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## A1-Opening of Meeting and Welcome

David Vaughan - Chair, SIS Steering Group

Finance Manager, Revenue Accounting & Taxes, Qantas Airways





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# SR1-SIS – Enabling Global e-Invoicing Compliance for Airlines

Frederic Leger

Senior Vice President Products and Services, IATA





#### Challenges of e-Invoicing



- e-Invoicing & e-Reporting are becoming mandatory in many countries, to improve tax compliance and reduce the VAT GAP
- The technical and legal requirements differ from country to country
- In 2023, 30 countries have complex e-Obligations
- By 2030 it is forecasted more than 90 countries will have complex e-Obligations
- Operating / selling in a country will make issuance of invoices and compliance with mandatory local legislations complex

#### How can IATA help?



- IATA Simplified Invoicing and Settlement (SIS) e-Invoicing platform is compliant in many countries and is providing the aviation industry with a cost-effective solution
- BSP and CASS are integrated with SIS to ensure that e-Invoicing requirements are met
- In addition, Airlines can also pass their other B2B invoices (Non-CASS, Corporates, Interline and Non-Transportation) from their existing ERP to SIS with limited development
- It will allow Airlines to comply without getting exposed to the integration complexity of government processes. IATA will ensure adaptation for maintaining compliance
- IATA aims to cover the countries needed by the industry





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## SR2-Report from the SIS Steering Group

David Vaughan - Chair, SIS Steering Group

Finance Manager, Revenue Accounting & Taxes, Qantas Airways





#### Agenda

- Mandate of SIS Steering Group
- SIS Steering Group Members
- SIS Steering Group Meetings Agenda





#### Mandate of SIS Steering Group



- Mandate of SIS Steering Group
  - The SIS Steering Group (SIS SG) shall provide technical guidance to Industry Financial Advisory Council (IFAC) and IATA Management on matters related to the Simplified Invoicing and Settlement (SIS) product.
    - SIS SG Terms of Reference and Mandate are included in SIS Participation Agreement (ISPA), Attachment C / "Governance"
    - 10 areas of activities included in the SIS SG Mandate and are detailed in SIS Participation Agreement (ISPA), Attachment C / "Governance" – Section 1.1
    - E-Invoicing IS-XML standard review and updates to ensure the right standard in place to help industry to achieve savings through automation of processes



#### Mandate of SIS Steering Group

#### Areas of activities include:

- Maintaining global oversight of the ongoing SIS operation and development to ensure that SIS provides cost effective, high quality settlement services that are relevant to IATA members' needs.
- b) Providing a consultative forum between IATA management and Member airlines on the efficient operation of the service.
- c) Advising IATA management on prioritization of developments and changes to functionalities of the Simplified Invoicing and Settlement System as proposed by the user communities or the service providers and supporting any system testing as requested by IATA.
- d) Providing guidance to IATA management in respect of the pricing policies for the operation of the service.
- Reviewing any audit risk and risk issues associated with the service.
- f) Proposing changes to electronic invoicing processes and standards, in particular management of the IS-XML standard for electronic invoicing, determination of e-invoicing formats, submission methods, electronic documentation requirements, and changes to mandatory fields.
- Reviewing proposed changes in billing rules or transaction processes arising from Industry meetings and consider their implications on service delivery.
- h) Drafting and proposing any changes that may be required to the IATA Revenue Accounting Manual after considering inputs from SIS participants.
- i) Coordinating with other IATA Industry e-invoicing Services with regards to interfaces between the services.
- j) Coordinating with the XML Working Group wherever a common approach to standards may benefit the industry.



#### SIS Steering Group Membership

- 3 years Mandate (renewable once)
- Current SIS SG Mandate: 1<sup>st</sup> December 2022 to 31<sup>st</sup> December 2025
  - Mandate extended until 30<sup>th</sup> June 2026 in line with IFAC mandate extension
- Chair and Vice-Chair appointed by IFAC for a 3 years mandate:
  - SIS SG Chair: David Vaughan QF
  - SIS SG Vice-Chair: Mengyuan (Chris) Fang MF



#### SIS Steering Group Membership

- SIS Steering Group consist of 15 members:
- 12 IATA Members Airlines and 3 non-airlines ex-officio members
  - 5 members appointed by the Industry Financial Advisory Council (IFAC) based on the results of the elections at the SIS General Meeting
  - 5 members with Accounts Payable expertise appointed by the Industry Financial Advisory Council (IFAC) based on members nomination
  - 5 Officials of IATA and ACH and other WGs (acting ex-officio)
    - Chair of the Airline Billing and Settlement Working Group (ABS WG)
    - Chair of the ACH Revenue Accounting Committee
    - Secretary/Treasurer of the Airlines Clearing House
    - IATA's Director Industry Financial Services
    - IATA's Senior Manager Standards Development
- Additional 4 Observers, tax experts, nominated by ITWG for e-Invoicing compliance items – from January 2025

#### SIS Steering Group Members



- SIS SG 15 members effective 1<sup>st</sup> December 2022 to 31<sup>st</sup> December 2025
- 5 Members Elected during 10<sup>th</sup> SIS GM on 29<sup>th</sup> September 2021
  - •6E Pramod Kumar Srivastava
  - AC Sandi Girard
  - CA Kaihong Zhang
  - MF Mengyuan (Chris) Fang Vice-Chair
  - •TP Joao Feliciano

- 5 Members appointed by IFAC 1st Dec 2022
  - •AA Brenda Fullmer
  - •EK Suresh Pereira
  - •KL Rob Huijsman
  - •LH Guido Baldus
  - •QF David Vaughan **Chair**



#### SIS Steering Group Members

5 Ex-officio members



- Benaifer Bhathena, WestJet (WS) > Chair of the new Airline Billing and Settlement Working Group (ABS WG)
- Jenny Benjamin (AS) -> Chair of the ACH Revenue Accounting Committee, Alaska Airlines – From 15<sup>th</sup> May 2024
- Jerry Fonacier, Airline Clearing House (ACH) -> Secretary/Treasurer of the Airlines Clearing House – From: 1st October 2024
  - Lori Tully, Airline Clearing House (ACH) -> Secretary/Treasurer of the Airlines Clearing House
     – Until: 30<sup>th</sup> September 2024
- Hoy Chin Yeoh, Director Industry Financial Services, IATA From: 1<sup>st</sup> October 2025
  - Juan Antonio Rodriguez, Director of the Global Delivery Center, IATA
    - SIS SG Member until: 30<sup>th</sup> September 2025
- Altug Meydanli, IATA -> Senior Manager Standards Development
- Secretary of the SIS SG:
  - Adina Minculescu, IATA -> Head, Simplified Invoicing and Settlement



#### SIS Steering Group Members



- 4 Observers, tax experts, nominated by ITWG for e-Invoicing compliance items
  - from January 2025
    - AC Rizwaan Sumra
    - AF Sebastien Larrivee
    - EK Archana Naik (until Sep 2025)
    - LH Nilofar Eisbrenner



#### SIS SG meetings and calls



Generally, SIS SG is meeting face-to-face twice per year, and one additional half day meeting at WFS, and is having conf calls between meetings

- In 2025, 2 face-to-face meetings:
  - 27<sup>th</sup> 28<sup>th</sup> May 2025 Montreal
  - 24<sup>th</sup> 25<sup>th</sup> September Madrid
  - 2<sup>nd</sup> November Istanbul half day meeting
- 6 conference calls:
  - 21<sup>st</sup> January
  - 25<sup>th</sup> February
  - 30<sup>th</sup> April
  - 8<sup>th</sup> July
  - 22<sup>nd</sup> October
- Next conf calls in 2025:
  - 9<sup>th</sup> December







#### SIS Steering Group Meetings Agenda

IATA SIMPLIFIED
INVOICING &
SETTLEMENT
GENERAL MEETING

- SIS Operational performance
  - SLA & KPIs
  - Annual Customer Satisfaction Survey
- SIS Financials
  - Review volumes and work with IATA team to reduce cost and prevent a deficit
- SIS Pricing review
- Prioritizations of SIS Enhancements & brainstorming new functionalities
- Invoice Data Quality
- E-Invoicing Legal Compliance
- Supplier Onboarding
- SIS Audit SOC2 Type II Certification
- E-Invoicing needs in the World of Offers & Orders and how SIS can support industry interline settlement with Offers & Orders
- SIS Webinars topics



- SIS Industry Webinars series 4 planned in 2025 with participation of SIS SG airlines:
  - Mar "SIS Integration with Your Systems";
    - SIS SG: MF
      - Registrations: 108
      - Attendees: **54** (*50%*)
  - Apr "SIS e-Invoicing Compliance";
    - SIS SG: TP and LH

Registrations: 218

Attendees: **97** (44%)

- Jun "Benefits of Using SIS and ICH"
  - SIS SG: LH and LATAM

Registrations: 135

Attendees: **67** (*50%*)

<u>Note:</u> All previously recorded webinars are available on the <u>SIS Webinars Webpage</u>





- SIS Infrastructure Refresh May 2023
- New XLS to XML converter for SIS Cargo billings
- SIS Bilateral invoices Optional Settlement through industry clearing houses SMI B to ICH & ACH - Go Live May 2024 - collaboration with ICH WG
- Calendar changes from July 2024 collaboration with ICH WG
- Connection of BSP & CASS to SIS for e-Invoicing
- E-Invoicing compliance in Malaysia, Romania, Italy, Saudi Arabia, Germany and Estonia
- Introduction of B2C invoicing in SIS
- SIS SOC2 Type II Certification
- 10 Webinars delivered



#### SIS General Meeting – Today



2 SIS Discussions today - don't miss them!

- Discussion Impact of Taxation in Retailing
- Panel From Chaos to Compliance: Navigating e-**Invoicing Challenges**





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# A2-Competition Law Guidelines for IATA Industry Meetings

Kirk Pereira, Head Standardization, Invoicing

**IATA** 





#### **Competition Law Compliance**

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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.





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### A3-Delegate Introductions

Chris Fang – Vice Chair, SIS Steering Group

Interline Officer, Xiamen Airlines







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### **SR3-The Latest** with SIS

Adina Minculescu

Head Simplified Invoicing and Settlement, IATA





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### **SR3-The Latest** with SIS

Adina Minculescu

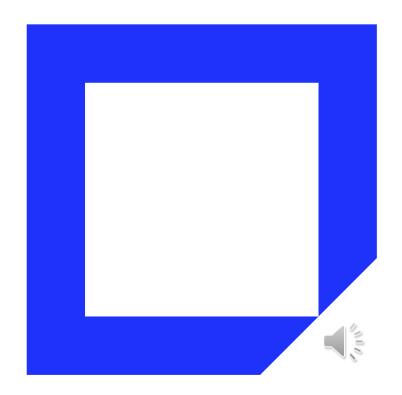
Head Simplified Invoicing and Settlement, IATA



#### Agenda

IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

- ✓ SIS Volumes
- ✓ Governance
- ✓ SIS Key Highlights 2025
- √ 2025 Budget and Forecast



#### 238mil

(+9%)

**Transactions** processed

114,117

(+7%)

Companies receiving invoices



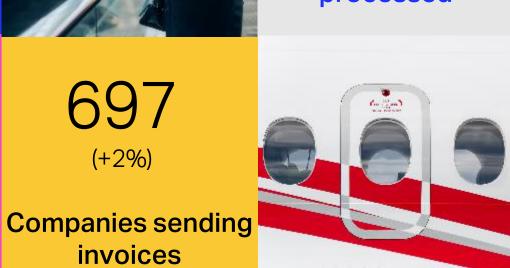
(+2%)

invoices

1.65mil

(+9%)

Invoices processed



883bil (+9%)

> **Total USD Value** processed

4.46% (-6.69%)

**Rejection Rate** Pax

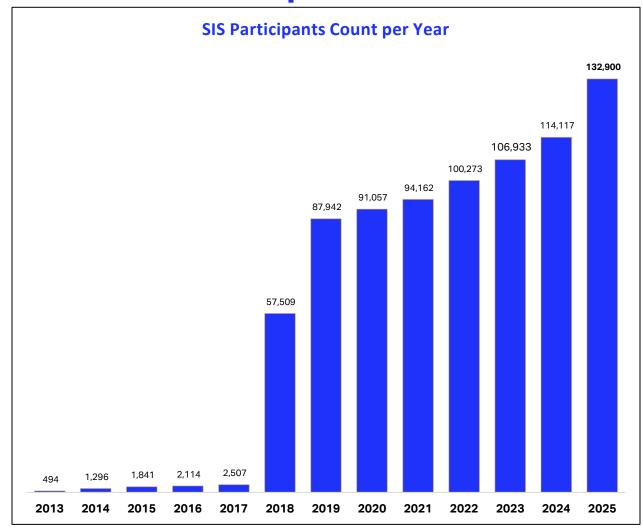
+7%

**Bilateral Invoice** Growth

#### SIS Scorecard 2024



#### SIS Participation 2025



Participation Category	September 2025	2024	% <sup>Unrestric</sup> Change	
ISPA Airline	489	477	3%	
ISUA Airline	9	5	80%	
Total Airlines	498	482	3%	
ISPA Supplier	93	95	-2%	
ISUA Supplier	240	223	7%	
Total Suppliers	333	318	5%	
ISUA Agent UATP	18 16		13%	
E&F Customers	107	103	4%	
IATA Offices	23	23	0%	
TOU	2,299	2,208	4%	
TOU UATP USS MERC.	58	53	9%	
Sub Total	3,336	3,203	4%	
TOU Agents*	129,564	110,914	17%	
TOTAL	132,900	114,117	16%	

<sup>\*</sup>Agents (BSP&CASS) to which IATA submits invoices through SIS. The number of agents also includes some branches, as requested for invoicing purposes.



#### Billing Summary

2025 vs 2024

In comparison to 2024... invoice value increased by **6%** invoice count increased by **16%** transaction count increased by **3%** 

	Jan - Sep 2025				Jan – Sep 2024			2025 vs 2024				
Billing Type	USD Value (in billions)	Count of Invoices	Count of Transactions	Transactions Distribution	USD Value (in billions)	Count of Invoices	Count of Transactions	Transactions Distribution	Billing Type	% Change USD Value	% Change Invoice Count	% Change Transactions
PAX	\$35.27	502,029	158,067,620	85.47%	\$34.17	495,459	154,875,641	86.42%	PAX	3%	1%	2%
NON-TRANSP	\$22.74	602,236	24,302,937	13.14%	\$21.59	585,403	22,313,613	12.45%	NON-TRANSP	14%	3%	11%
BSP *	\$1.46	147,901	344,962	0.19%	\$0.08	5,113	0	0%	BSP	1,708%	2,793%	0%
CASS *	\$0.43	19,970	41,979	0.02%	\$0.03	920	0	0%	CASS	1,555%	2,071%	0%
B2C *	\$1.39 M	4,161	5,236	0.00%	\$0.00	0	0	0%	B2C	0%	0%	0%
CGO	\$1.10	60,980	822,809	0.44%	\$1.12	57,085	795,554	0.44%	CGO	-2%	7%	3%
UATP	\$5.23	41,971	1,349,361	0.73%	\$5.26	37,334	1,218,603	0.68%	UATP	-1%	12%	11%
TOTAL	\$66.23	1,379,248	184,934,904	100.00%	\$62.24	1,181,314	179,203,411	100.00%	TOTAL	6%	16%	3%

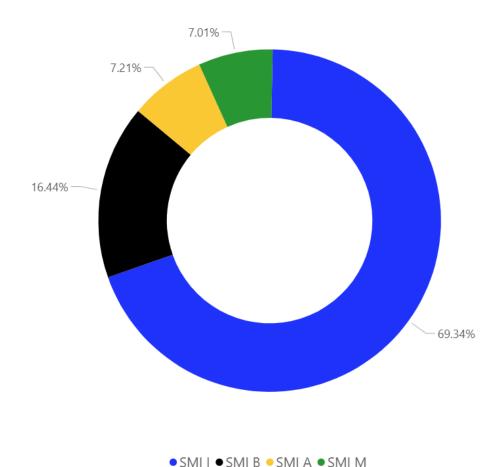
<sup>\*</sup> BSP & CASS invoice submissions began in September 2024.



<sup>\*</sup> B2C invoice submissions began in June 2025.

#### SMIs in total SIS throughput – YTD Sep 2025

USD Value (All SMI)



- **SMI I:** Settlement through the ICH using the RAM rules.
- SMI M: Inter clearance settlement of a billing from an ACH member to an ICH member using RAM rules. It could also be a billing from an ACH member to another ACH member using RAM rules.
- **SMI A:** Settlement through the ACH using ACH rules.
- SMI B: Bilateral settlement



### Billing Values through SIS - Overall

USD Value (in Mil.) 2025 vs Previous Year

Overall



Month	2025	2024	2025 vs 2024
January	\$6,718M	\$6,613M	2%
February	\$5,987M	\$5,830M	3%
March	\$6,895M	\$6,306M	9%
April	\$6,887M	\$6,388M	8%
May	\$7,763M	\$6,857M	13%
June	\$7,941M	\$7,620M	4%
July	\$7,950M	\$7,598M	5%
August	\$8,171M	\$7,657M	7%
September	\$7,915M	\$7,375M	7%
YTD	\$66,227M	\$62,244M	6%



#### Number of Invoices through SIS - Overall

#### 2025 vs Previous Year

Overall



Month	2025	2024	2025 vs 2024
January	140,701	132,555	6%
February	134,359	131,327	2%
March	166,922	126,691	32%
April	145,000	127,189	14%
May	157,313	132,355	19%
June	155,315	127,609	22%
July	155,084	132,469	17%
August	157,482	134,500	17%
September	162,911	136,619	19%
YTD	1,375,087	1,181,314	16%



#### Count of Transactions through SIS - Overall

#### 2025 vs Previous Year

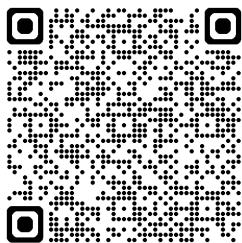
Overall



Month	2025	2024	2025 vs 2024
January	19,313,552	18,195,107	6%
February	16,875,059	16,512,082	2%
March	18,855,661	18,110,469	4%
April	18,814,551	18,025,506	4%
May	21,053,628	19,763,572	7%
June	21,561,466	20,768,964	4%
July	23,162,796	22,912,005	1%
August	23,825,594	23,714,416	0%
September	21,472,597	21,201,290	1%
YTD	184,934,904	179,203,411	3%



- Voting on SIS Agenda Items at SIS GM 2025 will be conducted through online voting by using IATA's Standard Setting Workspace ("SSW").
  - Online voting was opened on 5<sup>th</sup> September 2025 and closes on 14<sup>th</sup> November 2025
- Company signatories of ISPA Agreement that are submitting and receiving invoices through SIS can vote for changes to the service or to the Participation Agreement.
  - List of Eligible SIS Participants with Voting Rights is published on the SIS Website





#### Governance

- The items that passed the vote go to the SIS SG for prioritization and confirmation on funding availability once IATA has determined the implementation cost.
- We seek to implement as many voted changes as possible. If they are too
  difficult or expensive to implement, they may be de-prioritized by the SIS SG.
- ABS WG items / interline billing rules changes that affects SIS mandatory to be implemented in next major release as they represent changes to the billing rules.
- We encourage SIS Participants to send us anytime proposals for SIS new functionalities.
  - Proposals received will be managed within the budget for the change requests.



# SIS Key Highlights 2025

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- SOC 2 Type II Certification
  - 2024 full operational year No exceptions noted as a result of the external audit testing for more than 160 documented controls. Report published 29<sup>th</sup> Jan 2025
  - 2025 operational year, 1 Jan 2025 31 Dec 2025 audit started in August 2025
- SIS e-Invoicing Compliance
  - MY Malaysia Wave 3 effective July 2025; Germany and Estonia mandates live in Sep 2025
- SIS Disaster Recovery (DR) plan Planned Switchover Activity
  - Annual exercise successfully executed on 1<sup>st</sup> March 2025 as per plan
- Prioritization of SIS Enhancements with SIS SG
- 3 Webinars delivered in 2025

SIS Webinars webpage:



- SIS Annual Customer Satisfaction Survey 2025
  - Results shows improvement vs 2024, with Overall satisfaction: 94% and NPS: 51



## 2025 Budget and Forecast



- SIS service is run on a full cost-recovery basis with prices set so as to recover the budgeted costs
- As per ISPA (SIS Participation Agreement), the surplus/deficit amounts will be shared between all ISPA participants proportionally to the total paid in the relevant year
  - For 2024 SIS recorded a Surplus of 603K USD
  - Credit notes issued in P4 July 2025 to 495 SIS participants ISPA signatories
- Volumes continue to increase in 2025 at a slower pace
- As a result of 2025, activity, based on latest forecast, we estimate an underlying Surplus of approx. 274K USD
  - This is planned to be invested in the system enhancements during the 2025 year
- SIS SG and IATA will continue to monitor the evolution of the situation closely





IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

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# SR4-Last Year's SIS GM13 Action Items Update

Chris Fang – Vice Chair, SIS Steering Group

Interline Officer, Xiamen Airlines

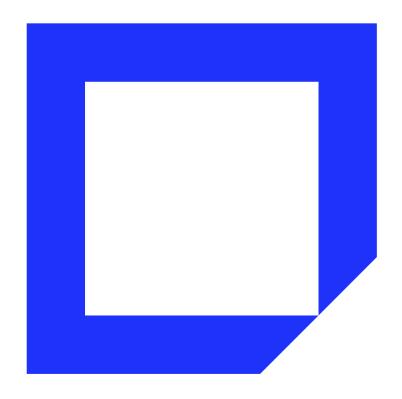




### Agenda



- Agenda items discussed during the last SIS GM13, in October 2024
- ✓ Status of items that passed
- ✓ List of SIS Open Change Requests



#### Status of Agenda Items



- √ 5 Agenda Items were submitted and discussed
  - ✓ Passed 2 out of 5 voting papers Passed
- ✓ All the 2 items that passed were converted into change requests for SIS
- ✓ Being prioritized by SIS SG for next major release



#### Status of Agenda Items



#### 13th SIS General Meeting - WFS Bangkok - 04 Oct 2024 - Agenda Items Voting Results

Agenda Item	Description	Submitted by	Total Vote s	Yes	No	Abs	>= 75%	Passed / Failed	CR#
							Yes /(Yes+No)		
<b>S1</b>	Email notification alert for expired SIS Correspondences	NZ-086-Air New Zealand	54	46	3	5	94%	Passed	SIS-106
<b>S2</b>	Add function to remove or delete memos once actioned	SA-083-South African Airways	55	27	23	5	54%	Failed	
<b>S</b> 3	Allow rebilling from Non-Sampling to Sampling TP-047-TAP Air Portugal	TP-047-TAP Air Portugal	7	3	3	1	50%	Failed	
<b>S4</b>	Add a new contact for Correspondences in different languages	MF-731 - Xiamen Airlines	52	21	22	9	49%	Failed	-
<b>S5</b>	Manage Blocks for UATP merchant service fee Billing	CZ-784 China Southern Airlines	55	45	4	6	92%	Passed	SIS-107-



#### Status of Agenda Items



SIS GM12 ITEM#	CMP#	DESCRIPTION	BILLING CATEGORY	Deployment
S1	SIS-106	Email notification alert for expired SIS Correspondences	ALL	April 2025 - Release 1.21.4.0
<b>S</b> 5	SIS-107	Manage Blocks for UATP merchant service fee Billing	PAX	TBD



#### List of SIS Open Change Requests

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GENERAL MEETING

- ✓ List of open change requests
  - ✓ SIS website : "Documentation" page

https://www.iata.org/contentass ets/3c9d2e2266c74c77be330 1f32aa0997e/iata\_sis\_open\_ch ange\_requests.pdf







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GENERAL MEETING

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# A4-Introduction to the Online Voting System

Vivekh Pundit

Senior Manager, Industry e-Invoicing, IATA





# Nominate your Voting Representative A SIMPLIFIED REVOICING & SETTLEMENT GENERAL MEETING

- Eligible SIS Participant with Voting Rights can vote online Scan QR Code to check eligibility >>>
- Nominate the representative who will vote on this year's SIS General Meeting's Agenda Items online.
- Submit the following details of your SIS Participant's Voting Representative to <u>wfsim@iata.org</u> before voting closes on 14<sup>th</sup> November 2025.

Your SIS Participant Cod	<b>le &amp; Name</b> (e.g. XB-000, IATA)
First Name:	-
Last Name:	
Email Address:	

Your SIS Participant's Voting Representative will be granted the permission to vote on SIS Agenda Items on behalf of your organization in the "Simplified Invoicing and Settlement (SIS) Voting Items" SSW Online Community.

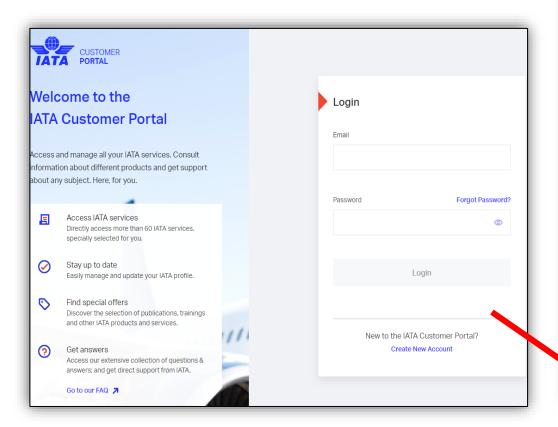


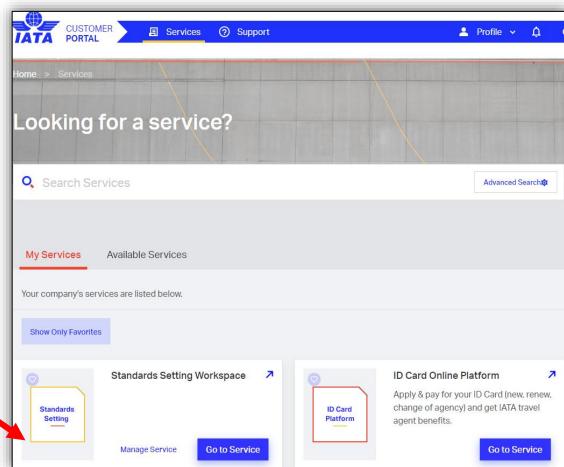


#### Login to the IATA Customer Portal

IATA SIMPLIFIED
INVOICING &
SETTLEMENT
GENERAL MEETING

#### IATA Customer Portal: portal.iata.org



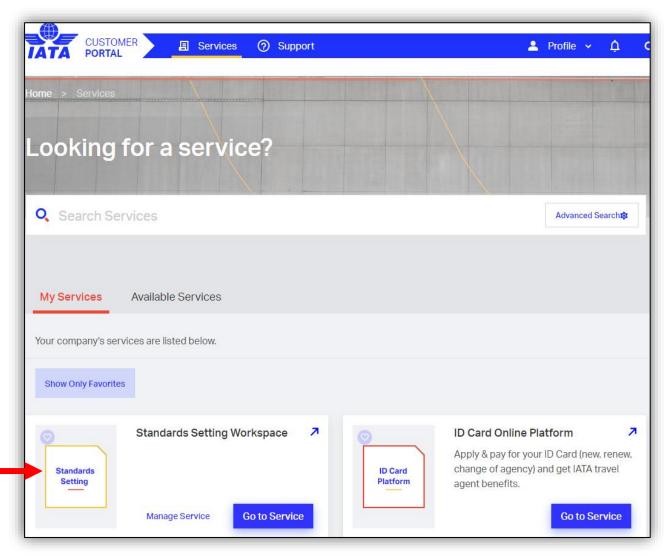




"Standards Setting Workspace"

Service

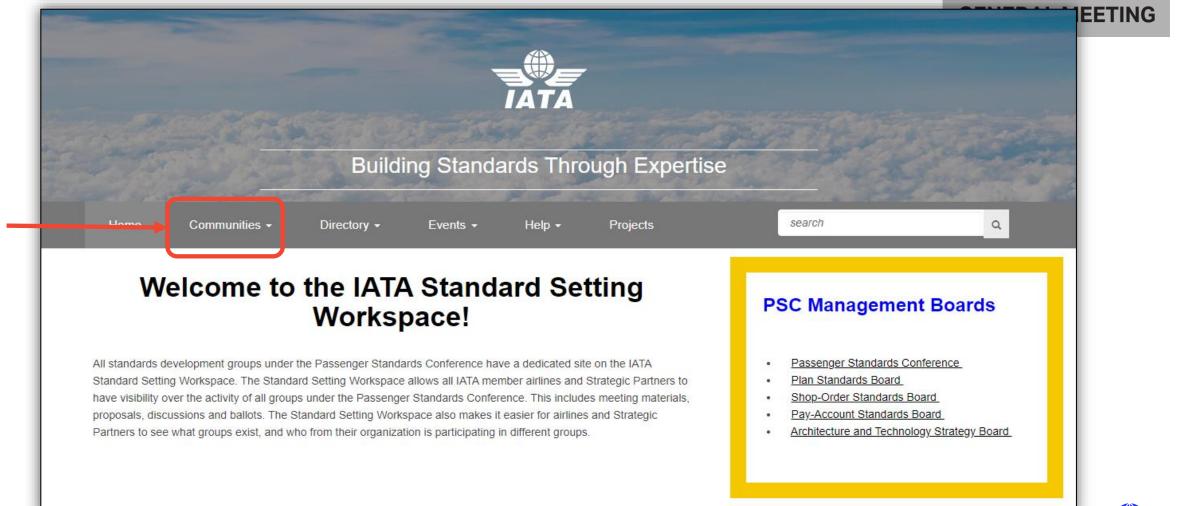
If you do not see the "Standards Setting Workspace" service icon, please contact <a href="mailto:standards@iata.org">standards@iata.org</a>



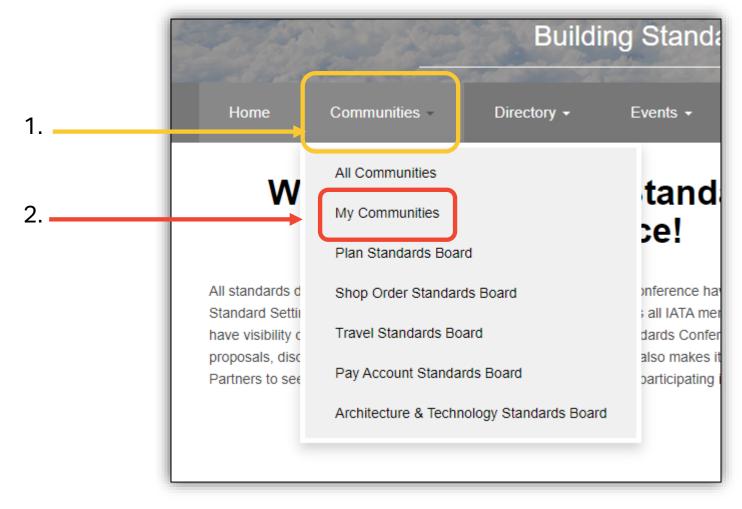


## Standard Setting Workspace

IATA SIMPLIFIED INVOICING & SETTLEMENT

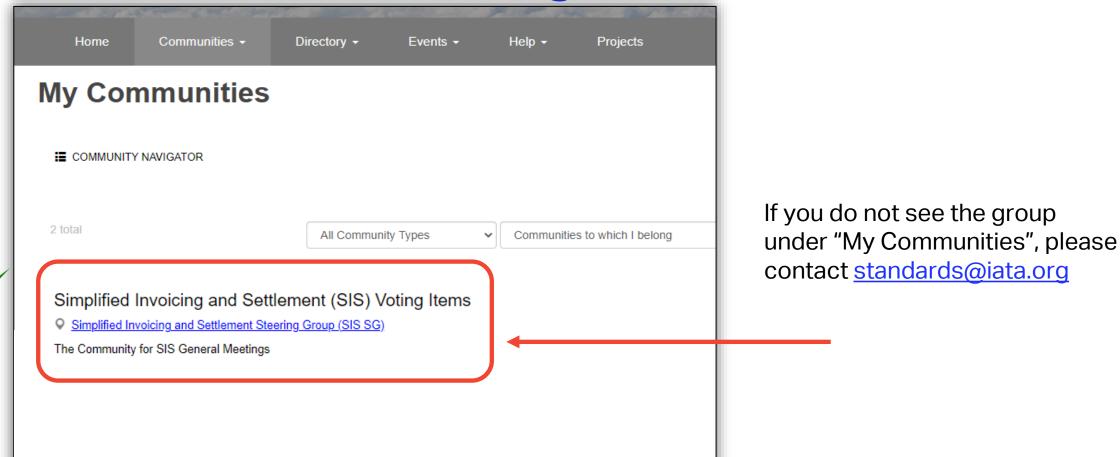


## Select Communities >> My Communities





# 1. Look for "Simplified Invoicing and Settlement (SIS) Voting Items"





# Select "Workspace" from the groups landing page SETTLEMENT GENERAL MEETING

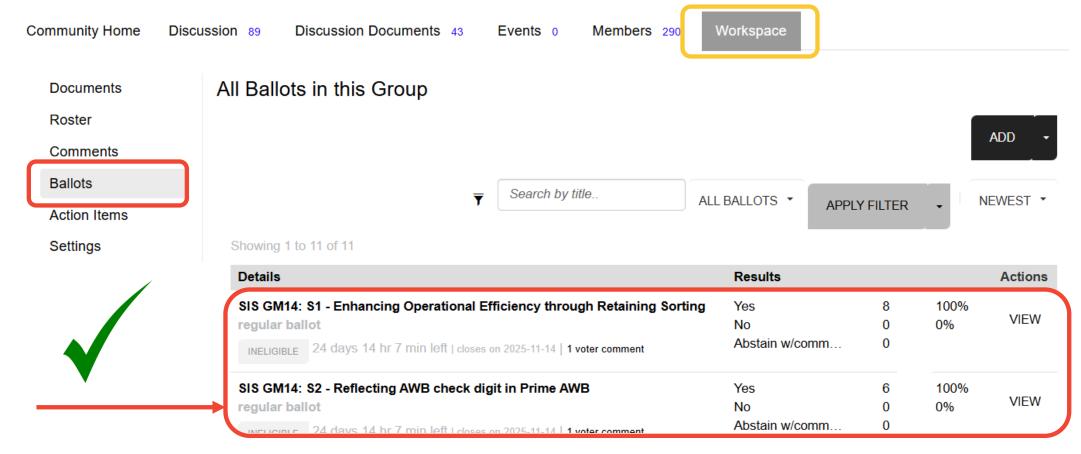




#### Select "Ballots" under Workspace

IATA SIMPLIFIED
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GENERAL MEETING

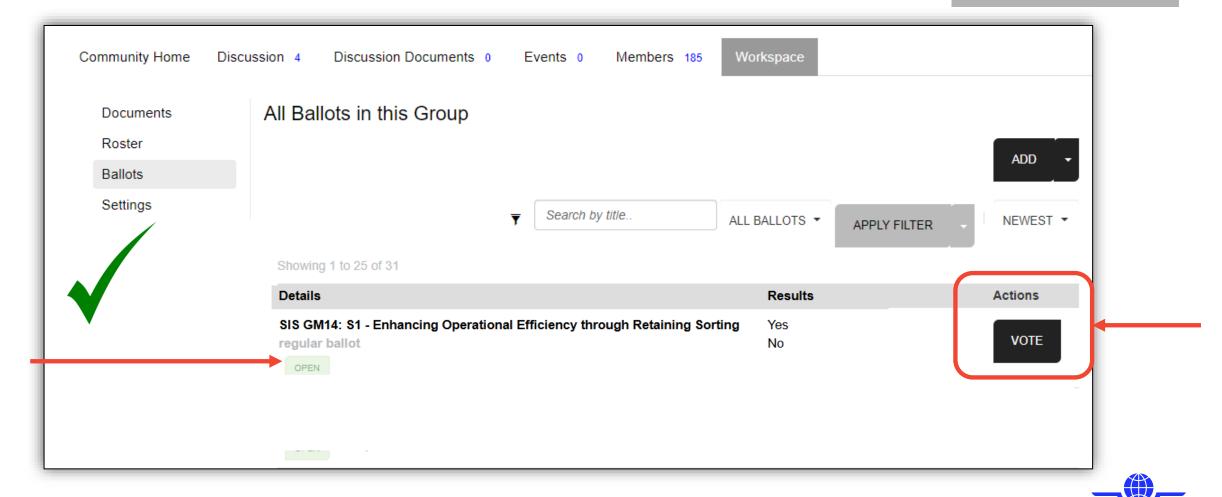
Below is an example of a ballot used to demonstrate how to vote.





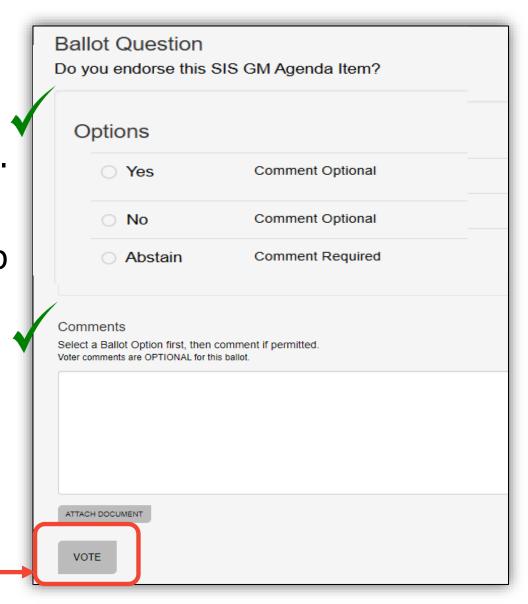
#### Vote on the Agenda Items

Verify the status of the ballot is "Open" to be eligible to vote.



 By selecting the "Vote" button, you are submitting and confirming your selection.

Votes may be changed up until the balloting period closes on Friday 14th
November 2025 at 17:00
Eastern Time, at which time ballots are closed, and your vote is final.





#### **User Guide**

**Scan QR code for Online Voting User Guide** 



Contact standards@iata.org if you need assistance or have any questions on the platform





## SIS GM Midday Schedule





What	When	Where
Special Discussion	11:00 - 11:30	Grand Ballroom 3
Lunch	12:30 - 14:00	Exhibition Hall, M4
Plenary Meeting Resumes	14:00	<b>Grand Ballroom 3</b>



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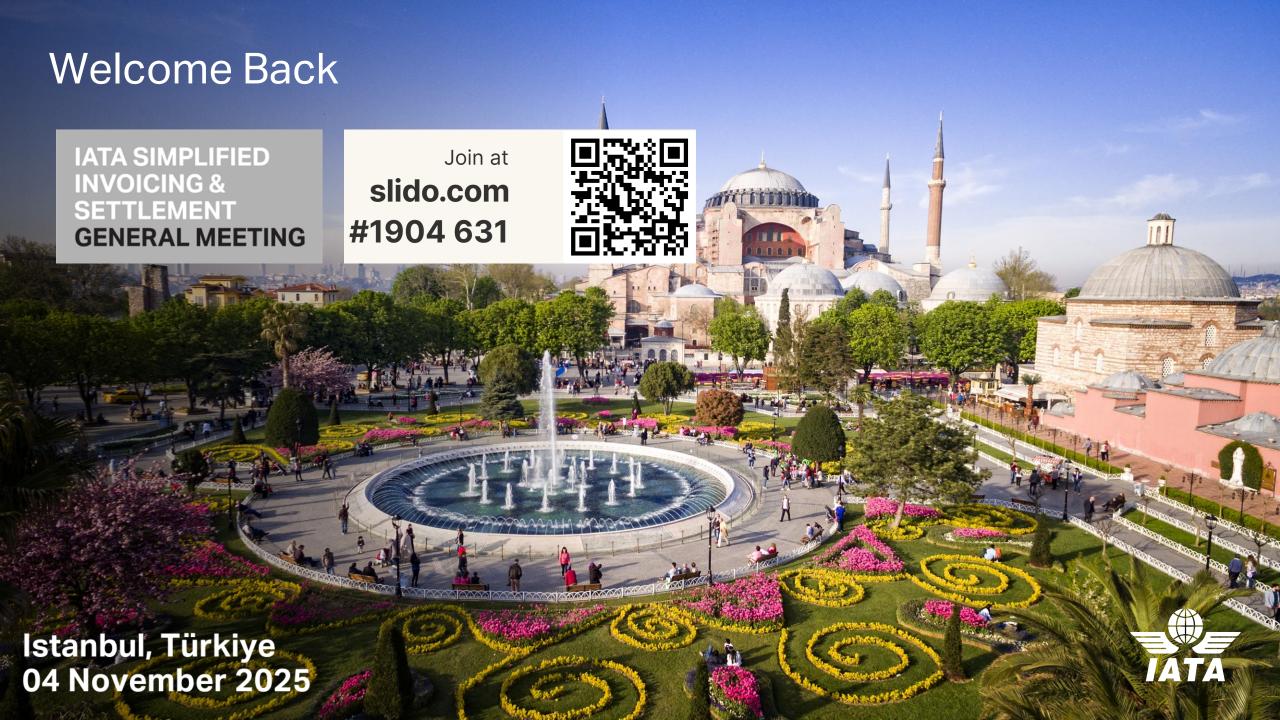
#### **Coffee Break**

Exhibition Hall, M4

Please come back at 11:00H







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# Special Discussion Impact of Taxation in Retailing

Presenters:

Sébastien Larrivée Head of VAT & Customs Division, Air France

Bruno Roussel, SIS & ICH Product Manager, IATA





#### **Disclaimer**



This session is for information only and it's up to each individual member to obtain their own independent advice on tax compliance.



#### Concept: what is considered as principal and what is accessory?





#### First use case:

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A corporate passenger buys a Business Class ticket from EU destination to non-EU destination



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Is any VAT involved?



#### **Answer 1**



Is any VAT involved?

International flights (departing from or arriving in a foreign country) are generally VAT exempt, including on the EU part of the journey.



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# Is Invoicing required?



#### **Answer 2**



Is Invoicing required?

The requirements depend on the airline's VAT status in the EU country, the client's VAT situation, and local laws.

The issue must be considered from both the EU country and point of sale perspectives.

Invoices are typically required for B2B transactions but may also be needed for B2C in some cases or specific Member States.





# Who should issue the invoice, the agent or the airline?



#### **Answer 3**



Who should issue the invoice, the agent or the airline?

#### If an invoice is required:

- If the ticket is purchased directly from the airline, the airline is responsible for issuing the invoice to the client.
- If the purchase is made through a travel agent, the invoicing depends on the agent's role:
  - If the agent acts in the name and on behalf of the airline, the airline remains the actual seller, and the invoice should be issued by the airline to the final customer.
  - If the agent acts in its own name, as a purchaser-reseller, the airline must issue an invoice to the agent, and the agent will need to issue an invoice to the final customer.





# Under which jurisdiction (s)?



#### **Answer 4**



Under which jurisdiction (s)?

The answer depends on the airline's VAT status, the client's VAT status, and local laws.

The issue should be reviewed based on both the EU country of departure and the point of sale, especially if they differ.





# Does it change depending on passenger nationality or residence?



#### **Answer 5**



Does it change depending on passenger nationality or residence?

In the EU, whether VAT applies to airplane tickets depends on where the journey starts and ends, rather than the traveler's nationality or place of residence.



#### Second use case:



A corporate passenger buy an economic class ticket on same airline from EU to America but add ancillary services at the time of sales



#### Second use case:

#### Ancillaries are:

- Extra space seat
- Fast Track
- Lounge
- On board Wi-Fi
- On board Catering
- Car Rental service







# Do Extra space seat selling service attract VAT?



#### **Answer 1**



Do Extra space seat selling service attract VAT?

Generally viewed as an ancillary service, it adopts the same VAT treatment as the ticket.





# Does Lounge sold as ancillary service attract VAT?





Does Lounge sold as ancillary service attract VAT?

If lounge access is considered ancillary, it follows the VAT treatment of the ticket.

Otherwise, it is generally treated as a building-related service and taxed at the location of the lounge. For example, if the lounge is in Germany, German VAT may apply regardless of the customer's residence or nationality.

In B2B transactions, VAT liability may shift to the client under the reverse-charge mechanism.





# Does onboard Wi-Fi sold as ancillary service attract VAT?





Does Wi-Fi sold as ancillary service attract VAT?

If Wi-Fi is considered an ancillary service, it will be subject to the same VAT treatment as the airline ticket.

Otherwise, it is typically classified as an electronic or telecommunications service and is therefore taxed at the location where the customer is established.

In B2B transactions, the reverse-charge mechanism may apply.

However, EU regulations establish a specific presumption that the recipient is established for such services at the location where the service is actually used or enjoyed and if the place of establishment is on board an aircraft operating a passenger flight within the EU, the location for VAT purposes is presume to be the country of departure for the passenger transport.

As a result, Wi-Fi will be taxed at the place of departure for flights within the EU, unless the customer's residence can be proven otherwise.





 Does onboard Catering sold as ancillary service attract VAT?





#### Does On board Catering sold as ancillary service attract VAT?

If catering is regarded as an ancillary service, it will follow the same VAT treatment as the airline ticket.

If not, it is typically considered a taxable catering service for intra-EU flights at the place of departure. However, some countries may classify the sale not as a catering service, but rather as the supply of goods, which may or may not be consumed on site.

Additionally, certain EU Member States may allow reduced VAT rates or exemptions depending on whether the transaction is treated as a catering service or as the sale of goods intended for consumption on board.



 Does car Rental sold as ancillary service attract VAT?



Does car Rental sold as ancillary service attract VAT?

Short-term vehicle rentals are subject to VAT in the country where the vehicle is actually handed over to the customer.

If the vehicle is handed over in France, French VAT applies, regardless of where the customer is established (B2B or B2C).

Be aware that if the airline purchases and resells vehicle rental and accommodation services, it may be considered a travel agency for VAT purposes, and the special margin scheme for travel agencies could apply. Indeed, the margin scheme applies to the resale of a travel service (initially purchased to a supplier) when it includes at least transportation and/or accommodation.



#### Conclusion

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In retailing the VAT applicable to ancillary services varies a lot.

#### It may depends on:

- Airlines VAT status
- Corporate VAT status or Consumer status
- What service or goods is delivered
- Who delivers the service
- Where the service is consumed or delivered
- Where the flight is departing from and arriving to.
- Where the corporate is located.
- When the purchase is performed

Then rules may be different by countries, or within regions.

Different VAT under different jurisdiction means for one sale several invoices could have to be issued.





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SR6-The Evolving
Landscape of eReporting Compliance

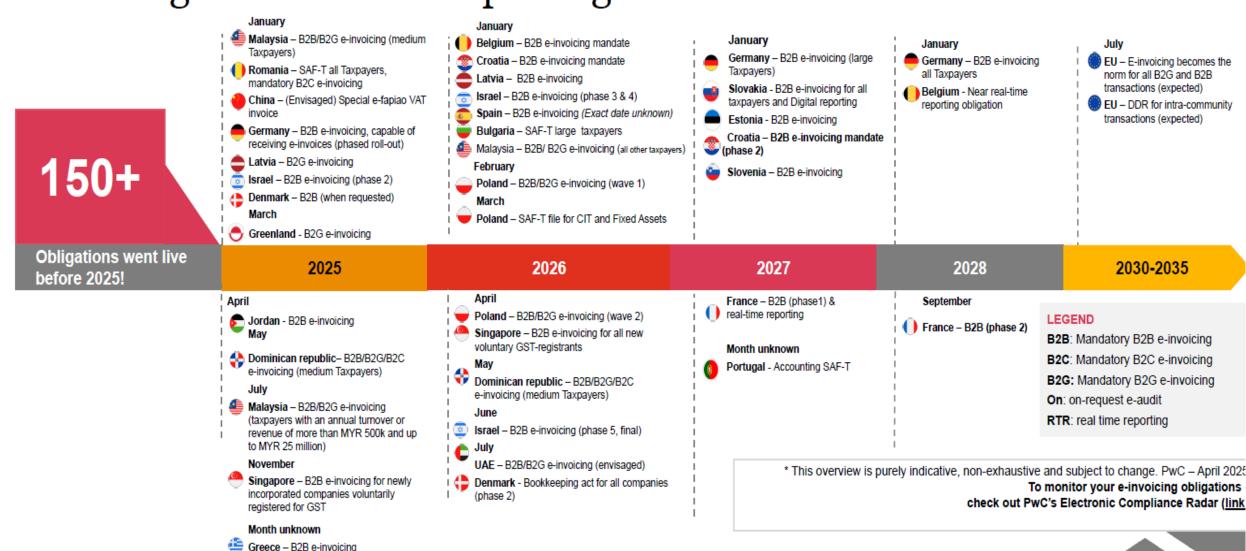
Kirk Pereira

Head Standardization Invoicing

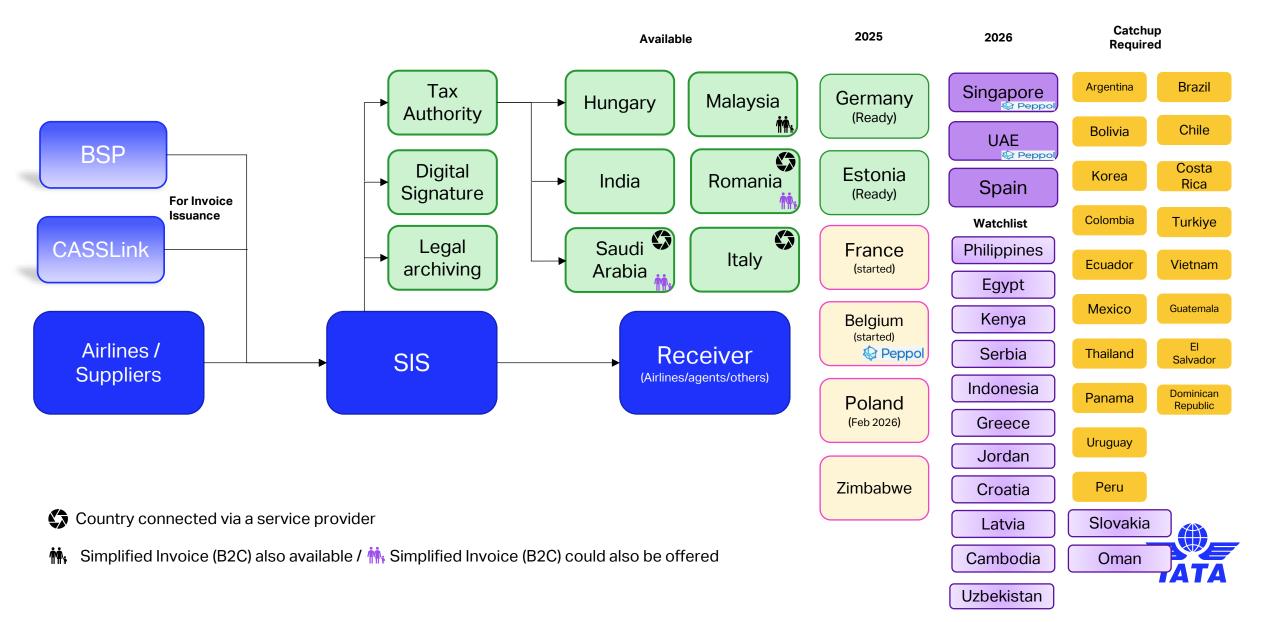




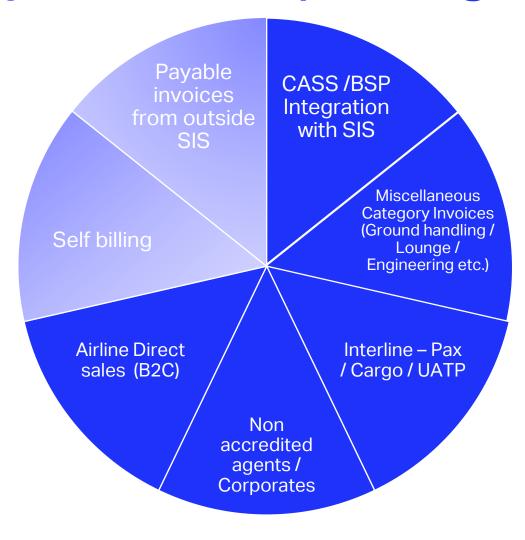
## E-invoicing and real-time reporting timeline



# SIS e-Reporting Roadmap on Country Mandates



# SIS journey with e-Reporting / e-Invoicing

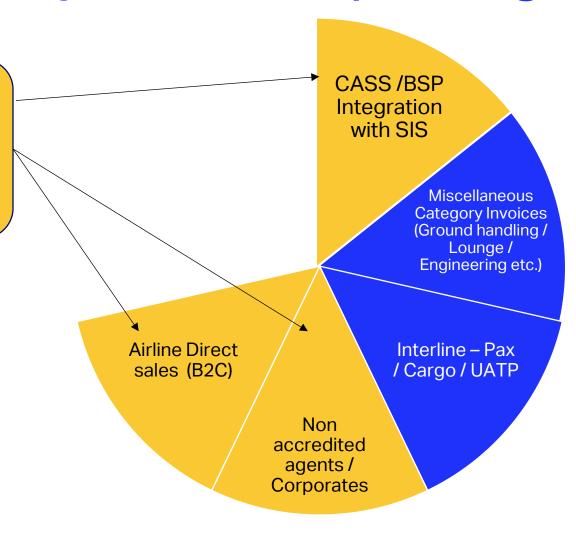


Available



# SIS journey with e-Reporting / e-Invoicing

An increase of approx.14% of SIS invoices this year due to these additions



Available

In progress



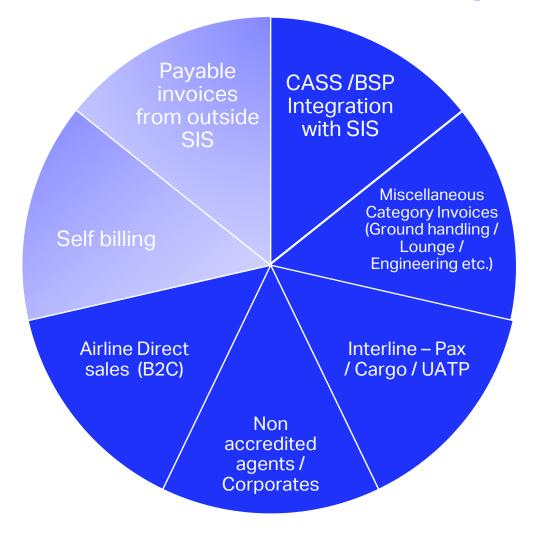
# **Example: Malaysia**



- Submission of invoices to Inland Revenue Board of Malaysia portal on behalf of our members since August 2024
- Currently 19 airlines signed up and using our solution
  - BSP Invoices
  - CASS Invoices
  - Interline Invoices
    - Passenger
    - Cargo
    - UATP
    - Miscellaneous
  - Other B2B invoices
  - B2C (simplified Invoices)



# SIS journey with e-Reporting / e-Invoicing



What's next?

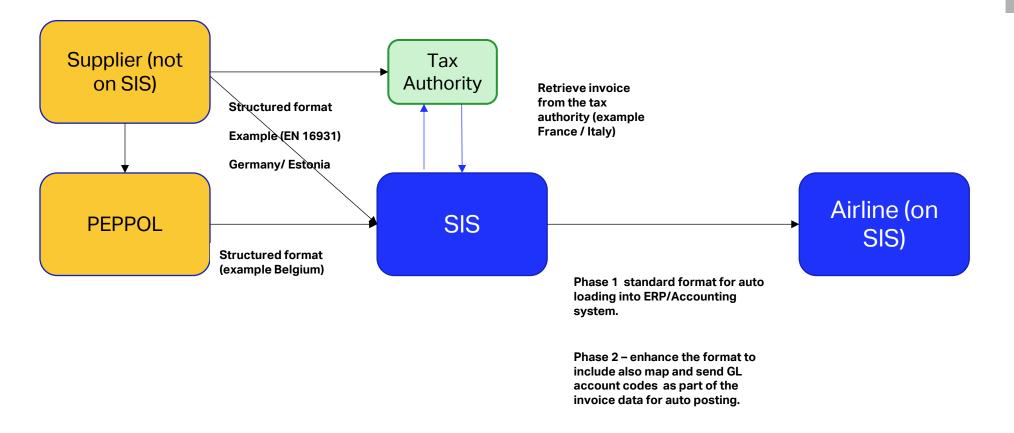
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In progress



# PTP Roadmap – Supplier not on SIS

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# Peppol

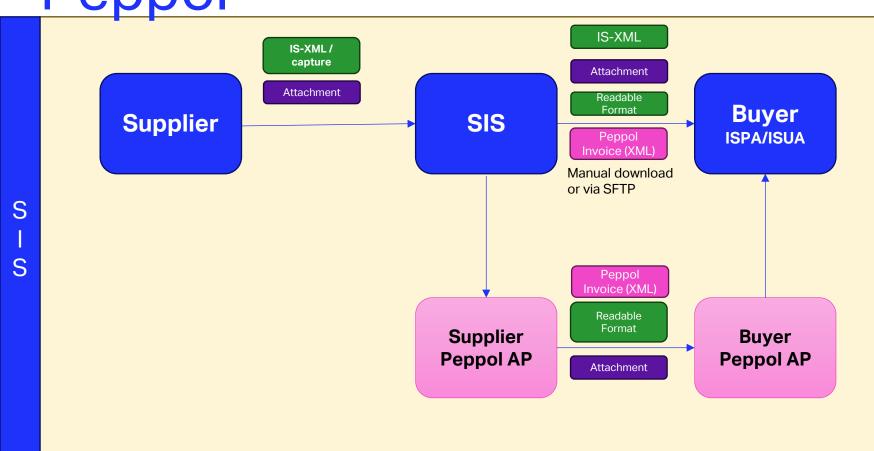


- E-Invoicing NetworkPEPPOL (Pan-European Public Procurement Online)
  is a standardized framework that enables businesses and governments
  to exchange electronic documents (like invoices) securely
- Standardized Format & Interoperability. It uses a common set of specifications so invoices can be sent and received in a consistent format.
- Being introduced in many jurisdictions. Example Belgium, UAE, Germany, Singapore
- SIS will interface with Peppol to ensure compliance



# 1)Supplier and Buyer are on SIS and

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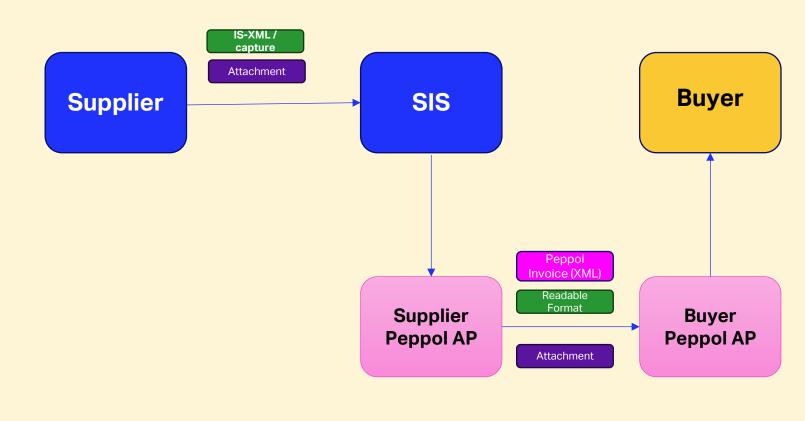


 In this case it is possible that SIS can be both the Supplier and Buyer Peppol access point



# 2) Supplier is on SIS Buyer is not on SIS but on Peppol

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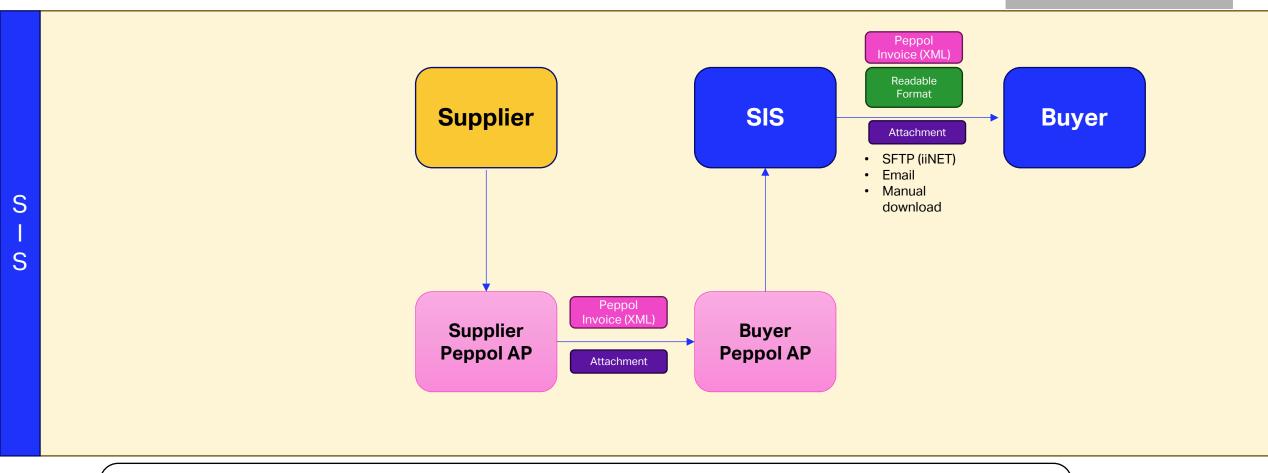


 In this scenario, all data elements of IS-XML cannot be provided in the Peppol format as the data in IS-XML has more airline specific fields



#### 3) Supplier not on SIS but sends invoice via Peppol Buyer on SIS

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SIS will pass on the UBL invoice along with any attachments (received via Peppol) and will also generate a Readable format.



# Important upcoming Compliance Mandates

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#### Belgium





- From 1 January 2026, structured electronic invoicing (via Peppol-BIS / EN 16931) becomes mandatory for all B2B transactions between VATregistered entities in Belgium.
- This is a 4 corner e-Invoicing model where SIS will connect to Peppol for invoice issuance.

 We will have a webinar for airlines in early November 2025 about our solution.



#### **Poland**





- KSeF published the following e-Invoicing timeline:
- ► **September 30,2025**: The new KSeF 2.0 test environment launching and Open API testing starts.
- ► October 15, 2025: Integration with the KSeF 2.0 API becomes available in a pre-production (DEMO) environment.
- ► **November 1, 2025**: Launch of the Certificates and Authorizations Module (MCU), enabling necessary authorization grants.
- November 3, 2025: Testing of the Taxpayer Application begins in a test environment.
- ► **November 15, 2025**: Pre-production release of the Taxpayer Application.
- February 1, 2026: Official launch of the final KSeF 2.0 version.
- We are working with a group of airlines alongside the IATA local office in Poland to understand the requirements for passenger and cargo and prepare for the February 2026 mandate.



#### **France**





- From September 1, 2026, all French VAT-registered businesses must be able to receive structured electronic invoices (B2B); large & mid-sized companies must also issue them.
- Over 80 PDPs (Partner Dematerialization Platforms) are being accredited; businesses must use a certified PDP to send/receive einvoices via the national directory / platform.
- IATA SIS is in the process of getting certified as a PDP and working with the airlines on the requirements.



# Zimbabwe – Fiscalisation Data Management System (FDMS)





- FDMS requirement introduced on 1<sup>st</sup> September 2023
- Airlines have not yet complied due to various challenges/concerns.
  - Not able to get an exemption
- Working with BAR Zimbabwe and ZIMRA (revenue agency) to provide a solution



# We are not an e-invoicing Service Provider. We are much more....



- **Business-Centric Approach:** We don't just implement e-Invoicing solutions we align it with aviation-specific business processes and transaction flows.
- Industry Expertise: Our solutions are tailored to the unique needs of the airline industry, not generic templates.
- Collaborative Design: We form working groups with airlines and IATA local office representatives to cocreate practical, scalable solutions.
- **End to End Alignment:** We ensure compliance not just with technical standards but also ensuring we cover payments/settlement and data integration processes.
- **Strategic Consulting:** We advise on how e-Invoicing fits into broader financial and operational strategies, beyond just system implementation.
- Continuous Improvement: Our engagement doesn't end at go-live—we stay involved to refine and
  evolve solutions as the industry changes.





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# SR5-Global Economic & Industry Outlook

**Andrew Matters** 

Director Policy and Standards, IATA





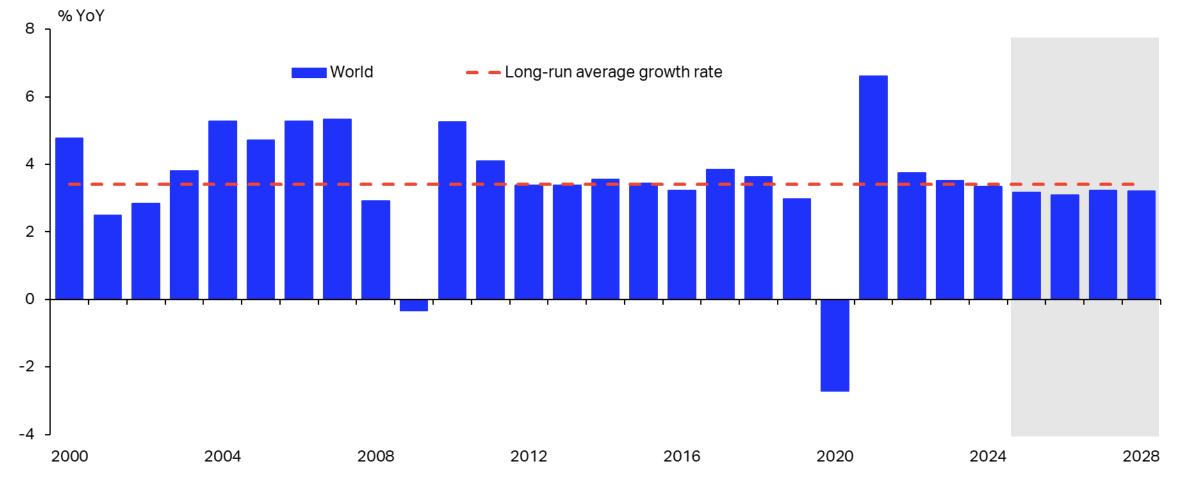
# Global Economic & Industry Outlook

Andrew Matters
Director Policy and Standards, IATA



#### Global GDP forecast dips below its long-run average And risks to the economic outlook remain tilted to the downside

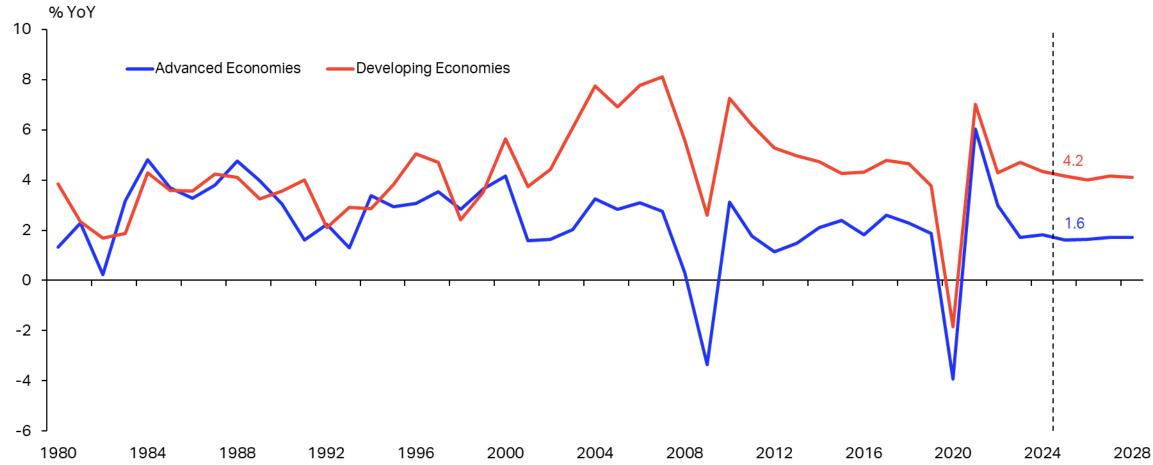
#### **Global Real GDP Growth Rate**





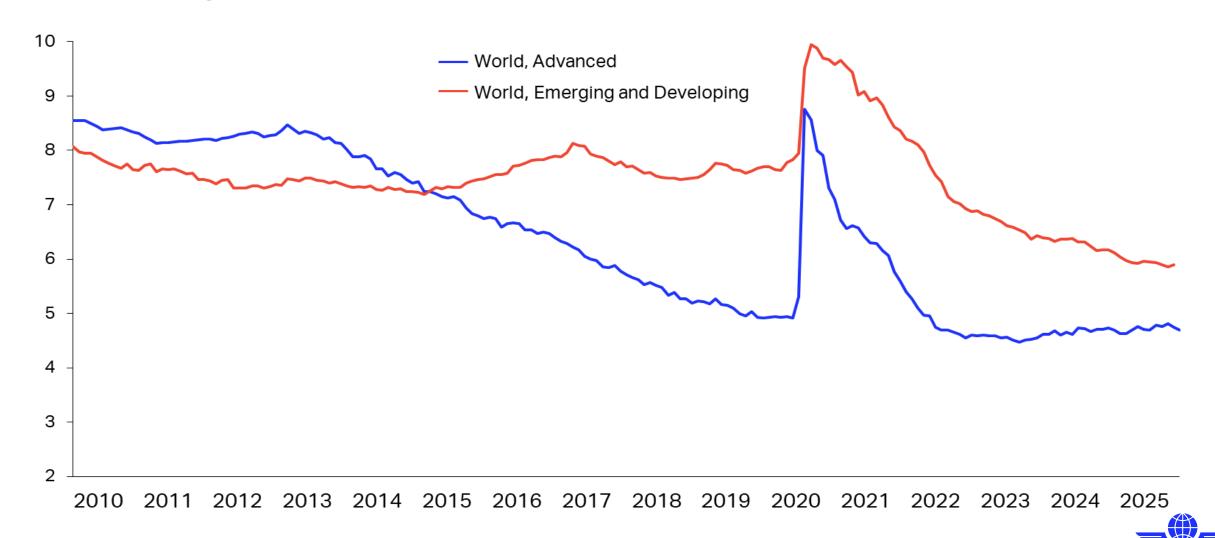
### Growth strongest in emerging & developing countries Geopolitical developments weigh upon the forecasts

#### **Real GDP Growth Rate (%)**

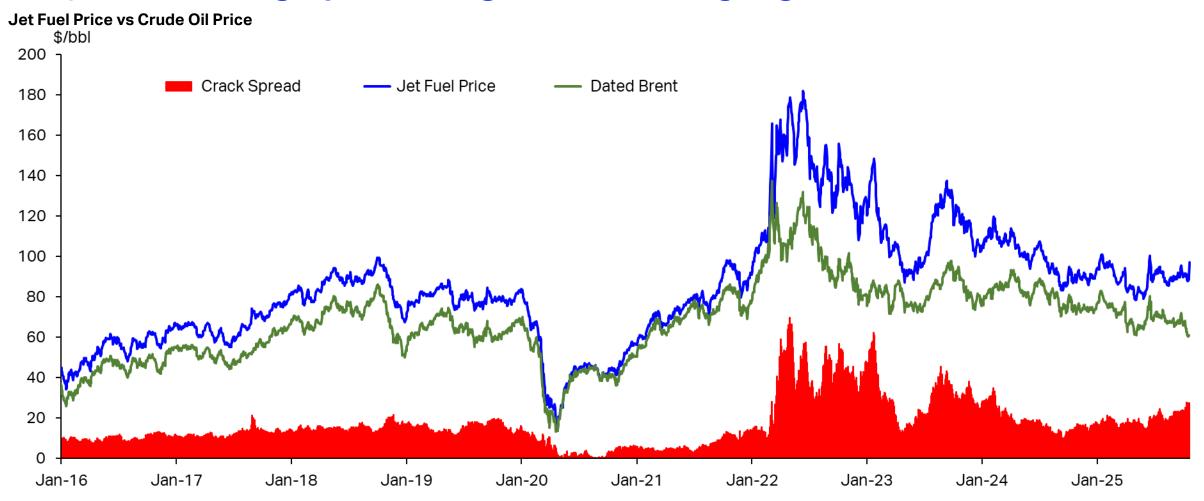




#### Unemployment rates remain low Supporting disposable income and consumer demand



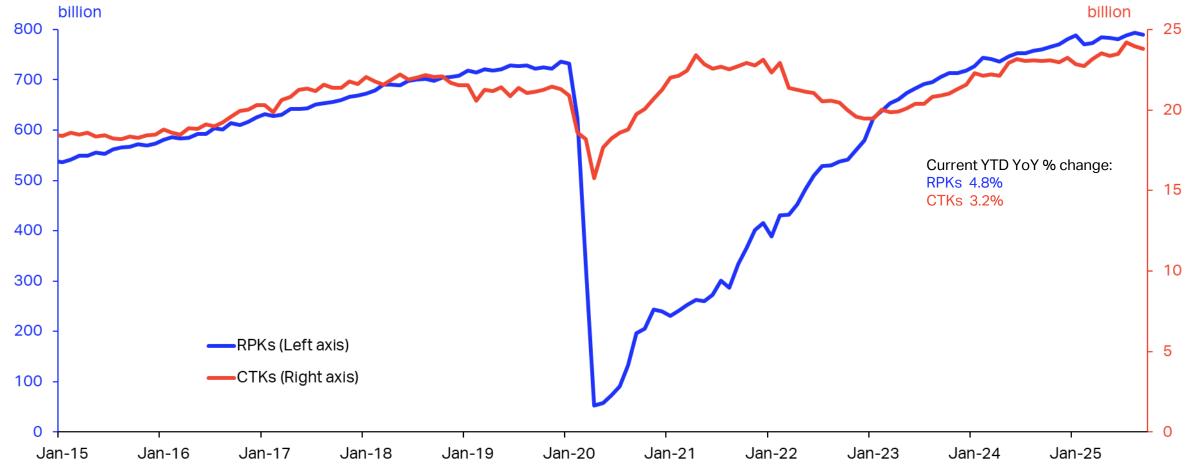
# Crude oil prices are ~13% lower since January But jet fuel is largely unchanged (& trending higher in recent months)





# Growth in global passenger & cargo traffic has slowed Passenger volumes returning to more 'typical' rates post-recovery

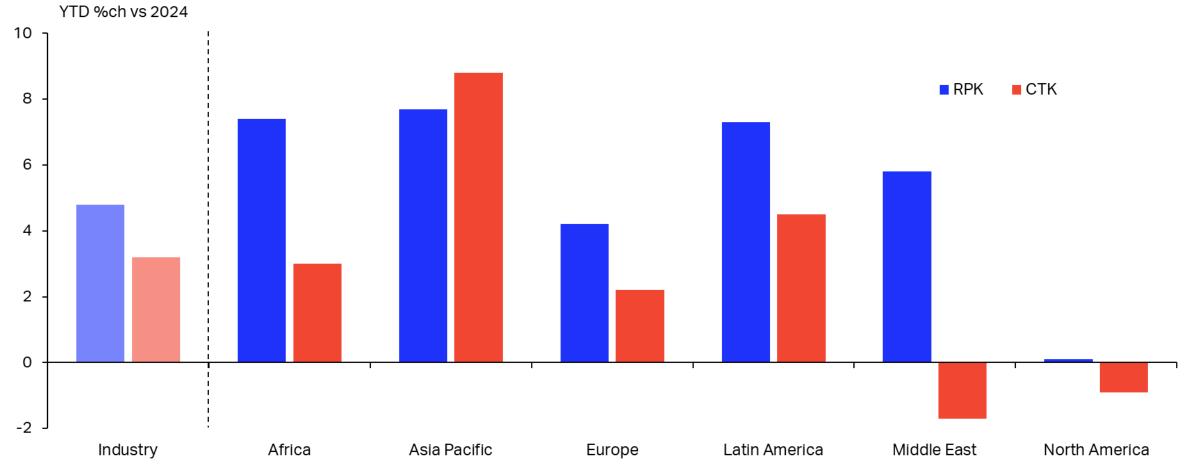






#### Pax & cargo growth performance varies across regions Asia Pacific leads the way, North America lagging

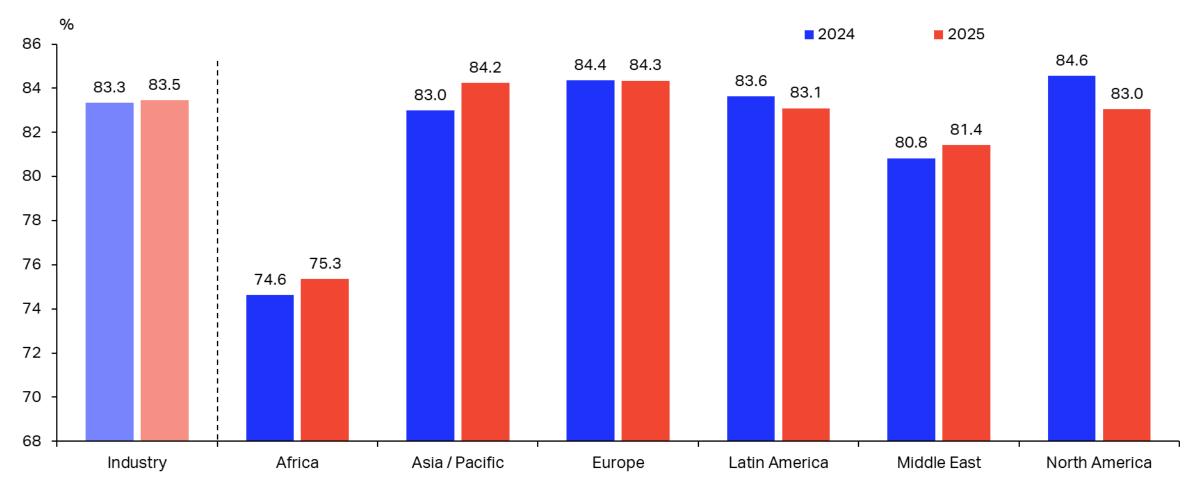
Growth in total RPK and CTK by airline region of registration, YTD (Sept), % change 2025 vs 2024





## Passenger load factors at or close to historic highs... supporting passenger yields

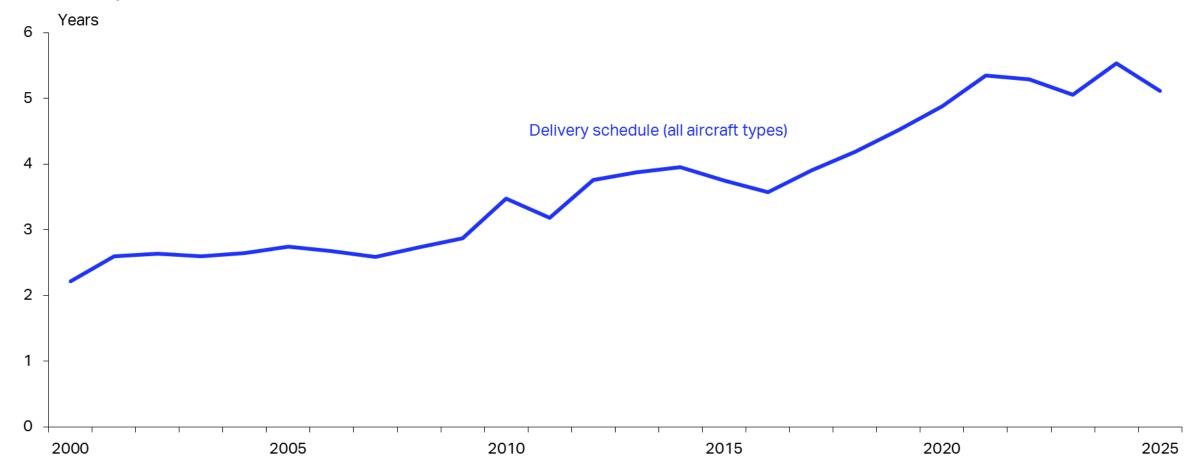
Passenger load factors by region, YTD (January-September), % YoY





# Aircraft delivery times are rising – across all types Creating capacity shortages and supporting load factors & yields

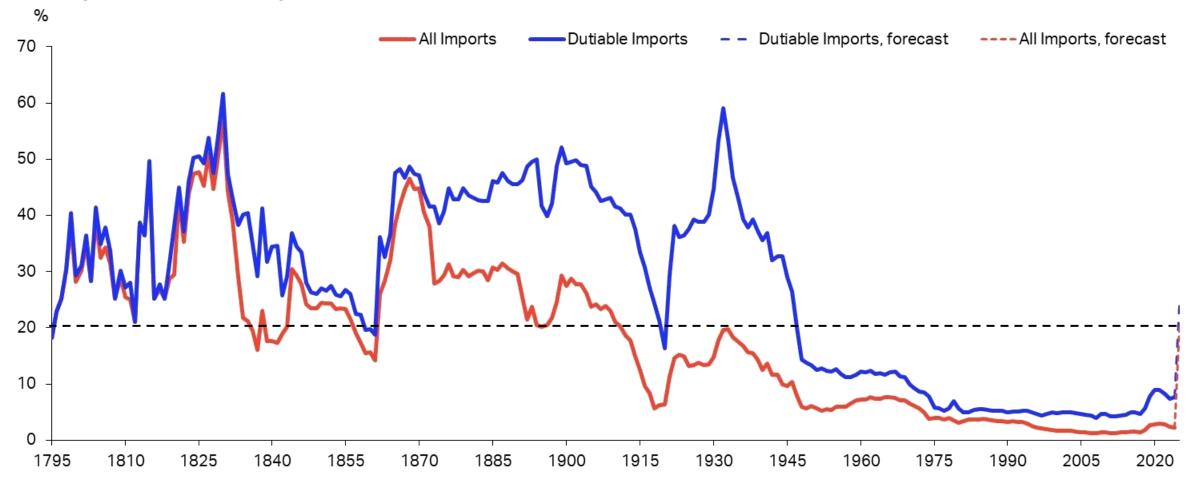
Aircraft waiting time (period between order and delivery date, by year of delivery)





### US tariffs could rise to highest since World War II The international trade landscape is changing before us

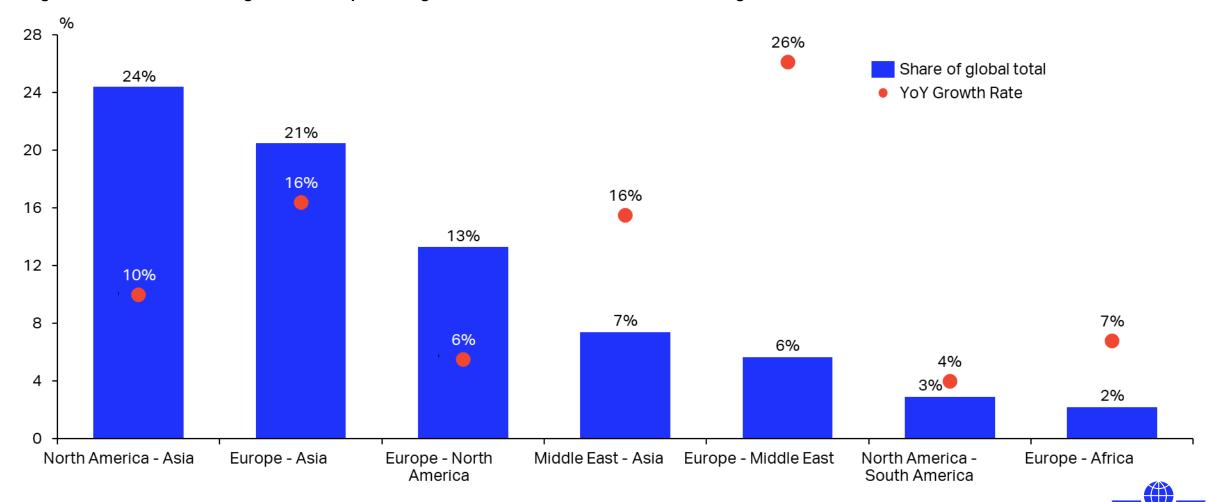
#### US average tariff rate on imported goods





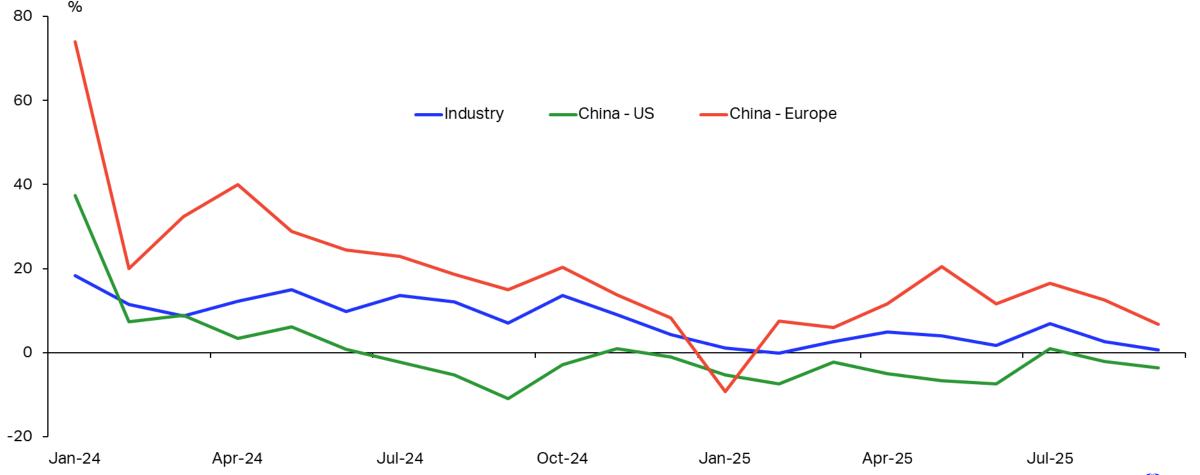
### NthAm-Asia is the largest inter-regional cargo market CTKs grew by 10% in 2024

YoY growth in CTKs and CTK regional flow as percentage of total (selected bidirectional inter-regional flows)



## China-US CTKs are falling in YoY terms While China-Europe volumes have risen, outpacing the industry total

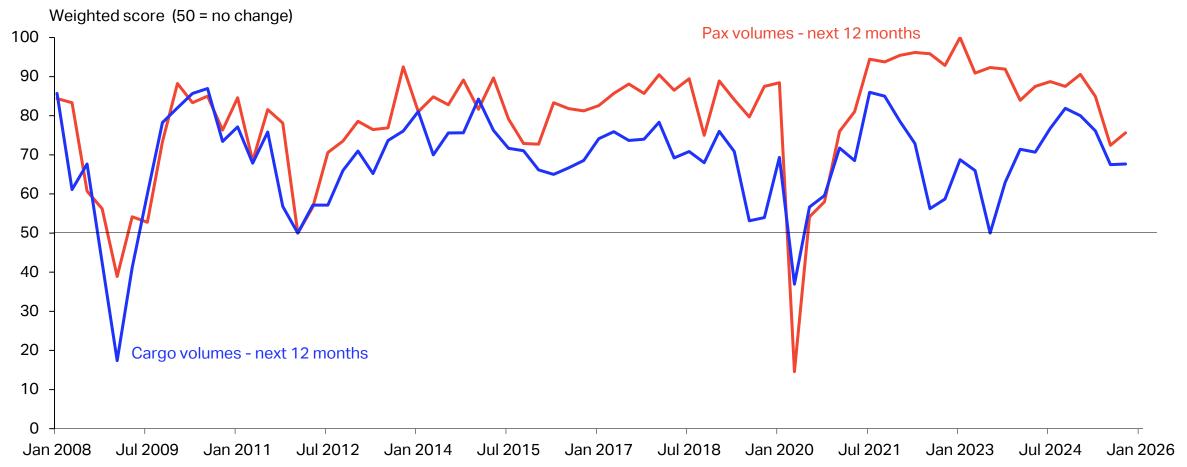
CTK growth - Industry vs China-US and China-Europe





# Business confidence has softened in the past 6 months Reflecting concerns about input costs, demand and yields

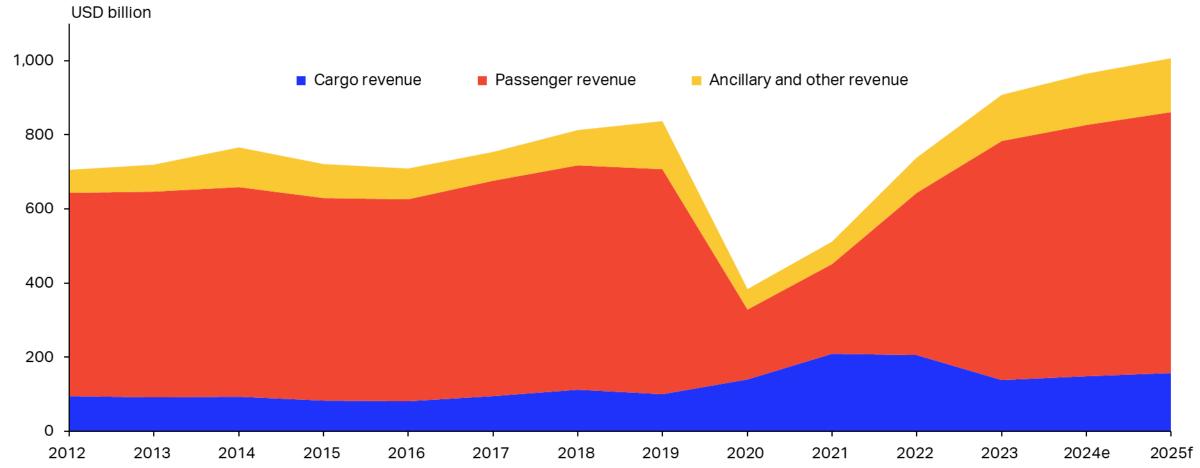
#### IATA Quarterly Business Confidence survey





## Revenues are rising across all categories Cargo share of total revenue has lifted vs pre-Covid

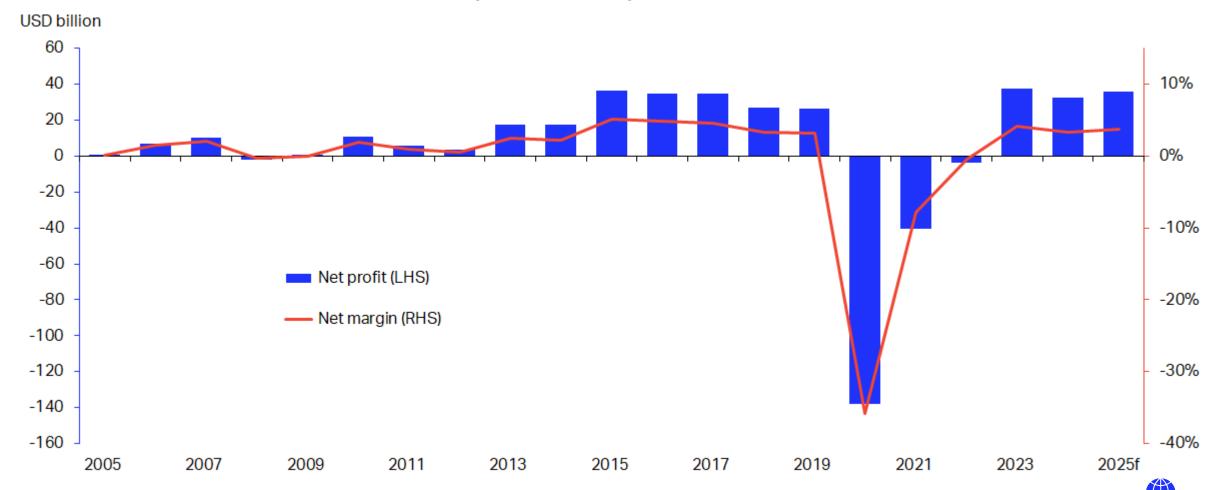
Airline revenue and share of cargo revenue in total, USD billion





#### Industry-wide net profit estimated at USD36bn in 2025 Net profit margin also slightly higher at (a still slim) 3.7%

Global airline net profit (USD bn, left axis) and net profit margin (% of revenue, right axis)



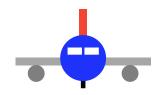
## Net profit per passenger varies widely across regions Middle East currently leads the way, followed by North America

Net profit per passenger by regions, USD per passenger, 2025

USD	2024	2025
Middle East	28.5	27.2
North America	10.1	11.1
Europe	8.0	8.9
Latin America	4.1	3.4
Asia Pacific	2.3	2.6
Africa	1.2	1.3
Industry	6.8	7.2



#### Key risks



As always, there are both upside & downside risks around the near-term outlook.

#### These include:

- Geopolitical risks
  - Including oil prices
- Macro-economic headwinds
  - softer growth outlook in key markets, persistent inflation
- Labor markets unemployment rates are low which supports demand
  - but labor & skill shortages are raising costs and impacting operations
- Supply side constrains aircraft and MRO
- Costs of the sustainability transition and regulatory intervention





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S1-Voting Paper - Enhancing Operational Efficiency through Retaining Sorting

**NH-205-ANA** 





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S2-Voting Paper - Reflecting AWB check digit in Prime AWB

NH-205-ANA





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#### S3- Voting Paper - Enhancement to Download File page

**UA-016-United Airlines** 





**Online Voting Closes** 

Friday 14th November 2025 17:00 Eastern Time





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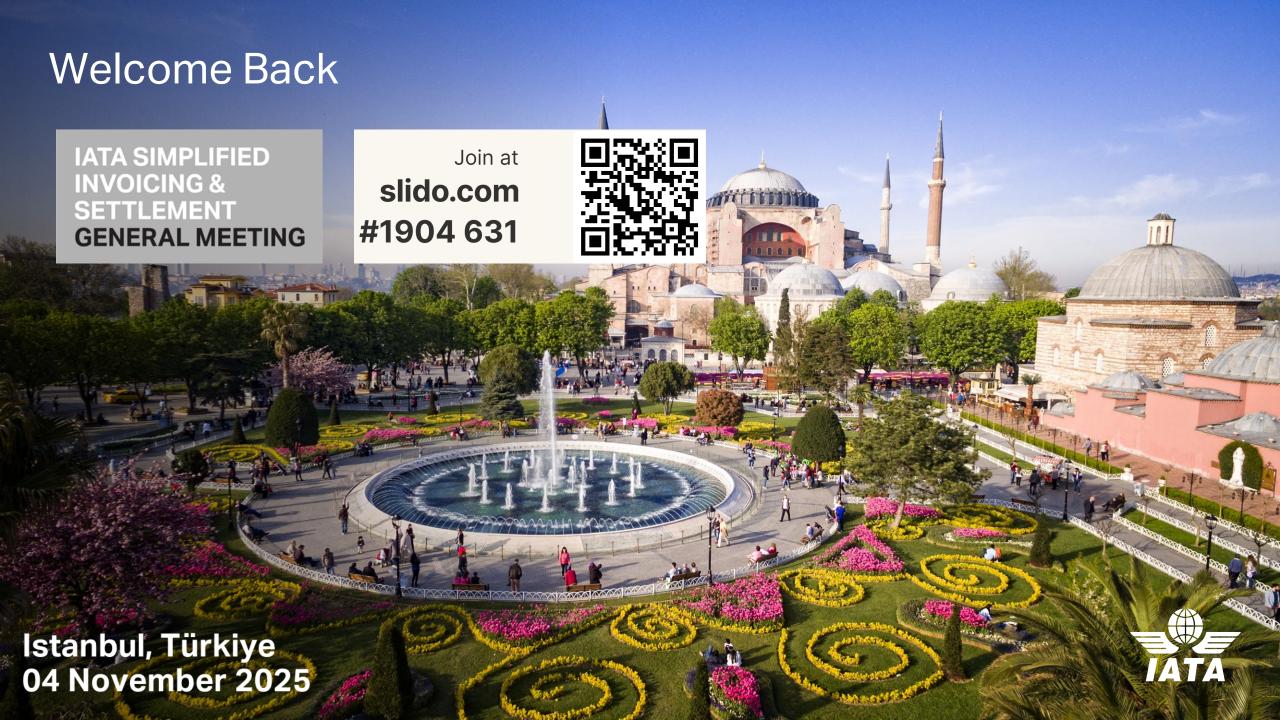
#### **Networking Lunch**

Exhibition Hall, M4

Please come back at 14:00H







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Panel Discussion
From Chaos to
Compliance: Navigating
e-Invoicing Challenges

IATA Moderator: Kirk Pereira

Panel: Parm Kaur (BA), Suresh Pereira (EK), João Feliciano (TP)



#### Panel discussion objectives

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- Unpack the global wave of e-Invoicing mandates and what they mean for airlines who sell and operate in multiple countries
- Explore real-world transformation journeys from aviation and finance professionals.
- Understand the operational and compliance challenges of adapting to diverse regulatory frameworks.
- Discuss the role of digitalization and automation in future-proofing finance operations.
- Share practical strategies and lessons learned to help organizations stay ahead of the compliance curve.

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#### Understanding the Landscape



1. What does "chaos" typically look like in airline invoicing operations before digital transformation begins?

2. How have you seen regulatory diversity (different formats / Rules/ compliance timelines) impact global e-Invoicing strategies? Can you share a specific challenge and how it was addressed?



## Poll Question 1

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- → Does e-Invoicing affect interline invoices?
- Yes they could be applicable in certain jurisdictions
- No Interline invoices are exempt from e-Invoicing
- Not sure
- Are interline transactions billed under an invoice?

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## **Tackling Key Challenges**

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4. What are the most common pain points during e-Invoicing supplier onboarding, and how can airlines streamline this process?



### **Solutions & Best Practices**



5. How has the IATA SIS platform helped your organization or others move from manual to compliant digital workflows?

6. What role does cross-functional collaboration (e.g., between finance, IT, and compliance teams) play in successful e-Invoicing transformation?



## **Outcomes & Impact**



- 7. What measurable improvements have you seen in financial efficiency or compliance after implementing e-Invoicing solutions?
- 8. How do you ensure ongoing compliance in a constantly evolving regulatory environment?



## Looking to the future

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9) What trends or innovations in e-Invoicing should airline finance professionals be preparing for in the next 2–3 years?

10) Do you see Al playing a transformative role in the future of airline invoicing operations? If so, where do you think it will have the most impact?

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## Poll Question 2



- → Where do you believe AI will have the greatest impact on airline invoicing operations?
- Automating invoice validation and reconciliation
- Detecting anomalies and fraud
- Enhancing compliance and regulatory alignment
- Streamlining supplier onboarding and communication
- I'm not sure / Too early to tell

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## Looking to the future



- 9) What trends or innovations in e-Invoicing should airline finance professionals be preparing for in the next 2–3 years?
- 10) Do you see Al playing a transformative role in the future of airline invoicing operations? If so, where do you think it will have the most impact?

11) How would a world of offers and orders be affected with e-Invoicing?





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SR7-You and SIS –
The Annual SIS
Customer Satisfaction
Update

Xhonina Osmani Mitrushi

Specialist, Industry e-Invoicing





### Experience metrics explained



## Margin of error

• % - Indicates how well survey responses reflect the views of all active SIS users. A margin of error of 8% or less is acceptable and shows the potential variation in scores.

#### **NPS**

• # - Net Promoter Score - How likely customers are to recommend SIS to others based on the percentage of promoters minus the percentage of detractors.

#### **CSAT**

• % - Overall Customer Satisfaction with SIS based on those the percentage of users who are very satisfied or somewhat satisfied.

#### Biz Success Contribution

• % - Reflects how strongly users feel SIS supports their business success based on those who said SIS contributes a lot or considerably.

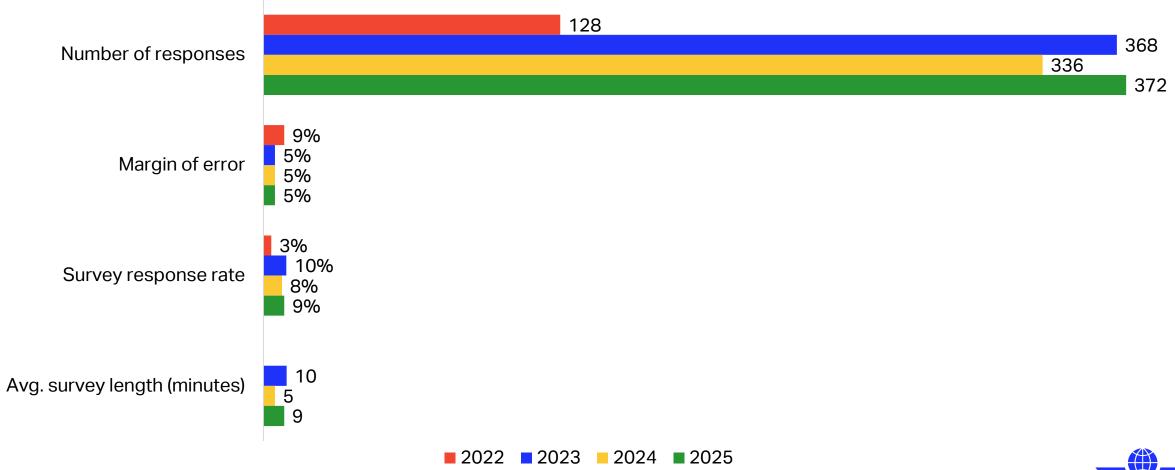
## Ease of Conducting Biz

• % - How easy it is to conduct business with SIS based on those who said it is extremely easy or somewhat easy.



## Methodology: Online survey collected responses from May 5<sup>th</sup> to June 6<sup>th</sup>

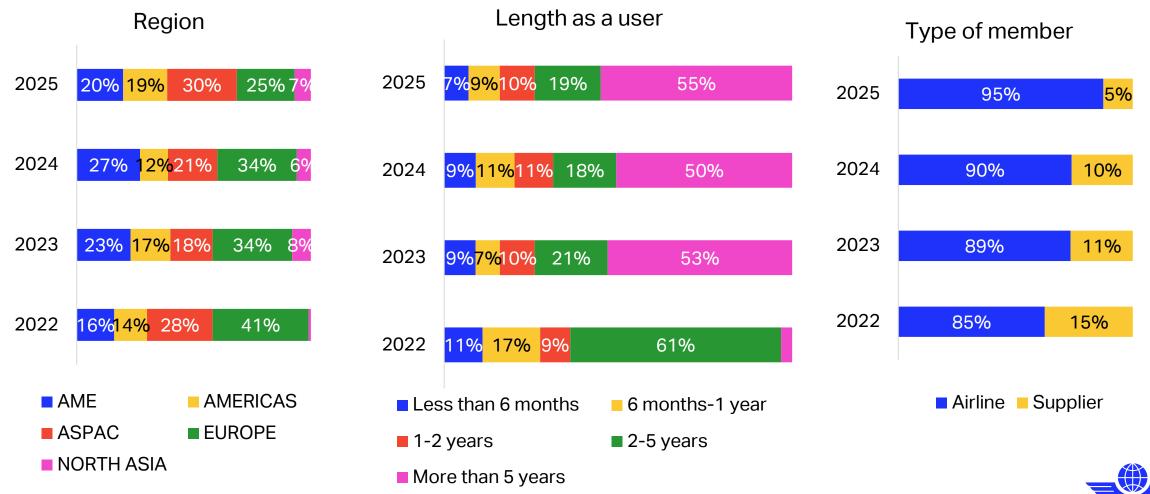






## Sample composition





14<sup>th</sup> SIS General Meeting - 04 November 2025



## **Key Experience Metrics**

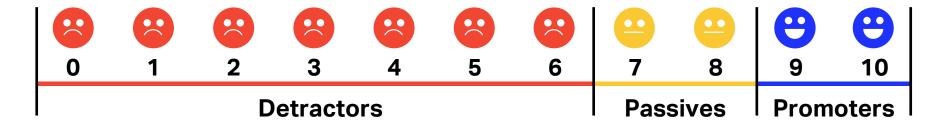






### What is a good Net Promoter Score?



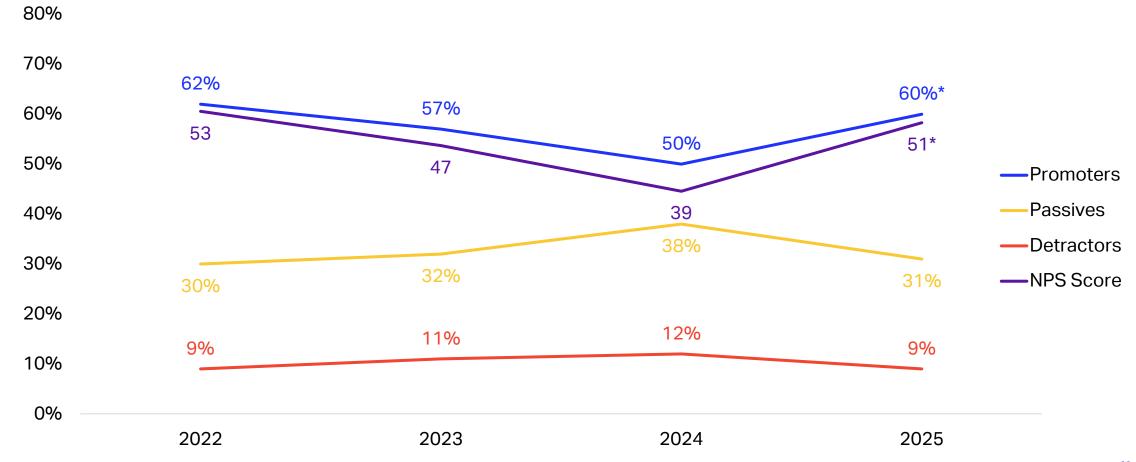


	LOW NPS	MEDIUM	HIGH NPS	
-100		0	20	100



## Significant rise in promoters (+10%) fuels NPS gains (+12)

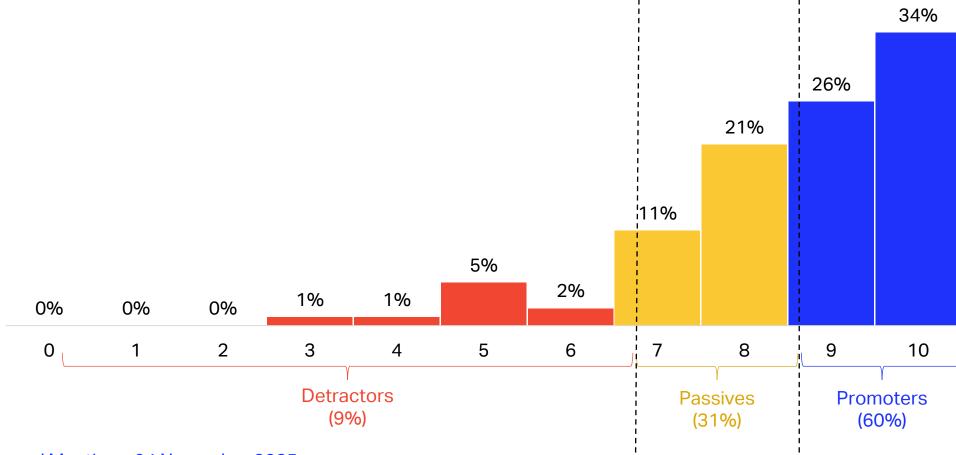






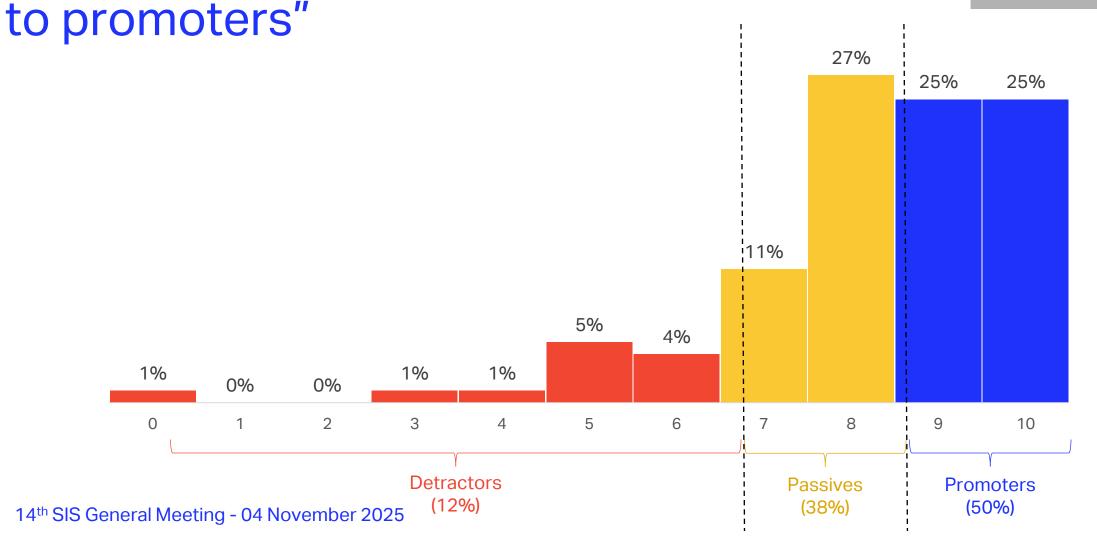
# 2025: Promoter potential: 21% of users at a score 8, with minimal low ratings







2024: "There is a high number of passives near the cut-off who might be converted

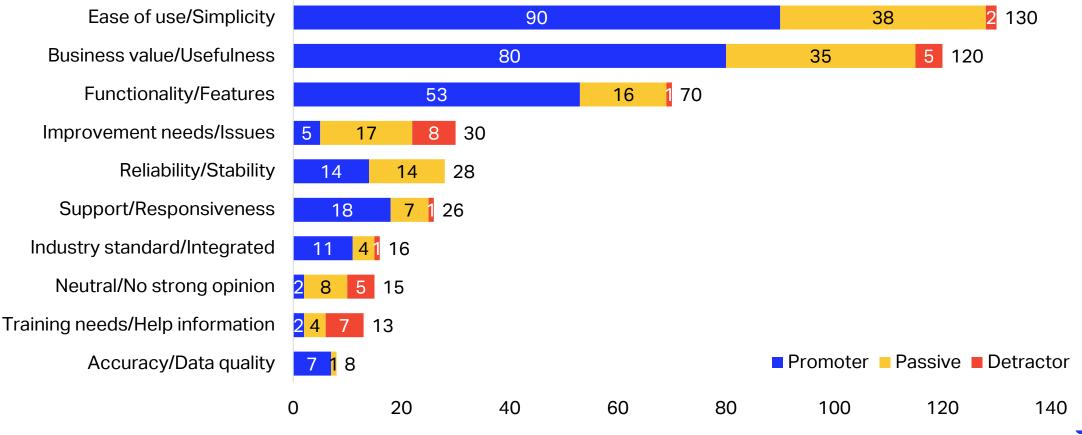




## Ease of use resonates with promoters & passives

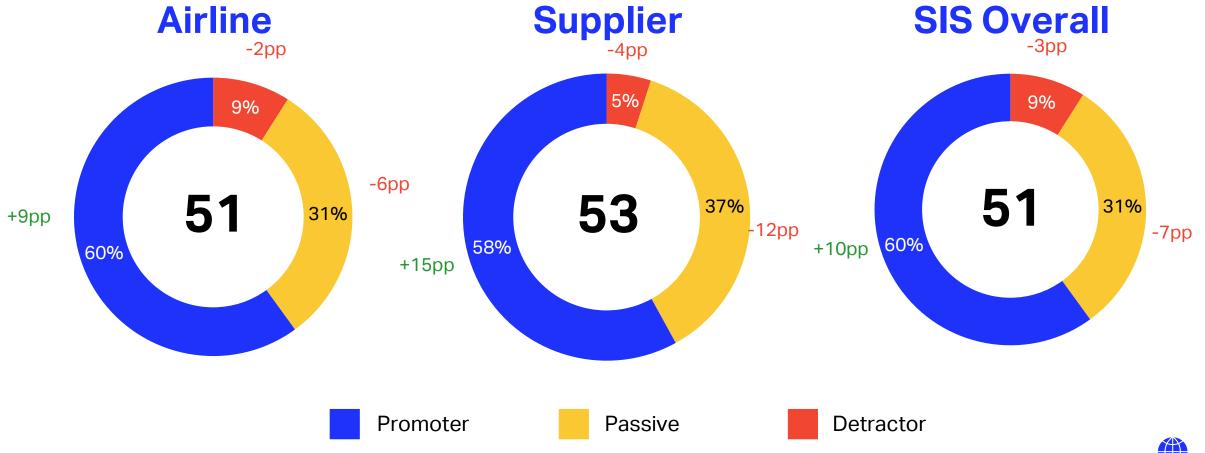


#### **NPS Themes with NPS Groups**



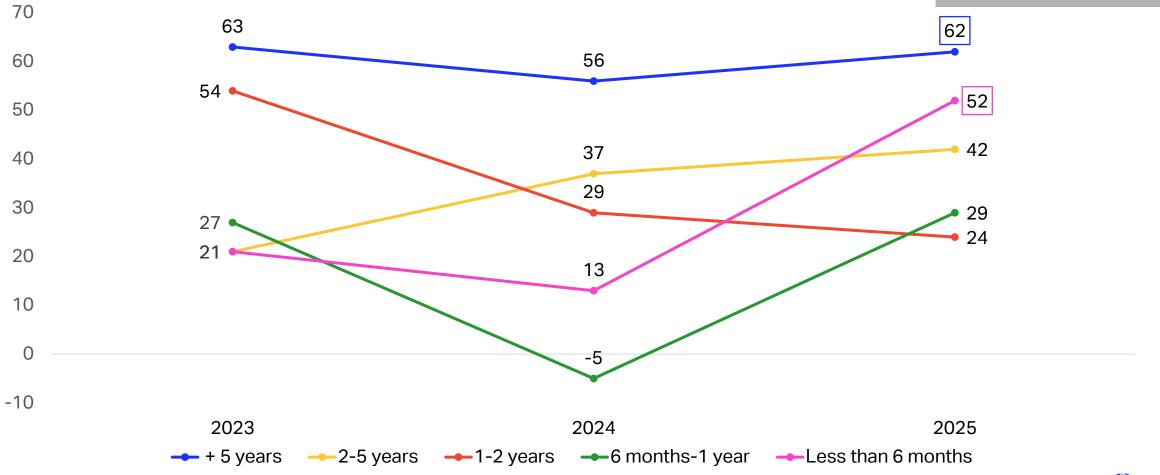


### Similar NPS trends across SIS member type





### NPS significantly rises with user experience

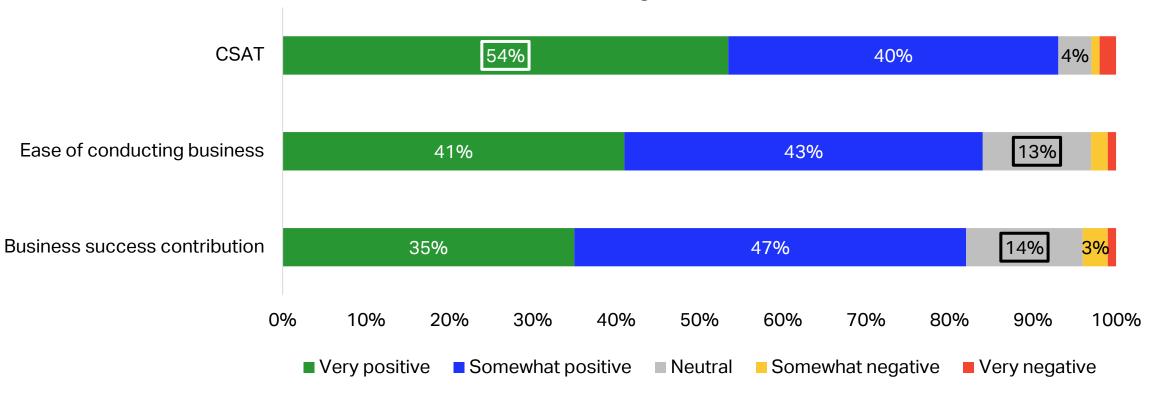




## CSAT stands out in top-tier satisfaction compared to other business metrics



2025 CSAT, Ease of Conducting Business & Business success contribution

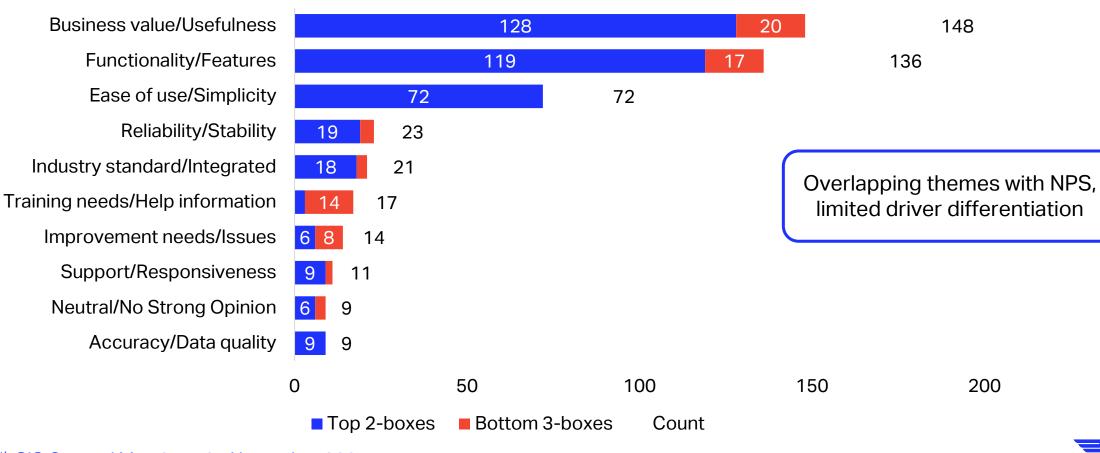




### Ease & features lead high contribution



#### **Contribution to Business Success Themes**

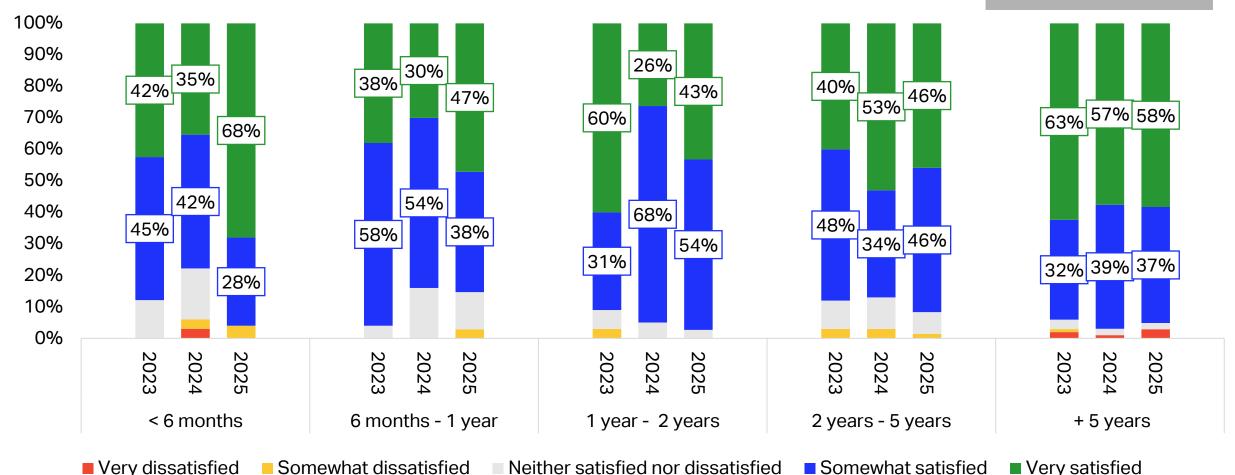




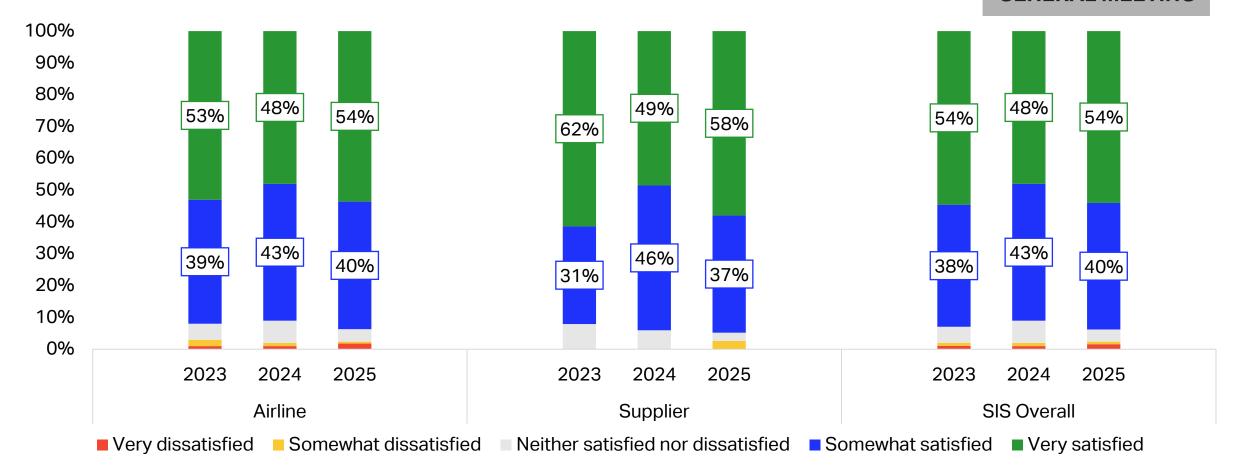
## Business success contribution: Value recognized, even among low-rating users

	Top 2-boxes		Bottom 3-boxes	
Business Value	"Without SIS we cannot generate revenue with other airlines"	"It is <b>smooth</b> and <b>transparent</b> with collection of money."	"Precision, organization and meeting deadlines are essential to ensure that the process runs smoothly"	
Usefulness	"It is <b>easily accessible</b> ; information is <b>up-to-date</b> & <b>fast</b> "	"The SIS system makes payments easy, fast, and convenient."	"Eliminate the hassle of managing billing."	
Functionality Features	"Helps in submitting and collecting invoices"	"Easy to pull invoices that will <b>avoid</b> late payment of invoices"	"Makes interline billings <b>relatively easy</b> "	
	"Provides <b>stable service</b> for <b>settlement</b> "	"Easy to process billing in SIS"	"Increase the <b>convenience</b> of intermod settlement"	
Ease of use Simplicity	"Its a global platform and <b>easy for all</b> user to access."	"Its clear internal processes make our <b>job a lot easier</b> ."	N/A	
	"The SIS system makes payments easy, fast, and convenient."	"Speed and ease of achieving what is required"	NA	
Reliability Stability	"Using SIS makes it <b>easy</b> to get <b>paid</b> and <b>feels safe</b> "	"Secure to use and impactful to the users"	"Precision, organization and meeting deadlines <b>are essential</b> to ensure that the <b>process runs smoothly</b> ."	

## Overall satisfaction with SIS by length as a user

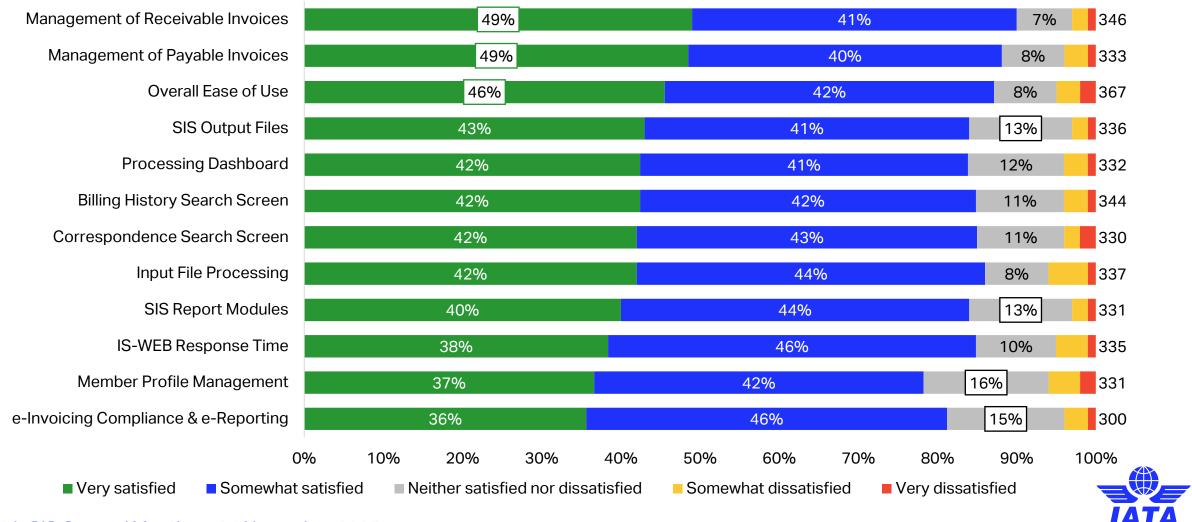


### Overall satisfaction with SIS by member type





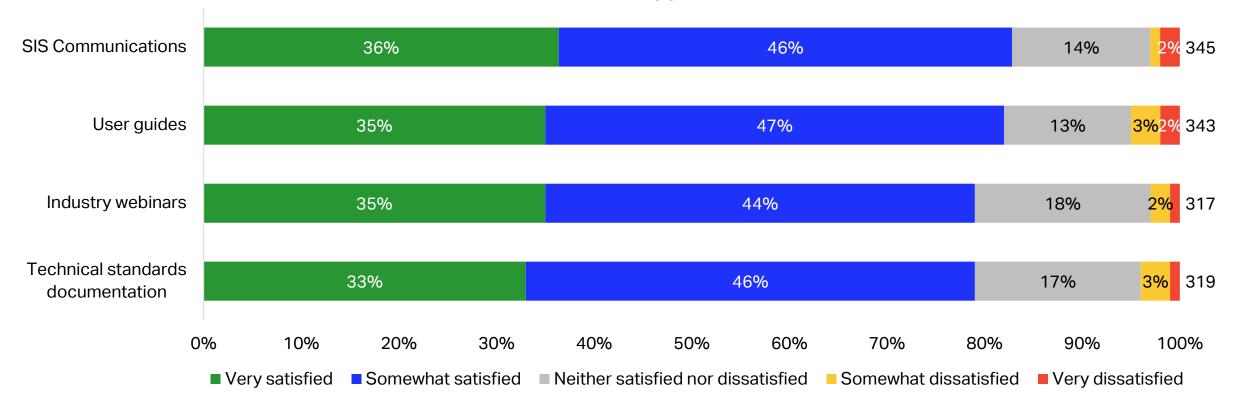
## Satisfaction peaks in invoice management & ease of use; Neutrality prevails in 4 areas



### Support material satisfaction holds steady across metrics, with SIS communication leading



Satisfaction with Support Material





# Dissatisfied support users: Support speed, resolution challenges & overlapping service feedback

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#### SIS Related Feedback

"Closing of tickets in a non relevant timeline, too fast"

"Responses did not reach me via email.
So, I had to check the inquiry regularly. In responses, some more background on questions would be helpful."

"Can't really solve my problem, and sometimes the waiting time is long."

#### **E&F/ICH Related Feedback**

"I got a Case 18293551 but haven't gotten a response."

"No quick reply, needs reminders, don't want to get involved on disputes"

"It takes **almost a year** to fix an issue"

"Very **complicated** and **difficult** to reach the inquiry input screen"



## Strategic Customer Insights – Login Experience with 2FA/MFA

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Identification of Login Frictions

Collected through the NPS Program (2022-2024) Recurrent Login
Pain Points

Login failures, timeouts and complexity 2025 NPS Strategy

Enhanced NPS with diagnostic login questions

Data-Driven Action Plan

Insights sharing from finalized feedback

Guiding Login Roadmap

2025 feedback to be used to ease login frictions

2023

2024

2025

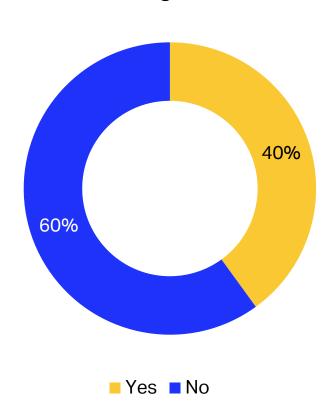
2026



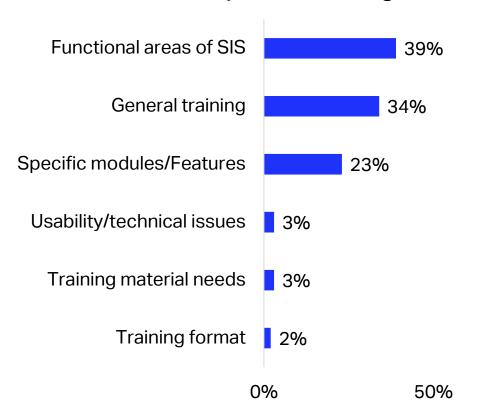
## 40% of users seek training: Functional and general areas leading the way



#### **Training Needs**



#### **Requested Training Areas**



100%



### Top requested roadmap areas



#### Reporting Improvements (24)

- Add reports: Prime billing, SIS activity dashboard, combined Form+Form2
- Add fields: Charge category/code, issue date, travel date, ticket number
- Excel format preference: BSP reports

## Data Accessibility Accuracy (17)

- Historical Data (11): "Download invoices with a period longer than six months"
- Member Data (3): Updated and complete contact details

#### Functionality Enhancements (14)

- Correspondence (6): Improve tracking transparency, reduce expiry dates & enforce rejection evidence
- Search by code share, UATP ACH invoice
- Error details when invoice validation fails

## Training Needs & Material (14)

- Training Materials (3): "We need updated training materials"
- "It would be better for us if there is any training about SIS."
- "I would set up a recurring training for partners"

#### Usability

User Interface (13)

- Increase user-friendliness (4): "More user-friendly and easier to handle"
- Downloads (3): "Increase time limit for download"



#### **Testimonials**

"SIS has come a long way & it has **value-added** to the way of processing of billings & settlement."

"Excellent platform, good and simple presentation"

"SIS has **transformed** the way we manage and access critical information. Its user-friendly interface, **reliable** performance, and **customizable** features have significantly improved our **efficiency**. We highly recommend SIS to any organization looking for a robust and scalable solution"

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"SIS is **very useful** for ensuring your airline gets paid what you're owed" "SIS is an **excellent platform** that allows us to seamlessly and quickly settle voluminous transactions and amounts amongst B2B businesses. This **efficiency** is key to maintaining our cash flow and ensuring that we can meet our financial obligations without any delays."

"SIS's simple billing visibility, SIS correspondence process has **saved our airline lots of money** by streamlining our IATA billing process and **reducing headcount**."

"SIS has been a **valuable asset** to our business. It's a solution we can **trust** as we continue to grow"

"I have been a user of the system since 2012, when it was created, and I can say that in this long period of experience, the platform has always worked with great **processing capacity** and **effectiveness**, which translates into very good performance considering the volume of data required in this environment. In addition, there is an initiative for **continuous improvement**, which converges into an increasingly effective system."



### **Action Plan**

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Monthly SIS Workshops

Interactive Learning Sessions

**Customer-Requested Topics** 

Highlight SIS Functionalities

Customer Support Improvements

Work with IATA Customer Service to Improve Response Times and Comprehensiveness

SIS Report Enhancements Introduce New SIS Reports

**Enhance Existing SIS Reports** 

**Member Training** 

Promote SIS Trainings
Focus on New Joiners



## Monthly SIS Workshops



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GENERAL MEETING

Interactive Learning Sessions

Customer-Requested Topics

Highlight Key SIS Functionalities



### **Customer Support Improvements**

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Work with IATA Customer Service to Improve Response Times and Comprehensiveness





### SIS Report Enhancements





Introduce New SIS Reports

> Enhance Existing SIS Reports



# **Member Training**

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Focus on New Joiners

Promote SIS Trainings & Webinars





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S4- Voting Paper – YQ / YR Report from SIS

DL-006 – Delta Air Lines





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S5- Voting Paper -Clearance Currency Amounts Decimals (For Information Only)

XD-A98 – Airlines Clearing House







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SR8-ERP Integration and Migration with SIS

BURAK KAYALI - Procurement and Logistics Manager, TK

HALİT TOKLİCAN – SAP DOP Team Leader, TK

EMİR ÇAKIR – SAP Logistics Functional Consultant, TK

BRUNO ROUSSEL SIS and ICH Product Manager, IATA



ECHNOLOGY





17 280 000



# Did you know?

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On average **per month** collectively we spend around the following time on

SIS web interface:

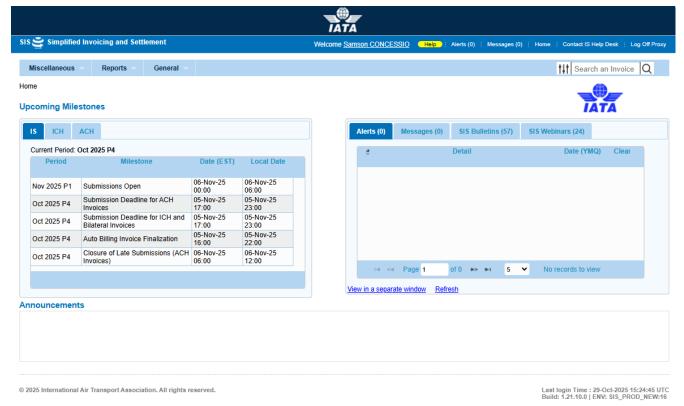
- 17'280'000 Minutes

Equivalent

4800 Hours

Equivalent

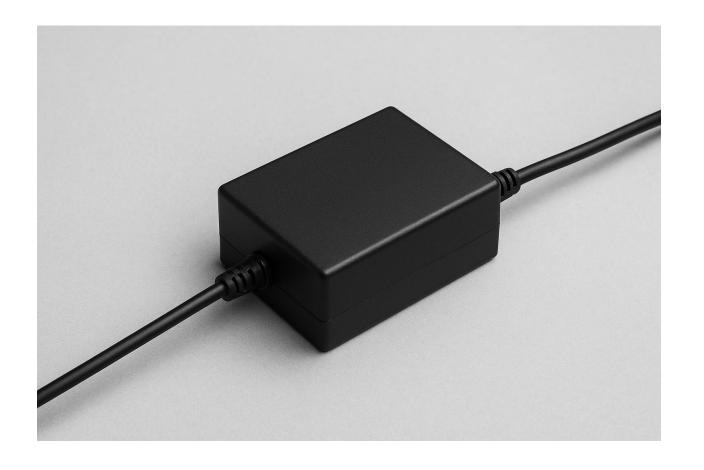
- 200 Days





### SIS is designed to be a black box



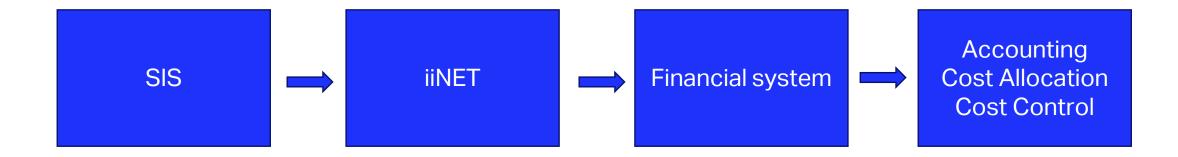




### This means



Every interaction can be fully integrated with any system.



Starting from invoice reception

Then Invoice status and payment feedback loop as SIS manage the invoice life cycle





# **TURKISH AIRLINES**

Controlling Operational Invoices From Suppliers

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### 13+ years experience, 50+ consultant (airline expert)

- Financials (FI-AP, AR, AA, GL, IM, FSCM, TRM)
- Logistics (DOP, MM, SD, WM, PM)
- Budget (FM, BPC)
- Technical (Basis, ABAP, FIORI, PI)

- Controlling and Profitability (CO, COPA)
- Profitability and Performance Managment (PaPM)
- Human Resources (HR)
- Reporting (BI, BW)

#### DOP (TK Direct Operational Procurement System)











#### **Direct Operational Procurement V2**

**IFE** Handling **INAD / Deportee Airport Charges Crew Accomodation Overflight CIP Lounge** Cargo ~352 Destinations **+20** System Integrations ~300.000 Monthly Lines of Service Acceptance / Invoice Cargo Roadfeeder Fuel (Automated) **Flyingchef** Catering

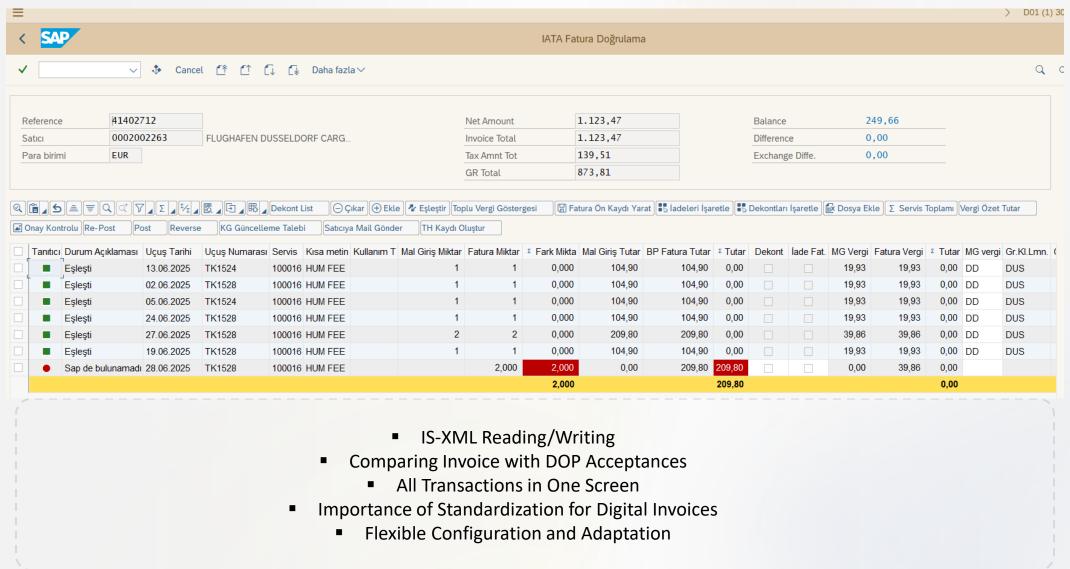
DOP Initial Go Live (2013)

DOP V2 (2025)





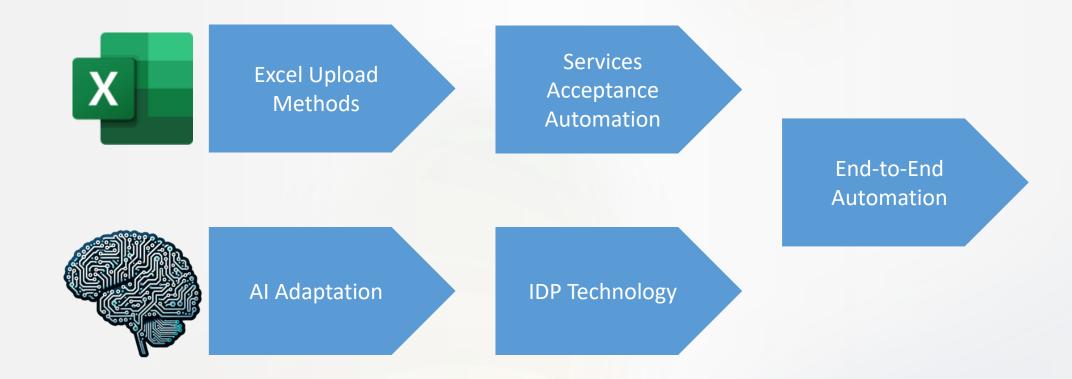
### How IATA SIS Portal Integration Works with DOP?







### **Future Projects and Opportunities**





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# SR9-From Data to Value: Elevating Invoice Integrity

Monika Kołos-Lembas, Senior Process Architect Procure to Pay, Lufthansa Group Business Services

Vivekh Pundit, Senior Manager Industry e-Invoicing, IATA





### Monika Kołos-Lembas

Senior Process Architect Procure to Pay **Lufthansa Group Business Services** 







### Vivekh Pundit

Senior Manager, Industry e-Invoicing IATA





# **Invoice Quality & Integrity**



The SIS Steering Group + ICH Working Group Task Force continuously **monitors** invoice quality issues and **aims** to contribute to improvements in:

- increase invoice automation and trust in data quality via SIS portal.
- flexibility for different airline systems.





### Ratio of Misc Rejections + Disputes

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Misc				YTD May	YTD Jun	YTD Jul	YTD Aug	YTD Sep
Transaction	2022	2023	2024	2025	2025	2025	2025	2025
Original								
Invoices	688,120	744,546	794,685	315,756	380,027	442,939	507,613	570,310
Original								
Invoices Growth	-	8%	<b>7</b> %	4%	7%	1%	4%	3%
Rejections	10,585	14,246	16,208	7,090	8,704	9,935	11,643	12,935
Disputes Raised	3,300	4,830	5,011	2,299	2,821	3,324	3,985	4,502
Rejections +								
Disputes Ratio	2.02%	2.56%	2.67%	2.97%	3.03%	2.99%	3.08%	3.06%



### YTD Misc Rejections Comparison



	YTD* Sep	2025	YTD* Sep 2024		
MISC Invoices	Inv. Rejections	%	Inv. Rejections	%	
Airline-Airline	10,887	85.31%	10,826	86.61%	
Supplier-Airline	1,875	14.69%	1,674	13.39%	
Totals	12,762		12,500		

<sup>\*</sup>YTD - Year to Date

Airline-to-Airline billings still drives the majority of rejections.

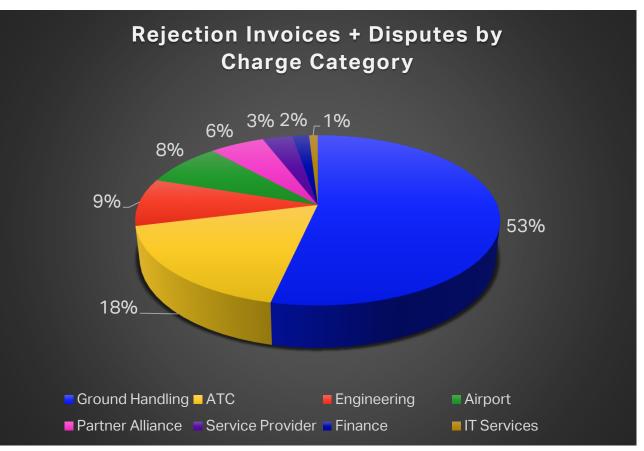


### Misc Invoice Rejections + Disputes

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#### **YTD Sep 2025**

CHARGE CATEGORY	Rej Inv + Disputes Count
Ground Handling	9,160
ATC	3,014
Engineering	1,553
Airport	1,418
Partner Alliance	988
Service Provider	542
Finance	299
IT Services	157
Cargo	152
Mail	68
Property	22
Passenger	15
Flight Ops	1
Total	17,389





# How to improve invoice automation process at receipient company?



#### The Improvement Opportunity #1

- Airlines and Supplier do not include or incorrectly state receipient Purchase Orders (PO) on invoices.
- Missing or incorrect PO requires manual effort, manual re-routing invoices and reduces automation.

Invoice Invoice Invoice Invoice # Invoice # Invoice # Date Month/Year Month/Year Month/Year Period 01 Period 02 Period 01 Tax Invoice Number Tax Invoice Number Tax Invoice Number Charge Category Partner Alliance Charge Category Service Provider Charge Category Engineering Currency of Billing USD Currency of Billing USD Currency of Billing USD Currency of Clearance USD Currency of Clearance USD Currency of Clearance USD Settlement Method ICH Settlement Method ICH Settlement Method ICH PO Number FFPOINTSNOV24 PO Number ODS-24 LH PO Number F55 B05.03 ATL 719519

# Why PO Number is important in Airline Invoice Processing?



#### 1. Is the PO Number field obligatory in SIS?

No, the PO Number field is currently optional for invoices submitted under the Miscellaneous Billing category.



Purchase Order numbers are mandatory references used to validate invoices and confirm alignment with approved purchases.

#### 2. Are there any discrepancies in the data provided by the supplier on the invoices?

Currently Suppliers have the option to include or skip the PO Number when submitting invoices, even in cases where it is required by the airline.



Suppliers must include a purchase order or contract agreement number on all invoices to ensure proper authorization.



# Why PO Number is important in Airline Invoice Processing?



#### 3. Does SIS validate the purchase order?

When a PO Number is provided, it is subject only to basic format validation by SIS, allowing it to be up to 35-character alphanumeric (35AN) field.



PO-based validation ensures that each invoice corresponds to a legitimate and pre-approved transaction.



Inclusion of PO numbers can support compliance with audit requirements, e-Invoicing standards, and tax regulations.





This new SIS feature proposes airlines to **define a basic PO template** aligned with their procurement policies.





- I. Airlines setup, if invoices from Airlines / Suppliers are:
  - PO-based (Y),
  - Non-PO (N),
  - Mixed (O).



# IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

- I. Airlines setup, if invoices from Airlines / Suppliers are:
  - PO-based (Y),
  - Non-PO (N),
  - Mixed (O).
- II. Airlines decide, if PO Validation to be setup per:
  - Supplier,
  - Charge Code,
  - Supplier/Charge Code,
  - Location ID



IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

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  - Supplier/Charge Code,
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- III. PO Validation at header or line-item level.

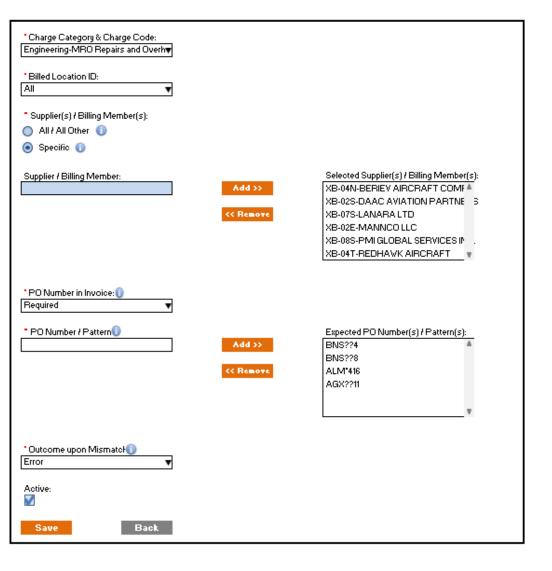




- I. Airlines setup, if invoices from Airlines / Suppliers are:
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  - Non-PO (N),
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- II. Airlines decide, if PO Validation to be setup per:
  - Supplier,
  - Charge Code,
  - Supplier/Charge Code,
  - Location ID
- III. PO Validation at header or line-item level.

The setup applies to IS-XML and IS-Web and gives the airline (receiving party) flexibility in terms of configuration on the SIS platform:





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Sample / Concept for Visualization only



### What you need to do in SIS?

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#### Architecture of PO Validation:

- Define PO format (e.g., 10 digits, start with specific characters).
- Each Airline maintains its own PO pattern on SIS platform.



### What you need to do in SIS?

- Architecture of PO Validation:
  - Define PO format (e.g., 10 digits, start with specific characters).
  - Each Airline maintains its own PO pattern on SIS platform.





## What you need to do in SIS?



#### Architecture of PO Validation:

- Define PO format (e.g., 10 digits, start with specific characters).
- Each Airline maintains its own PO pattern on SIS platform.

#### Validation rules:

- SIS will validate incoming invoices against the airline's defined PO template for all or specific suppliers.
- If the PO number is missing or misaligned, SIS will:
  - Reject the invoice or
  - Issue a warning notification to the supplier, depending on airline configuration.

PO validation feature to be deployed in January 2026



## Benefits of PO Airline-defined template in SIS



#### ✓ Faster Invoice Processing and Reduced Rejections

Upfront SIS validation against PO Airline-defined in SIS reduces manual checks for Airlines and reduces the need to reject based on PO authorization.

#### ✓ Accurate Matching & Reconciliation

Enables reliable matching (PO, invoice, receipt) and reduces discrepancies and accounting errors.

#### ✓ Reduced Risk of Fraud

Prevents processing of invoices that lack proper authorization, and pre-approved order.



## Invoice Quality & integrity – Line of Business



#### **Additional Improvement Opportunity #2:**

- Same suppliers delivers invoices that are related to various costs.
- Current Invoice flow do not differentiate invoice types per cost to support routing correct Workflow for invoice processing.

The SIS Steering Group is now working on solution elevating Invoice Integrity to allow automatic identification/routing to different workflows.





### QUIZ TIME!

- Raise your hand.
- Say your name and company.



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First correct
answer wins!

YES, there are PRIZES!





#### Airline-to-Airline Misc Billings account for how much % of total invoice rejections?

A. 14.69%

B. 58.69%

C. 85.31%





#### Airline-to-Airline Misc Billings account for how much % of total invoice rejections?

A. 14.69%

B. 58.69%

C. 85.31%







#### Will the new PO validation in SIS allow for?

- A. that each invoice corresponds to a legitimate and pre-approved transaction.
- B. entering an incorrect Recipient Purchase Order.
- C. entering a PO with more than a 35-character alphanumeric field.
- D. all of the above.





#### Will the new PO validation in SIS allow for?



- A. that each invoice corresponds to a legitimate and pre-approved transaction.
- B. entering an incorrect Recipient Purchase Order.
- C. entering a PO with more than a 35-character alphanumeric field.
- D. all of the above.





#### When is the new PO validation functionality being deployed in SIS?

- A. February 2026
- B. January 2026
- C. January 2027





#### When is the new PO validation functionality being deployed in SIS?

A. February 2026

B. January 2026



C. January 2027





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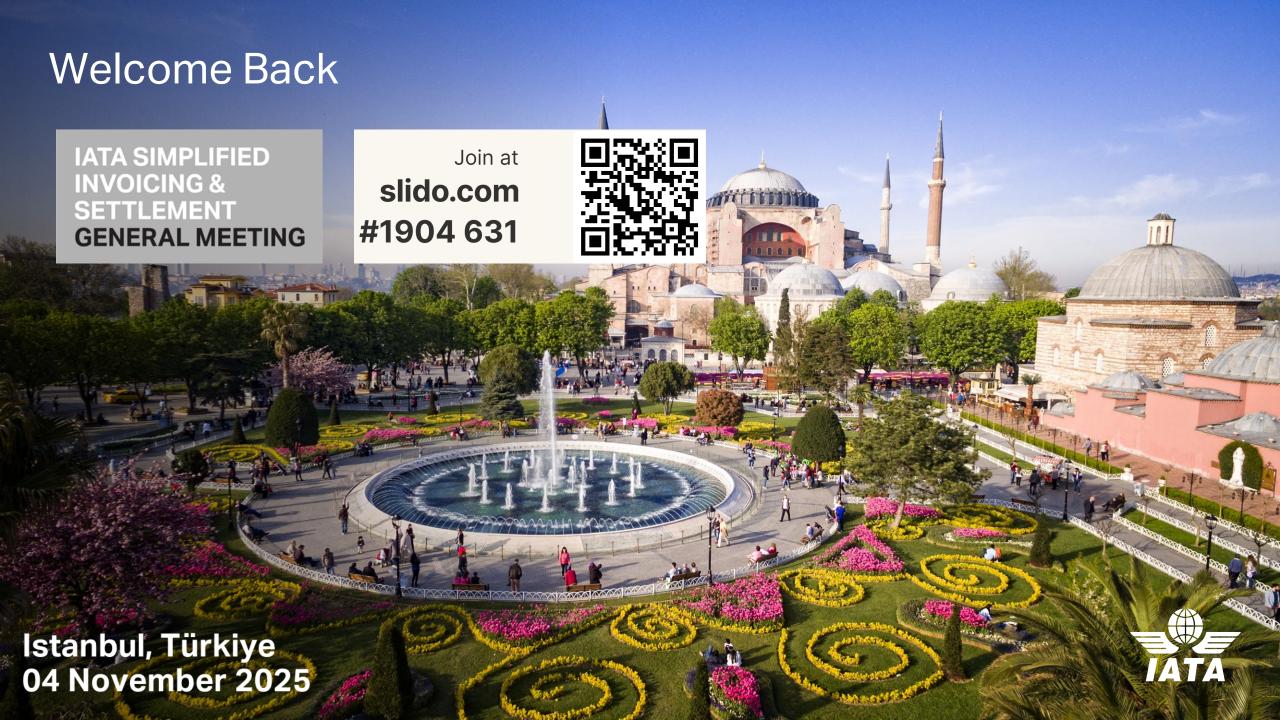
## **Coffee Break**

Exhibition Hall, M4

Please come back at 16:00H







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## SR10-New SIS Functionalities

Suresh Pereira, Senior Manager GAPS, Emirates

Vivekh Pundit, Senior Manager Industry e-Invoicing, IATA





## CR SIS-26: SIS GM 8 paper - S13 YQ/YR blocking Report





Deployed in March 2025 (Release 1.21.3.0).

For Passenger.



New Blocking Report for Passenger Tax Billings



Allows airlines to query of industry tax codes that they or other members have blocked against one another, in addition to existing email alert.

Search Criteria	
Tax Codes blocked against  By Billed Member:	Tax Codes blocked by
Generate Report	



## CR SIS-45: SIS GM 11 Paper - S3 SIS Validation of AWB Prime Billing

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Deployed in March 2025 (Release 1.21.3.0).

For Cargo.



Allows billing members to optionally provide a "Nature of Goods/Commodity Code" description code as per IATA TACT Manual.



Using existing IS-XML/IS-IDEC reference fields for Prime/Original AWB's.



Provides high quality data on the AWB to billed members.

Helps prevent rejections.



## CR SIS-77 and SIS-111: Processing Dashboard Improvements

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Deployed in March + July 2025

(<u>Release 1.21.3.0</u> + Release 1.21.7.0).

All Billing Categories.



Allows members to download invoice PDF, OAR and validation reports from SIS Processing Dashboard.

Shows Location ID's.



View and manage receivable invoices in one screen.

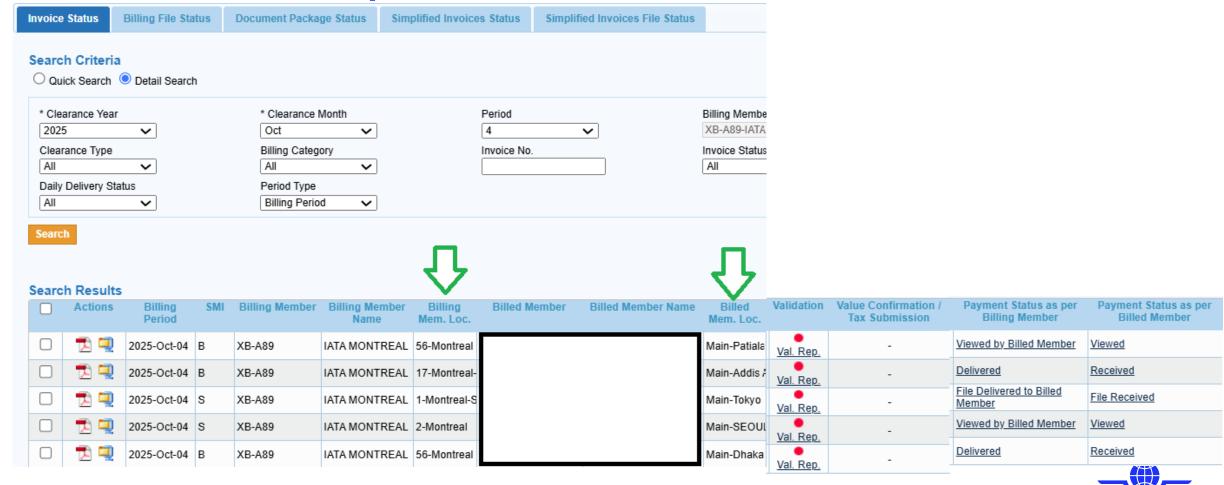


Saves time changing screens to download OAR's and val reports.



## CR SIS-77 and SIS-111: Processing Dashboard Improvements

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## CR SIS-91: Email Alerts for Specific MISC Bilateral Invoices





Deployed in April 2025 (Release 1.21.4.0).

For Miscellaneous.



Alerts the relevant contact in the airline.

Approve payments faster.

Helps prevent rejections.

Your SIS super-user can retrieve invoice in SIS or create your SIS username.

#### Email Subject (and prefix):

SIS: New MISC <InvType1> #<InCnNum> received from <BillingMem1> - <Environment>

#### Email Content:

Dear SIS Member,

Supplier: <BillingMem2>

Buyer: <BilledMem>

Number: <InCnNum>

Date: <InCnDate>

SIS Billing Period: <BillingPeriod>

Charge Category: < Charge Cat>

Amount: <InCnCurrAmt>

Net Due Date: <NetDueDate>

#### **Email Signature:**

Regards,

IATA SIS Operations Team



# CR SIS-106: SIS GM 13 Paper - S1 – Alerts for Expired SIS Correspondences

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Deployed in April 2025 (Release 1.21.4.0).

All Billing Categories.



Alerts initiators as soon as correspondences expire.



Email and IS-WEB alerts.

In addition to existing alerts.



Fail-safe mechanism.

Take quick action.

Minimize revenue leakage.



# CR SIS-23: SIS GM 10 Paper - New Sub-status for Unsubmitted Correspondences





Deployed in July 2025 (Release 1.21.7.0).

All Billing Categories.



Billing History & Correspondence screens and Correspondence Status Reports now provide a search criteria filter.



Easily identify <u>unsubmitted</u>
<u>settlement transactions</u>
(PAX/CGO BM's or Misc Corr Invs)
from correspondences.

Correspondence Search Criteria						
* From Date: 04-Dec-24	* To Date: 04-Jun-25	Member Code:	Correspondence Owner:  All  ▼	Correspondence Initiating Member:		
Correspondence Ref. No.:	* Correspondence Status:	Correspondence Sub Status:  All  ▼	Authority To Bill:  All  ▼	Number Of Days To Expiry:		
Unsubmitted Billing Memo Exists?:   Does Not Matter  ▼						
Search Clear	New Search Criteria field	ı				



## CR SIS-92: Miscellaneous Future Submissions without Exchange Rate Seneral MEETING SETTLEMENT SETTLEMENT SENERAL MEETING



Deployed in July 2025 (Release 1.21.7.0).

For Miscellaneous.

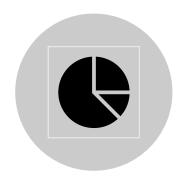


Allows future submissions for Clearing House settled Misc Original Invoices and Credit Notes (SMI's "I", "M", "A" and "R") without exchange rates.

Billing Member must enable "Future Billing Submissions Allowed" in MISC tab of Member Profile



A provisional exchange rate will be used at the time of submission, until the future billing period opens, when the current ICH FDR exchange rates are applied to determine the final settled amounts in Clearance Currency.



"Set it and forget it" for future billings. Recurrent billings.



#### Learn More!

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Documentation / materials available on the SIS website <a href="https://www.iata.org/SIS">www.iata.org/SIS</a>

- 1. Go to "**Documents**" tab
- 2. Look for sections:
  - Functionality Guidance Documents
  - Production System Release Notes





## Submit your ideas!

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- 1. Fill out the **Proposal Form** scan the QR code -> Enter the Background, Problem and Solution.
- 2. Submit the form to SIS by logging a new case in the IATA Customer Portal (portal.iata.org) and select the Case Reason as "New Feature Request".







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SR11-The Future of Invoice Digitalization



SIS and ICH Product Manager, IATA





## What else remains to be digitalized?



We still have in SIS some attachment to justify invoice. We need to look at what they are for and is something needed to be updated in the standard, or there is a limitation from the billing entity.

Definition of a Ground handling operation ticket for all variable and planned cost to help HQ with detail accrual data for cost control and early local service delivery acceptance.



## What else remains to be digitalized?



Some fuel process not fully digitalized yet, sometimes the invoice, sometime the ticket.

Baggage mishandled

Mishandled passenger disbursement



### We work also at standardizing



- In many countries different format are used for invoice, XML could be json UBL
- As an airline this is getting complex if you like to automate process having different input format
- So, we look for inbound invoice through interoperability to give airline a mapped format of their choice so they can integrate any country as the local specific format will be converted to a standard one.



## We work also at standardizing

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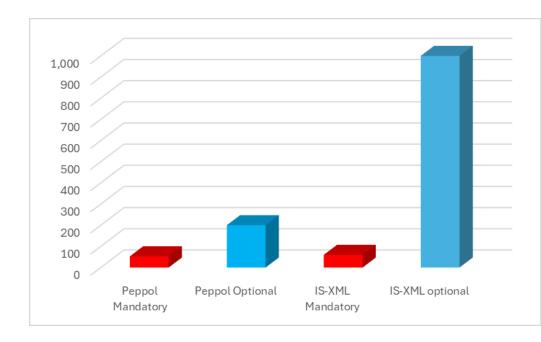
IS-XML = meta standard

Keep in mind 53 mandatory element in Peppol format 150 – 200 with

optional elements.

In SIS we do have 1000!

An invoice could contain 350'000 details.







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# S6- Voting Paper - Monitoring of Suspended Invoices

AT-147 – Royal Air Maroc





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S7- Voting Paper -SIS Miscellaneous Billing Filters

KQ-706 – Kenya Airways





**Online Voting Closes** 

Friday 14th November 2025 17:00 Eastern Time





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# SR12-SIS Supplier Onboarding

Bruno Roussel

SIS and ICH Product Manager, IATA







Supplier onboarding is the next step after engagement

- Supplier may have been engaged by an airline (most powerful engagement)
- Or by IATA explaining the benefits and convincing them to join
- Or because they are looking for an e invoicing compliance solution
- In fact, combining the 2 or 3 above is the best way to succeed.





For airlines people from procurement and business owner should have in their standard contract\* the fact that SIS is the preferred method for invoice reception.

Everyone speak about AI and what this could achieve, but with rich data content as we provide in a standardized electronic format allow such process to be efficient.

One action for you is to get Procurement involved and have a clause on e invoicing format in your contract\*, in your RFP, and part of your negotiation.

\*Contract terms are unilateral business decision





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On of the tool of the engagement is the Co Sign letter that we invite suppliers to join SIS process:

So I suggest you also consider adding your Airline there.

Soon I expect adding some new airlines







We need airline being ready to receive IS-XML invoice so first this allow them to be more efficient.

Digitalisation is not about getting electronic data is about working differently







Most dynamic airlines are the one implementing recently a cost control solution (LCC, TK Cargo..)

Without readiness with process and IT, change management to the SIS process is complicated, need a lot of change management, local engagement and people are reluctant to change process.

SIS e invoicing engagement is competing with other airlines and supplier initiatives, this could be change of ERP, billing solution....

Change takes time but when realized this is powerful and airline wish to have more transaction in that format



We continue engagement with network suppliers like ground handlers:

- Rollout of Swissport in new countries or in new entities
- About to rollout Menzies in 2 countries with larger plan
- World Flight Services migration in more countries

We are also working with Fuel supplier that is new to us

When migrated invoice quality is a focus area as many different systems scrutinize data, so any quality issue is spotted right away. Interesting to realize that the same invoice in PDF format did not have quality issue!





We continue to go deeper in the nature of charge that are billed.

Working with airport to add new charge codes, new data elements, new invoice layout to bill all their charges to airlines Aeronautical and non-aeronautical.

Improved Lounge invoice content with adding new information as working with Lounge providers and IT lounge software providers.

We also worked on adding data element for SAF for any reporting or invoicing need, initially Fuel providers but could be used in many other places, like Cargo or corporate travel.

We also added delay code to the standard





Airline must pay attention when implementing new initiatives, SIS process should be an asset to their initiative not a competition.

We still have airline that engage supplier about using Ariba, Coupa or other workflow providers.

SIS enables any system to work, having some of the invoices already digitalize and standardized is an asset you should leverage on.

SIS is not considered as first choice by airlines, but later they realize we facilitate pain points like integration, we have similar experience on legal e invoicing.





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Senior Manager, Industry e-Invoicing, IATA





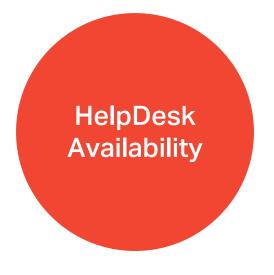
### SIS Service Level Agreement



- SIS must be available 24/7, with a system uptime of 99.50% on a rolling annual average.
- For the purpose of calculation, only Saturdays are considered as the weekend.
- Maximum unplanned outage should not exceed 4 hours.

System Performance

- Files must be processed within 24h and within 4h in 99.85% of cases.
- IS-WEB response should be within 3 seconds for 97.50% of requests.



 Web based contact tool available 24/7. IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING



- Queries to be responded within 24h.
- Incidents to be solved as per severity:
  - Priority 1: 6 hours
  - Priority 2: 1 business day
  - Priority 3: 10 business days
  - Priority 4: next release



# 99.82%

System Availability YTD



16h16m

Actual downtime YTD (excl. weekends)

99.84%

System Availability
Rolling Annual
Average
(excl. weekends)



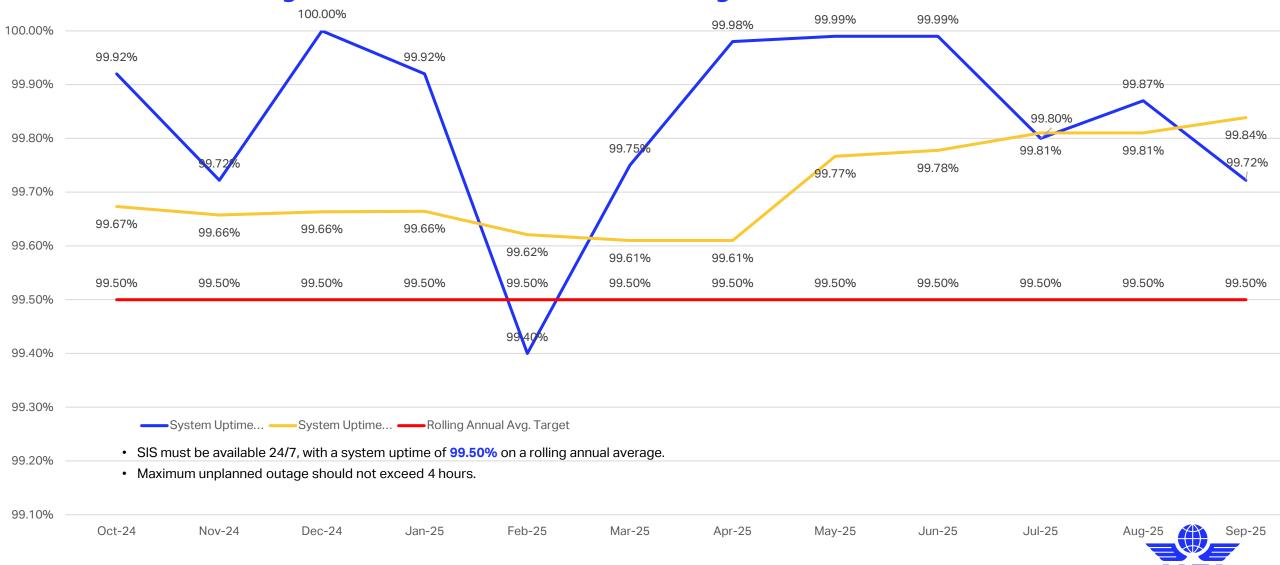
# System Availability YTD 2025

Actual downtime in 2025 YTD **decreased** by **40%** compared to same YTD period of 2024.

Still within SLA



### Overall System Availability – 12 Months



- SIS must be available 24/7, with a system uptime of 99.50% on a rolling annual average.
- Maximum unplanned outage should not exceed 4 hours.

### System Availability 2025

					Rolling	Annual Average
Month	Planned Downtime	Unplanned Downtime	System Uptime	System Uptime (excl. Planned Downtime)	System Uptime	System Uptime (excl. Planned Downtime)
January 2025	0h35m	0h00m	99.92%	100%	99.66%	99.94%
February 2025	4h00m	0h00m	99.40%	100%	99.62%	99.94%
March 2025	1h00m	4h26m	99.75%	99.79%	99.61%	99.92%
April 2025	0h40m	0h00m	99.98%	100%	99.61%	99.93%
May 2025	0h30m	0h00m	99.99%	100%	99.77%	99.93%
June 2025	0h35m	0h00m	99.99%	100%	99.78%	99.94%
July 2025	1h00m	0h30m	99.80%	99.93%	99.81%	99.92%
August 2025	1h00m	0h00m	99.87%	100%	99.81%	99.92%
September 2025	2h00m	0h00m	99.72%	100%	99.84%	99.97%
YTD	11h20m	4h56m	99.82%	99.97%	99.84%	99.97%



• SIS must be available 24/7, with a system uptime of 99.50% on a rolling annual average.

# System Availability 2024

• Maximum unplanned outage should not exceed 4 hours.

						Annual Average
Month	Planned Downtime	Unplanned Downtime	System Uptime	System Uptime (excl. Planned Downtime)	System Uptime	System Uptime (excl. Planned Downtime)
January 2024	0h40m	0h00m	99.91%	100%	99.81%	100%
February 2024	0h35m	0h00m	99.92%	100%	99.82%	100%
March 2024	0h30m	0h00m	99.93%	100%	99.82%	100%
April 2024	0h30m	0h00m	99.93%	100%	99.82%	100%
May 2024	5h15m	8h49m	98.11%	99.81%	99.77%	99.98%
June 2024	1h00m	0h00m	99.86%	100%	99.76%	99.98%
July 2024	4h25m	0h00m	99.41%	100%	99.72%	99.98%
August 2024	1h00m	0h00m	99.87%	100%	99.72%	99.98%
September 2024	0h30m	4h00m	99.38%	99.94%	99.67%	99.94 %
October 2024	0h36m	0h00m	99.92%	100%	99.67%	99.94%
November 2024	2h00m	0h00m	99.72%	100%	99.66%	99.94%
December 2024	0h00m	0h00m	100%	100%	99.66%	99.94%
YTD	17h01m	12h49m	99.66%	99.98%	99.66%	99.94%



# 559,356

Files received & processed within 4h (99.79%)



# 6m01s

Average file processing time YTD



IS-WEB requests responded within 3s (99.03%)



# System Performance YTD 2025

The number of processed files increased by 31.61% in 2025 compared to the same period in 2024, while the IS-WEB requests increased by 5.56% compared to same period last year.

The average file processing time increased from 1m42s to 6m01s YTD 2025 over 2024



# File Loading Performance – 2025

0:03:22

Jan-25

0:02:58

Feb-25

Mar-25

Apr-25

May-25



0:03:06

Jun-25

0:00:56

Jul-25

0:00:52

Aug-25



0:01:33

Sep-25

0:02:53

0:00:00

Oct-24

0:02:57

Nov-24

Dec-24

20,000

### File Loading Performance 2025 (Excluding IATA Files)





## File Loading Performance 2025

 Files must be processed within 24h and within 4h in 99.85% of cases.

	Total Files	Total Fil	Dorformonoo	
Month	Received	Within 4h	Between 4h and 24h	Performance
January 2025	49,318	49,318	0	100%
February 2025	46,196	46,196	0	100%
March 2025	77,013	75,567	1,446	98.12%
April 2025	62,006	62,006	0	100%
May 2025	66,840	66,838	2	99.99%
June 2025	62,168	62,168	0	100%
July 2025	69,435	69.435	0	100%
August 2025	66,981	66,980	1	99.99%
September 2025	60,848	60,848	0	100%
Total YTD	560,805	559,356	1,449	99.79%



## File Loading Performance 2024

 Files must be processed within 24h and within 4h in 99.85% of cases.

Month	Total Files	Total Fil	Total Files Processed				
Month	Received	Within 4h	Between 4h and 24h	- Performance			
January 2024	49,432	49,432	0	100%			
February 2024	41,979	41,979	0	100%			
March 2024	43,605	43,605	0	100%			
April 2024	46,972	46,972	0	100%			
May 2024	44,071	44,071	0	100%			
June 2024	43,497	43,497	0	100%			
July 2024	52,748	52,748	0	100%			
August 2024	54,791	54,791	0	100%			
September 2024	49,007	49,007	0	100%			
October 2024	112,945	112,945	0	100%			
November 2024	58,335	58,335	0	100%			
December 2024	57,579	57,578	1	99.99%			
Total YTD	654,961	654,960	1	100%			



### Web Response Performance – 12 Months

 IS-WEB response should be within 3 seconds for 97.50% of requests.



### Web Response Performance 2025

 IS-WEB response should be within 3 seconds for 97.50% of requests.

Month	Total requests	Total reques	sts responded	Performance
IVIOTICIT	received	Within 3s	Over 3s	renomiance
January 2025	4,758,114	4,715,605	42,509	99.11%
February 2025	4,478,225	4,424,109	54,116	98.79%
March 2025	5,101,215	5,047,535	53,680	98.95%
April 2025	4,790,369	4,746,960	43,409	99.09%
May 2025	4,877,309	4,833,951	43,358	99.11%
June 2025	4,994,331	4,948,940	45,391	99.09%
July 2025	5,592,226	5,544,392	47,384	99.14%
August 2025	4,459,224	4,413,549	45,675	98.98%
September 2025	4,788,766	4,738,188	50,578	98.94%
Total YTD	43,839,779	43,413,229	426,100	99.03%



### Web Response Performance 2024

 IS-WEB response should be within 3 seconds for 97.50% of requests.

Month	Total requests	Total reques	ts responded	Dorformanaa
WOTH	received	Within 3s	Over 3s	Performance
January 2024	4,783,665	4,753,696	29,696	99.37%
February 2024	4,599,715	4,570,735	28,980	99.37%
March 2024	4,497,073	4,470,450	26,623	99.41%
April 2024	4,692,043	4,664,335	27,708	99.41%
May 2024	4,435,242	4,405,313	29,929	99.33%
June 2024	4,196,238	4,168,443	27,795	99.34%
July 2024	4,976,147	4,930,702	45,445	99.09%
August 2024	4,555,891	4,524,587	31,304	99.31%
September 2024	4,794,720	4,763,680	31,040	99.35%
October 2024	5,442,588	5,406,112	36,476	99.33%
November 2024	4,981,238	4,942,669	38,569	99.23%
December 2024	4,906,219	4,863,978	42,241	99.14%
Total YTD	56,860,779	56,464,700	396,079	99.30%



1441
Queries received



28
Incidents resolved

93.63%
Customer Satisfaction
YTD



#### Query & Incident Management YTD 2025

The number of queries increased by 13% and the number of incidents decreased by 42% compared to the same period last year.



### Query & Incident Management 2025 : Web based contact tool available 24/7. Queries to be responded within 24h.

Months	Queries	Incidents*				Total	Within SLA	Performance
	Queries	Showstopper	Major	Minor	Trivial	Total	Within SLA	renomiance
January 2025	138	0	0	3	0	141	141	100%
February 2025	170	0	0	6	0	176	176	100%
March 2025	170	0	0	4	0	174	174	100%
April 2025	148	0	0	3	0	151	151	100%
May 2025	174	0	0	3	0	177	177	100%
June 2025	150	0	0	3	0	153	153	100%
July 2025	188	0	0	2	0	190	190	100%
August 2025	152	0	0	1	0	153	153	100%
September 2025	151	0	0	3	0	154	154	100%
Total YTD	1441	0	0	28	0	1,469	1,469	100%

\*includes all incidents, logged by customers or SIS Ops Team. Previously, only customer logged incidents were reported.



### Query & Incident Management 2024: Web based contact tool available 24/7. Queries to be responded within 24h.

Months	Queries	Incidents*				Total	Within SLA	Performance
MOTHERS	Queries	Showstopper	Major	Minor	Trivial	TOlai	WILLIIITSLA	Performance
January 2024	159	0	0	11	0	159	159	100%
February 2024	146	0	0	6	0	159	159	100%
March 2024	141	0	0	6	0	147	147	100%
April 2024	116	0	0	2	0	118	118	100%
May 2024	115	0	0	7	0	162	162	100%
June 2024	112	0	0	5	0	117	117	100%
July 2024	148	0	0	3	0	151	151	100%
August 2024	158	0	0	8	0	166	166	100%
September 2024	136	0	0	4	0	140	140	100%
October 2024	156	0	0	3	0	159	159	100 %
November 2024	153	0	0	3	0	156	156	100%
December 2024	118	0	0	3	0	121	121	100%
Total YTD	1,698	0	0	61	0	1,759	1,759	100%

\*includes all incidents, logged by customers or SIS Ops Team. Previously, only customer logged incidents were reported.



### SIS Customer Support – last 12 months





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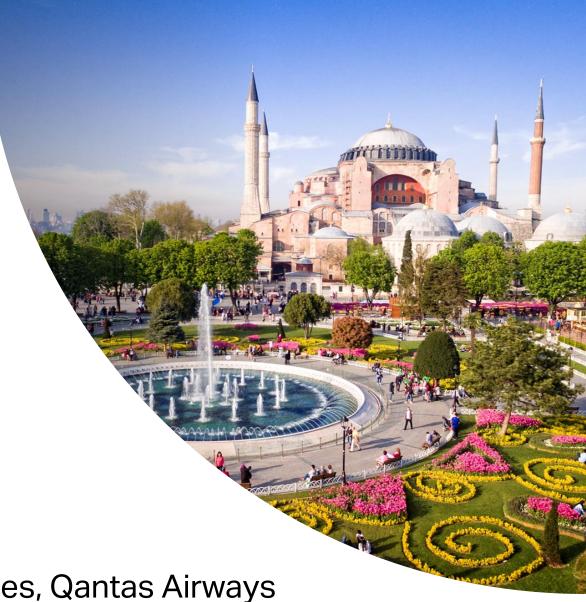
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# A5-Any Other Business

David Vaughan - Chair, SIS Steering Group

Finance Manager, Revenue Accounting & Taxes, Qantas Airways







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# A6-Close of Meeting

David Vaughan, Chair, SIS Steering Group





