions to be invoiced by 30th November 2017.
First Rejection	Airline B cannot accept original billing and re-debits Airline A.	Rejection to be billed not later than 4 months after date of successful submission of original billing to SIS, e.g. original billing accepted and loaded by SIS on 31st July 2017. First rejection billing to be invoiced not later than 30th November 2016.

Problem:
The 'year' should be 2017 instead of 2016 in the 'First Rejection' row as it indicates the latest rejection date. However, in order to reflect the recent year this should be 2021.

Proposed Solution:
We suggest the year changes into 2021, to suit the rule.

Moreover, we suggest altering the years to the most recent years in RAM Chapter A10 so all the '2017' will be replaced by '2021', and the calendar date will be altered base on the 2021 ICH Calendar. (Please see below screenshot for the details).

IATA

Rejections and Time Limits-Passenger Billings—A10

5. APPLICABLE TIME LIMITS AND CORRESPONDENCE REQUIREMENTS

5.1 Original Billing, Rejection and Correspondence Stages

Stage	Example	IATA Clearing House Settlement
Original Billing	Airline A bills Airline B.	Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4th month following the transaction date. The transaction month is counted as the first month. Example: transactions from 1st to 31st July 2017 are billed at the latest by period 4 of October 2017 Clearance, closing 7th November 2017. 8th November 2021
First Rejection	Airline B cannot accept above billing and re-debits A.	Billing to be included in Clearance not later than the fourth period of the 4th Clearance Month after that in which original billing is included. Example: Invoices submitted July 2017, P1-P4 may be rejected at the latest by period 4 of November 2017 Clearance, closing 7th December 2017. 7th December 2021
Second Rejection	Airline A submits a further bill to Airline B giving reason for debit.	Billing to be included in Clearance not later than the fourth period of the 4th Clearance Month after that in which first rejection is included. Example: First rejection in period 3 of July 2017 Clearance. Include second rejection at the latest by period 4 of November 2017 Clearance, closing 7th December 2017. 7th December 2021
Third Rejection	Airline B still unable to accept, so again re-debits Airline A.	Billing to be included in Clearance not later than the fourth period of the 4th Clearance Month after that in which second rejection is included. Example: Second rejection period 3 of July 2017 Clearance. Include third rejection at the latest by period 4 of November 2017 Clearance, closing 7th December 2017.
Correspon-dence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than 4 months after the Closure Date of the fourth period of the Clearance Month in which the third rejection was included. Example: Third rejection included in period 1 of July 2017 Clearance. Period 4, July 2017 Clearance, closes 7th August 2017, submit letter on IS-WEB by 7th December 2017. 9th August 2021

IATA **Revenue Accounting Manual** **A10**

Stage	Example	Non Clearing House Settlement
		The examples apply to airlines who settle on a regular month-end cycle:
Original Billing	Airline A bills Airline B.	Item to be billed not later than 4 months after the month of transaction e.g. July 2017 transactions to be invoiced by 30th November 2017.
First Rejection	Airline B cannot accept original billing and re-debits Airline A.	Rejection to be billed not later than 4 months after date of successful submission of original billing to SIS, e.g. original billing accepted and loaded by SIS on 31st July 2017. First rejection billing to be invoiced not later than 30th November 2016.
Second Rejection	Airline A submits a bill to Airline B giving reason for debit.	Rejection to be billed not later than 4 months after date of successful submission of first rejection to SIS, e.g. first rejection accepted and loaded by SIS on 15th July 2017. Second rejection billing to be invoiced not later than 15th November 2017.
Third Rejection	Airline B unable to accept and re-debits Airline A.	Rejection to be billed not later than 4 months after date of successful submission of second rejection to SIS, e.g. second rejection accepted and loaded by SIS on 5th July 2017. Third rejection billing to be invoiced not later than 5th November 2017.
Correspon-dence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than 4 months after the date of successful submission of the third rejection to SIS, e.g. third rejection accepted and loaded by SIS on 4th July 2017, submit letter on IS-WEB by 4th November 2017.

Note 3: *Where a billing is made as a result of a rejection through originally billing the wrong airline, or a billing which was incorrectly categorized, provided the billing is supported by information as to the billing month of the original prime billing and the 1st stage rejection of the original prime billing, such billing month of the 1st stage rejection will be regarded as the transaction date for the new billing. The billing to the correct airline and the correctly categorized billing must be made no later than the fourth period of the 4th Clearance Month after the Clearance Month of the 1st stage rejection. Example: 1st stage rejections received in billing month July 2016 are billed at*

the latest by period 4th of November 2016 Clearance, closing 7th December 2016. (This note is applicable only if the original prime billing to the wrong airline was made within the time limit.)

Note 4: *Re-billings of items excluded from Sampling on Universe Adjustment Forms shall be regarded as original billings. The date of the UAF shall be regarded as the transaction date for the purpose of determining time limits in Stage 1 above.*

Note 5: *Billings for inadmissible passengers will be accepted beyond the normal time limit only if proof of late billing by the authorities is provided. Such items must nevertheless be billed within twenty-four months of the transaction date.*

Note 6: *Unless otherwise specified elsewhere in the RAM for a specific scenario, a supplementary billing must be made within the same time limit applicable to the original billing of the item.*

Subject: RAM Chapter A10 5.2.2.1-Correspondence Time Limits

Submitted by: S7 Airlines

Background

In accordance with IATA RAM A10:

5.2.2.1 "In case of settlement via the IATA Clearing House, the first letter shall be submitted on IS-WEB not later than 4 months after the Closure date of the fourth period of the Clearance Month in which the third rejection was included."

5.2.2.2 "In case of settlement not via the IATA Clearing House, the first letter shall be submitted on IS-WEB not later than 4 months after the date of successful submission of the third rejection to SIS."

Problem

Sometimes it takes several years and dozens of letters to reach an agreement on a case. The gap between the first letter and the final one can be significant.

Proposed Solution

To shorten the correspondence duration, it may be useful to reduce the time limit for correspondence initiation from 4 months to 3 months.

S7 proposes to amend the RAM A10 as follows:

RAM A10 5.2.2.1 "In case of settlement via the IATA Clearing House, the first letter shall be submitted on IS-WEB not later than **3** months after the Closure date of the fourth period of the Clearance Month in which the third rejection was included."

5.2.2.2 "In case of settlement not via the IATA Clearing House, the first letter shall be submitted on IS-WEB not later than **3** months after the date of successful submission of the third rejection to SIS."

Subject: RAM Chapter A12 Paragraph 1.3.4-Currency Conversion Procedures

Submitted by: China Southern Airlines

Note: IBS OPS WG supports this proposal

Background/Problem:

RAM Chapter A12 Paragraph 1.3.4 doesn't clarify whether it applies to the Planned Schedule Change cases, which causes rejections.

Some airlines treat Planned Schedule Change as voluntary rerouting in accordance with the effective MPA-P D5. They would converse currency base on the fare in the "Fare" box.

While other airlines who read RAM Chapter A2 Paragraph 2.6 as per "the ticketed information (of the original ticket) and the date of issue of the original ticket", would consider currency conversion should base on the "equivalent fare paid" box.

Furthermore, some airlines may consider Planned Schedule Change tickets as a new definition, beyond voluntary rerouting or involuntary rerouting. In their interpretations, RAM A12 Paragraph 1.3.4 does not apply to such a new definition, Planned Schedule Change tickets shall converse currency based on the "equivalent fare paid" box.

RAM Chapter A12

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, 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. The provisions of this rule do not apply to the issue of tickets in exchange for EMDs or to tickets issued for "Involuntary Rerouting".

Multilateral Prorate Agreement – Passenger (MPA-P)-D5 Voluntary Rerouting and Planned Schedule Changes

a) When re-ticketed due to voluntary rerouting or planned schedule changes:

i) the carrying airlines shall prorate the reissued ticket on the basis of the information shown on the flight coupon of such ticket;

ii) the re-ticketing airline shall receive the prorate value of the flight coupon(s) withdrawn on the basis of the information shown on such coupon(s).

To reduce rejections, RAM must clarify the currency conversion procedure for Planned Schedule Change tickets originally sold outside the country of commencement of travel.

In accordance with MPA-P, as well as the results of the IATA Planned Schedule Change Poll on 4 June 2021, we propose to amend RAM A12 paragraph 1.3.4 as per below:

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 or for "Involuntary Rerouting" shall be billed based on the correct amount in the currency of the country of payment.

Subject: RAM Chapter B8- Enhanced Distribution Capability

Submitted by: Secretary

Note: IBS OPS WG supports this proposal

Background:

The RAM Chapter B8-Enhanced Distribution Capability was included in RAM in 2016 and has not been amended since 2016.

Problem:

There are changes including the revision in the enhanced and simplified distribution terminology since 2016 which needs to be reflected in the RAM Chapter B8.

There is also a need to align the RAM B8 with the future of interline business requirements document and Implementation Guide and messages.

The Revenue Accounting Guide (which was included as a link at the end of RAM Chapter B8) was also created before 2016, and this guide also needs to be reviewed and revised in line with the Future of Interline initiative developments. Therefore, IATA suggests removing this guide from RAM B8 and create a taskforce within the IBS OPS WG in 2022 to revise it and come up with a revised version for the IBS OPS GM 2022.

Proposed Solution:

Amendment of RAM Chapter B8 with the below highlighted revisions;

RAM CHAPTER B8— ENHANCED and SIMPLIFIED DISTRIBUTION CAPABILITY ~~Enhanced and Simplified Distribution~~

1. Resolution 787 describes an enhanced distribution model allowing more real time dynamic interaction between all parties: airlines, distributors and travel agents. Within this model, a request to create an order may be initiated by an agent or any other entity authorized by the carrier.

2. Airlines may bilaterally enter into arrangements under which enhanced distribution capability is used to request flights and services, to obtain settlement values for such flights and services, and to sell such services on behalf of others. When such an arrangement is entered into, the following shall apply unless otherwise agreed.

(a) ~~Each~~ The ~~Offer Responsible Airline (or Issuing Airline, if different)~~ Retailer agrees to pay to ~~each~~ the ~~Participating Offer Airline~~ Supplier the Settlement Value offered by the Supplier ~~Participating Offer Airline~~ and accepted by the Retailer ~~Offer Responsible Airline~~ for the transportation and any other services performed by the ~~Participating Offer Airline~~Supplier. Where a Settlement Value has been offered and accepted, this value will be used for billing in place of the applicable fare, or prorate portion thereof.

(b) ~~Each~~ The ~~Offer Responsible Airline (or Issuing Airline, if different)~~ Retailer agrees to pay to ~~each~~ the ~~Participating Offer Airline~~ Supplier ~~only~~ the Taxes, Fees and Charges (TFCs) offered by the ~~Participating Offer Airline~~ Supplier and accepted by the ~~Offer Responsible Airline~~Retailer. Where TFC have been offered and accepted, these values will be used for billing, regardless of the actual value. The Supplier is responsible for the accuracy and completeness of these identified TFCs. Once an offer is accepted, the Supplier shall not bill any interlineable TFCs to the Retailer that are not outlined in the accepted offer.

~~**(c)** An exception to paragraph b above will apply only for TFCs that the Participating Offer Airline (or operating carrier, where different) must remit, where these TFCs are based on the value paid by the customer. For these TFCs only, the Participating Carrier may indicate this to the ORA. Where this has been included in an accepted offer, the Offer Responsible Airline (or Issuing Airline, if different) should calculate the amount of the TFC. The Offer Responsible Airline (or Issuing Airline) agrees to pay to the Participating Offer Airline (or Operating Airline, if different) this TFC amount applicable at the time of ticket sale to the transportation performed by such carrying airline.~~

(c~~d~~) ~~No interline service charge shall~~ When Enhanced and Simplified Distribution Capability is used an interline charge may be paid by one party to the other ~~for any sale made, except such interline service charges as~~ only if the parties ~~may~~ have explicitly agreed on ~~when enhanced distribution capability is used.~~.

(d) The Supplier will return the Settlement Value and associated conditions with every offer response. Once an order is created, settlement will be on the basis of the Settlement Value and conditions offered by the Supplier and accepted by the Retailer.

(e) Settlement will occur as soon as possible after the delivery of the service unless otherwise bilaterally agreed and regardless of when the Offer was accepted, and the order was created.

(f) Interline rejections can only be raised if the Supplier did not deliver the service ordered, or the Supplier billed the retailer for a value other than the agreed Settlement Value and in line with the offer terms and conditions.

3. For the purposes of this section, the following definitions apply:

(a) "SETTLEMENT VALUE" means a value proposed by a ~~Participating Offer Airline~~ Supplier and accepted by a~~n Offer Responsible Airline~~ Retailer for the provision of a flight or services.

~~**(b)** "OFFER RESPONSIBLE AIRLINE" means the carrier who returns a combined offer to a customer, using enhanced distribution capability, of one or more flights or services in response to a request from a customer. Such a request may be initiated by an agent or any other entity authorized by the airline.~~

~~**(c)** "PARTICIPATING OFFER AIRLINE" means the carrier who offers, using enhanced distribution capability, one or more flights and/or services in response to a request from another airline.~~

- **b-Retailer** - an enterprise that sells Products and Services directly to Customers or through agreed agents. These Products and Services may be obtained from the supplier and sold to the customer, either individually or as part of a bundle, at a price determined by the Retailer.

- **c-Supplier** - an enterprise that contributes Products and Services to a Retailer and is responsible for the delivery of those Products and Services.

~~**4.** Click to access the Implementation Guide.~~

Subject: B13 1.2-UNIVERSAL AIR TRAVEL PLAN (UATP)

Submitted by: Xiamen Airlines

Note: IBS OPS WG and UATP support this proposal

Background:

In 2018 IBS OPS, we have passed an agenda that all PTAs (Prepaid Ticket Advice) will be removed from the RAM and be replaced by EMDs. Such source code 26 is also being removed from Chapter A9, Attachment G.

Subject: Editor Group Rewrite to Remove References to Paper Documents
Submitted by: RAM Editor Group

Background:

With the exception of Excess Baggage Tickets, provision for paper documents has been removed from all IATA Resolutions. For this reason, the RAM Editor Group has been tasked with removing all references to paper documents other than Excess Baggage Tickets, from the RAM.

Problem:

RAM procedures regarding paper documents are in the RAM and a thorough review of the RAM was required to delete procedures that are no longer applicable.

Proposal:

The RAM Editor Group proposes the following changes to RAM Chapters in Part A containing references to paper documents. Although FIMs are no longer supported by IATA Resolution, the Editor Group proposes to settle FIMs in accordance with long standing procedures but has removed these from Part A and placed these into Part B as follows:

A2 – PASSENGER AND EXCESS BAGGAGE BILLING RULES

Throughout this manual all references to flight coupons shall include segments of electronic tickets, physical flight/baggage coupons and/or computer generated ticket image facsimiles thereof, based on ticketing system data and conforming to RAM Chapter A3, Paragraph 1.5.

~~Throughout this manual references to MCOs shall also apply to all service type documents such as MPDs, VMPDs and EMDs.~~

~~A2, 1.1.3~~ Carriers are entitled to the fare or prorate thereof and charges effective on the date the ticket (or EMD~~PTA~~, if applicable) was issued for travel on the specific dates and journey shown on the ticket/EMD.

A2, 1.2 Billing Passenger and Excess Baggage Flight Coupons which Give Incomplete or Contradictory Information~~– Paper Tickets Only~~

Problem:

In Chapter B13, Section 1.2, the PTAs still exist in the paragraph, which such source code is no longer exists in the current version of RAM.

Proposed Solution:

We suggest removing the PTAs from Section 1.2 in Chapter B13, in order to make sure it complies with RAM A9 Attachment G, as well as A2 1.1.3.

Subject: RAM Chapter A8, Paragraph 4.1.1/Cargo Rejections

Submitted by: China Southern Airlines

Note: IBS OPS WG and UATP support this proposal

Background:

RAM Chapter A8 paragraph 4.1.1 shows that "Carrier A reviews carrier Bs 1st rejection and believes the charge should be reduced to USD 950, but not to USD 900 as carrier B claims, therefore rejects USD 50." on the 2nd rejection stage.

Problem:

A grammatical mistake exists in this sentence.

Proposed solution:

We propose to revise RAM Chapter A8 paragraph 4.1.1 as follows:

2nd rejection
Carrier A reviews carrier ~~Bs~~ **B's** 1st rejection and believes the charge should be reduced to USD 950, but not to USD 900 as carrier B claims, therefore rejects USD 50.

Subject: RAM Chapter A8, Paragraph 5.1-Original Billing, Rejection and Correspondence Stages (Cargo)

Submitted by: China Southern Airlines

Note: IBS OPS WG supports this proposal

Background:

RAM Chapter A8 paragraph 5.1 explains that first letter shall be initiated not later than 6 months after the Closure Date of the fourth period of the Clearance Month in which the third rejection was included when an airline initiates correspondence.

Problem:

The time limits for the rejection stage were changed from 6 months to 5 months since 2020, while the correspondence stage remains 6 months. To shorten the time limits will be the tendency for revenue accounting with the improvement of an electronic level. Based on the goal of enhancing the efficiency of revenue accounting, the time limits of correspondence change must be consistent with that of the rejection stage.

Proposed Solution:

We propose to change the time limits for the correspondence stage to 5 months, and amend RAM A8, Paragraph 5.1, 5.2.2.1 and 5.2.2.2 as follow:

5.1 Original Billing, Rejection and Correspondence Stages

Stage	Example	IATA Clearing House Settlement
Original Billing	Airline A bills Airline B.	Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4th month following the transaction date. The transaction month is counted as the first month. Example: transactions from 1st to 31st July 2015 are billed at the latest by period 4 of October 2015 Clearance, closing 7th November 2015.
First Rejection	Airline B cannot accept above billing and re-debits A.	Billing to be included in Clearance not later than the fourth period of the 5th Clearance Month after that in which original billing is included. Example: Original billing period 4 of May 2015 Clearance. Include first rejection at the latest by period 4 of October 2015 Clearance, closing 7th November 2015.
Second Rejection	Airline A submits a further bill to Airline B giving reason for debit.	Billing to be included in Clearance not later than the fourth period of the 5th Clearance Month after that in which first rejection is included. Example: First rejection in period 3 of November 2015 Clearance. Include second rejection at the latest by period 4 of April 2016 Clearance, closing 7th May 2016.
Third Rejection	Airline B still unable to accept, so again re-debits Airline A.	Billing to be included in Clearance not later than the fourth period of the 5th Clearance Month after that in which second rejection is included. Example: Second rejection in period 3 of May 2016 Clearance. Include third rejection at the latest by period 4 of October 2016 Clearance, closing 7th November 2016.
Correspondence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than 6 5 months after the Closure Date of the fourth period of the Clearance Month in which the third rejection was included. Example: Third rejection included in period 1 of November 2016 Clearance. Period 4, November 2016 Clearance, closes 7th December 2016, submit letter on IS-WEB by 7th June May 2017.

Stage	Example	Non Clearing House Settlement
		The examples apply to airlines who settle on a regular month-end cycle:
Original Billing	Airline A bills Airline B.	Item to be billed not later than 4 months after the month of transaction e.g. July 2015 transactions to be invoiced by 30th November 2015.
First Rejection	Airline B cannot accept original billing and re-debits A.	Rejection to be billed not later than 5 months after date of successful submission of original billing to SIS, e.g. original billing accepted and loaded by SIS on 30th June 2015. First rejection billing to be invoiced not later than 30th November 2015.
Second Rejection	Airline A submits a bill to Airline B giving reason for debit.	Rejection to be billed not later than 5 months after date of successful submission of fist rejection to SIS, e.g. fist rejection accepted and loaded by SIS on 15th December 2015. Second rejection billing to be invoiced not later than 15th May 2016.
Third Rejection	Airline B unable to accept and re-debits Airline A.	Rejection to be billed not later than 5 months after date of successful submission of second rejection to SIS, e.g. fist rejection accepted and loaded by SIS on 05th June 2016. Third rejection billing to be invoiced not later than 05th November 2016.
Correspondence	Airline A initiates correspondence.	First letter shall be initiated through IS-WEB not later than **6** **5** months after the date of successful submission of the third rejection to SIS, e.g. third rejection accepted and loaded by SIS on 04th December 2016, submit letter on IS-WEB by 04th **June** **May** 2017.

5.2.2.1 In case of settlement via the IATA Clearing House, the first letter shall be submitted on IS-WEB not later than ~~6~~ 5 months after the Closure date of the fourth period of the Clearance Month in which the third rejection was included.

5.2.2.2 In case of settlement not via the IATA Clearing House, the first letter shall be submitted on IS-WEB not later than ~~6~~ 5 months after the date of successful submission of the third rejection to SIS.

SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING
WEDNESDAY | 29 SEPTEMBER 2021

Administration Items **28-29 September 2021**

A1 Opening of Meeting
A2 Competition Law Guidelines for IATA Industry Meetings
A3 SIS SG Nominee presentation (2 min each)
A4 Introduction to the New Online Voting System
A5 Date and Place of Next General Meeting
A6 Any Other Business
A7 Close of Meeting

10th SIS GM Updates and Reporting Items **29 September 2021**

SR1 Welcome Presentation
SR2 Report from the SIS Steering Group
SR3 IATA Economics - Latest Market Developments
SR4 SIS General Update
SR5 SIS SLA Performance & SIS Customer Satisfaction Update
SR6 SIS Legal Compliance Update
SR7 SIS New Features Roadmap
SR8 Industry solutions using SIS: Postal Accounts Settlement System (PASS)
SR9 Industry solutions using SIS: Aviation Carbon Exchange (ACE)

Agenda Items
To be presented and discussed at the 10th SIS General Meeting – 29th September 2021

SIS Item	Subject	From	Impacts:		
			RAM	SIS	ICH
S1	SIS Proposal- Error File of SIS Production Platform **Agenda Item Withdrawn**	CZ-784-China Southern Airlines		✓	
S2	Enable to select multiple periods when searching Interline Billing Summary	NH-205-ALL NIPPON AIRWAYS CO. LTD.		✓	
S3	SIS_S3_Implement a Back button on Invoice Search-All SIS Categories in IS-WEB	NH-205-ALL NIPPON AIRWAYS CO. LTD.		✓	
S4	SIS Paper - Correspondence Standards Enhancement	S7-421-dba S7 Airlines		✓	
S5	Technical adjustment for fields with drop-down list	LH-220-Deutsche Lufthansa AG		✓	
S6	SIS ISPA Section 5.5 revision – Introduction of Online Voting	IATA		✓	

SIS GM10 – 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.

*** This Agenda Item has been withdrawn from the SIS General Meeting by CZ-784 on 10th August 2021. ***

Subject: Error file of SIS production platform

Submitted by: CZ-784-China Southern Airlines

Background:

After SIS users upload a generated SIS billing file to the SIS platform (https://isweb.iata.org/), the platform provides a verification result report. The path for the report is: General-- -->File Management-- -->Download File. When there is an error in the verification result report, it is required to modify the error and upload again until the verification result is correct.

CXMLF-784202104012021040909502 5_VAL_R1.CSV	1 KB	1 KB	Microsoft Office ...	2021-04-09 09:55
CXMLF-784202104012021040909502 5_VAL_R2.CSV	6.4 KB	1 KB	Microsoft Office ...	2021-04-09 09:55

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Serial No	Billing Entity Code	Clearance Month	Period Number	Billing Category	Billing File Name	Billing File Submission Date	Submission Format	Billed Entity Code	Invoice Number	MISC Charge Category /PAX Billing Code/CGO Billing	PAX Source Code	Misc Line Item No/PAX Batch Number/CGO Batch	Misc Line Item Detail No/PAX Seq Number/C	Main Doc No	Linked Doc No	Error Code	Error Level	Field Name	Field Value	Error Description	Error Status
1	784	202103	2	C	10302202103	20210318	IS-XML	355	CZE7103221R		1	1	R0000011065		BCGO_1040	RejectionR	RejectionR	0000011C	Mismatch X		
2	784	202103	2	C	10302202103	20210318	IS-XML	355	CZE7103221R		1	1	R0000011065		BCGO_1032	RejectionR	Total Wei	192	Does notX		

Problem:

When there is an error feedback in the verification result report, there will be a CSV format file, whose names started with "CXMLF -" and ended with "R2" as shown below.

As can be seen in the picture above, generally SIS informs the specific reason in the R2 file specifying the Billed Entity Code, Invoice Number and other information. With this important information, SIS users can locate the errors clearly, and consequently to quickly modify the relevant information and upload files to SIS platform. However, it is found that sometimes there are R2 files with missing information for errors reporting in SIS, which leads to much time for users to find the cause of the problem and make corrections. (Please see the picture below the R2 error reporting file we received in Period 1 of 202104 for example).

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Serial No	Billing Entity Code	Clearance Month	Period Number	Billing Category	Billing File Name	Billing File Submission Date	Submission Format	Billed Entity Code	Invoice Number	MISC Charge Category/PAX Billing Code/CGO	PAX Source Code	Misc Line Item No/PAX Batch Number/CGO Batch	Misc Line Item Detail No/PAX Seq Number/C	Main Doc No	Linked Doc No	Error Code	Error Level	Field Name	Field Value	Error Description	Error Status
1	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
2	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
3	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
4	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
5	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
6	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
7	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
8	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
9	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
10	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
11	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
12	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
13	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
14	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
15	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
16	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	
17	784	202104	1	C	210401202104(	20210409	IS-XML									CIS-XMLF	File			The 'h'Z	

Proposed solution:

In order to quickly complete weekly clearance and enhance the efficiency of revenue accounting, it is suggested to improve R2 file function and repair the missing display fields on ISWEB platform.

Subject: Enable to select multiple periods when searching Interline Billing Summary

From: NH-205-ALL NIPPON AIRWAYS CO. LTD.

Background:

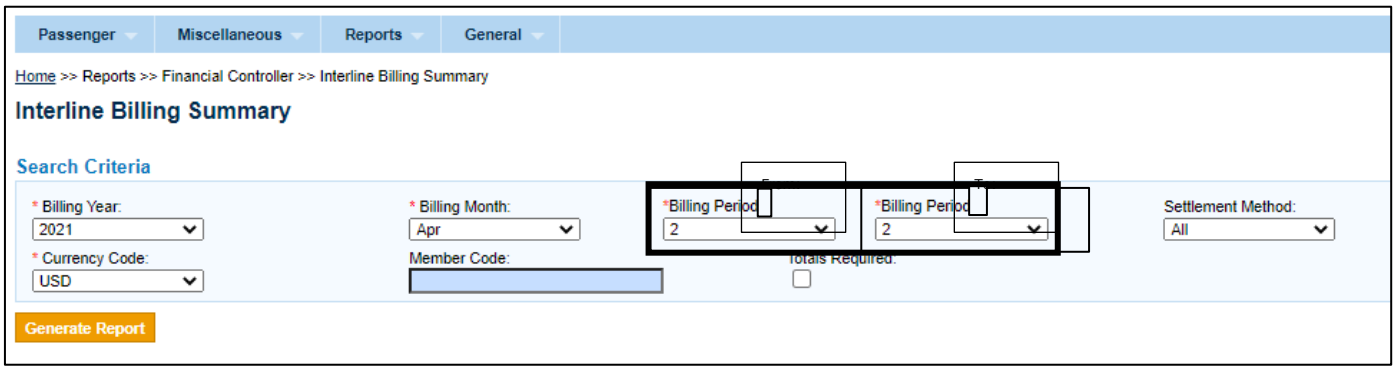
Currently, SIS only allows the users to select one period at a time when searching Interline Billing Summary from "Reports->Financial Controller->Interline Billing Summary". When the results for multiple periods are needed, the users are forced to search each period separately.

Problem:

When the users search Interline Billing Summary for all four categories (P/U/C/M), there is also necessity of obtaining data for multiple periods, not always for a single period. Searching the results of credits and debits for multiple periods is currently taking time as only one period can be selected from Billing Period among Search Criteria. Affected by COVID-19, the occasion for searching credits and debits has increased so that adding the function to select multiple periods will help reducing the workload of using Interline Billing Summary.

Proposed solution:

We propose to add "Billing Period From" and "Billing Period To" column on the Searching Criteria (as shown in the image below) to enable to select multiple periods for Interline Billing Summary, which could be the same as Searching Criteria of "Reports>>Passenger>>Receivables/Payables>>Interline Billing Summary".



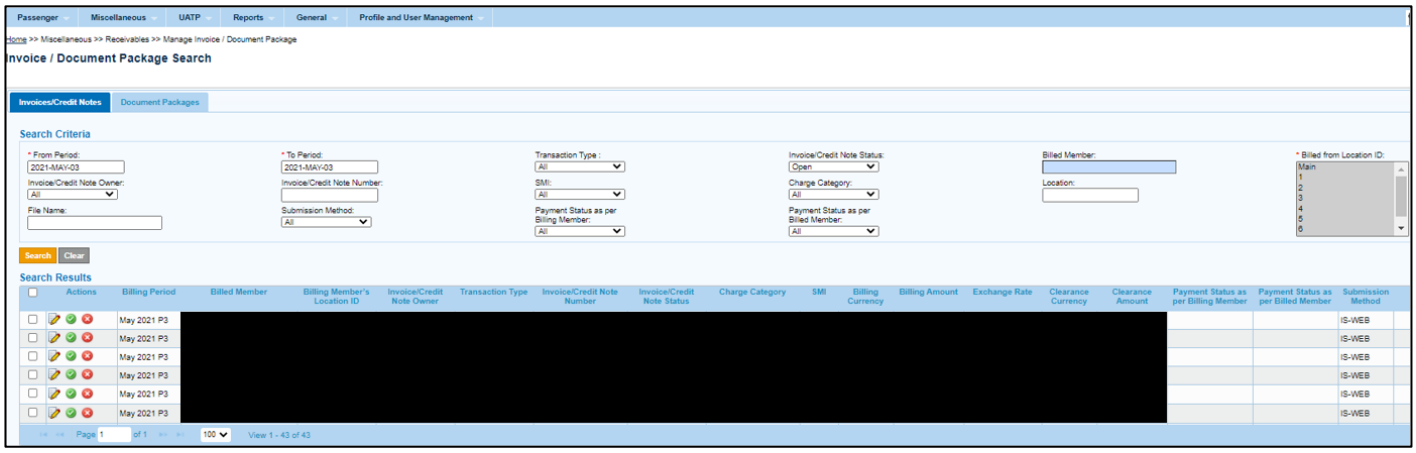
Subject: Implement a 'Back' button on Invoice Search / Manage Screens of All SIS Categories in IS-WEB

From: NH-205-ALL NIPPON AIRWAYS CO. LTD.

Background:

In case of editing/viewing Miscellaneous Credit Notes, for example, it is firstly required to enter particular search conditions in Search Criteria. In most cases, multiple invoices are shown on a list as a search result, and it is necessary to select the invoices one by one to check their details. When going back to Search Results from Edit/View Miscellaneous Credit Note screen in order to edit/view other invoices under the same search conditions, there is no 'Back' option on that screen. Only way to go back to Search Results is to click a back button of the browser.

Invoice / Document Package Search:



Problem:

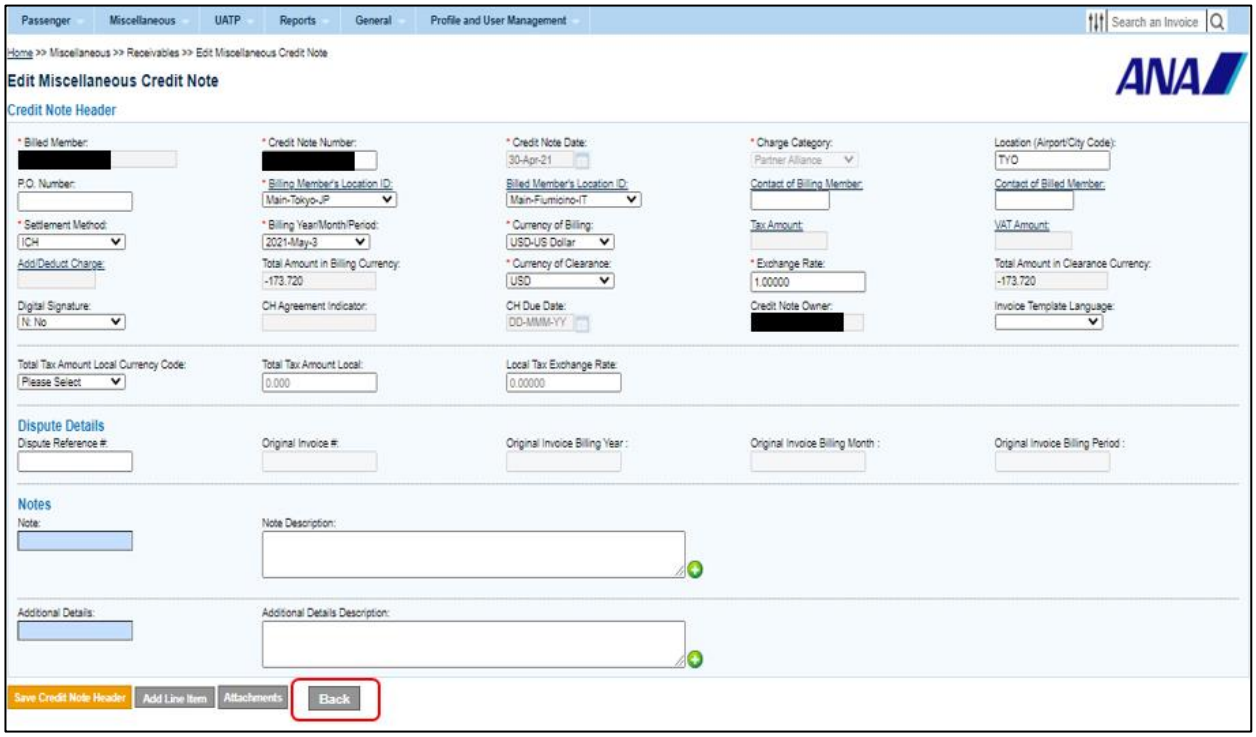
In this manner, however, search conditions entered into Search Criteria and invoice lists of Search Results will be lost. As a result, users are required to enter the same search conditions again, which causes a significant reduction in work efficiency.

Proposed solution:

We propose to implement a 'Back' button on all invoice search / manage screens across the SIS platform, including Edit/View Miscellaneous Credit Note screen, to go back to Search Results as same manner as the 'Back' button on View Correspondence screen (Home>> Passenger>> Billing History and Correspondence>> View Correspondence). This new button makes search conditions entered into Search Criteria be remained even after screen transition and enables users to avoid entering the conditions again.

Example below.

Edit Miscellaneous Credit Note:



Subject: Correspondence Standards Enhancement

Submitted by: S7-421-dba S7 Airlines

Background:

There is only manual entry mode provided on the SIS web site for the correspondence after the third RM, all the processing has to be done manually. Sometimes it takes several years and dozens of letters to reach an agreement on a case. During the correspondence all the documents included in the dispute are covered by one single amount without details.

Problem:

As there is no automated download option for the correspondence details, all the calculations in the Carrier's Revenue Accounting systems are performed manually. If carrier needs to maintain a historical data in their RA database, they have to input it manually (both incoming and outgoing correspondence).

In addition, there is no way to estimate the final financial performance of a ticket based on the ticket lifecycle: from sale transaction to the final Billing memo following the correspondence.

RAM A10 paragraph 5.2.1.4 says: "Correspondence may be initiated only if the total value in dispute is USD 50.00 or more." In addition, in accordance with RAM A12 paragraph 1.4.3, conversion of other than original billing will be made at the same exchange rates as in the original billing. We believe that for comparison of that minimum USD 50.00 with the total value of correspondence, when the currency of billing is other than USD, the same rate shall be used as in the original billing. Moreover, one correspondence may include items with different original billing months and different currency conversion exchange rates should be used. Therefore, we need to know original billing month and disputed amount of each coupon included in the correspondence. As this information is not available within the Billing memo explicitly, SIS uses for comparison an available exchange rate of the month preceding the month of correspondence initiation.

Proposed solution:

To minimize correspondence handling costs for both parties – recipient and sender – we would like to propose enhancing of the IS-XML/IS-IDEC files structure by including the correspondence details with coupon level breakdown and therefore make it possible to upload/download it automatically via SIS.

We also propose to have the correspondence data structure identical to Rejection memo structure (see examples in the Attachment 1 below) with coupon level breakdown of fare, commission and TFC's (for each TFC code) amounts. In case such structure cannot be implemented, it is good to have at least the coupon level breakdown with Fare, Commission and TFCs amounts to be billed.

Once it is possible to download the debit authorization on particular correspondence case into the RA system, then preparing and invoicing of the Billing memo could be made automatically.

All those changes are intended to fall within the data exchange processes only. Settlement itself shall be involved only for the Billing Memo under the normal procedure.

Attachment 1

Example of the correspondence with odd sequence number (the first correspondence following RMIII, the third, the fifth..):

Category	Your Billing	We Accept	Difference
Fare	100.00	110.00	10.00
Commission (%)	-5%	-3%	
Commission	-5.00	-3.3	1.70
TFCs:			
YQ	10.00	15.00	5.00
IG	3.00	6.00	3.00
DE	12.00	9.00	-3.00
Total	120.00	136.70	16.70
Comments			

Example of the correspondence with even sequence number (the second correspondence following the first correspondence, the fourth…):

Category	Your Billing	We accept	Difference
Fare	100.00	100.00	0.00
Commission (%)	-5%	-3%	
Commission	-5.00	-3.00	2.00
TFCs:			
YQ	10.00	15.00	5.00
IG	3.00	3.00	0.00
DE	12.00	9.00	-3.00
Total	120.00	124.00	4.00
Comments			

Subject: Technical adjustment for fields with drop-down list

Submitted by: LH-220-Deutsche Lufthansa AG

Background:

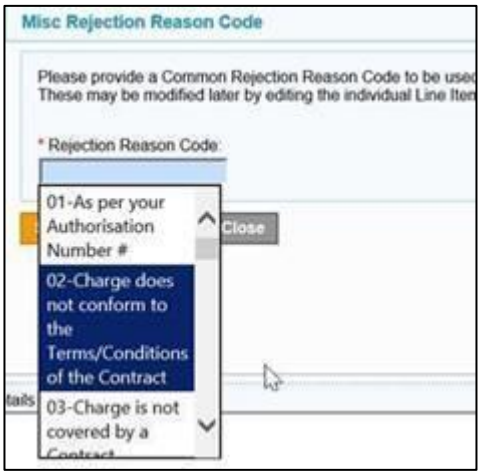
During rejection invoice creation on IATA platform there are some fields where answer should be chosen from drop-down list.

Problem:

There is no icon which can suggest that the answer should be chosen from drop-down list:

Proposed Solution:

Icon or short information that the answer should be chosen using drop-down list:



Subject: SIS - ISPA Section 5.5 revision – Introduction of Online Voting

Submitted by: IATA

Background:

With the introduction of virtual SIS General Meeting, and FinAC (Financial Advisory Council) approval to held online voting for the agenda items submitted by SIS Participants to SIS General Meeting, there is also a need to amend the current SIS Agreement to reflect the online voting as well as email votes.

Problem:

The Governance section in the SIS Agreement, section 5.5, is only allowing for "mail vote" and does not have online voting clearly defined. Therefore, there is a need to update the ISPA Section 5.5 to incorporate the online voting.

Proposed solution:
Update of ISPA Section 5.5 to also reflect the online voting, as follows:

> ***5.5*** *In IATA or SIS Steering Group's opinion, when elections or other measures require action by Participants outside the schedule of SIS General Meetings, Participant agrees that a mail vote or online votes or email votes may be taken as an alternative.*

This item is submitted to SIS General Meeting for final ratification.
New article will be effective 1st January 2022.

Thank you for participating in this year's SIS General Meeting

For any questions contact wfsim@iata.org