IATA CLEARING HOUSE GENERAL MEETING



Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



A1 – Opening of Meeting and Welcome

IATA

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



	Start of Day		**9:00**
A1	**Opening of Meeting and Welcome**	**9:00**	**9:03**
A2	Competition Law Guidelines for IATA Industry Meetings	**9:03**	**9:05**
A3	Delegate Introductions	**9:05**	**9:20**
IR1	Products & Services "P&S" Update	**9:20**	**9:35**
IR2	ICH Chairperson's Report on WG Activities	**9:35**	**9:50**
IR3	The Year in ICH Operational Performance	**9:50**	**10:10**
IR4	Bankruptcy and Special Clearance Update	**10:10**	**10:30**
	Coffee Break	***10:30***	***11:00***
IR5	Highlights ICH Roadmap	**11:00**	**11:10**
IR6	Agentic AI "from PoC to implementation"	**11:10**	**11:35**
IR7	Agentic AI Best practice sharing	**11:35**	**12:00**
IR8	Ice Breaker: Keep Kill	**12:00**	**12:30**
	Networking Lunch	***12:30***	***14:00***
IR9	Table discussions	**14:00**	**15:30**
	Coffee Break	***15:30***	***16:00***
IR10	Table discussions debrief	**16:00**	**16:40**
IR11	E&F Update	**16:40**	**17:00**
IR12	ICH Product Management Update	**17:00**	**17:20**
A4	Vendors raffle	**17:20**	**17:55**
A5	Any Other Business	**17:55**	**17:58**
A6	**Close of Meeting**	**17:58**	**18:00**
	End of Day		**18:00**

– Wi-Fi: **WFSWPS2026**

– Password: **WFSWPS_2026**

IATA
CLEARING HOUSE
GENERAL MEETING



A2 – Competition Law Guidelines

4th ICH General Meeting – 27 October 2026

Competition law compliance

IATA
CLEARING HOUSE
GENERAL MEETING

This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, other than cost recovery charges described by resolution of the Passenger Agency conference, nor will it discuss or take action on remuneration levels of any intermediaries. This meeting also has no authority to discuss or reach agreement on the allocation of markets, the division of sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off is strictly prohibited.

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.

IATA
CLEARING HOUSE
GENERAL MEETING



A3 – Delegate Introductions

4th ICH General Meeting – 27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712

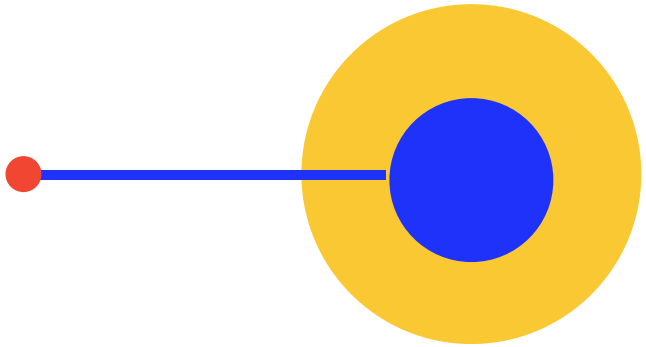


IR1 – Products and Services "P&S" Update

Hoy Chin Yeoh

Director, Industry Financial Services

IATA & the solutions serving the Air Transport Industry



Products and services overview

IATA turns global standards into shared operating infrastructure

370+
member airlines

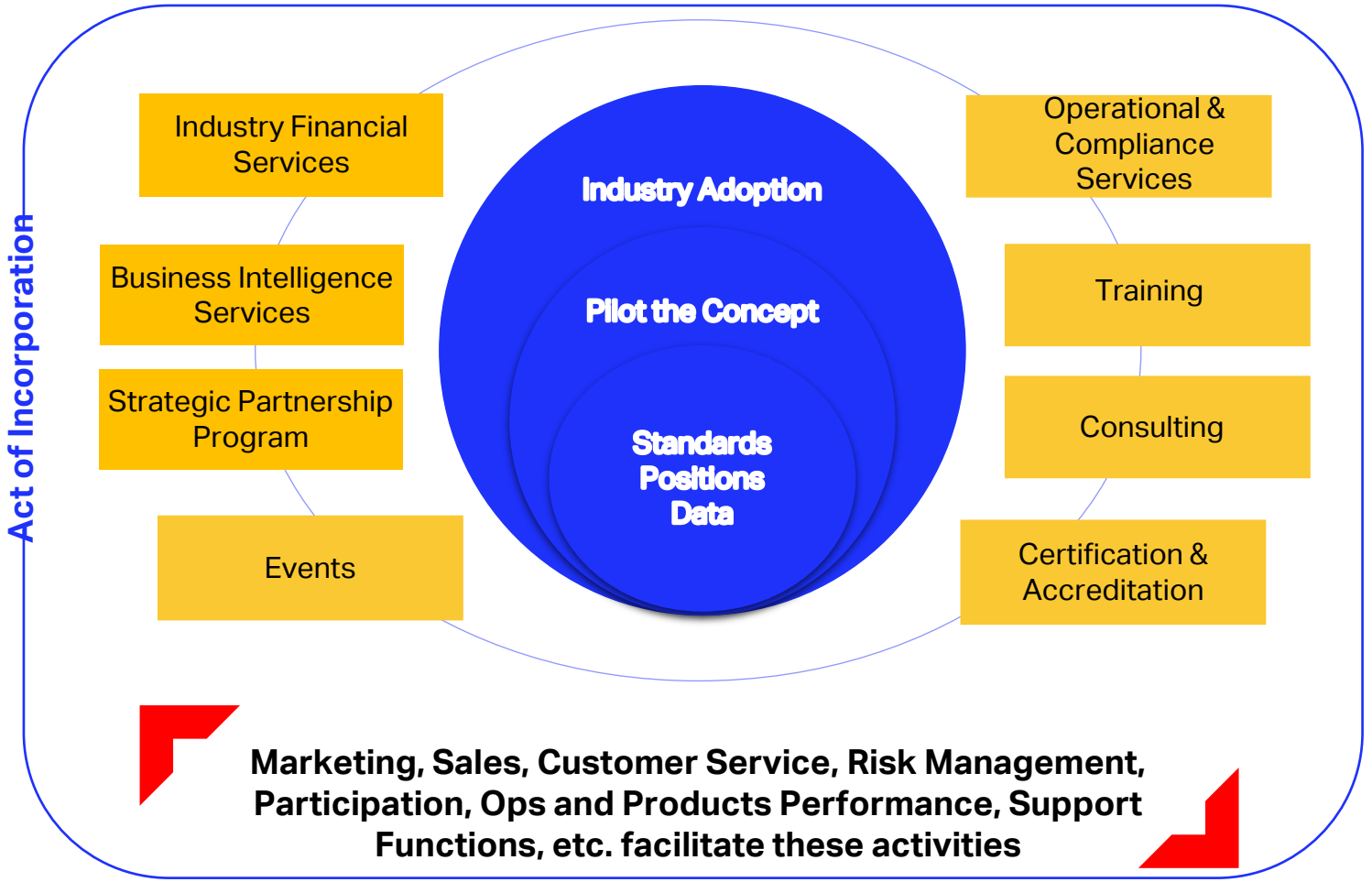
~85%
of global air traffic

MISSION IN PRACTICE

REPRESENT	A common industry voice with governments and decision-makers.
LEAD	Global commercial and operational standards that reduce fragmentation.
SERVE	Shared systems, data, training and expertise that turn standards into daily operations.

IATA

8 LOBs committed to serve our members & customers



IATA has been providing financial services to the air transport industry for over 75 years



Today we manage USD 492bn of industry funds



The industry is changing and we need to address the industry's USD22bn payment cost challenge

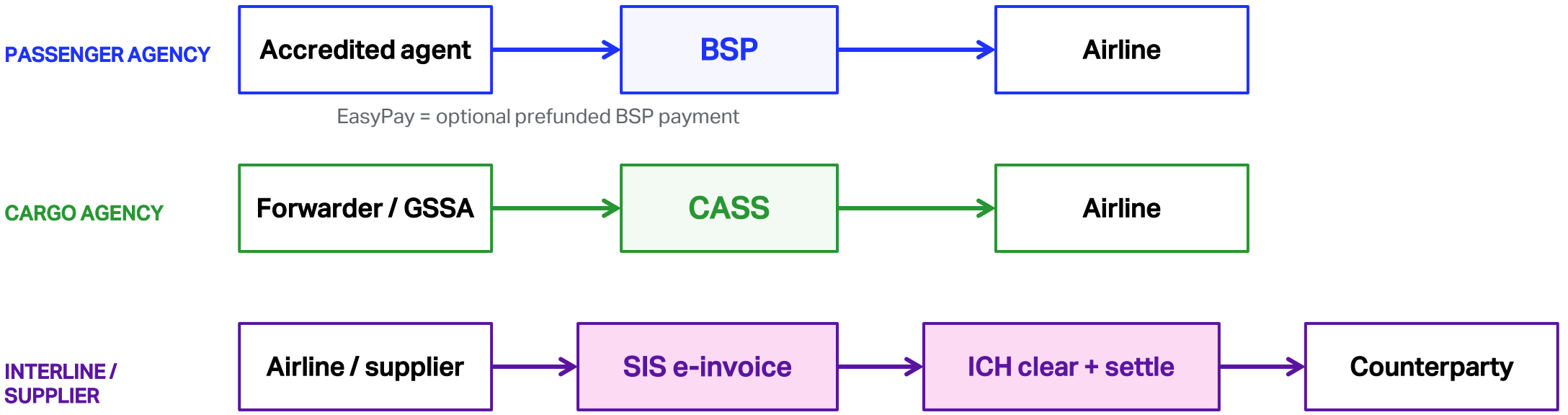
Cost of payment and revenue loss

Reliability of payment options

Evolving customer preferences

Three main settlement and money flows

PAYMENT ORCHESTRATION ACROSS AIRLINE & TRAVEL-SUPPLIER CHANNELS



BSP and CASS standardize market settlement at scale

BSP

Passenger distribution

59,000+

accredited travel agents

Agent sales report → one remittance → consolidated airline settlement

- **Scale**
  400+ participating airlines
  USD 242B+ annually • 99.99% on-time

CASS

Air cargo distribution

90+

country and territory operations

Airline billing → forwarder/GSSA remittance → standardized cargo settlement

- **Scale**
  250+ airlines and 20,000+ industry participants
  USD 50B+ annually • 100% on-time

SIS digitizes the invoice; ICH nets the obligation

SIS

THE FINANCIAL DOCUMENT LAYER

- **Create**
  Electronic invoices and credit notes
- **Control**
  Delivery, payment status and reconciliation

1.65M+ invoices

+

ICH

THE CLEARING & SETTLEMENT LAYER

- **Net**
  Receivables and payables across participants
- **Settle**
  Scheduled, multi-currency settlement with reduced bilateral flows

600+ participants • USD 65B+ annual billings

Together: a traceable invoice exchange plus an efficient settlement mechanism.

Beyond finance, IATA offers solutions in compliance, data and capability building

700M+

Timatic

Passenger document checks each year; rules maintained from 2,000+ government and airline sources.

ACCESS

Accreditation & standards

Common participation criteria and governance for passenger, cargo, settlement and accounting ecosystems.

DATA

Information products

Industry datasets and benchmarks—such as DDS and GADM—support planning and operational insight.

100K

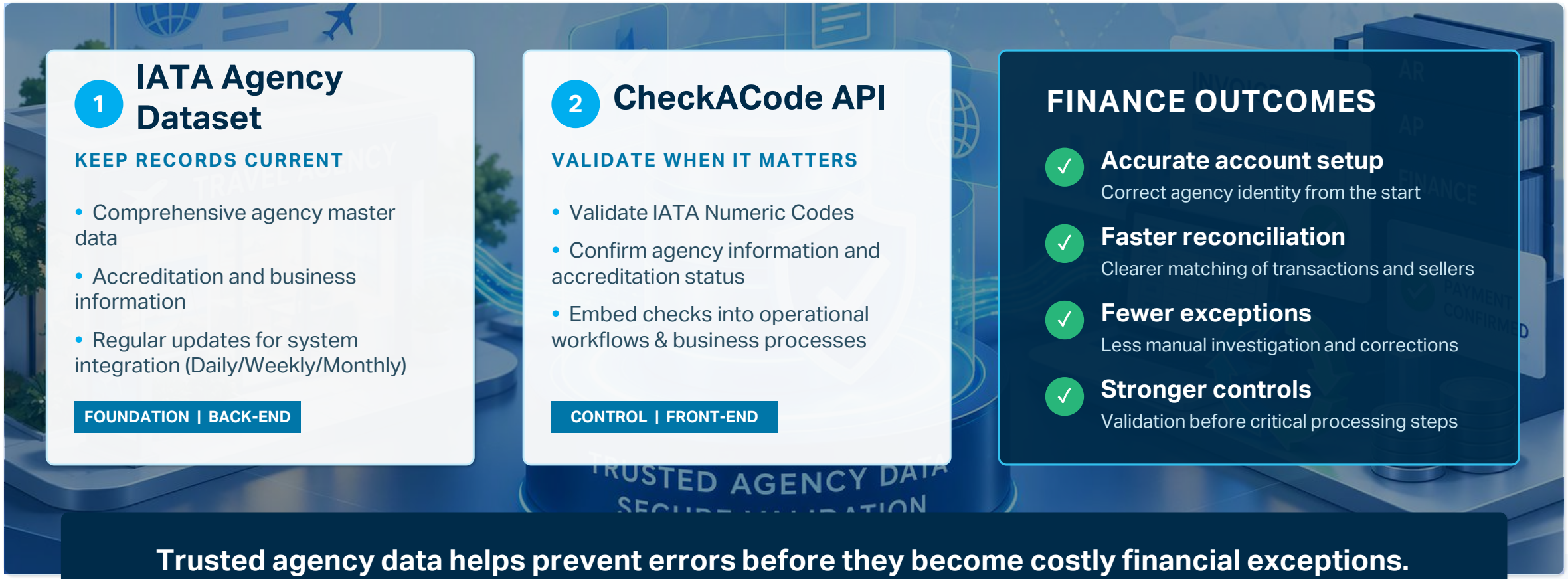
Training & consulting

Annual training participants; consulting spans strategy, operations, finance and compliance.

KNOW THE AGENCY. VALIDATE THE CODE. TRUST THE TRANSACTION.

IDENTITY → VALIDATION → CONTROL

Reliable agency identity and validation for stronger financial controls



1 IATA Agency Dataset

KEEP RECORDS CURRENT

- Comprehensive agency master data
- Accreditation and business information
- Regular updates for system integration (Daily/Weekly/Monthly)

FOUNDATION | BACK-END

2 CheckACode API

VALIDATE WHEN IT MATTERS

- Validate IATA Numeric Codes
- Confirm agency information and accreditation status
- Embed checks into operational workflows & business processes

CONTROL | FRONT-END

FINANCE OUTCOMES

- ✓ **Accurate account setup**
  Correct agency identity from the start
- ✓ **Faster reconciliation**
  Clearer matching of transactions and sellers
- ✓ **Fewer exceptions**
  Less manual investigation and corrections
- ✓ **Stronger controls**
  Validation before critical processing steps

Trusted agency data helps prevent errors before they become costly financial exceptions.

Settlement with Orders Clearance Manager



Settlement with Orders: vision and concept

THE VISION

Enable airlines to collect and settle funds directly from Orders

Under IATA Board oversight

An Order-ready IATA service, starting with airline–agent sales under the BSP framework.

HOW SETTLEMENT WITH ORDERS (SwO) WORKS

Authorize and report

Validate payment before commitment and report Order sales in real time.

Clear and settle

IATA processes the obligations and coordinates the movement of funds.

Reconcile

Finance receives early postings and cash visibility for automated reconciliation.

Roadmap and project status

MVP development is underway

4 launch partners ● ● ● ○

3 confirmed, 1 pending - Engagement underway

COMMITTED

Q2 2027

BSP MVP

Order-based settlement for participating airlines and agents.

COMMITTED

Q2–Q4 2027

Further releases

Progressive releases from Q2, with Phase 1 completion planned by year-end.

ENVISIONED

2027–2028

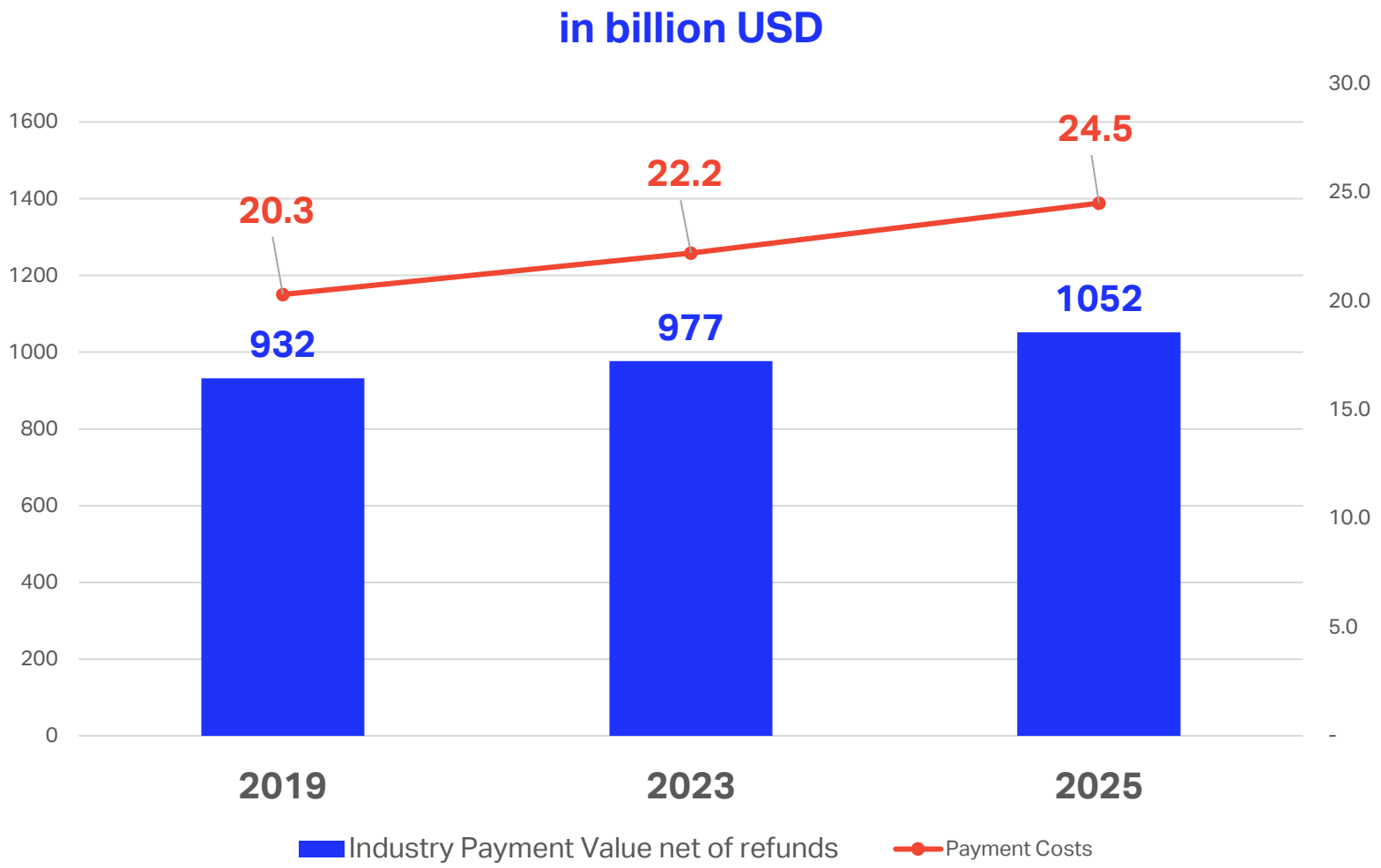
Interline and non-air

Extend clearance to interline, then multimodal and other non-air use cases.

Cost of Payment 2025 Study Results



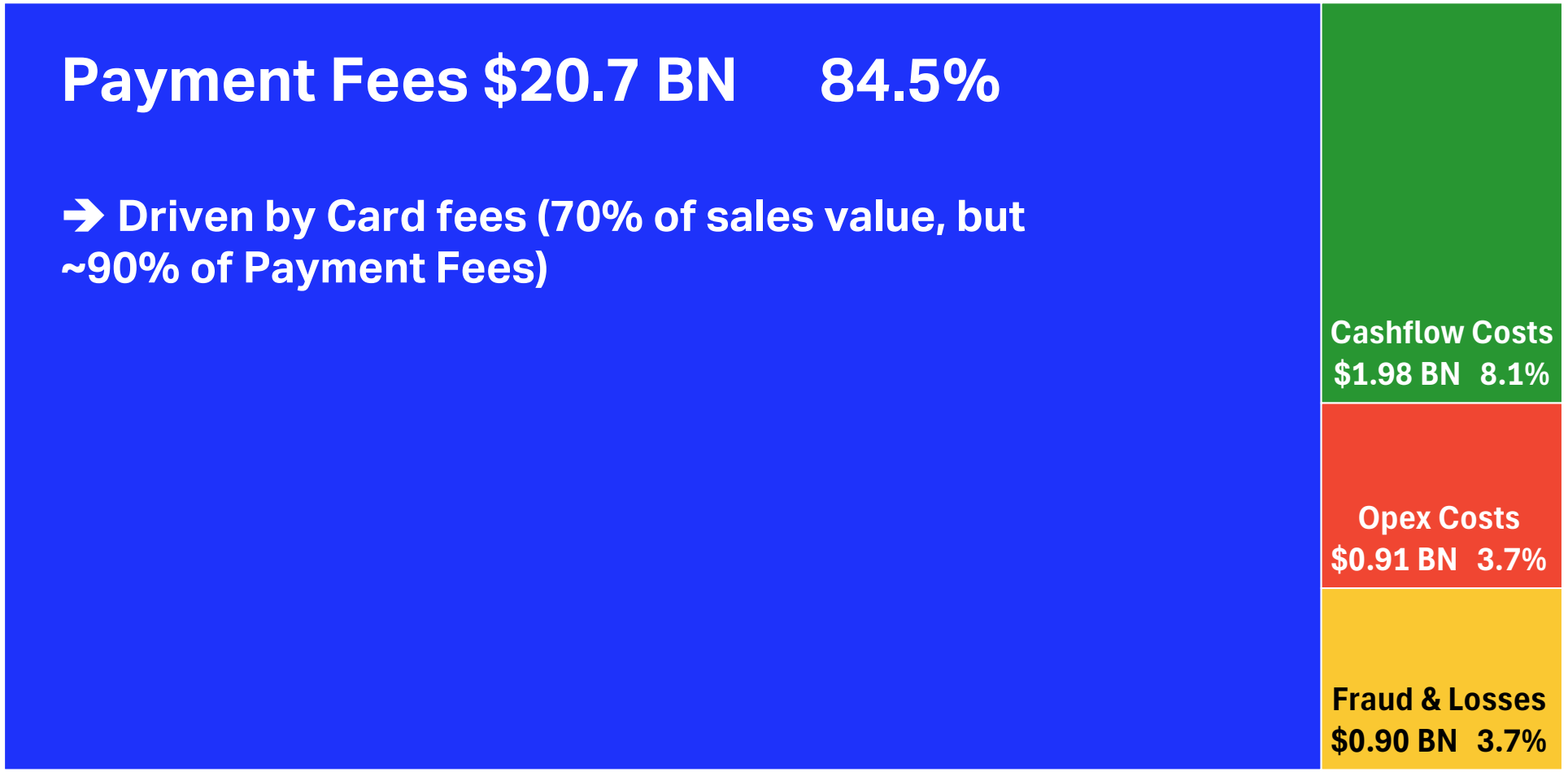
Airline Annual Payment Value and Costs



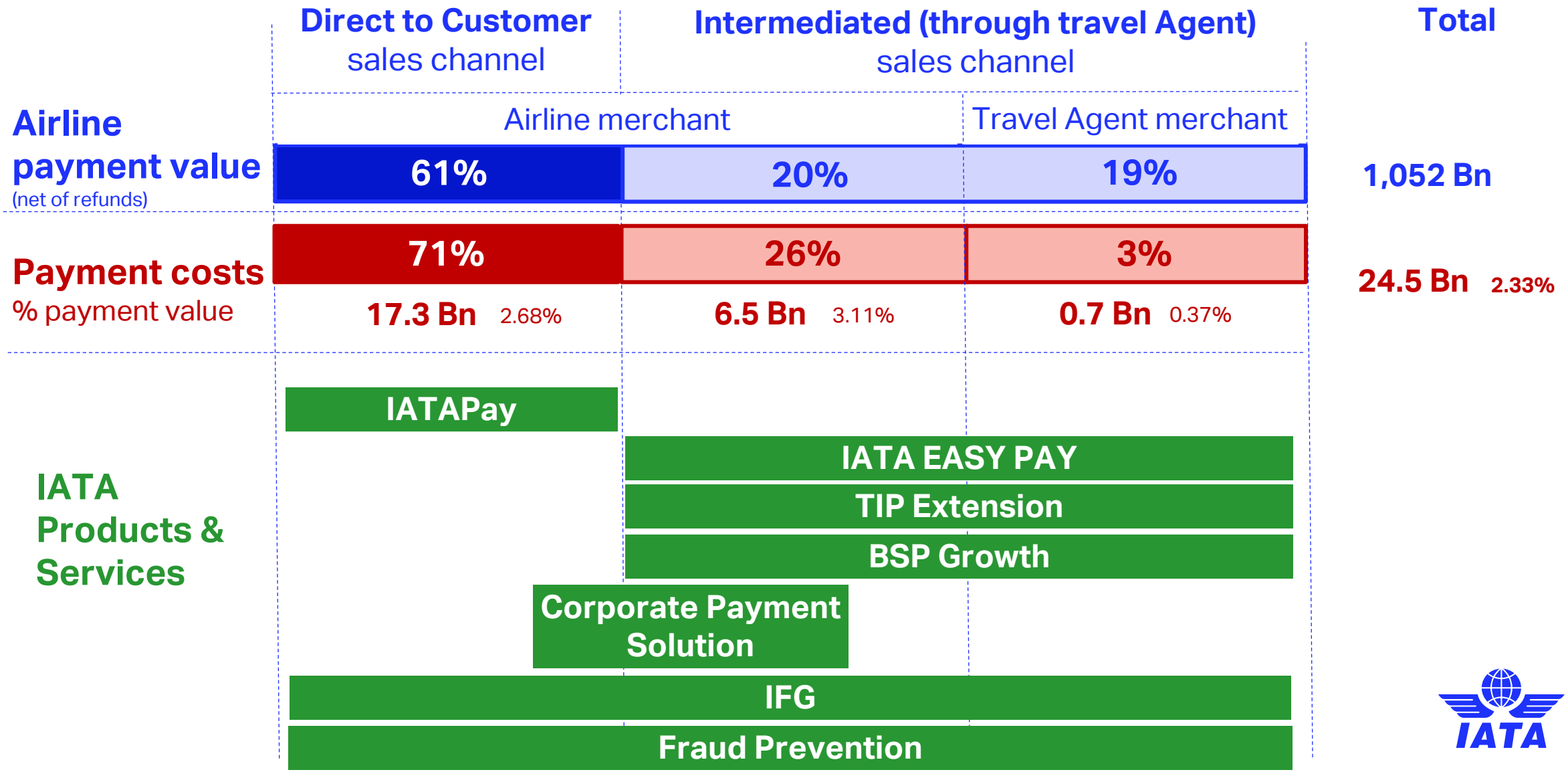
Key Findings

- Revised annual payment cost is **USD 24.5 BN**
- Increase mainly driven by **payment volume**
- 2025 Payment cost :
  - 2.3% of value collected
  - 3.1% of Airline pax revenue
- Our estimates are getting **more precise**
- The actual cost is **higher** than we thought

Payment Cost 24.5 BN - Categories



2025 Airline Payment by Channel



2025 Airline Payment by Channel

	Direct to Customer sales channel	Intermediated (through travel Agent) sales channel		Total
	Airline merchant		Travel Agent merchant	
Airline payment value (net of refunds)	61%	20%	19%	1,052 Bn
Payment costs % payment value	71%	26%	3%	24.5 Bn 2.33%
	17.3 Bn 2.68%	6.5 Bn 3.11%	0.7 Bn 0.37%	

IATA supporting through its Product & Services

IATA Pay, IATA EASY PAY, FlexiPay, IATA Financial Gateway (IFG)

Ongoing Projects & initiatives

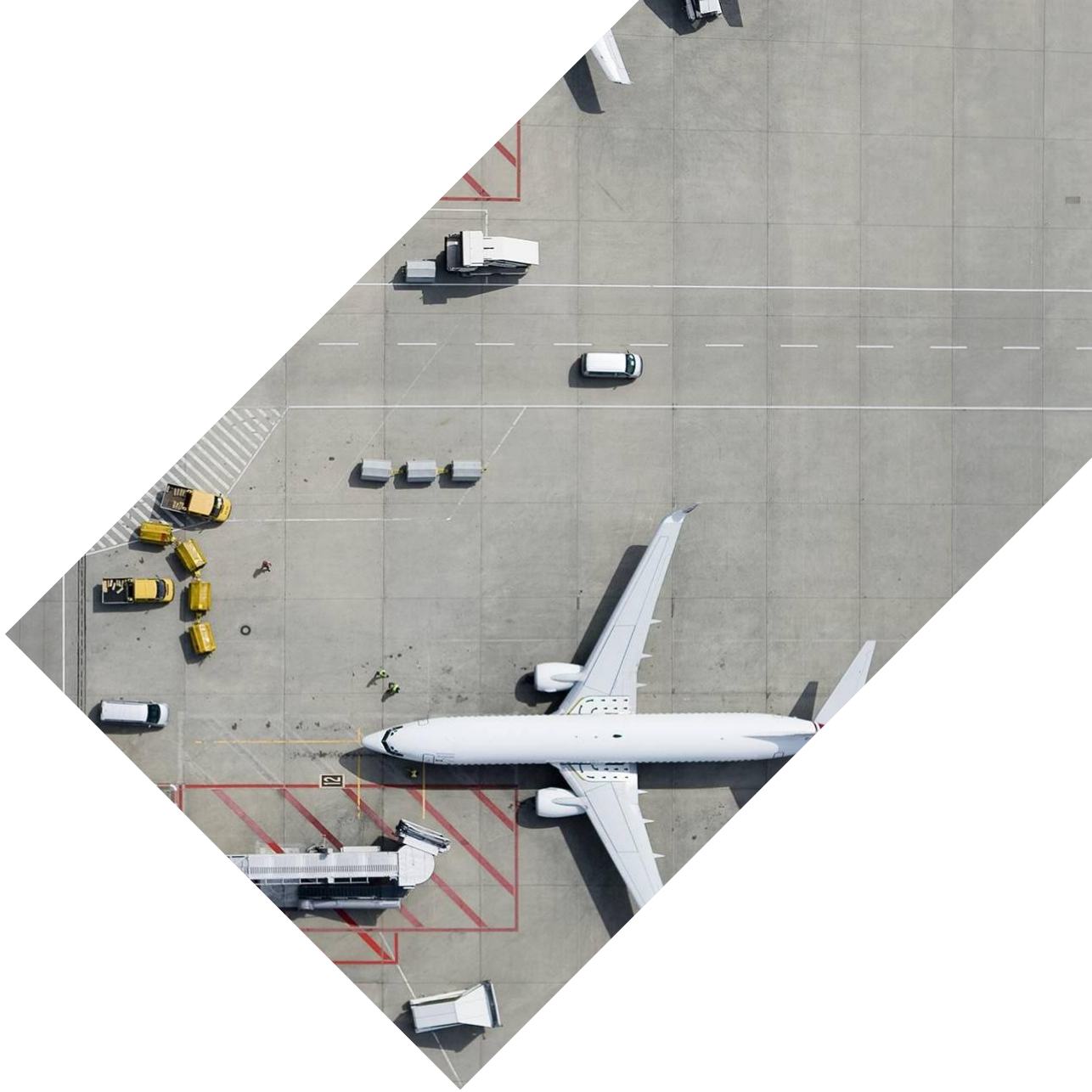
- BSP Growth Program
- Corporate Payment Alternatives
- TIP (Transparency in Payments) extension
- Relaunch fraud prevention portfolio

Three strategic response lines

Consumer Payments	Corporate Payments	Intermediated (Travel Agent) Sales Collection
Foster the emergence of consumer payment instruments' competition and ease their adoption	Provide Airlines and Corporates with alternatives / negotiation options	Help Airlines gain more control and review industry product offering

Through: Advocacy, Standards & Architecture, IATA P&S

IATA Currency Clearance Service



ICCS at a Glance

130
Markets
128 BSPs & 72 CASSes



$43B
2025 Volume (+4% vs. 2024)

300+
Active Members (Airlines)

74
Currencies
74 receivable & 32 payable ccies



CORE VALUE TODAY

Built for airlines' international treasury operations across markets and currencies

Competitive FX & Payments

- Industry-negotiated terms and economies of scale
- Cross-border payments
- Predictable cash flows and automation

Flexible execution

- FX and payment instructions
- Scheduled FX execution
- Split and third-party payments
- Self-service interface

Simple & Predictable Pricing

- Flat monthly fee per enrolled market
- Not volume-based
- Charged only when the service is used
- Offset against interest earned

Industry Advocacy

- Support for ICCS implementation in restrictive markets
- Addressing trapped cash and blocked-funds issues

ICCS Rewrite

One Treasury Experience, Broader Customer Value

A modern treasury service designed with Airlines around how to effectively manage cash, payments and FX

SEE

Visibility and Control

- Real-time view of cash, positions and currency exposure
- Consolidated visibility and instructions across all IATA and ICCS' non-IATA flows
- Forecasting
- Greater transparency, auditability and control
- Cases and Communications

DECIDE & CONTROL

Flexibility and Efficiency

- Self-service instructions, payments and reporting
- Bank accounts management
- Flexible settlement, payment and FX
- FX rates & execution transparency
- Integration with airline ERP and treasury systems via APIs

MOVE FUNDS

Broader Coverage

- Supports BSP and CASS-related settlements
- Extends to direct, card, GSA, NDC and other flows
- Enables local-currency, cross-border and partner use cases
- Payouts to treasury accounts, IATA services, third parties

One unified platform to provide greater control, visibility, transparency and self-service through a unified, real-time treasury experience

IATA



Industry Currency Repatriation
(aka Blocked Funds)

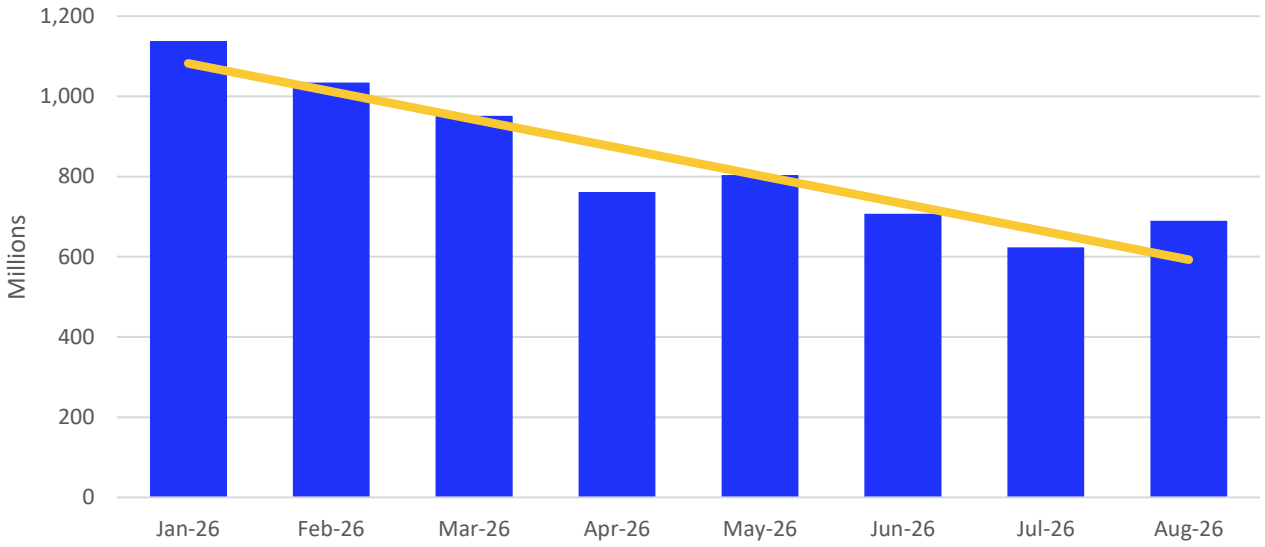
Industry Blocked Funds Overview

$690M
Total industry blocked funds

$40M
ICCS Blocked amount

-41%
Decrease vs. end-December 2025

88%
Share concentrated in top 8 markets



Where the exposure sits



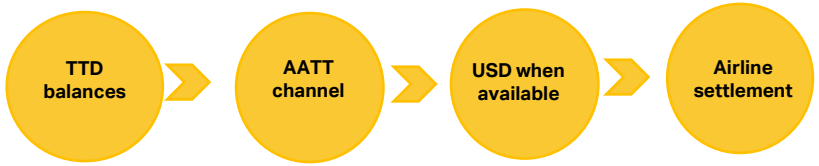
ICCS FOCUS

Top Countries

Malawi 41% of ICCS Blocked funds
XAF 34% of ICCS Blocked funds

Example of ICCS Supporting the clearing of Funds

TRINIDAD & TOBAGO



Built with Airport Authority of Trinidad & Tobago (AATT), facilitated by E&F. The mechanism delivered material releases, but USD availability is currently less predictable; alternative channels are being tested.


IATA
WORLD
FINANCIAL
SYMPOSIUM
IATA
WORLD
PASSENGER
SYMPOSIUM
Macao (SAR), China
28 – 29 October 2026
JOIN US AT
WFSWPS 2026 !
#IATAWFSWPS
IATA

IATA ANNUAL GENERAL MEETING

IATA WORLD AIR TRANSPORT SUMMIT

Host Airline

厦门航空 XIAMENAIR

Xiamen, China
30 May – 1 June 2027

JOIN US AT AGM & WATS 2027 !



#IATAAGMWATS

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR2 – ICH Report on WG Activities

Parm Kaur

ICH Working Group Chair

4th ICH General Meeting – 27 October 2026

IATA

ICH Working Group

IATA
CLEARING HOUSE
GENERAL MEETING

- 4 years mandate from 1st December 2022 until 31st December 2026
- Chair and Vice Chair appointed by IFAC Steering Group for the duration of the mandate

Name	Carrier
Parm KAUR	British Airways (BA) - **Chair**
Neville TODIWALLA	Emirates (EK) – **Vice Chair**
Jaclyn BAKKE	American Airlines (AA)
Simon BLUM	Latam Airlines (LA)
Juergen ENDE	Deutsche Lufthansa AG (LH)
Ahmed GAMALEDIN	Egyptair (MS)
Kartina MUHAMMAD KARIM	Malaysia Airlines (MH)
Weijie 'Vicky' PENG	Xiamen Airlines (MF)
Yuwan 'Will' ZHANG	China Southern Airlines (CZ)
Cedric CHRETIEN	IATA - **Secretary**

Mandate

a. The IATA Clearing House Working Group (ICHWG) shall provide technical guidance to IFAC and IATA management on matters related to the functioning of the IATA Clearing House (ICH) settlement system.

b. Areas of activities:

- Advise IATA on proposed changes in the ICH Manual of Regulations and Procedures which prescribes the purpose and operating procedure of the Clearing House, including but not limited to the application of security deposits and other security provisions or penalties.
- Review and approve application to the Clearing House of Non-IATA member airlines, under Clearing House Regulation 4b.
- Serve as adjudicators in arbitration under the Clearing House Regulation 23, in Inter-clearance arbitrations, or in interline billing disputes.
- Advise IATA regarding policies in relation to defaults and bankruptcies.
- Advise IATA on prioritization of developments and changes to functionalities and/or reports of the Clearing House.

2026 ICH Working Group journey

The formal activity plan, delivery through the year and the wider ambition assessed

IATA CLEARING HOUSE GENERAL MEETING



SET DIRECTION

- 2026 workplan shaped
- Settlement with Orders reviewed
- SIS priorities identified

BUILD & CLARIFY

- ICH Manual summaries developed
- Procedures 18 & 19 progressed
- Insolvency webinar delivered

IMPLEMENT & PREPARE

- Decimal reporting planning, testing and validation completed
- GM agenda and discussion topics developed
- ICH Copilot Agent enhanced through generative AI capabilities

ENGAGE & PRIORITISE

- Decimal change effective Oct P1
- GM validate future priorities with members
- Agree open items for next roadmap

Wider ambition proposed for assessment

Shorter / tiered settlement cycles	New settlement methods	Real-time & predictive reporting
ERP / treasury APIs	AI anomaly detection & predictive risk	Faster disputes & chatbot experience

These ideas informed the wider ambition; the delivery position against the formal six workstreams is shown next.

2026 delivery against the full activity plan

All six formal workstreams, including completed, progressed and carry-forward activity

Overall position **3 delivered • 2 progressed • 1 carry forward**

IATA CLEARING HOUSE GENERAL MEETING

1	**Operational performance**	• Regular KPI oversight • 100% on-time settlement • 99.9996% settlement success YTD to September	DELIVERED
2	**Manual & membership governance**	• Part A–C executive summaries developed • Procedures 18 and 19 flows progressed • Membership documentation and applications reviewed • Governance changes	DELIVERED
3	**Functionality, Extranet & SMI "X"**	• SIS enhancements reviewed • Decimal-based settlement reporting deployed • Extranet, digital and SMI "X" agenda remains in progress CNY live, CAD go-live December 2026 • ICH Copilot Agent enhanced with generative AI	DELIVERED
4	**Offers & Orders**	• Settlement with Orders update reviewed • ICH implications and future role explored • Further definition required as industry design develops	PROGRESSED
5	**Cost-saving using ICH**	• Assess long-term opportunities to reduce costs and enhance member benefits • New members	CARRY FORWARD
6	**Member support & training**	• Insolvency webinar delivered • Session held on 14 April 2026 • Training materials ICH videos	PROGRESSED

IATA

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR3 – The Year in ICH Operational Performance

Cedric Chretien

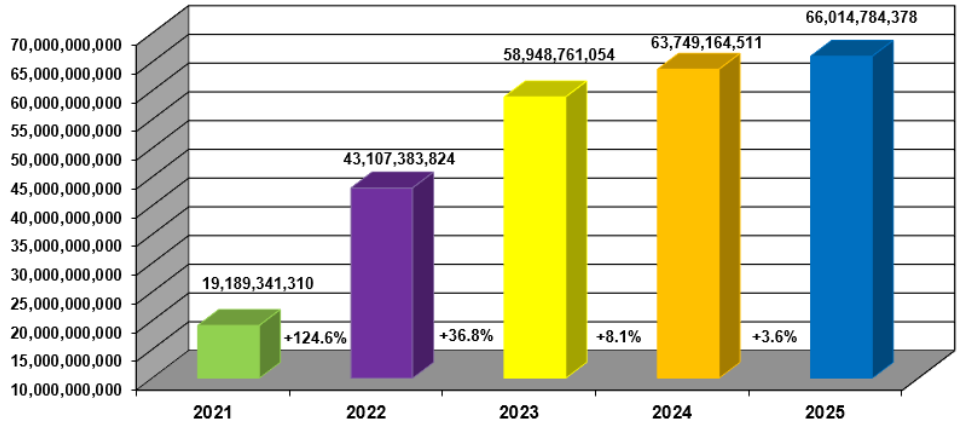
Head IATA Clearing House

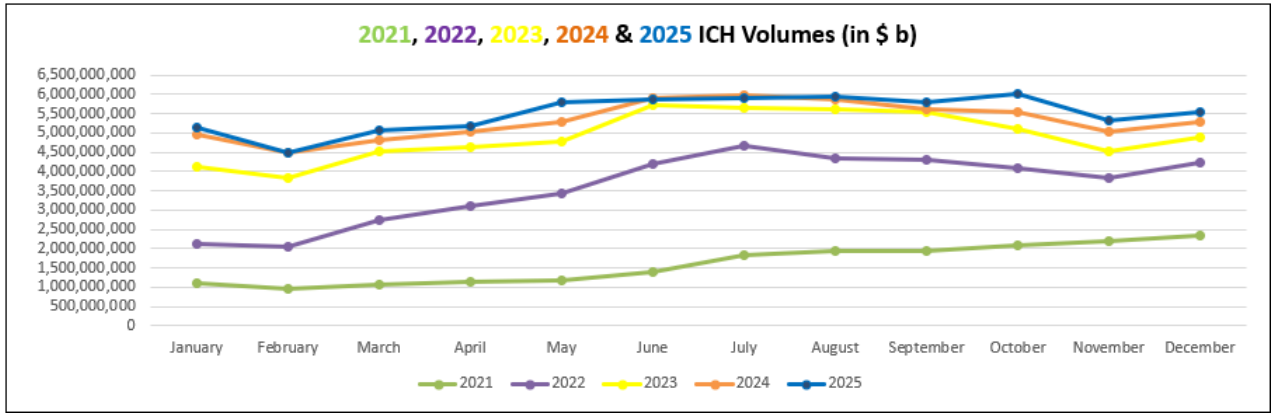
4th ICH General Meeting – 27 October 2026

2025 at a glance !

IATA
CLEARING HOUSE
GENERAL MEETING

- **Volume of transactions:**
  - In value terms, 2025 volumes grew by 3.6% compared to 2024 with **USD66.01b** vs. USD63.75b, **a new record!**
  - In transactional terms, with 1,115,974 invoices processed in 2025, there was an overall growth of 3.4% vs 2024



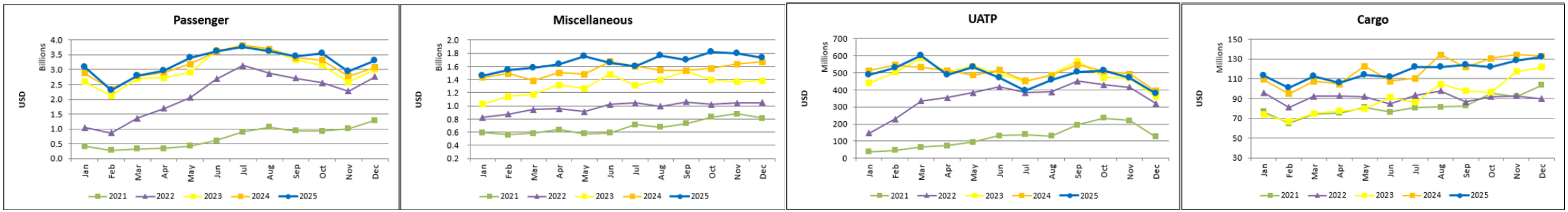


IATA

2025 at a glance !

IATA
CLEARING HOUSE
GENERAL MEETING

– In 2025, there has been an increase in 2 out of the 4 categories of transactions with the biggest in Miscellaneous/Non-transportation billings +8.1% followed by Passenger +2.4% while Cargo and UATP volumes went down by 0.3% and 2.6% respectively vs 2024 levels.



– Passenger (58.7%) and Miscellaneous / Non-transportation billings (30.4%) categories represented 89.1% of the total volume of transactions processed.

IATA

2025 at a glance !

IATA
CLEARING HOUSE
GENERAL MEETING

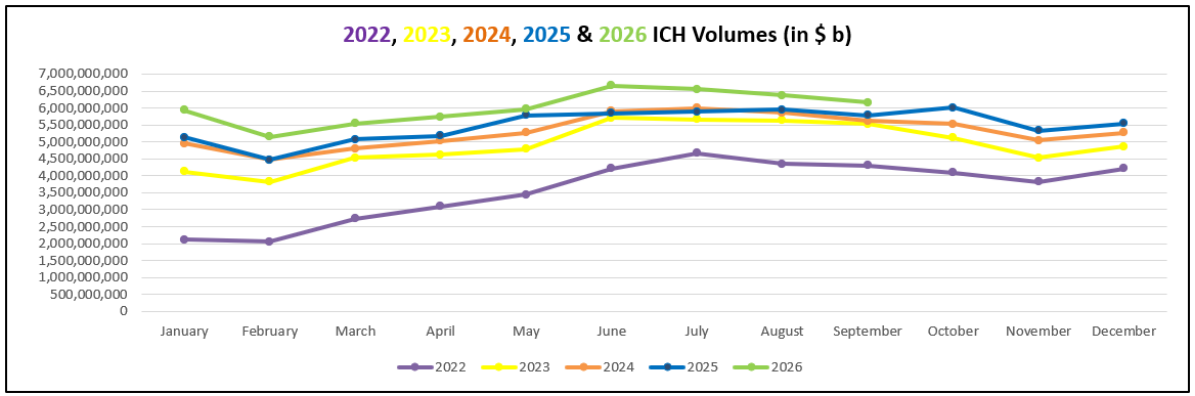
- **Settlement Success Rate / Unrecovered amount %:**
  - 10 suspensions, 4 IATA & 6 Non-IATA (-2 vs 2024) & 4 reinstatements (+1 vs 2024).
  - 3 resettlements. Finished the year with **99.9999% settlement success rate** or 0.0001% unrecovered amount (<USD71k resettled out of the 66.01b processed).
- **Membership:**
  - 36 new joiners (8 IATA, 13 Non-IATA & 15 Associates)
  - End 2025, **581** active members (347 Airlines, 218 Associates & 16 Sponsored) **a new record!**
- "**SOC2**" Type 2 certification renewed by PwC. Clean audit opinion, no exceptions
- Launch of:
  - **CNY:** under SMI "X" in Nov-25 becoming the 8th ICH currency of settlement
  - **Copilot Agent:** on the ICH Extranet

IATA

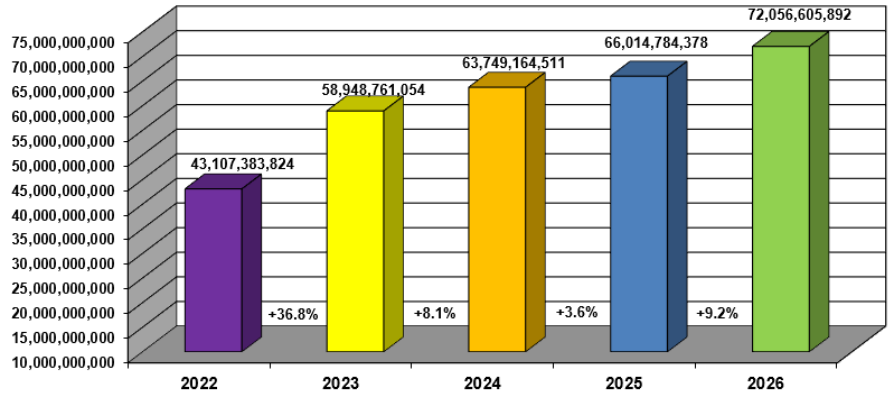
Outlook 2026

IATA CLEARING HOUSE GENERAL MEETING

- Volume: (after the Sep-26 P4 clearance)
  - In **value** terms, volume with USD54.07b grew by 10.1% over the same period in 2025 (USD49.13b)



Monthly average:
- Q1: USD5.54b
- Q2: USD6.12b
- Q3: USD6.36b



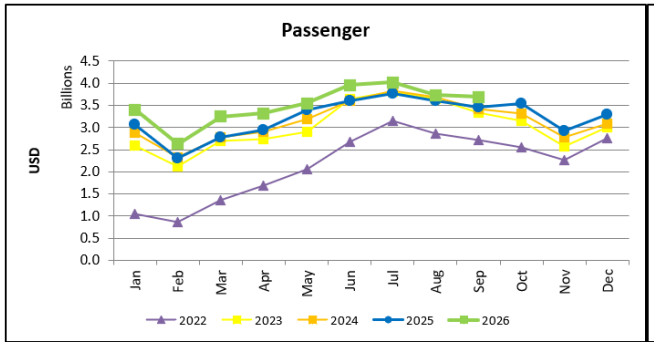
  - Year-end forecast for total throughput is likely to be over the **USD72b** mark, up 9.2% vs 2025 setting a new record !
  - In **transactional** terms, 867,646 invoices processed YTD, +4.7% vs end Q3 2025 (828,409).

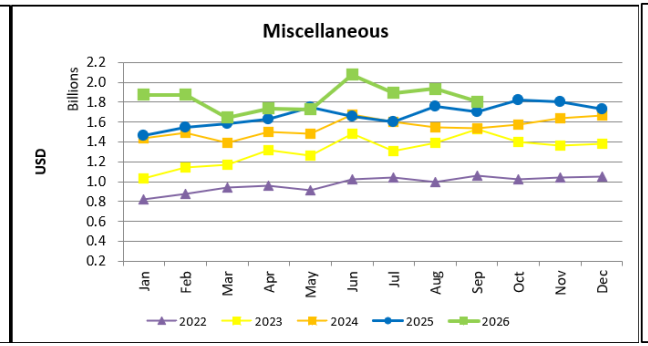
IATA

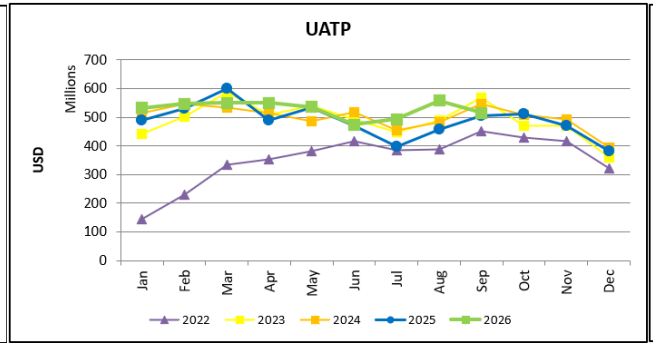
Outlook 2026

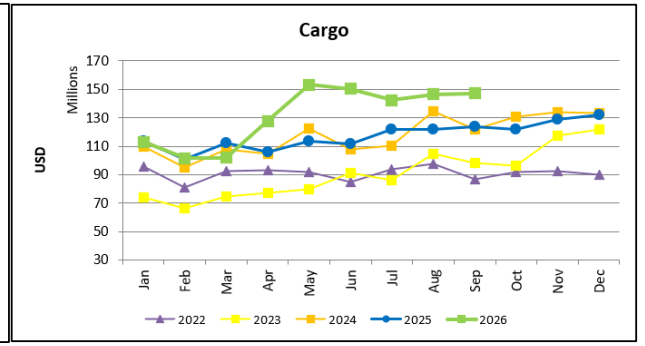
IATA
CLEARING HOUSE
GENERAL MEETING

- End Sep-26, there has been an increase in all 4 categories of transactions processed with the biggest in Cargo +15.5% followed by Miscellaneous/Non-transportation billings +12.8%, Passenger +9% & UATP +6.5% vs Q3 2025 levels.
- **P**ass. transactions represented 58.4% of the total volumes processed YTD before **M**iscellaneous / Non-transportation billings 30.6%, **U**ATP 8.8% and **C**argo 2.2%.









Risk Management

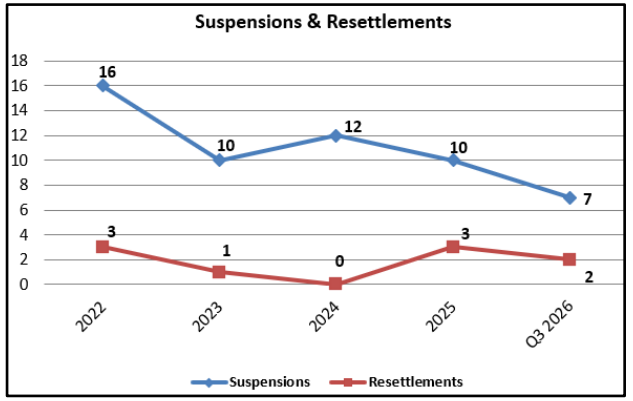
IATA CLEARING HOUSE GENERAL MEETING

- Special Clearances: **6** YTD (7 in total in 2025)

1	(IT-090)	Kingfisher Airlines	Mar-26 P4	4	(VG-048)	Vipper BV	Sep-26 P1
2	(P5-845)	Aero Republica SA	Jul-26 P4	5	(B8-637)	Eritrean Airlines	Sep-26 P1
3	(LQ-961)	Lanmei Airlines	Jul P4 & Aug-26 P2	6	(4L-174)	LAS S.A.	Aug P4 & Sep-26 P2

- Reinstatements: **5** YTD (4 in total in 2025)

1	(3G-380)	World Cargo Airline Sdn Bhd.	Jan-26 P2	4	(VR-696)	TACV	Apr-26 P1
2	(6P-339)	Pradhaan Air Express	Feb-26 P1	5	(3G-380)	World Cargo Airline Sdn Bhd.	Sep-26 P1
3	(Z2-457)	Philippines AirAsia Inc.	Apr-26 P1				



- Suspensions: **7** YTD (10 in total in 2025)

1	(3G-380)	World Cargo Airline Sdn Bhd.	Non-IATA Member	5	(YD-259)	Ascend Airways	Non-IATA Member
2	(7A-336)	Express Air Cargo	Non-IATA Member	6	(SG-775)	SpiceJet Ltd.	IATA Member
3	(HZ-598)	JSC Aurora Airlines	Non-IATA Member	7	(6P-339)	Pradhaan Air Express	Non-IATA Member
4	(Z2-457)	Philippines AirAsia Inc.	Non-IATA Member				

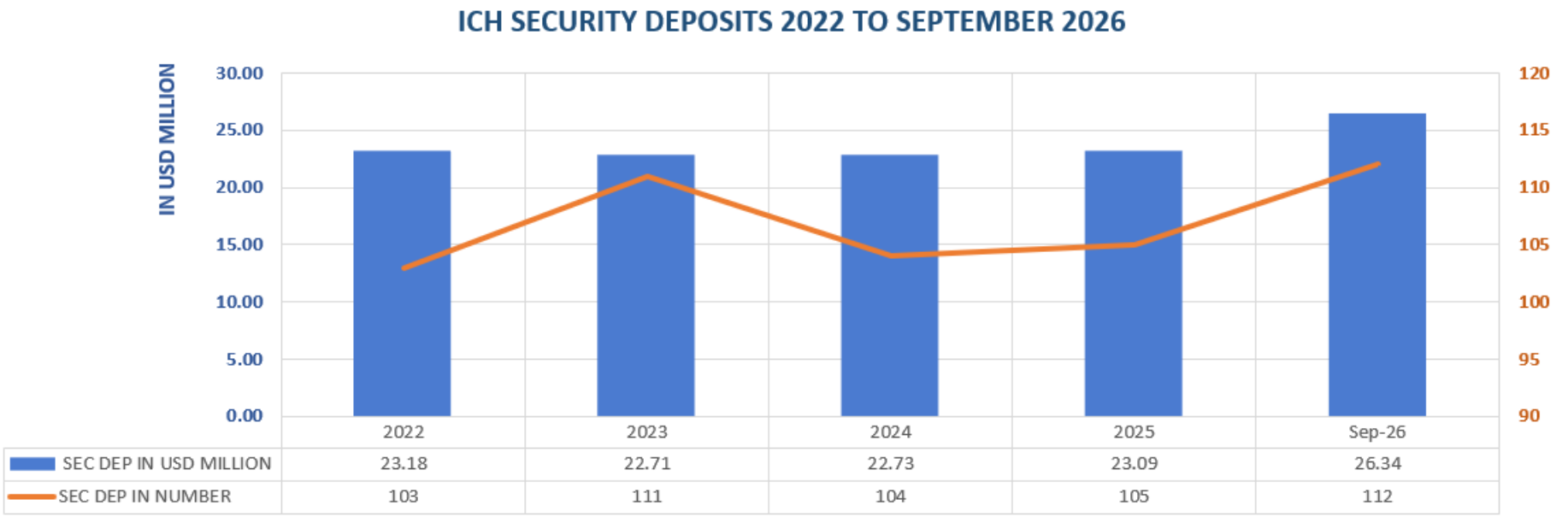
- Settlement success rate is at **99.9996%** or **0.0004%** unrecovered amount after completion of Sep-26 P4 with USD190k resettled out of the USD54.07b processed YTD

IATA

Risk Management

IATA
CLEARING HOUSE
GENERAL MEETING

- Continuous controls & monitoring of participants payment performance:
  - Holding deposits (security and/or voluntary) on behalf of over 30% of airlines



ICH	Sep-26	Sep-25	Var.
Number	**112**	108	+3.7%
Value	**USD26.34m**	USD23.30m	+13.1%

Jan to Sep-26 Highlights

IATA
CLEARING HOUSE
GENERAL MEETING

- Membership: as of 30 Sep-26
  - 43 new participants (7 IATA, 12 Non-IATA & 24 Suppliers) (+11 vs Q3 2025)
  - **612** active members (362 Airlines (*), 234 Suppliers & 16 Sponsored)



	2022	2023	2024	2025	Sep-26
Airlines	304	321	332	347	362
Suppliers & Sponsored	191	215	226	234	250
TOTAL	495	536	558	581	612

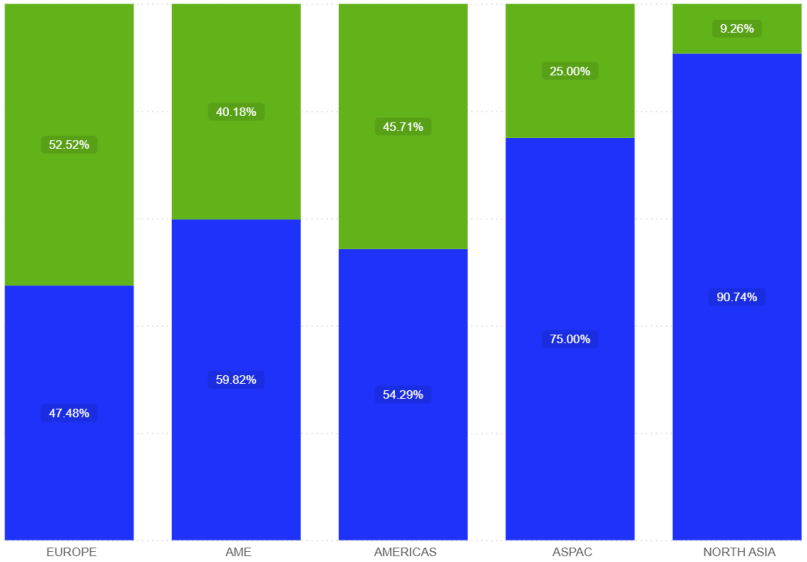
(*) 236 IATA &
126 Non-IATA

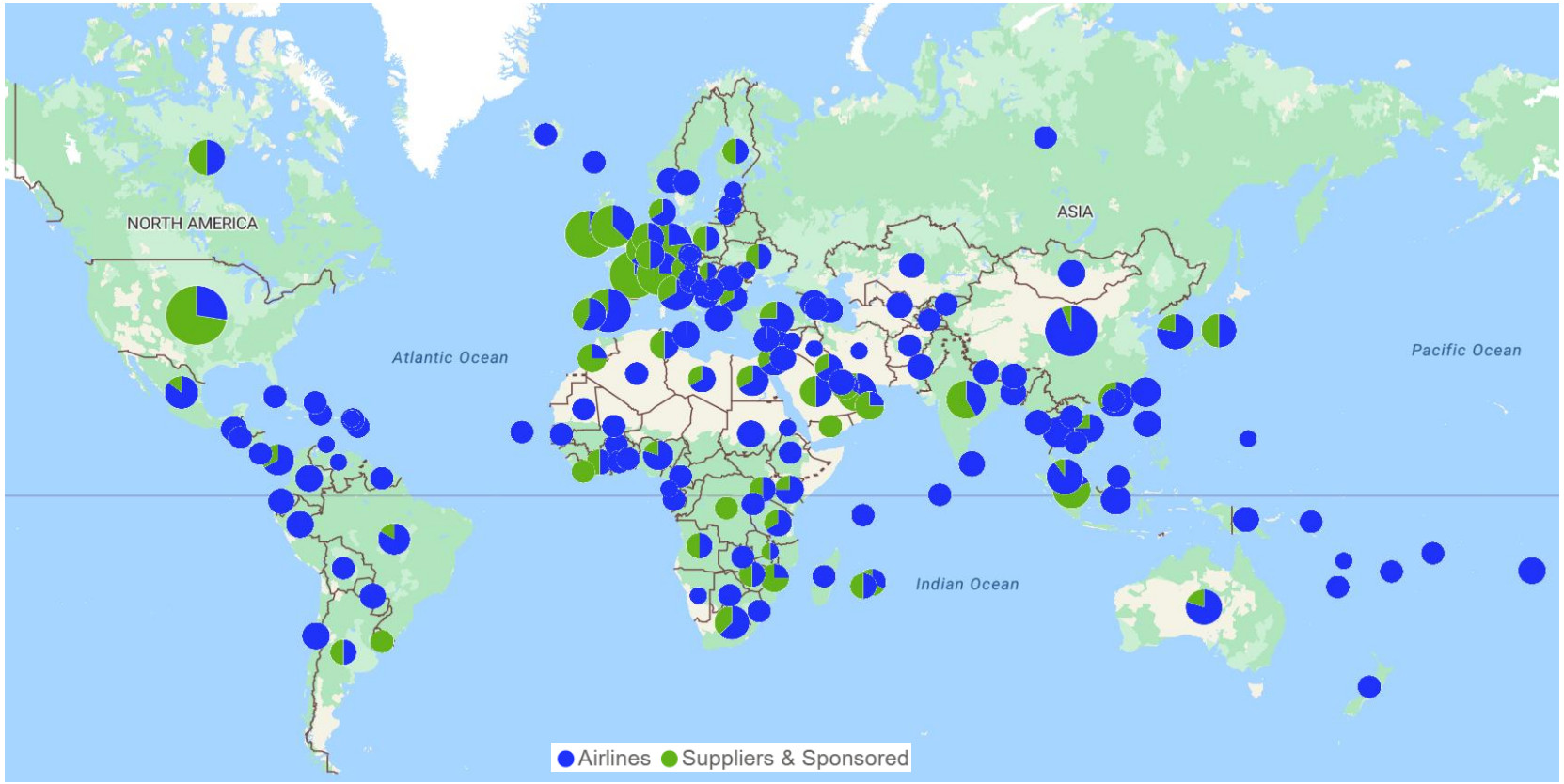
- vs end 2022:
  - Airlines: +19% (58)
  - Suppliers: +31% (59)

Jan to Sep-26 Highlights

IATA CLEARING HOUSE GENERAL MEETING

- **Global footprint!**
  - **Europe: 38%**
  - **Africa Middle East: 19%**
  - **Americas: 17%**
  - **Asia Pacific: 17%**
  - **North Asia: 9%**

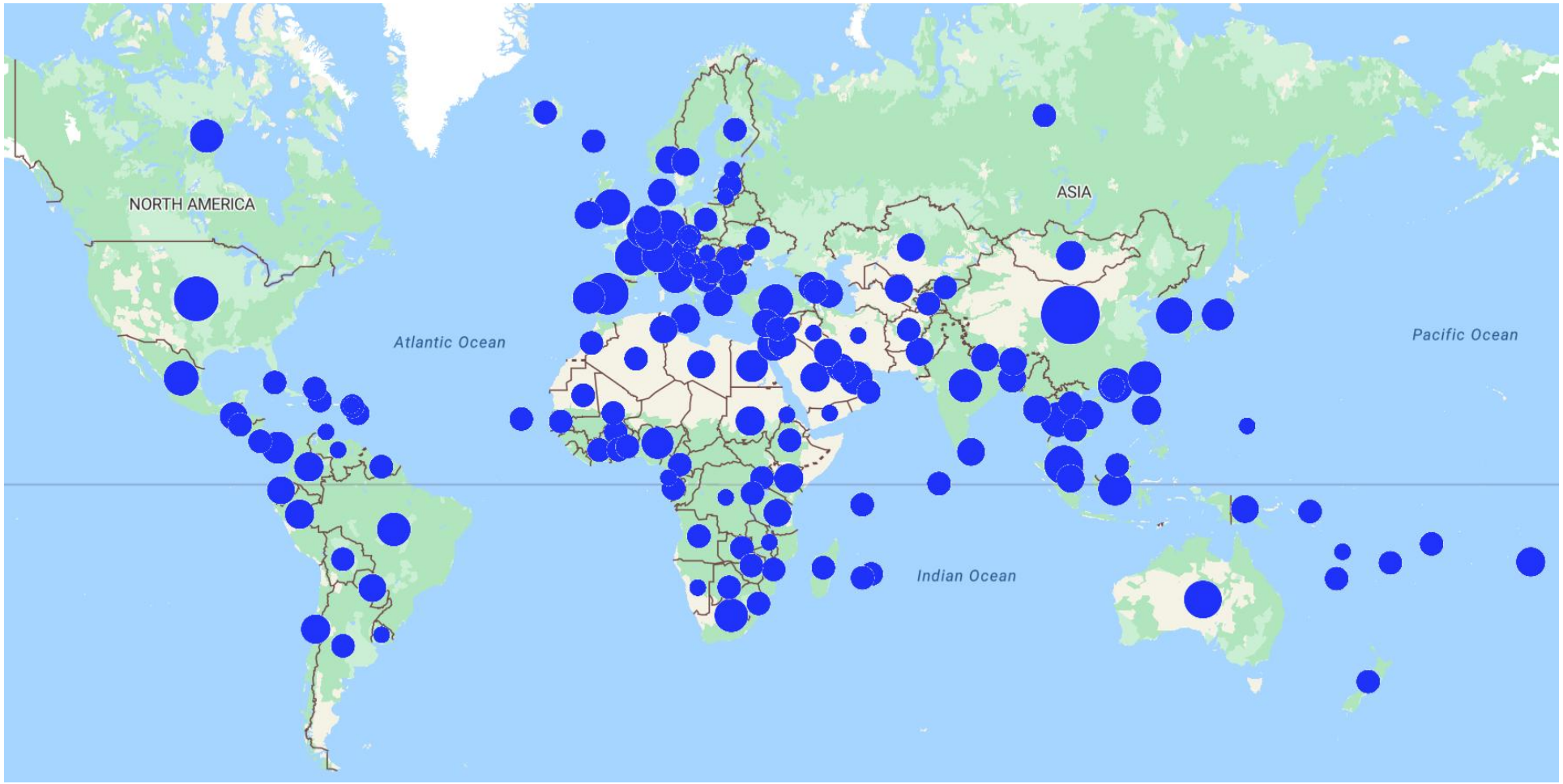




IATA

Jan to Sep-26 Highlights

IATA
CLEARING HOUSE
GENERAL MEETING

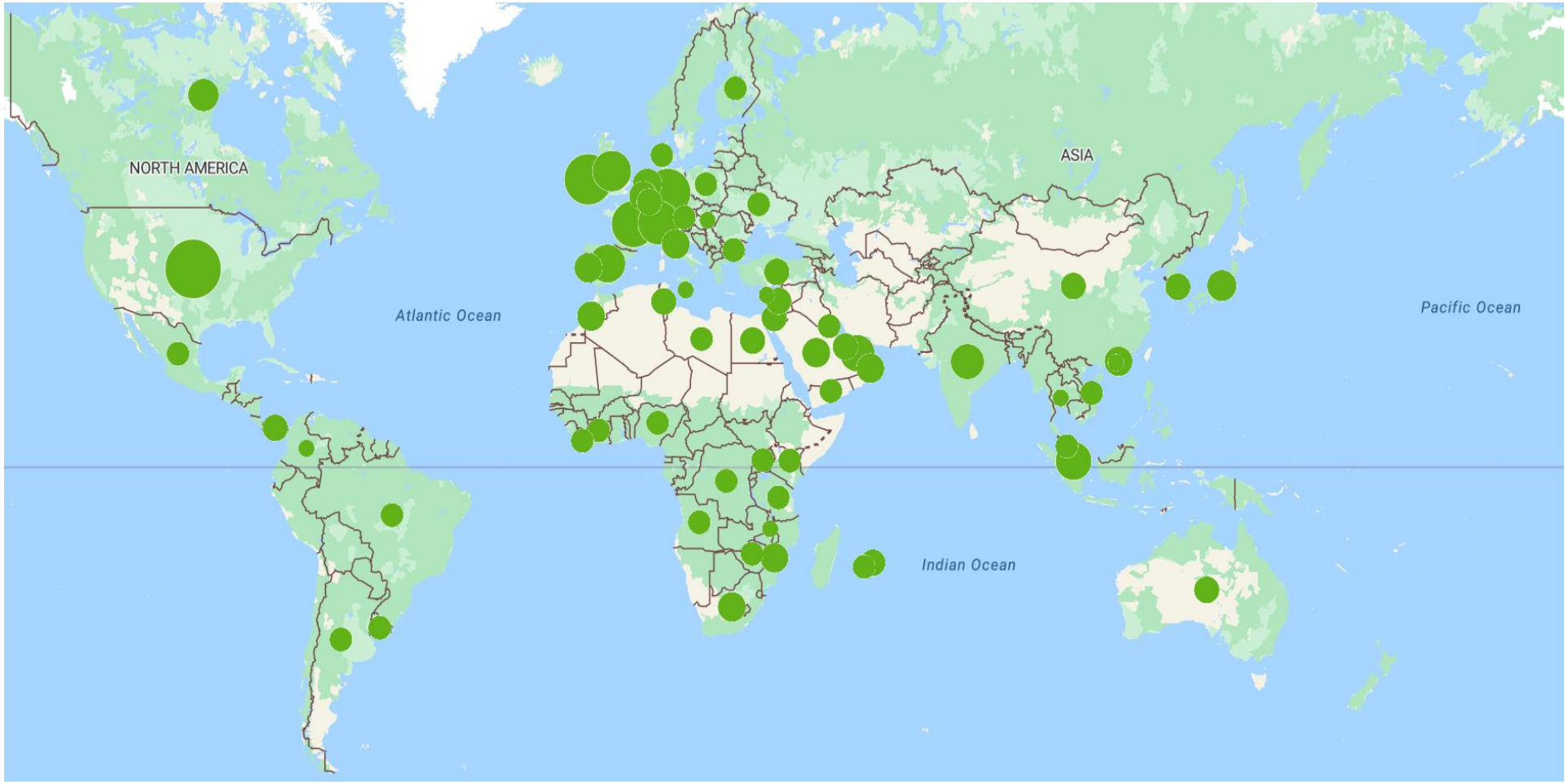


Airlines (362)

- Europe: 31%
- Asia Pacific: 21%
- Africa Middle East: 18.5%
- Americas: 16%
- North Asia: 13.5%

Jan to Sep-26 Highlights

IATA
CLEARING HOUSE
GENERAL MEETING



Suppliers (250)

- Europe: 50%
- Africa Middle East: 19%
- Americas: 19%
- Asia Pacific: 10%
- North Asia: 2%

Jan to Sep-26 Highlights

IATA
CLEARING HOUSE
GENERAL MEETING

- "**SOC2**" Service Organization Control
  - Type 2 certification renewed with a clean report and no exceptions noted on 150+ controls following the external audit testing performed by our auditors PricewaterhouseCoopers "PwC".
- Disaster Recovery "**DR**":
  - Successfully completed between 02 and 09 Apr-26 (Mar-26 P3 & P4) switching the system from our primary hosting site in GVA to the secondary in ZRH.
- "**ICH4**" Releases:
  - 6.0: on 01 Sep-26 (*)
  - 5.22: on 18 Mar-26
  - 5.21: on 04 Feb-26

(*) major release catering for the transition from rounded to decimal based invoicing for ICH settlement and reporting which has been effective with the Oct-26 P1 clearance as announced on 01 May-26 Circular 038/26

IATA

Jan to Sep-26 Highlights

IATA
CLEARING HOUSE
GENERAL MEETING

- SMI “X”: as at end Q3 2026
  - **ACE**: “**A**viation **C**arbon **E**xchange”
    - 23 signed agreements (8 AMERICAS, 7 ASPAC, 6 EUROPE & 2 AME)
    - Successfully conducted a Procurement Event in April and regular ad-hoc trades
  - **CHF**: YTD CHF6.96m processed and settled
  - **CNY:** YTD CNY10.76m processed and settled
  - **CAD: New and now available**





IATA

Jan to Sep-26 Highlights

IATA CLEARING HOUSE GENERAL MEETING

- 2027 Clearance Calendar
  - Published on 01 Oct-26
  - Available for download on the ICH Extranet

External Confidential

IATA

01 October 2026

Circular No: 088/26

To: All IATA Clearing House Members

From: Manager, IATA Clearing House

Subject: CLEARANCE CALENDAR 2027

The ICH Clearance Calendar for 2027 is now available for download from the ICH Extranet.

The Calendar follows a standard routine, and exceptions due to weekends and public holidays have been highlighted for your information.

Please contact the undersigned in case of any query.

Cédric Chrétien
Manager
IATA Clearing House

CLEARANCE CALENDAR 2027 - STANDARD AGREEMENT

1st QUARTER	JANUARY				FEBRUARY				MARCH			
DAYS / PERIODS	20270101	20270102	20270103	20270104	20270201	20270202	20270203	20270204	20270301	20270302	20270303	20270304
Clearance Initialization	06-Jan	13-Jan	20-Jan	27-Jan	06-Feb	13-Feb	20-Feb	27-Feb	06-Mar	13-Mar	20-Mar	27-Mar
Closure Day (Regulation 25)	12-Jan	19-Jan	26-Jan	05-Feb	12-Feb	19-Feb	26-Feb	05-Mar	12-Mar	19-Mar	26-Mar	05-Apr
Advice Day (Regulation 27)	14-Jan	21-Jan	28-Jan	09-Feb	16-Feb	23-Feb	02-Mar	09-Mar	16-Mar	23-Mar	30-Mar	07-Apr
Protest Deadline (Regulation 22 (b) (i))	19-Jan	26-Jan	02-Feb	12-Feb	19-Feb	26-Feb	05-Mar	12-Mar	19-Mar	26-Mar	02-Apr	12-Apr
Early Call Day (Regulation 28 (b))										***30-Mar***		
Call Day (Regulation 28(a))	21-Jan	28-Jan	04-Feb	16-Feb	23-Feb	02-Mar	09-Mar	16-Mar	23-Mar	30-Mar	06-Apr	14-Apr
Settlement Day (Associate Members) (Regulation 30) + ACH	25-Jan	01-Feb	08-Feb	18-Feb	25-Feb	04-Mar	11-Mar	18-Mar	25-Mar	01-Apr	08-Apr	16-Apr
Suspension Day (Regulation 33)	26-Jan	02-Feb	09-Feb	19-Feb	26-Feb	05-Mar	12-Mar	19-Mar	26-Mar	02-Apr	09-Apr	19-Apr

2nd QUARTER	APRIL				MAY				JUNE			
DAYS / PERIODS	20270401	20270402	20270403	20270404	20270501	20270502	20270503	20270504	20270601	20270602	20270603	20270604
Clearance Initialization	06-Apr	13-Apr	20-Apr	27-Apr	06-May	13-May	20-May	27-May	08-Jun	15-Jun	22-Jun	29-Jun
Closure Day (Regulation 25)	12-Apr	19-Apr	26-Apr	05-May	12-May	19-May	26-May	**07-Jun**	**14-Jun**	**21-Jun**	**28-Jun**	***06-Jul***
Advice Day (Regulation 27)	14-Apr	21-Apr	28-Apr	07-May	14-May	21-May	28-May	09-Jun	16-Jun	23-Jun	30-Jun	08-Jul
Protest Deadline (Regulation 22 (b) (i))	19-Apr	26-Apr	03-May	12-May	19-May	26-May	02-Jun	14-Jun	21-Jun	28-Jun	05-Jul	13-Jul
Early Call Day (Regulation 28 (b))			***04-May***								***06-Jul***	
Call Day (Regulation 28(a))	21-Apr	28-Apr	05-May	14-May	21-May	28-May	04-Jun	16-Jun	23-Jun	30-Jun	07-Jul	15-Jul
Settlement Day (Associate Members) (Regulation 30) + ACH	23-Apr	30-Apr	07-May	18-May	25-May	01-Jun	08-Jun	***21-Jun***	25-Jun	02-Jul	09-Jul	19-Jul
Suspension Day (Regulation 33)	26-Apr	03-May	10-May	19-May	26-May	02-Jun	09-Jun	21-Jun	28-Jun	05-Jul	12-Jul	20-Jul

3rd QUARTER	JULY				AUGUST				SEPTEMBER			
DAYS / PERIODS	20270701	20270702	20270703	20270704	20270801	20270802	20270803	20270804	20270901	20270902	20270903	20270904
Clearance Initialization	07-Jul	13-Jul	20-Jul	27-Jul	06-Aug	13-Aug	20-Aug	27-Aug	08-Sep	14-Sep	21-Sep	28-Sep
Closure Day (Regulation 25)	12-Jul	19-Jul	26-Jul	05-Aug	12-Aug	19-Aug	26-Aug	***07-Sep***	**13-Sep**	**20-Sep**	**27-Sep**	05-Oct
Advice Day (Regulation 27)	14-Jul	21-Jul	28-Jul	09-Aug	16-Aug	23-Aug	30-Aug	09-Sep	15-Sep	22-Sep	29-Sep	07-Oct
Protest Deadline (Regulation 22 (b) (i))	19-Jul	26-Jul	02-Aug	12-Aug	19-Aug	27-Aug	03-Sep	14-Sep	20-Sep	27-Sep	04-Oct	12-Oct
Early Call Day (Regulation 28 (b))												
Call Day (Regulation 28(a))	21-Jul	28-Jul	04-Aug	16-Aug	23-Aug	***31-Aug***	***07-Sep***	16-Sep	22-Sep	29-Sep	06-Oct	14-Oct
Settlement Day (Associate Members) (Regulation 30) + ACH	23-Jul	30-Jul	06-Aug	18-Aug	25-Aug	02-Sep	09-Sep	20-Sep	24-Sep	01-Oct	08-Oct	18-Oct
Suspension Day (Regulation 33)	26-Jul	02-Aug	09-Aug	19-Aug	26-Aug	03-Sep	10-Sep	21-Sep	27-Sep	04-Oct	11-Oct	19-Oct

4th QUARTER	OCTOBER				NOVEMBER				DECEMBER			
DAYS / PERIODS	20271001	20271002	20271003	20271004	20271101	20271102	20271103	20271104	20271201	20271202	20271203	20271204
Clearance Initialization	06-Oct	13-Oct	20-Oct	27-Oct	06-Nov	13-Nov	20-Nov	27-Nov	07-Dec	14-Dec	21-Dec	28-Dec
Closure Day (Regulation 25)	12-Oct	19-Oct	26-Oct	05-Nov	12-Nov	19-Nov	26-Nov	**06-Dec**	**13-Dec**	**20-Dec**	**27-Dec**	5-Jan-28
Advice Day (Regulation 27)	14-Oct	21-Oct	28-Oct	09-Nov	16-Nov	23-Nov	30-Nov	08-Dec	15-Dec	22-Dec	29-Dec	7-Jan-28
Protest Deadline (Regulation 22 (b) (i))	19-Oct	26-Oct	02-Nov	12-Nov	19-Nov	26-Nov	03-Dec	13-Dec	20-Dec	27-Dec	3-Jan-28	12-Jan-28
Early Call Day (Regulation 28 (b))										***29-Dec***	***4-Jan-28***	
Call Day (Regulation 28(a))	21-Oct	28-Oct	04-Nov	16-Nov	23-Nov	30-Nov	07-Dec	15-Dec	22-Dec	29-Dec	5-Jan-28	14-Jan-28
Settlement Day (Associate Members) (Regulation 30) + ACH	25-Oct	01-Nov	08-Nov	18-Nov	***26-Nov***	02-Dec	09-Dec	17-Dec	***29-Dec***	***4-Jan-28***	7-Jan-28	18-Jan-28
Suspension Day (Regulation 33)	26-Oct	02-Nov	09-Nov	19-Nov	26-Nov	03-Dec	10-Dec	20-Dec	29-Dec	4-Jan-28	10-Jan-28	19-Jan-28

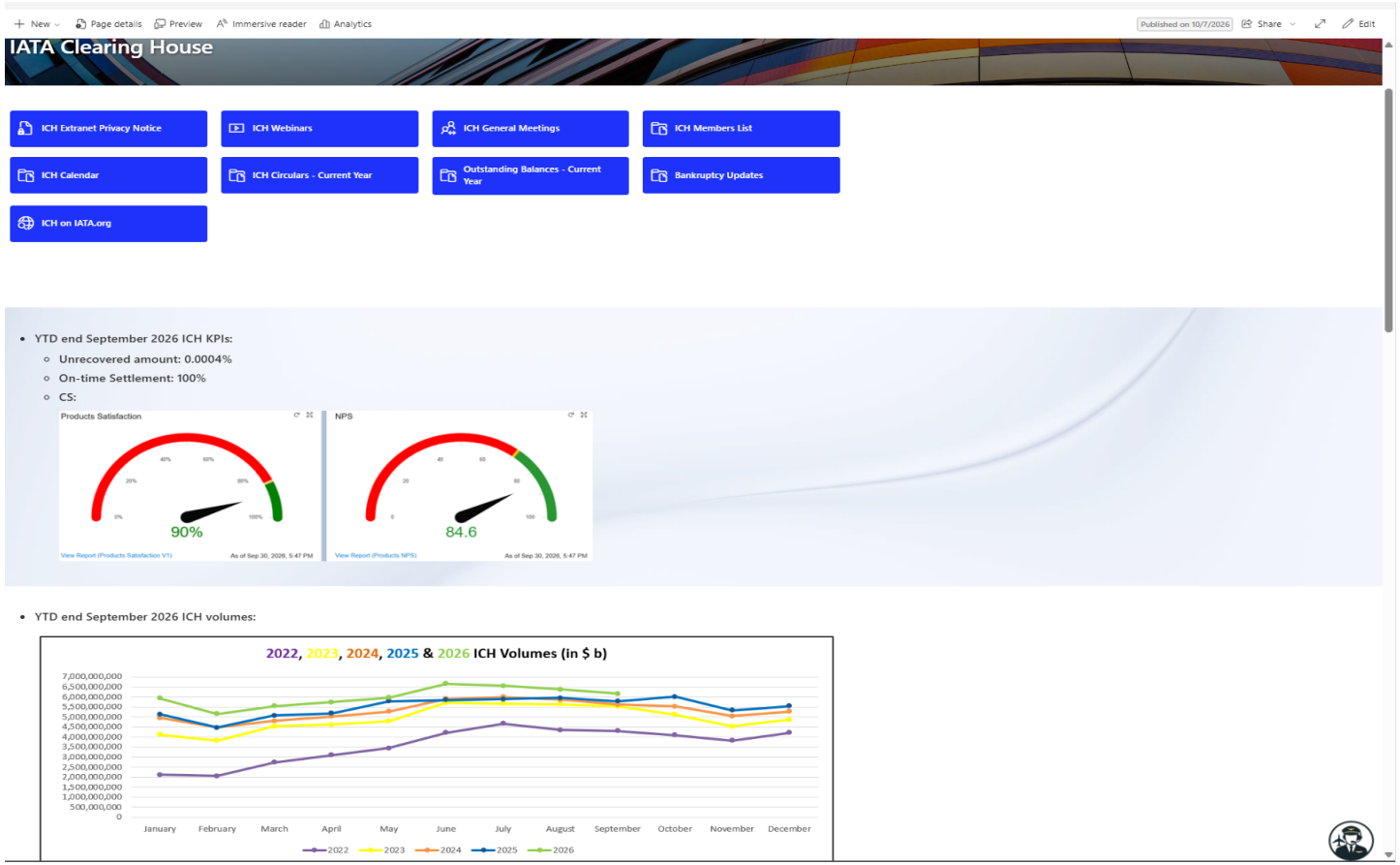
Note: (*) after taking into account bank holidays in New York and London

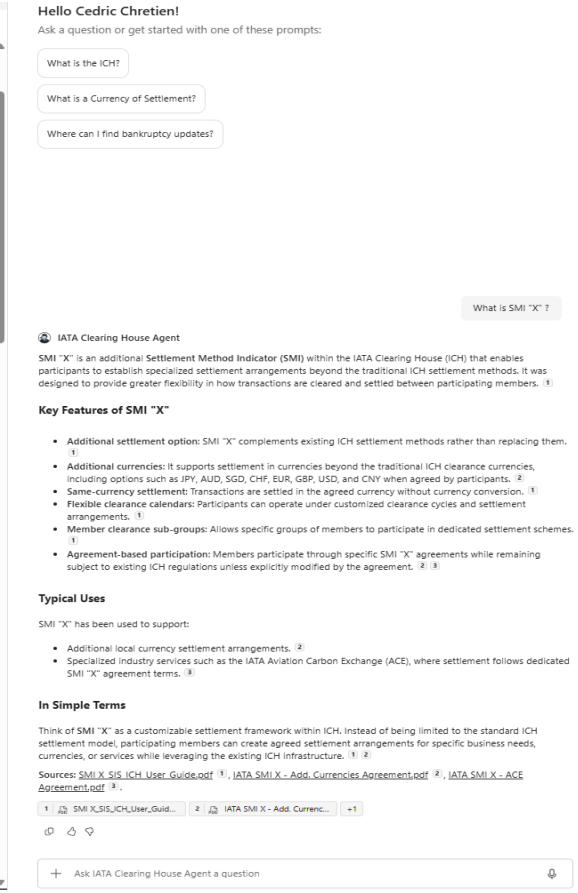
IATA

Jan to Sep-26 Highlights

IATA CLEARING HOUSE GENERAL MEETING

- ICH Copilot Agent: upgraded to Generative AI to enhance knowledge and user experience

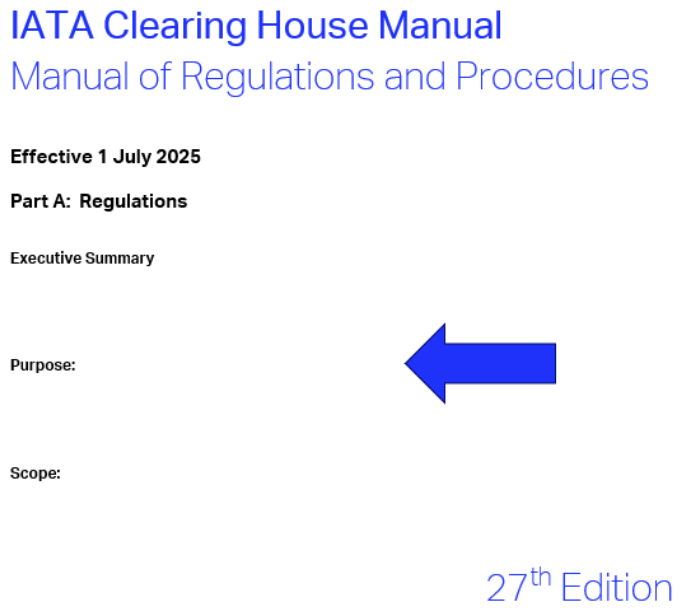




Jan to Sep-26 Highlights

IATA
CLEARING HOUSE
GENERAL MEETING

- 28th Edition of the ICH Manual
  - In progress
  - Effective 01 January 2027
  - Highlights:
    - Add an Executive Summary, Purpose and Scope illustrating the content of each Parts i.e. A: Regulations, B: Calendar and C: Procedures
    - Part B: add the SMI “X” calendars i.e. CHF, CNY…
    - Part C: update F3 report to reflect decimals under Proc. 2



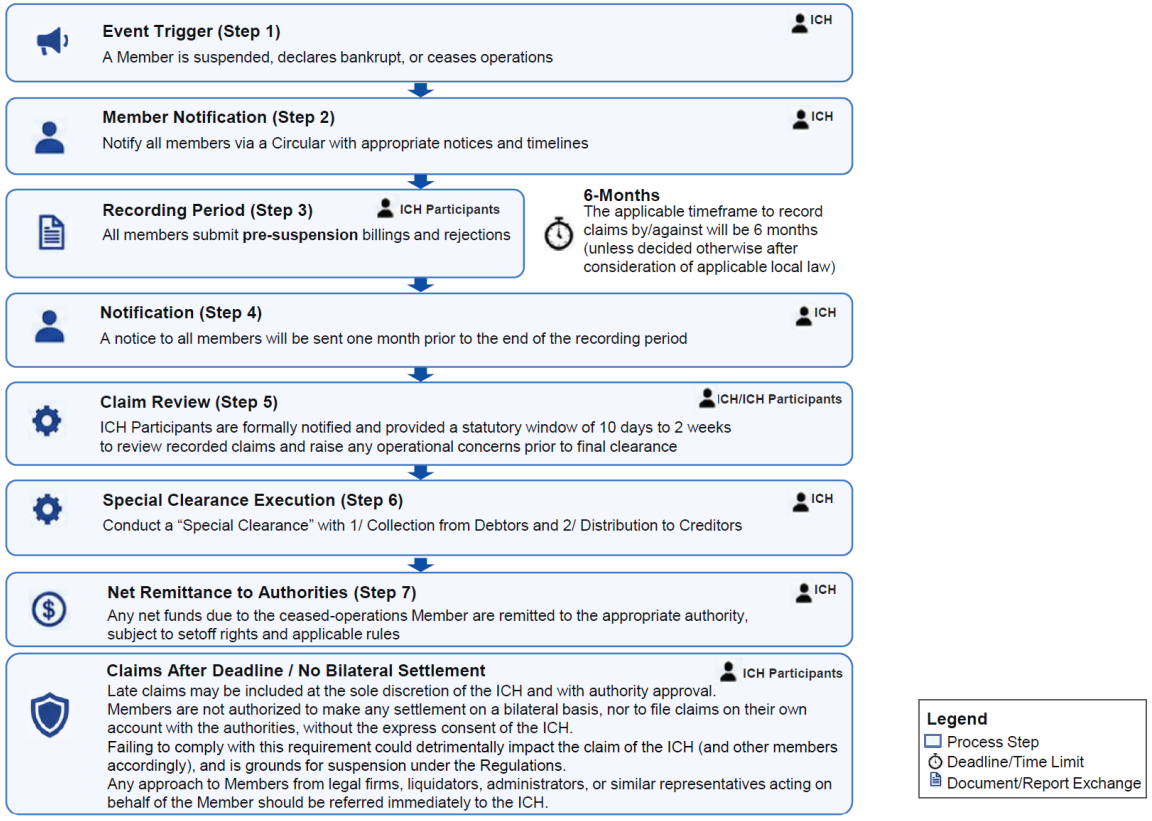
Jan to Sep-26 Highlights

IATA CLEARING HOUSE GENERAL MEETING

- Part C: add diagram illustrating Procedure

External Confidential

IATA Clearing House (ICH) Procedure 18: Suspension, Bankruptcy or Cessation of Operations Operational Flows



18. PROCEDURE TO BE APPLIED BY THE ICH IN CASES OF SUSPENSION, BANKRUPTCY OR CESSATION OF OPERATIONS

The ICH will apply the following procedure in cases of suspension, bankruptcy or cessation of operations.

Claims will continue to be recorded by the ICH for six months following the month in which the suspension occurs, unless, after consideration of applicable local law, the ICH determines that an alternative deadline is appropriate. During this time Members – including the Member that has ceased operations – should continue to submit billings and rejections associated with transactions that arose prior to the date of suspension. The ICH will publish the appropriate notices and time lines in a Circular.

At the expiry of the designated period the ICH will determine the balance due or by each Member that billed, or was billed by, the Member that has ceased operations (pursuant to a Special Clearance), and will apply any funds on hand to settle any debts due by the Member that has ceased operations. Balances due to the ICH as a result of the Special Clearance will be debited to the debtor Members concerned, and balances due to Members by the ICH, abated as necessary, will be credited to creditor

Members, both in a clearance period to be determined by the ICH. Any funds due on a net basis to the Member that has ceased operations will be remitted to the appropriated authority, subject in all cases to IATA's and the ICH's rights of setoff and all other rights provided by the applicable Regulations and Resolutions. Any legal costs incurred by the ICH in the management of the process will be debited to Members as necessary in accordance with Regulation 40(a).

Any balance remaining due to the ICH by the Member that has ceased operations will be collected by the ICH, whether by the ICH filing a claim in the bankruptcy process or as is otherwise appropriate under applicable law, and any distribution resulting therefrom will be made by the ICH to creditor members as soon as practical thereafter, net of any accrued legal fees.

Claims received after the expiry of the published deadline may be included in such collection efforts, at the sole discretion of the ICH and subject to the approval of the appropriate authorities. Fees may be applied by the Courts or legal expenses may be accrued by the ICH in these circumstances, and these will be debited to the Members filing late.

Members should note that the ICH is responsible for all credits and debits resulting from claims arising as a result of the application of the Regulations, as described in Regulation 9(a). Members are bound by this Regulation and not authorised to make any settlement on a bilateral basis, nor to file claims on their own account with the authorities, without the express consent of the ICH. To do so damages the position of the ICH with regard to other Members, and is a breach of the Regulations rendering Members liable to Suspension.

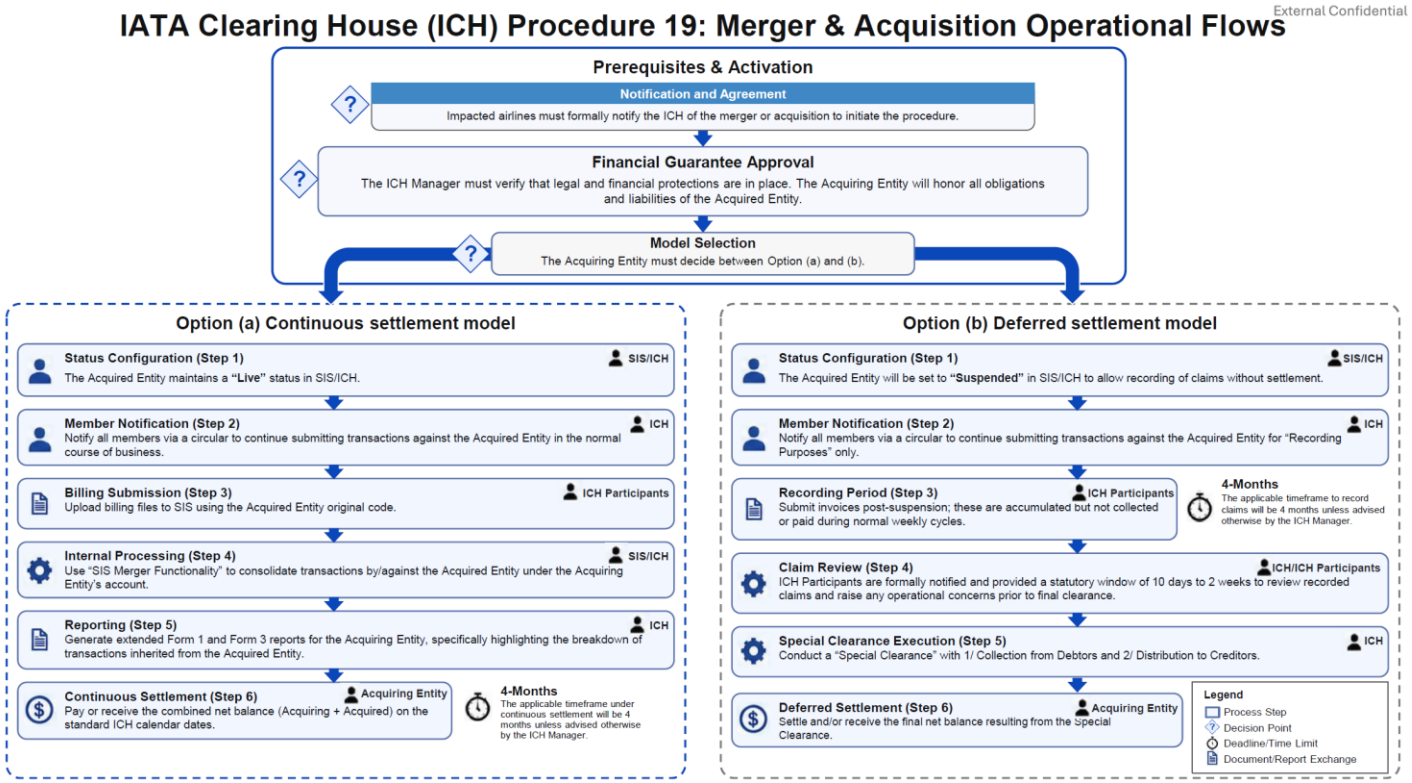
Any approach to Members from legal firms, liquidators, administrators, or similar representatives acting on behalf of the Member that has ceased operations should be referred immediately to the ICH, which will instruct its own lawyers to address the matter.

4th ICH General Meeting – 27 October 2026

Jan to Sep-26 Highlights

IATA CLEARING HOUSE GENERAL MEETING

- Part C: add diagram illustrating Procedure



19. PROCEDURE TO BE FOLLOWED IN THE EVENT OF A MERGER OR ACQUISITION

The ICH and impacted airlines may agree to apply the following provisions in the event of a merger or acquisition impacting two Members, provided the Clearing House Manager is satisfied adequate legal and financial protections are in place to protect other Members and the Clearing House.

(a) Continuous settlement model

- Acquiring entity will honour all obligations and liabilities of the acquired entity;
- Acquiring entity prefers a continuous settlement of all transactions related to the acquired entity under the acquiring entity code;
- Acquired entity status in SIS and ICH will continue to be Live; and
- Members will be notified by the ICH to continue to submit transactions by/against the acquired entity in the normal course of business.
- Settlement and reporting will be processed under the acquiring entity code leveraging on the SIS merger functionality. Extended Forms 1 & Forms 3 Reports will highlight transactions with the acquired entity.

As an example, Airline ABC merges with or acquires Airline XYZ, and therefore moving forward the business will be consolidated under Airline ABC. Airline ABC wishes to take over the liabilities and rights associated with Airline XYZ in the ICH. Under the continuous settlement model, the ICH will notify other Members that as of a communicated date, all claims under the former Airline XYZ code will need to continue to be submitted against Airline XYZ. There will be no post-merger claims processing period for Airline XYZ, as these claims will be eligible to be settled by Airline ABC who has assumed all obligations in this regard in the normal course of business.

(b) Deferred settlement model

- Acquiring entity will honour all obligations and liabilities of the acquired entity;
- Acquiring entity prefers to keep accounts separate and does not want settlement of transactions mixed with those related to the acquired entity;
- Acquired entity status in SIS and ICH will be set to Suspended in order to allow for the recording of claims without settlement: and
- Members will be notified by the ICH to continue to submit transactions by/against the merged or acquired entity for recording purposes and preparation of a Special Clearance.
- Settlement will be made after completion of the claims recording period by means of a Special Clearance.

The primary differences in this example are two-fold, namely (i) the acquired entity status will be Suspended in SIS/ICH; and (ii) the ICH will run a post-suspension claims process following suspension, after which the settlement will be made.

In the event of a merger or acquisition managed under this Procedure 19, the applicable timeframe for settlement under model (a) and/or recording of claims period under model (b) will be four months (unless otherwise advised by the Clearing House Manager).

Jan to Sep-26 Highlights

IATA
CLEARING HOUSE
GENERAL MEETING

- Adjust wherever required following the **IATA Governance** changes
  - New framework approved at the 82nd Annual General Meeting in Rio on 07 Jun-26
  - Briefing webinars on 26 and 27 May-26
  - Details available on the IATA Website under Corporate Governance https://www.iata.org/en/about/corporate-structure/

  - **ICH Working Group** will continue to exist as a “Program Governance Group”
  - Terms of Reference are currently being reviewed
  - Role, Mandate and Authority will broadly remain the same
  - Call for nomination will take place prior to year-end
  - Any matters with strategic implications or requiring coordination across programs will be reported to the “Program and Innovation Steering Group”

1947

- Opened in London on 1st January
- 19 IATA members:
  AC,AF,BA,EI,KL,QF,SK,SA…

IATA ICH



2027

- USD80b processed ?
- 800 ICH Extranet registered Users and/or active Members ?

IATA

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR4 – Bankruptcy and Special Clearance Update

Kees Burns

Senior Legal Counsel IATA

4th ICH General Meeting – 27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR4 – Bankruptcy and Special Clearance Update

Kees Burns

Senior Legal Counsel IATA



4th ICH General Meeting – 27 October 2026

What is it?

IATA
CLEARING HOUSE
GENERAL MEETING

- Bankruptcy, insolvency, judicial reorganization, receivership, liquidation….
- Varies but common themes
  - Bankruptcy estate
  - Legal protections against collection efforts for pre-filing claims
  - Claim process
  - Process or plan to deal with debts
  - Liquidation / reorganization
  - Court appointed trustee / receiver / administrator



Impact on ICH

IATA
CLEARING HOUSE
GENERAL MEETING

- Grounds for suspension under ICH Reg *49(a)(iii)
- Suspension can be avoided on provision of adequate financial security
- Engage with IATA early to mitigate risk of suspension
  - Financial security documentation
  - Necessary court approvals
  - Communication with other ICH participants



Claims

IATA
CLEARING HOUSE
GENERAL MEETING

Applicable ICH Regulations (see Reg. 9; Proc. 18)

- 9(a): "…no liability for payment and no right of action to recover payment shall accrue between Clearing House Members."
- 9(b): The ICH has "… the exclusive right to institute court actions, file claims in appropriate jurisdictions and to settle and compromise such claims."
- Individual member action can interfere with the ICH's ability to claim its rights in court, and therefore jeopardize the rights of other members.
- Any approach by legal firms, administrators, liquidators, or other representatives of the bankrupt airline should be referred to the ICH.



Why it matters

IATA
CLEARING HOUSE
GENERAL MEETING

- Individual member action can impact the rights and position of the ICH before courts, and therefore can jeopardize claims of others (grounds for suspension)
- ICH is often uniquely situated and is in a stronger position than many unsecured creditors

    1) **Value proposition**
    2) **Netting**
    3) **Risk management**



But…

IATA
CLEARING HOUSE
GENERAL MEETING

- They filed insolvency, but not suspended?
- I was served notice to file a claim by X date to have my debt considered, do I need to?
- There is no debt or claim listed to the ICH, why?
- Can I write-off this amount?



Also…

IATA
CLEARING HOUSE
GENERAL MEETING

- Bankruptcy processes are slow…
- Airline / insolvency estate may raise objections
- Disputes are similar to lawsuits and are mercy to court availability
- Many parties trying to negotiate with the insolvency estate at once
- Loss of staff, expertise, competing priorities…



Reminder on Procedure

IATA
CLEARING HOUSE
GENERAL MEETING

ALWAYS follow Proc. 18: timely submit claims vs. suspended airline

- 6 months will be provided for submission, unless local law states otherwise
- Failure to timely submit will prevent any recovery on those claims

ALWAYS check claims submitted during 6-months post-suspension

- The suspended airline should also submit its own claims, which may need to be rejected
- Untimely rejections will not be allowed, as per RAM guidelines

NEVER bilaterally settle claims already submitted in ICH

- Bilateral settlement often results in a worse outcome for your own cl
  is in any case grounds for suspension



Case updates

IATA
CLEARING HOUSE
GENERAL MEETING

Information on individual cases are available via the bankruptcy/suspension updates on the ICH Extranet

Airline legal advisors may also contact IATA Legal Services as needed for queries on process or individual cases

- Kees Burns – Senior Legal Counsel, IATA Legal Services
- burnsk@iata.org



IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



Coffee Break

Be back at 11:00 !

IATA CLEARING HOUSE GENERAL MEETING



Welcome Back!

Macao (SAR), China
26 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR5 – Highlights ICH Roadmap

Yu Song

Assistant Manager IATA Clearing House

ICH Roadmap Update

IATA
CLEARING HOUSE
GENERAL MEETING

From Your Ideas to What's Next

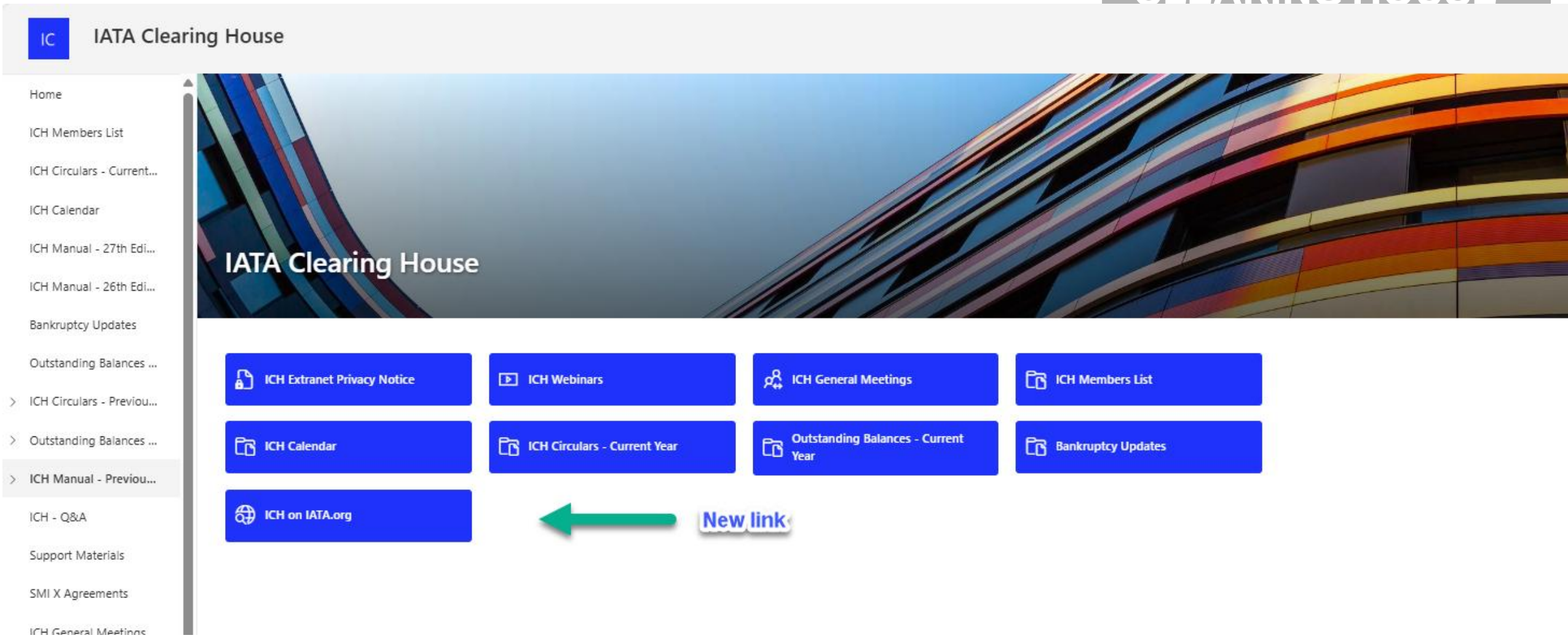
PART 1

Extranet - A Living Window

PART 2

What Comes Next

IATA CLEARING HOUSE



PART 1 · ICH EXTRANET

Extranet Stats

Analytics as of 21 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

532

Active registered users

67% increase compared to last October (318)

~1,000

Average site visits per week

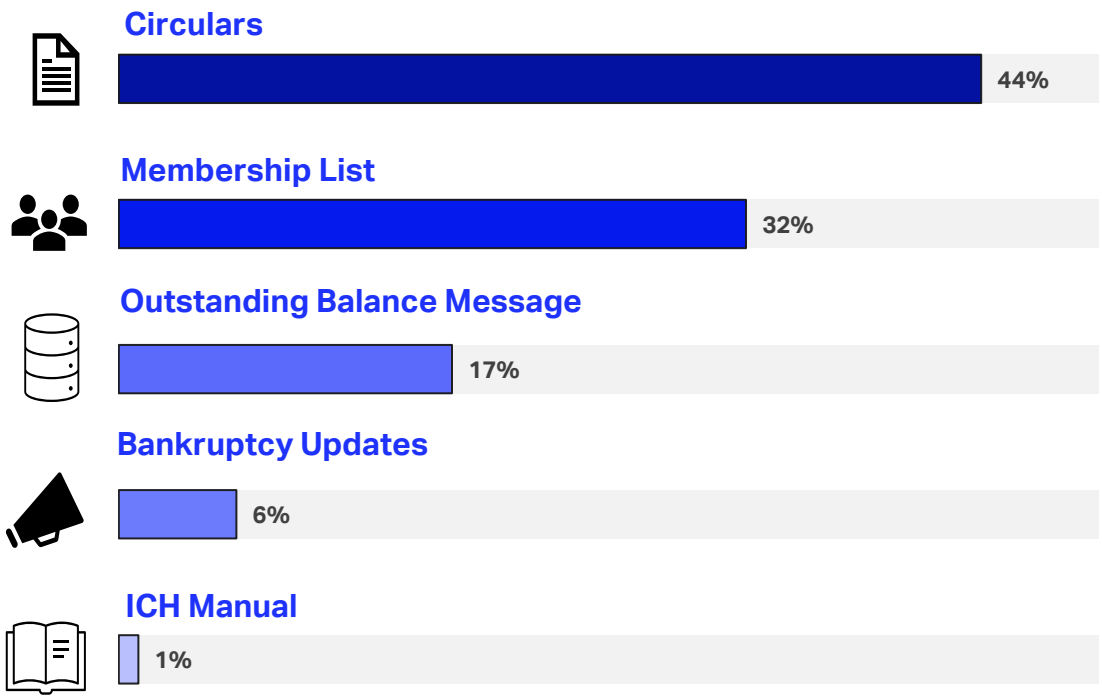
4 Min

Average time spent per user

99.9%

Desktop Access

Most Visited Libraries



PART 1 · ICH EXTRANET

Co-pilot Agent

IATA CLEARING HOUSE GENERAL MEETING

SINCE 1 AUGUST 2026

Powered by Generative AI

BEFORE
Co-pilot Agent
Fixed, pre-written answers

→

NOW
Co-pilot Agent-Gen AI
Live search, well-rounded answers

ADVANTAGES

- ✓ **Dynamic**
- ✓ **ICH Extranet and web lookup**
- ✓ **Most recent documents and links**
- ✓ **Structured layout with key focus points**
- ✓ **On point**

GOOD TO KNOW

At first glance the response may seem overwhelming: the agent answers the question first, then goes on to useful related material, links and documents.

LIVE DEMO

"What is SMI X?"

PART 2 · WHAT COMES NEXT

Roadmap Overview

IATA
CLEARING HOUSE
GENERAL MEETING

Short-Term

- ✓ Decimals in Report, Notification & Settlement
- ✓ ICH Membership List Report

Mid-Term

- SMI X Expansion
- Settlement Frequency
- ICH training video
- Offers & Orders
  Phase 2-Interline·Phase 3-Intermodal

Long-Term

- Real-time reporting
- Blockchain/Stablecoin
- Personalized Dashboard

IATA

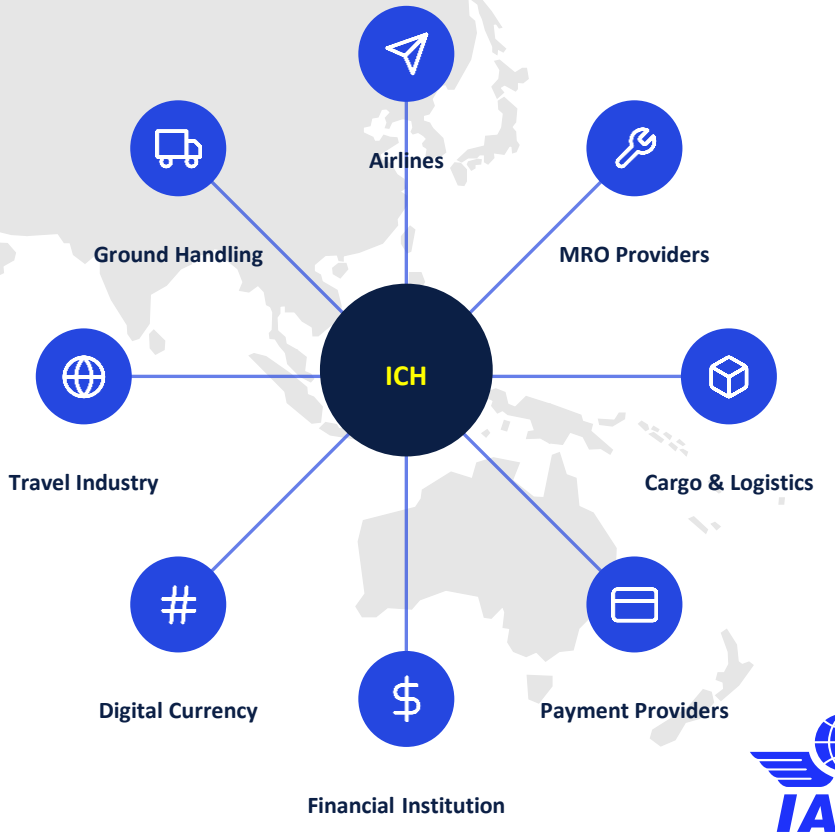
Building the future together

IATA
CLEARING HOUSE
GENERAL MEETING

A real-time, intelligent, connected global clearing network - evolving into the digital infrastructure behind the entire aviation and travel ecosystem

Many milestones on this roadmap started with a member's idea. Keep them coming - help us shape what's next.

ONE CONNECTED ECOSYSTEM



IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR6 – Agentic AI "from PoC to implementation"

Suresh Manwani

Travel, Hospitality & Logistics, Sutherland

IATA

SUTHERLAND®

digital outcomes.

Agentic AI From Proof of Concept to Implementation

Compounding the value of AI





Suresh Manwani
Sutherland

BOOTH 34

From Rules to Reasoning

1950s–80s	1990s–2000s	2010s	2022–24	2025 →
Rule-Based Technology	**Statistical ML**	**Deep Learning**	**Generative AI**	**Agentic AI**
WHAT IT IS	WHAT IT IS	WHAT IT IS	WHAT IT IS	WHAT IT IS
Humans encode every rule.	Learns patterns from history.	AI begins to see and read.	Language becomes the interface.	Plans, executes and adapts toward a goal.
AIRLINE	AIRLINE	AIRLINE	AIRLINE	AIRLINE
Manual audit rules. Rigid fare ladders.	Yield management. Demand forecasting.	Service chatbots. Baggage image checks.	Copilots. AI-drafted delay notices.	Delta Concierge Alaska overbooking agents Malaysia Airlines Mavis
Brittle outside its rules.	*One model, one task.*	*Reactive. Cannot plan.*	*Assists. Does not act.*	*Constraint: governance and data, not technology.*

© 2026 Sutherland Global Services, Inc. All Rights Reserved.

THEN VS NOW

What's changed

	2025 — THEN	2026 — NOW
FRAMING	What is agentic AI?	**Where is it creating value — and what does the architecture need to look like?**
DEPLOYMENT	Pilots and proofs of concept	**Production agents at Delta, Alaska, Air Canada, Malaysia Airlines**
RISK	"Automation theater"	**POC loop · Legacy data architecture · Autonomy without consent**
ARCHITECTURE	Multi-agent systems: a future capability	**Orchestration layer and open standards (MCP) are the moat**
URGENCY	Solve First, Build Second — we have time	**The solving has started. The question is whether you are building**



POV Validation

What Proved True

Automation Theater

37% see any EBIT impact from AI.

McKinsey, Aug 2026

Data Readiness is the Blocker

Architecture debt stalls airline pilots.

Humans + Machines is Right

Agent executes. Human approves. Full audit trail.

What I Underestimated

Speed of Deployment

Agents now live at Delta, Alaska, Air Canada and Malaysia Airlines. 40% of $1B+ companies are scaling agents (McKinsey, Aug 2026).

Distribution Disruption

Flight search and booking moved inside ChatGPT, Meta and Google in 2026. LLMs send travelers direct to airline sites ~5% of the time (Bain).

Regulatory Acceleration for AI in Airlines

Regulators asking to show/display pricing factors

© 2026 Sutherland Global Services, Inc. All Rights Reserved.

The Gap Is Already Opening

The question is how far behind you are willing to fall.

OPERATIONS

Production, not pilot.

- Crew and disruption agents in production
- FAA's $875M predictive traffic-flow contract

70%+ of US delay minutes: carrier causes or late aircraft.

COMMERCIAL

Continuous, not batch.

- Overnight RM cycles become continuous pricing
- Alaska: agentic overbooking, $20M+ a year

Batch RM is a structural disadvantage.

DISTRIBUTION & CX

Structural, not optional.

- Flights now booked inside ChatGPT, Meta and Google
- One AI search: 881,076 fare options

Agent-ready means economical at machine scale.



© 2026 Sutherland Global Services, Inc. All Rights Reserved.

Avoiding the traps

The POC Infinity Loop

01 No owner, no production date. Gartner: 40%+ cancelled by 2027.

Frankenstein Architecture

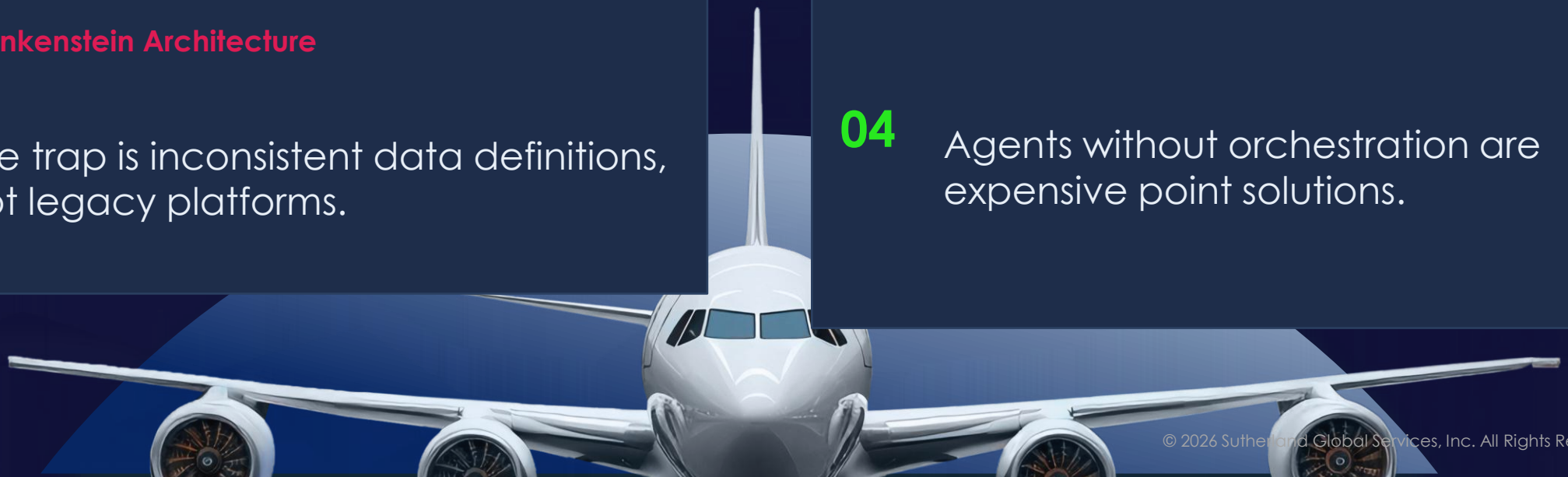
02 The trap is inconsistent data definitions, not legacy platforms.

Autonomy Without Governance

03 American's automated rebooking removed passengers without consent.

Building Agents, Not Architecture

04 Agents without orchestration are expensive point solutions.



© 2026 Sutherland Global Services, Inc. All Rights Reserved.

Agents Are Table Stakes. Orchestration Is the Moat.

WITHOUT ORCHESTRATION	WITH ORCHESTRATION
Crew agent fixes the disruption. Revenue agent never hears.	**One event moves crew, revenue and passenger recovery together.**
Maintenance grounds the aircraft. Finance updates 48 hours later.	**Finance sees the P&L impact in real time.**
Each agent optimal. System suboptimal.	**Agents learn from each other. Advantage compounds.**



© 2026 Sutherland Global Services, Inc. All Rights Reserved.

What Good Looks Like

Three tiers of the agentic airline operating model.

AUTONOMOUS TIER

Agents execute.
No human in the loop.

- Fuel optimisation
- Routine rebooking
- Turnaround sequencing
- Ancillary offer selection

High-frequency. Bounded risk.

AUGMENTED TIER

Agents propose.
Humans approve.

- Crew re-assignment
- Dynamic network pricing
- Safety-adjacent maintenance
- Major disruption management

Complex or regulatory-adjacent.

GOVERNED TIER

Board-level visibility.
Full auditability.

- Agent decision audit trails
- EU AI Act transparency (in force)
- Customer consent on agent actions
- AI risk reporting to board

Runs through every tier.

© 2026 Sutherland Global Services, Inc. All Rights Reserved.

Five Gates from Proof of Concept to Production

01	**Ownership** Named Executive · Production Date	A go-live date, not a pilot review date.
02	**Data Contract** Shared Definitions · Stable APIs	Fix the data first. Then add the agent.
03	**Decision Rights** Execute · Propose · Escalate · Consent	Execute, propose, escalate. Consent built in.
04	**Unit Economics** Model Cost · Search Load · Exceptions	Count model cost and search load, not only labor.
05	**Control and Reversibility** Audit Trail · Monitoring · Kill Switch · Rollback	Kill switch and tested rollback before go-live.

A pilot that cannot pass these five gates is not a pilot. It is a demonstration.

© 2026 Sutherland Global Services, Inc. All Rights Reserved.

How finance leaders should evolve

Three capabilities that matter

Data Literacy

Challenge every AI output.

AI Agent Direction

Direct agents. Review their work.

AI Governance

Own regulatory defensibility.

Where to build it

QUALIFICATIONS

- CIMA, ICAEW and IIA AI pathways

ONLINE

- Coursera: AI for Finance (DeepLearning.AI)
- DataCamp: Finance Fundamentals in Python

ON THE JOB — start here

- Build one AI-assisted FP&A workflow
- Lead one audit of an AI-generated output
- Join the AI governance working group

Don't become a data scientist. Become a finance leader who can direct, challenge, and govern AI.

© 2026 Sutherland Global Services, Inc. All Rights Reserved.

Five Use Cases Across the Airline Finance Enterprise

01	**Revenue Integrity Across All Revenue Streams** NDC · Cargo Revenue · Ancillary Attribution · Offer/Order	Leakage and attribution caught in real time, across every channel.
02	**Operations Finance: Real-Time Cost Intelligence** Crew Cost · Fuel Hedging · MRO · Aircraft Substitution P&L	P&L impact modeled before the ops decision executes.
03	**B2B Settlement: Agency, Interline and the Order World** ARC / BSP · SIS · Interline Settlement · ONE Order · Agency Billing	Settlement risk flagged as carriers move to orders.
04	**Continuous Enterprise FP&A** Dynamic Pricing · Fuel Variance · Cargo Yield · Rolling Forecast	One rolling forecast replaces the annual budget.
05	**Treasury and Working Capital Intelligence** Multi-Currency Treasury · FX Hedging · BSP Settlement Cycles · Working Capital	Cash and FX positioned in real time.

© 2026 Sutherland Global Services, Inc. All Rights Reserved.

THEN:

"Solve First, Build Second"

NOW:

The question is whether what you've built is connected enough to compound.



Suresh Manwani
Sutherland

SUTHERLAND®
driving outcomes.



LIVE POLL

Scan the QR Code to Answer

Join at
slido.com
#1903 712



1 **How many of your AI pilots are scheduled to reach production in the next 12 months?**

- None yet
- 1 to 2
- 3 to 5
- 6 or more

2 **Which gate, once cleared, would most accelerate your best AI pilot?**

- Ownership: a named executive and a production date
- Data contract: shared data definitions and stable APIs •
- Decision rights :what the AI executes, proposes, or escalates
- Unit economics: the full cost to run, not only labor saved •
- Control: audit trail, monitoring, and rollback

3 **How close is your finance team to seeing the potential P&L impact of an operational decision before it executes?**

- Already there
- Within a year
- Within two years
- Further out
- No plan or budget for this initiative

© 2026 Sutherland Global Services, Inc. All Rights Reserved.

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR7 – Agentic AI
Best practice sharing

Juergen Ende, Lufthansa

Will Zhang, China Southern

Vicky Peng, Xiamen Airlines

Simon Blum, LATAM

4th ICH General Meeting – 27 October 2026

IATA



LHG Use Cases

Data Analytics & AI in Administrative Functions

LUFTHANSA GROUP

LUFTHANSA GROUP

Use Cases

Six initiatives across Finance, HR and Other Functions

Finance

01 Accounting assistant for supplier requests

02 Refund / claim mail response automation

04 Early warning system (ML)

HR

06 HR and payroll related requests

05 Document revision tool

Other Functions

03 Access rights verification

Data Analytics & AI in Administrative Functions

Use-case snapshot by functional area

Finance

01 Accounting assistant

Automates analysis, processing and responses for supplier tickets.

02 Refund mail automation

Processes and answers refund emails, including attachments.

04 Early warning system

Uses ML to detect and prevent duplicate payments and postings.

HR

06 HR & payroll questions

Chat-based support answers end-user questions and reduces service-line workload.

05 Document revision tool

Compares document versions and provides a tabular change report.

Other Functions

03 Access rights verification

Self-service tool for automatic comparison and email notification of access right changes

Accounting assistant for supplier requests

From original scope to operational progress

01 Original scope

Create an AI-based accounting assistant for:

- Supplier portal redirection
- Invoice-scanning inquiries

02 Key objectives

- Reduce processing times through automated ticket handling (e.g. email answers)
- Lower ticket volumes through proactive reminders

03 Achievements

- More tickets processed each month
- Faster turnaround for supplier-portal and scanning inquiries
- Continuous improvement based on user feedback

China Southern Airlines AI Application Practice



Will Zhang

Agenda Overview

01

AI Transformation Background

Responding to intelligent transformation and enhancing intelligence level

02

AI Innovation Challenge Competetions

Internal competitions and cross-department collaboration

03

AI Empowered Finance

Revenue forecasting, mileage platform, and new cooperation models

04

Experience and Insights

Key lessons and future outlook





01

AI Transformation Background

AI Applications Across All Business Domains

AI Applications Across Core Domains

Domain	Typical Application
Safety	AI-based flight and new risk monitoring platform
Operations	AI engine for capacity decision-making
Maintenance	Intelligent maintenance support
Service	AI check-in service terminals
Marketing	AI-assisted international network passenger source mining
Management	Intelligent management support
...	...





02

AI Innovation Challenge Competition

AI Innovation Challenge Drives Engagement

2025 AI Innovation Challenge — two tracks: "Intelligent Agents" and "AI+"

Two Tracks · Intelligent Agents | AI+

40+
Participated department

425
Works

What our Department do?

- Established AI intelligent groups
- Invites Experts for lectures
- cultivated employees' awareness and experience of AI intelligence

What we achieve during competition?

- AI-based intelligent contract review
- AI-based intelligent tax regulation interpretation
- AI-based intelligent business analysis to assist marketing decisions

We incubated a total of 6 works and ultimately one of it won the first prize award





03

AI Empowered Finance

AI Revenue Forecasting and Mileage Platform

AI-Powered Aviation Cooperation Financial Revenue Forecasting Model

- **Core Engine：AI big data model**
  broken down the data barriers across various systems, enabling real-time aggregation and deep integration of business data.
- **Data mining**
  conduct in-depth mining and modeling of historical operational data, market dynamics, and capacity allocation.
- **Route classification**
  characterizing route classification structures and measuring the operational performance of aviation cooperation.

AI-Powered Mileage Value Platform

- **Teck Basis：AI agents**
  integrated with the frequent flyer system, settlement system, and e-ticket system
- **Four functions**
  automatic data processing, intelligent bill review, precise risk positioning, and visualized performance monitoring
- **autonomous operation**
  Enables autonomous operation throughout the entire process, from frequent flyer data import to bill result output
- **One-click intelligent response**
  agreement Q&A, risk control tracking, and intelligent reporting



AI-Driven New Cooperation Models

marketing department actively explores and carries out innovative cooperation models, the financial department, empowered by AI capabilities, has achieved the following:

01 Full-Lifecycle Passenger Ticket Monitoring

- it has promoted the automated monitoring of the entire lifecycle of passenger tickets
- intelligently supervising and filling settlement gaps

02 Intelligent Optimization of Settlement Solutions

- using AI models to explore financial settlement plans that better serve the mutual benefits of both parties, making cooperation smoother and outcomes more substantial.





04

Experience and Insights

Key Lessons from AI Practice

Build AI Awareness First

- Cultivate awareness and understanding of AI
- serves as the foundation for subsequent AI+ empowerment and innovation initiatives
- Positive effects in enhancing the company's various aspects. Safty,Service,cost reduction

Business and Technical Experts Must Collaborate

- requires the deep and collaborative involvement of both business experts and technical experts in development,debugging ,trial use and so on.
- Pragmatic and efficient cooperation and communication are the key to achieving success.



Hallucination Risks and Future Outlook

Addressing the Hallucination Challenge

- continuously feed learning materials, experiences, and cases to improve accuracy
- implement manual review to avoid losses in high sensitivity and complexity scenarios
- Fully entrusting AI with autonomous decision-making carries risks and easily lead to data security issues.
- Without governance over data, processes, and applications, highly likely to cross regulatory red lines

The Road Ahead

— A craftsman who wishes to do his work well must first sharpen his tools

- Still has flaws and limitations under the current landscape, but the direction is clear and inevitable
- All the challenges faced by airlines make the need for AI empowerment.Cost reductions and efficiency gains even more urgent
- What we need to do is to further understand AI, embrace AI, master AI, and put AI to good use.



THE END

Embrace AI for Future Challenges



AI Application Sharing

International Interline Settlement

Vicky Peng

Agenda

I **Core Application Scenarios**
Where AI creates value in interline settlement

II **Xiamen Airlines' AI Practices**
What we have built and deployed

III **Core Advantages**
Efficiency, accuracy, risk, and cost

IV **Disadvantages & Challenges**
Data governance, rules, integration, over-automation

V **Conclusion**
Progressive path and human-AI collaboration

Core Application Scenarios

The main application scenarios of AI in international interline settlement

SECTION I · CORE APPLICATION SCENARIOS

Four Scenarios Where AI Transforms Interline Settlement

01 Intelligent Document & Data Extraction

Auto identify e-ticket itineraries, air waybills, invoices, and bank slips; extract ticket number, flight segment, carrier, amount etc.

02 Automatically Caculation & Proration

Match data across airlines, GDS platforms, and channels per interline agreements; compute receivables and payables in real time for coupon-level accounting.

03 Real-time Risk Monitoring

Detect incorrect data, missing entries, duplicate settlements, improper proration, and fraud in real time; proactively trigger early warnings and interception.

04 Intelligent Process Optimization

Identify bottleneck nodes via process simulation; recommend simplification and system efficiency solutions to improve end-to-end processing efficiency.

Xiamen Airlines' AI Practices

What we have actually built and deployed

Four AI Deployments in Interline Settlement

01 Ticket & Departure Data Processing

Systematic processing tickets and departure data, with automatic proration and automatic accounting entries.

02 Process-handling Robots

RPA robots automate repetitive manual steps across settlement workflows.

03 Settlement Time-efficiency Dashboard

Real-time monitoring dashboard tracks settlement workflow throughput, and bottleneck nodes.

04 BSP Agent Fraud Monitoring

AI-powered surveillance identifies anomalous booking and settlement patterns from BSP agents, flagging potential fraud.



Core Advantages

Why AI delivers meaningful value to interline settlement

SECTION III · CORE ADVANTAGES

Four Dimensions of Business Value Delivered

01 Improve Settlement Efficiency

Cut manual time on reconciliation, data entry hours/days to minutes. Shorten overall settlement cycles.

02 Enhance Accuracy & Consistency

Improve data extraction accuracy and eliminate manual entry errors. Unify interline rule implementation standards, reducing ADM/ACM and other settlement disputes.

03 Mitigated Cross-border Billing Risks

AI tools monitor settlement data. Identify fraud and anomaly to prevent settlement risks. Deliver early-warning functions before losses occur.

04 Cost Reduction

Lower manpower inputs for finance, settlement, and audit work. Reduce losses from dispute-handling costs, and capital occupancy, cutting overall costs.

IV

Disadvantages & Challenges

What holds back full-scale adoption in practice

SECTION IV · DISADVANTAGES & CHALLENGES

Four Practical Hurdles to Full-scale AI Adoption

01 High Data Governance Barrier

Interline business spans airlines, GDS providers, payment institutions, and clearing banks. Inconsistent data standards require long-term cleansing and alignment before model taken into use.

02 Complex Rules, Hard to Adapt

Frequent IATA fare, proration and tax rule changes require continuous model iteration. Non-standard cases like special cabins and group tickets are prone to misclassification.

03 High System Integration Cost

Deep interconnection with settlement, finance, payment, and FX systems is required. Interface development, permission management, and system transformation carry heavy investment.

04 Over-automation Risk

Fully automated workflows break down under specific situation like missing data, or sudden rule changes. Manual fallback is indispensable. Over-reliance on AI weakens flexibility in emergency response .

SECTION V · CONCLUSION

Progressive Path, Human-AI Collaboration

AI delivers automation, precision risk control, and intelligent decision-making for international interline settlement — yet practical implementation still faces multiple challenges.

Recommended Approach

Start with standardized scenarios — automated reconciliation, document processing, and risk control. Then gradually expand to prediction and optimization. Adopt a human-AI collaboration mode to balance efficiency and resilience.

Thank You

IATA Clearing House GM

AI in Finance.

What's Your Next Question?



Simón Blum

LATAM

IATA Clearing House GM

AI in Finance.

What's Your Next Question?



Simón Blum

LATAM

When Finance becomes an internal call center

People knew the task, but not always which finance procedure to follow.

Repeated questions came back to Finance, slowing processes and creating rework.

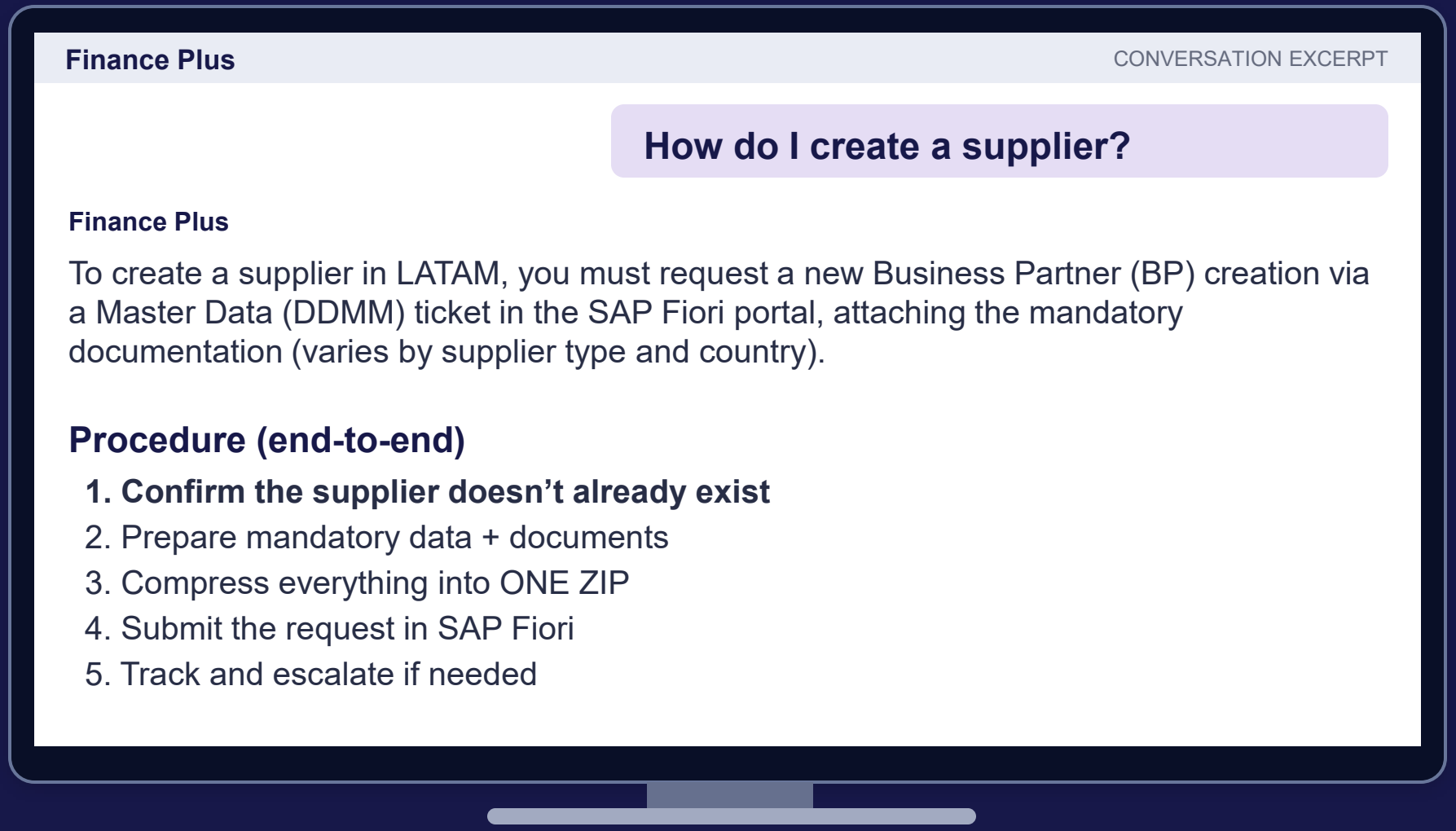


How could we help people find answers for themselves?

How can people find answers themselves?

Finance Plus gives employees a way to ask about financial procedures.

We organized procedures and metadata so people could find the right guidance themselves.



Recreated from an actual conversation; identifying details omitted

Why stop at procedures?

Then we connected the conversation to transaction data.

Different ways of asking had to map to the same fields. We organized metadata and refined the context through repeated testing.

A document date does not establish when the source last refreshed.

Finance Plus CONVERSATION EXCERPT

What is our current outstanding payable balance with suppliers whose names contain [supplier omitted] …?

Finance Plus

Here “status” is taken from the available field payment_status:

A TIEMPO = not yet due (unpaid)
VENCIDO = overdue (unpaid)

Supplier	Currency	Payment status	Invoice count
Supplier A	USD	VENCIDO	1
Supplier B	USD	VENCIDO	3
Supplier C	BRL	A TIEMPO	78
Supplier C	USD	A TIEMPO	431

If there are other “unpaid” statuses beyond these two in the source, they are not included (I did not assume).

Recreated from an actual conversation; identifying details omitted

Only the tip of the iceberg

Procedural guidance + transaction status



POSSIBILITIES TO EXPLORE

Understanding reports
Exploring differences
Preparing finance discussions

With the right information, access and validation

The technology is already available.

Imagination is the limit.

What is your next question?

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR8 – Ice Breaker: Keep, Kill

Parm Kaur

ICH Working Group Chair

Kill | Keep: understanding today's ICH experience

Focus on what members value today and what currently gets in the way.

IATA
CLEARING HOUSE
GENERAL MEETING

KEEP

What works well today and creates clear value?

- What do members rely on?
- Why does it matter today?
- Who benefits from it?

KILL

What currently causes friction, effort or inefficiency?

- What happens today?
- Who is affected, and how?
- How often does it occur?

HOW WE WILL WORK

1 Think 5 mins	**2 Discuss** 12 mins	**3 Prioritise** 10 mins	**4 Vote** 5 mins	**5 Close** 5 mins
Write 2 Keeps + 2 Kills	Cluster current experiences	Agree top 5 in each	1 Keep + 1 Kill vote	Confirm current themes

FINAL FOCUS — **What is the single most important point about today's ICH experience?**

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



Networking Lunch

Be back at 14:00 !

IATA CLEARING HOUSE GENERAL MEETING



Welcome Back!

Macao (SAR), China
26 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR9 – Table Discussions

Cedric Chretien

Head IATA Clearing House

Rules of the Game

IATA
CLEARING HOUSE
GENERAL MEETING

1. Settlement & Risk
2. Reporting & Data
3. Digital/AI & Automation
4. User Experience
5. Future Capabilities & Growth
6. Data Quality & Billing Accuracy
7. E&F

A. 7 Topics

B. 7 Groups of 12-14 delegates

C. 1 or 2 facilitators per Group

D. 12 minutes per Topic

E. Facilitators will change Group

Objective: collect as much suggestions as possible to flesh out the ICH roadmap & ICH WG workplan for the coming years

IATA

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



Coffee Break

Be back at 16:00 !

IATA CLEARING HOUSE GENERAL MEETING



Welcome Back!

Macao (SAR), China
26 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR10 – Table Discussions Debrief

Neville Todiwalla

ICH Working Group Vice-Chair

What comes next

IATA
CLEARING HOUSE
GENERAL MEETING

1. **Settlement & Risk:** Cedric
2. **Reporting & Data:** Kirk
3. **Digital/AI & Automation:** Neville
4. **User Experience:** Tony
5. **Future Capabilities & Growth:** Parm
6. **Data Quality & Billing Accuracy:** Vivekh
7. **E&F:** Elie

IATA

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



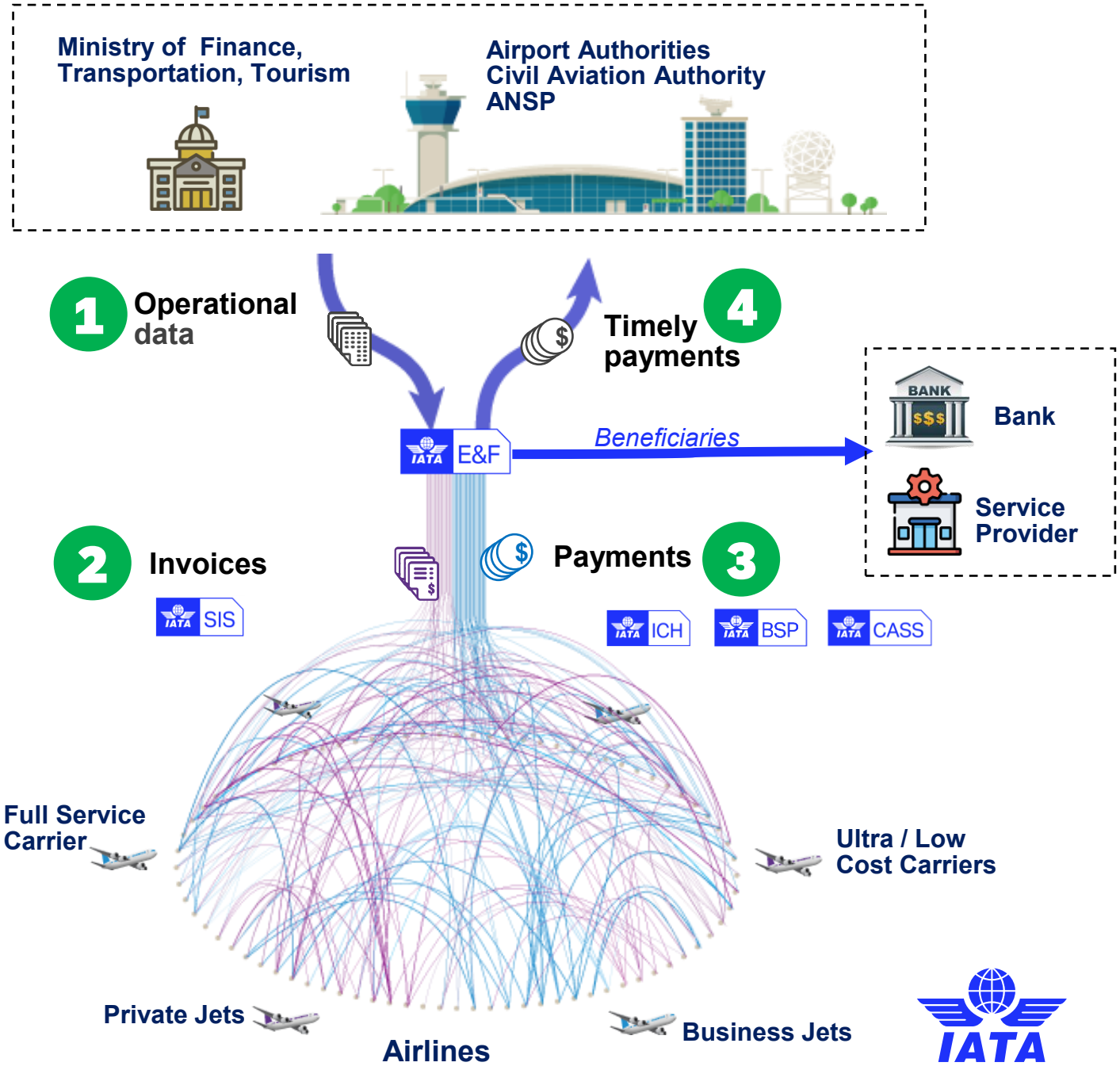
IR11 – E&F Update

Elie El Khoury

Head Enhancements and Financing Services

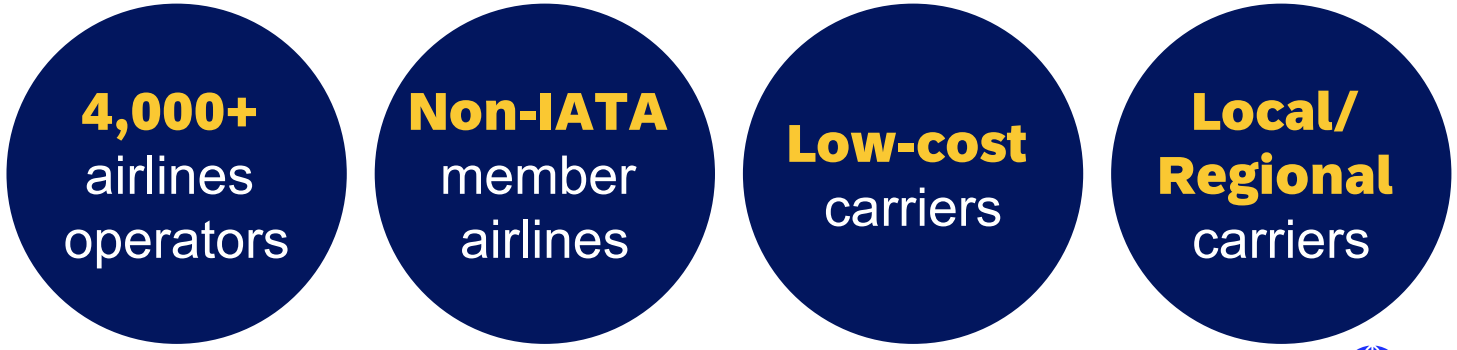
E&F billing, invoicing, and automated payments

- Data Validation, Billing, Invoicing, Collection, and Payment
- Highest Collection Rate close to **99%**
- **One-stop shop** for collection of charges, taxes, and fees
  - Navigation
  - Aeronautical
  - Non-aeronautical
  - Passenger
- Aviation industry e-invoicing standard with **SIS**
- IATA Settlement Systems **ICH, BSP, CASS**
- Include third-party beneficiaries



E&F is helping airlines and operators

- More than 4,000 operators are used to E&F invoices for the collection of aeronautical and non-aeronautical charges
- IATA and non-IATA member operators (commercial, regional, LCC, private/business jets)
- No cost for operators
- Compliant invoice in most countries based on SIS
- IS-XML invoice format based on SIS platform
- VAT/GST/ tax invoice compliant
- Payment terms respected
- Regular flow of invoices
- Worldwide helpdesk support



E&F in numbers

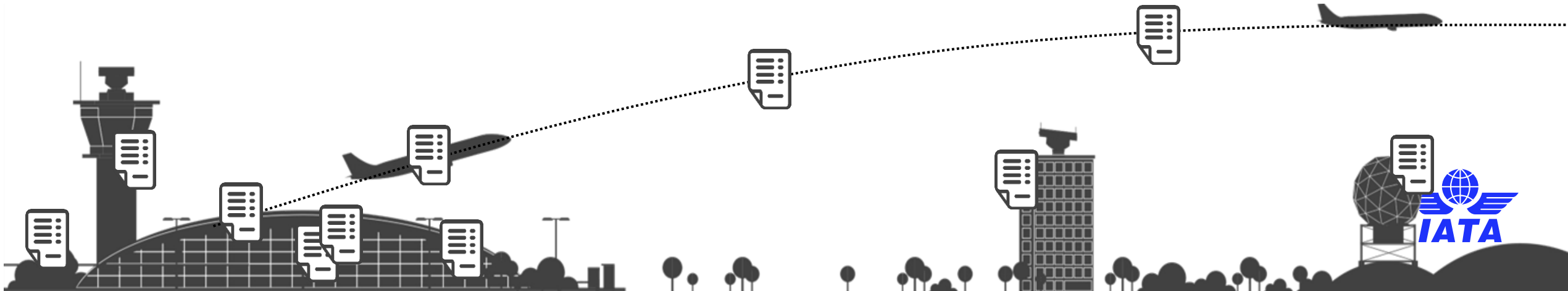
35 years experience

90+ authorities served

$4.6 Billion settled in 2025

4,000+ airlines/ operators

70+ countries Worldwide track record



E&F supports several settlement and payment forms

USD 360+ Billion

IATA Clearing House

- Turnover: **USD 65+ Billion**
- Over **600** participants
- Settlement success rate: **99.999%**
- 8 currencies of settlement: **USD, EUR , GBP, CHF, SGD, JPY, AUD, CNY**

Simplified Invoicing and Settlement

- Turnover: **USD 83+ Billion**
- Over **2600** airline participants

Billing and Settlement Plan

- Turnover: **USD 240+ Billion**
- **207** countries in local currencies
- Over **400** airline participants
- On-time settlement rate **99.999%**

Cargo Accounts Settlement System

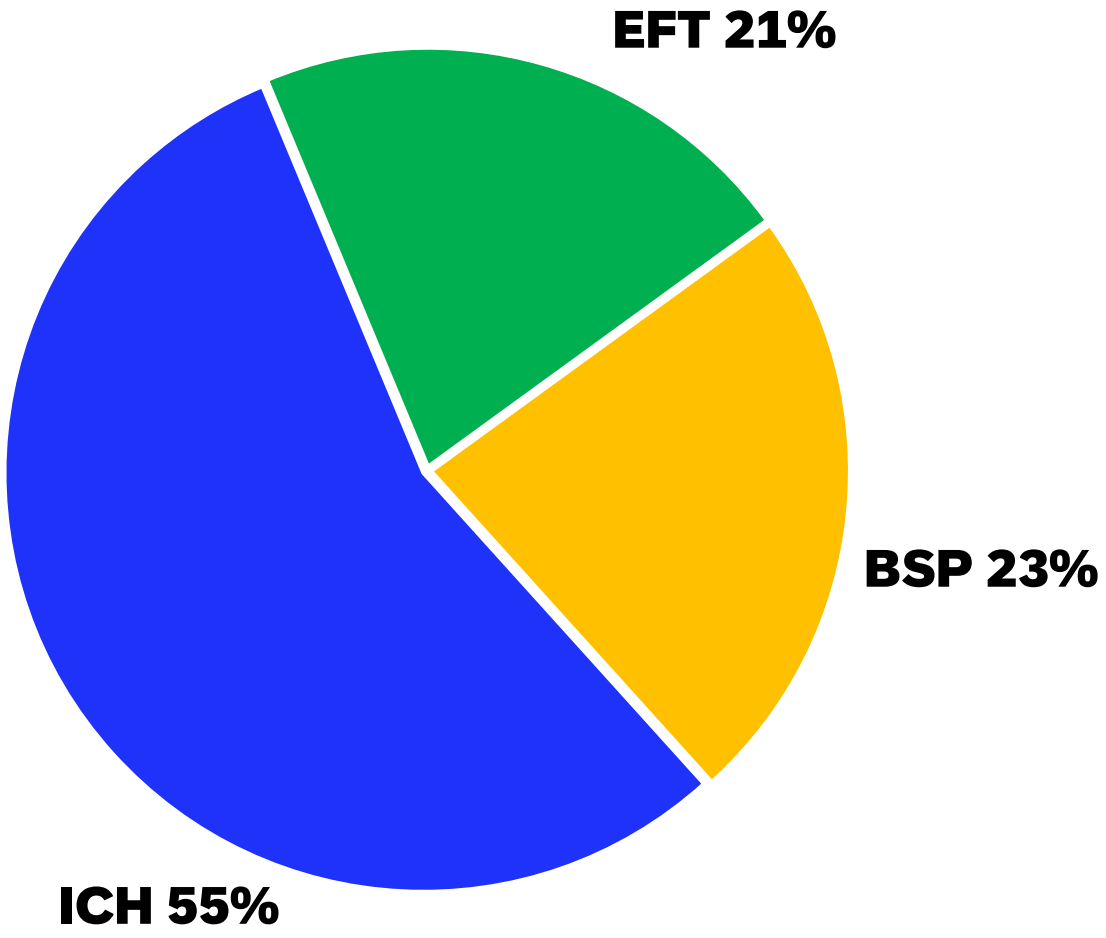
- Turnover: **USD 65+ Billion**
- Over **90** countries
- Over **250** airlines participants
- Over **20k** freight forwarders
- On-time settlement rate **99.999%**

Electronic Funds Transfer

- Turnover: **USD 1+ Billion**
- Bank accounts in **25+** countries
- **25+** currencies
- Visa and Mastercard payments

ICH is a main pillar of the E&F service

- ICH is the biggest contributor to the E&F service in terms of settlement service
- 55% of the overall E&F invoices are collected via ICH
- E&F is one of the largest customers for ICH in terms of volume of funds
- ICH drives the on-time payment of invoices
- ICH allows predictive cash flow for clients and airlines
- 60% of the amounts collected are in USD, and 7% in EUR
- INR, NGN, ARS, IDR, and MAD are among the main currencies for BSP collection
- Electronic Funds Transfer EFT is automatically selected for non-ICH / non-BSP members



E&F as a reliable collection agent for clients

- E&F collection rate is close to 99% for the 90+ clients we support today
- 77%+ of E&F invoices are settled automatically on time via IATA settlement tools (ICH and BSP)
- E&F clients do not need to impose on airlines/operators any security deposit, bank guarantees, or funds blocking
- Operators can use their cash/funds for better investments instead of being locked for Airports and ANSPs



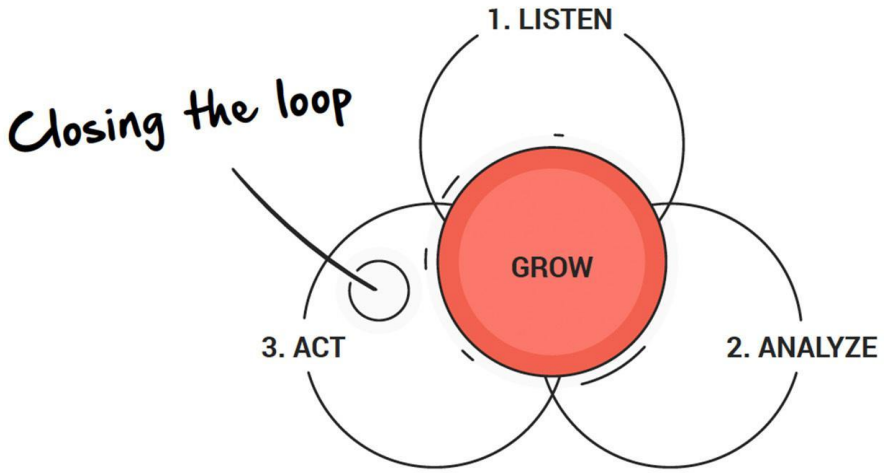
SMI X SGD for SAF levy

- First client for whom we collect a Sustainable Aviation Fuel levy
- The Sustainable Aviation Fuel Levy is composed of 3 sub-levies:
  - Passenger (starting January 2027)
  - General Aviation Business Aviation (starting January 2027)
  - Cargo (starting January 2028)
- Levy currency collection is in Singapore dollars (SGD)
- Invoice settlement will be done
  - ICH with SMI X
  - BSP
  - CASS



We want to hear your voice

- We welcome the airlines' feedback to help us evolve the E&F product (SIS enhancements, payment methods, etc)
- Annual NPS survey targeting both operators/airlines and airports/ANSPs/CAA was launched on September 8 to October 10
- Co-innovation (one invoice per route etc)



Your feedback helps us shape what we build next

Testimonials



The team is highly responsive to our queries and consistently provides timely and effective support whenever assistance is needed. Their proactive approach, professionalism, and commitment to resolving issues are greatly appreciated and contribute positively to our overall experience.

Philippines

The services are highly valuable and efficient, and the support teams are very attentive and helpful. I have no reason to complain

Mozambique

Very reliable and secure system, with accurate information.

Aruba

I would recommend the company because of the overall quality of service, responsiveness, and the positive experience we had. The team is supportive and consistently works to address concerns and deliver a good customer experience

Oman

The system provides effortless data accessibility and well-defined features, making it highly user-friendly and efficient

Malaysia

I am satisfied with the overall experience, especially the quality of service, responsiveness, and ease of use.

Azerbaijan



Disputes sometimes take long to sort out.

South Africa

Much easier to receive invoices directly through you instead of receiving it separately from each country

Lebanon

The support is professional, reliable, and responsive, and our requests are generally handled efficiently.

Turkiye

Would prefer to have an option to pay with Credit Card as invoices are so small.

Canada

The system is good but can be improved by making it easier to download the Invoices, flight movements and even the dispute tracking can also be improved

UAE

The E&F invoices DO NOT list the website address for electronic (credit card) payments resulting in payment delays from our organization. We had to search where to find the payment link, choose the wrong payment link resulting in severe delays. List the website for payment ON the invoices.

USA

E&F is ready for every Route



- Connect E&F to Airports, CAA, and ANSPs
- Where can we help in case of payment issues (BSP, CASS, ICH etc)
- Save time and money (cash/currency issues)
- Looking for standardization, automation, and fewer discrepancies
- Expand in Europe, the Americas, Asia, and the Middle East
- Continue giving us feedback

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



IR12 – ICH Product Management Update

Bruno Roussel

ICH Senior Customer Success Manager

4th ICH General Meeting – 27 October 2026

IATA

Three Priorities for the Future of ICH

IATA
CLEARING HOUSE
GENERAL MEETING

New currencies

Automation / integration

New suppliers and develop existing usage

IATA

New currency? Let's analyze existing flows

IATA
CLEARING HOUSE
GENERAL MEETING

Example, month of June 2026

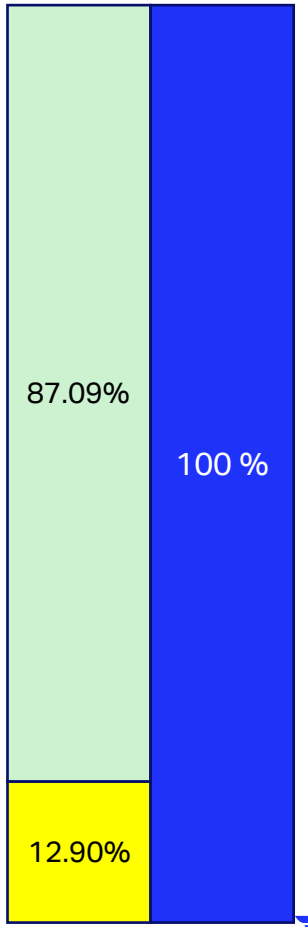
102'180 Invoices processed

IATA

Only 12.9% of Invoices need Currency Conversion

IATA
CLEARING HOUSE
GENERAL MEETING

Without exchange rate invoice	**88’989**	**87.09%**
With exchange rate	**13’191**	**12.90 %**



Impact on Call Day Adjustment process

IATA
CLEARING HOUSE
GENERAL MEETING

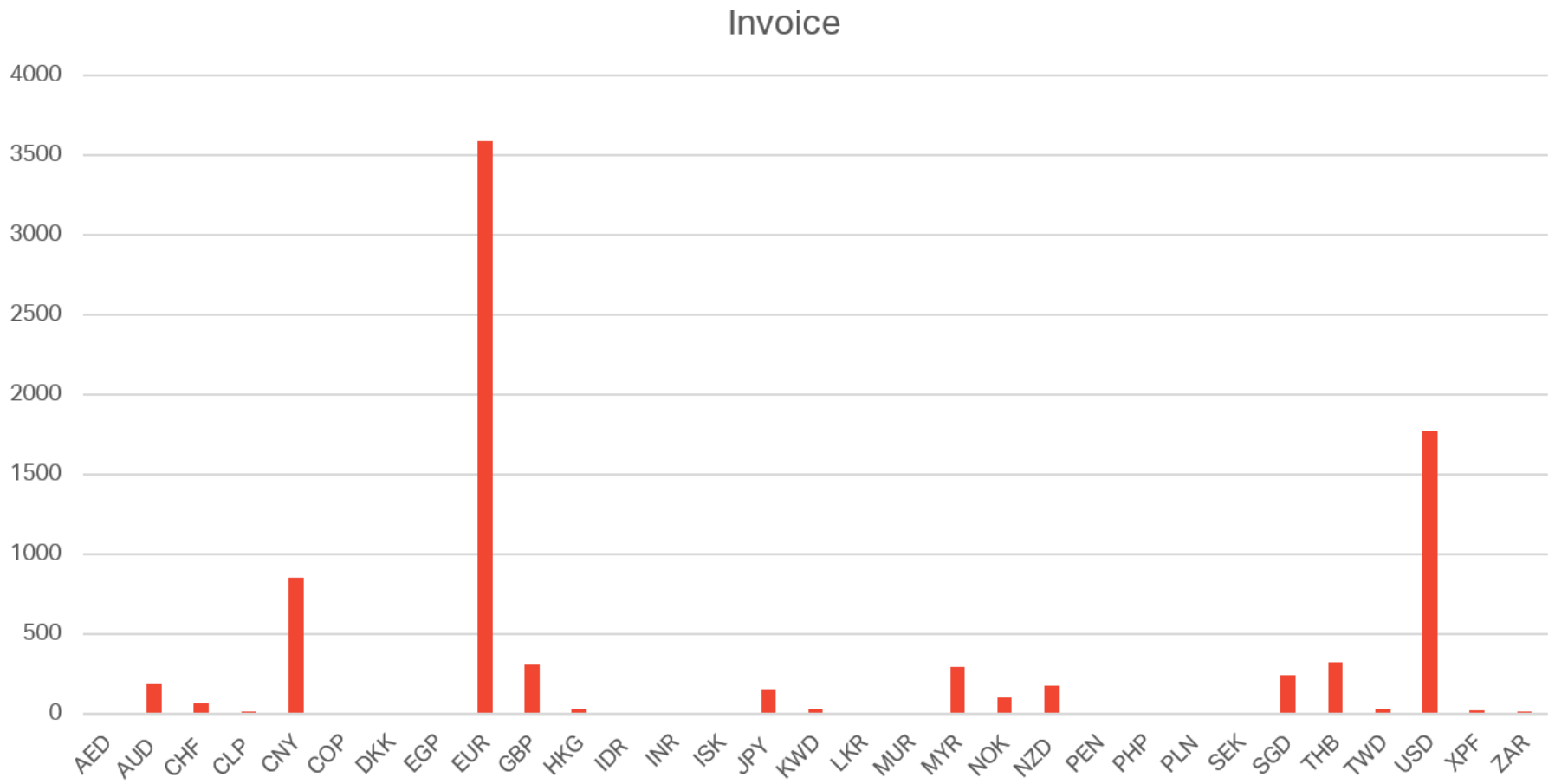
Out of 13’191 Invoices with exchange rates

8’182 invoices leads to CDA adjustment

62 % are subject to CDA

31 Currencies Create Operational Complexity

IATA
CLEARING HOUSE
GENERAL MEETING



Impact on Call Day Adjustment process

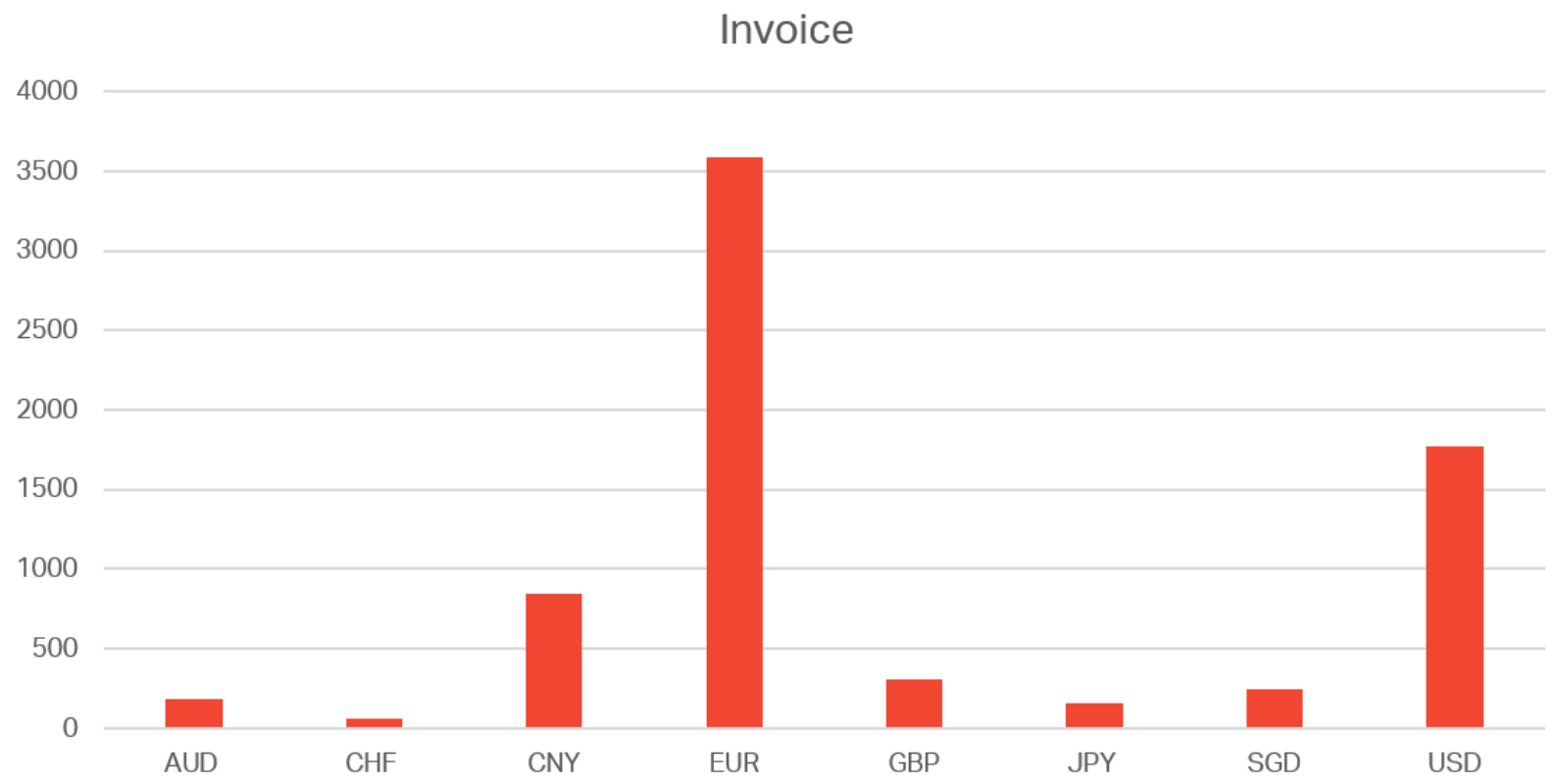
IATA
CLEARING HOUSE
GENERAL MEETING

8'182 invoices subject to CDA

Generates **1'170** CDA invoices

But using existing ICH currencies:

IATA
CLEARING HOUSE
GENERAL MEETING



7150 underlying invoice

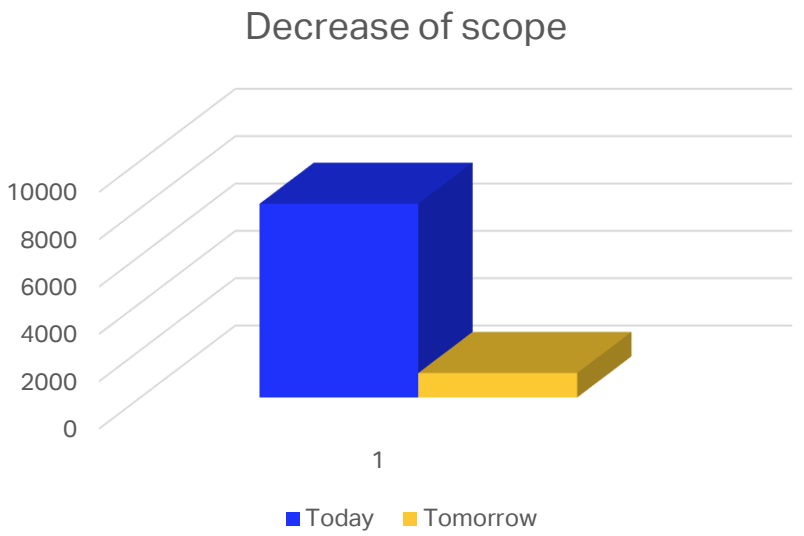
83.63 % of today scope

CDA scope decrease

IATA
CLEARING HOUSE
GENERAL MEETING

Invoice considered for CDA:

8182 ~~**7150**~~ **1032**



-83.63 % underlying invoices could be removed

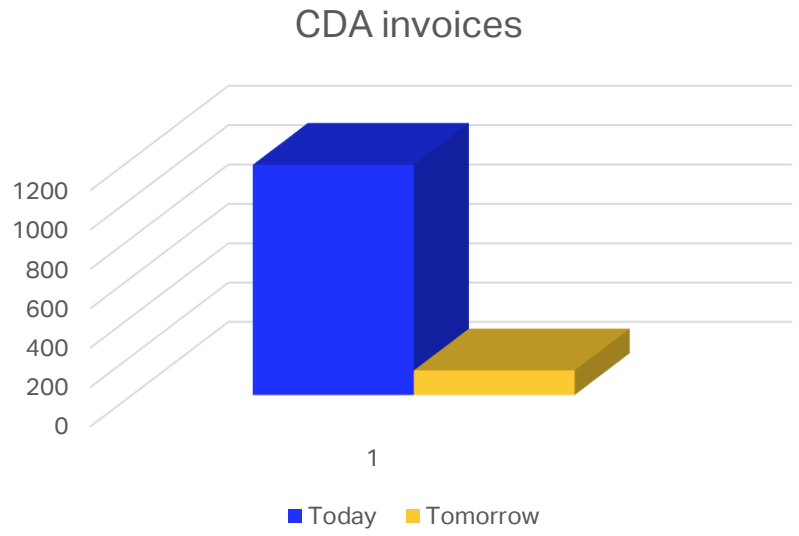
Using existing ICH currencies

CDA scope decrease

IATA
CLEARING HOUSE
GENERAL MEETING

CDA invoices

1170 ~~**1045**~~ **125**



-89.31 % CDA invoices could be removed

Using existing ICH currencies

IATA

Adding 4 New currencies in ICH

IATA
CLEARING HOUSE
GENERAL MEETING

Reduce underlying invoice by another **85.17 %** of the remaining

THB	317	30.36%	33
MYR	288	27.59%	28
NZD	171	16.38%	11
NOK	103	9.87%	11

CDA scope decrease

IATA
CLEARING HOUSE
GENERAL MEETING

Invoices in CDA scope

8182	**7150**	**1032**	**879**	**153**
	SMI X		4 New currencies	

CDA invoices

1170	**1045**	**125**	**83**	**42**

IATA

Moving from

IATA
CLEARING HOUSE
GENERAL MEETING

8182 to 153 underlying Invoices concerned **-98.13%**

1170 to 52 Call day Invoices **-95.55 %**

We will consider to add this 4 new currencies to the ICH future

By expanding currency coverage and increasing automation, ICH can reduce CDA processing by more than 95% while simplifying settlement operations.

IATA

Automation / integration

IATA
CLEARING HOUSE
GENERAL MEETING

Automation should be a strategic objective for all participants:

- Automate payment reconciliation
- Automate payment status changes

Some could be already implemented

The future ICH architecture rewrite will evaluate ISO 20022 standards to simplify integration with ERP and treasury platforms.

IATA

ICH future will be through API

IATA
CLEARING HOUSE
GENERAL MEETING

- We will continue to support batch process

- Payment status and reconciliation should be API ready for synchronizing systems automatically.
- Current batch-based processes can evolve toward real-time synchronization through APIs, improving efficiency and visibility
- Using ISO standard will ensure most ERP are capable of communication without any development.
- Further analysis still required

IATA

New suppliers and develop existing usage

IATA
CLEARING HOUSE
GENERAL MEETING

- You are the largest contributors to ICH growth
- Many new suppliers joining
- Continued growth depends on expanding participation among airlines, suppliers and multimodal partners.
- We need your support for advocating usage of ICH
- With e-invoicing mandate this is a good tool to get more of SIS invoices

Take aways

IATA
CLEARING HOUSE
GENERAL MEETING

- Improve automation/integration
- Expand currency coverage to significantly reduce CDA complexity
- Consider missing interline partners (PAX, CGO, Trucking, GSA…)
- e-Invoicing mandates are a tsunami of opportunities to deploy more automation
- Accelerate supplier adoption and e-invoicing opportunities
- Position ICH as a strategic business enabler, not only a settlement platform

IATA

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



A7 – Vendors Raffle

IATA CLEARING HOUSE GENERAL MEETING

Aviation Services Ireland

EUREKIS
Digitalized Finance & Big Data

Lufthansa Systems

maureva

RASSURE

IATA

IATA CLEARING HOUSE GENERAL MEETING



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



A8 – Any Other Business

4th ICH General Meeting – 27 October 2026

IATA

IATA CLEARING HOUSE GENERAL MEETING

Join at
slido.com
#1903 712



Thank you!

Macao (SAR), China
27 October 2026

IATA
CLEARING HOUSE
GENERAL MEETING

Join at
slido.com
#1903 712



A9 – Close of Meeting

4th ICH General Meeting – 27 October 2026

See you next year!

IATA
CLEARING HOUSE
GENERAL MEETING

1947



2027

IATA

IATA CLEARING HOUSE GENERAL MEETING



Thank you!

Macao (SAR), China
27 October 2026