IATA WORLD FINANCIAL SYMPOSIUM

Welcome to the
11th SIS General
Meeting
20 September 2022

A1: Opening of Meeting

Jerry Fonacier / HA

Chair, 11ᵗʰ SIS General Meeting

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Thank you

A2: Competition Law Guidelines for IATA Industry Meetings

Marie Christine Brochu

Assistant Director, Legal Services / IATA

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Competition Law Guidelines

Do not disclose or discuss:

↗ Any element of prices, including fares or service charges

↗ Commissions

↗ Allocations of customers or markets

↗ Marketing plans, commercial terms or any other strategic decision

↗ Group boycotts

↗ Your relations with airlines, system providers, agents or other third parties

↗ Any other issue aimed at influencing the independent business decisions of competitors

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A3: Delegate Introductions

Jerry Fonacier / HA

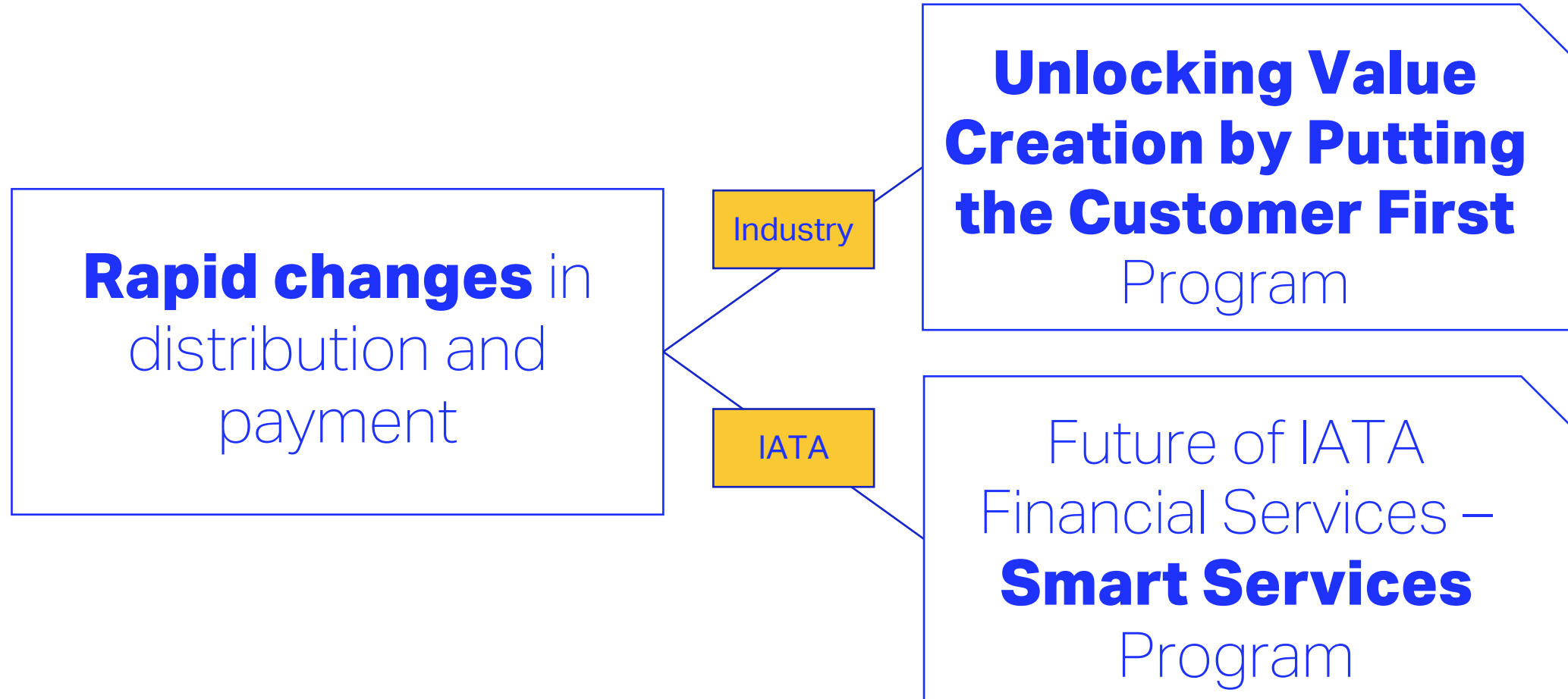Chair, 11th SIS General Meeting

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Thank you

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SR1: Future of IATA Financial Services

Juan Antonio Rodriguez
Director, GDC / IATA

Board approved programs of work

Rapid changes in distribution and payment

Industry → **Unlocking Value Creation by Putting the Customer First** Program

IATA → Future of IATA Financial Services – **Smart Services** Program

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Future of IATA Financial Services

Smart
Services
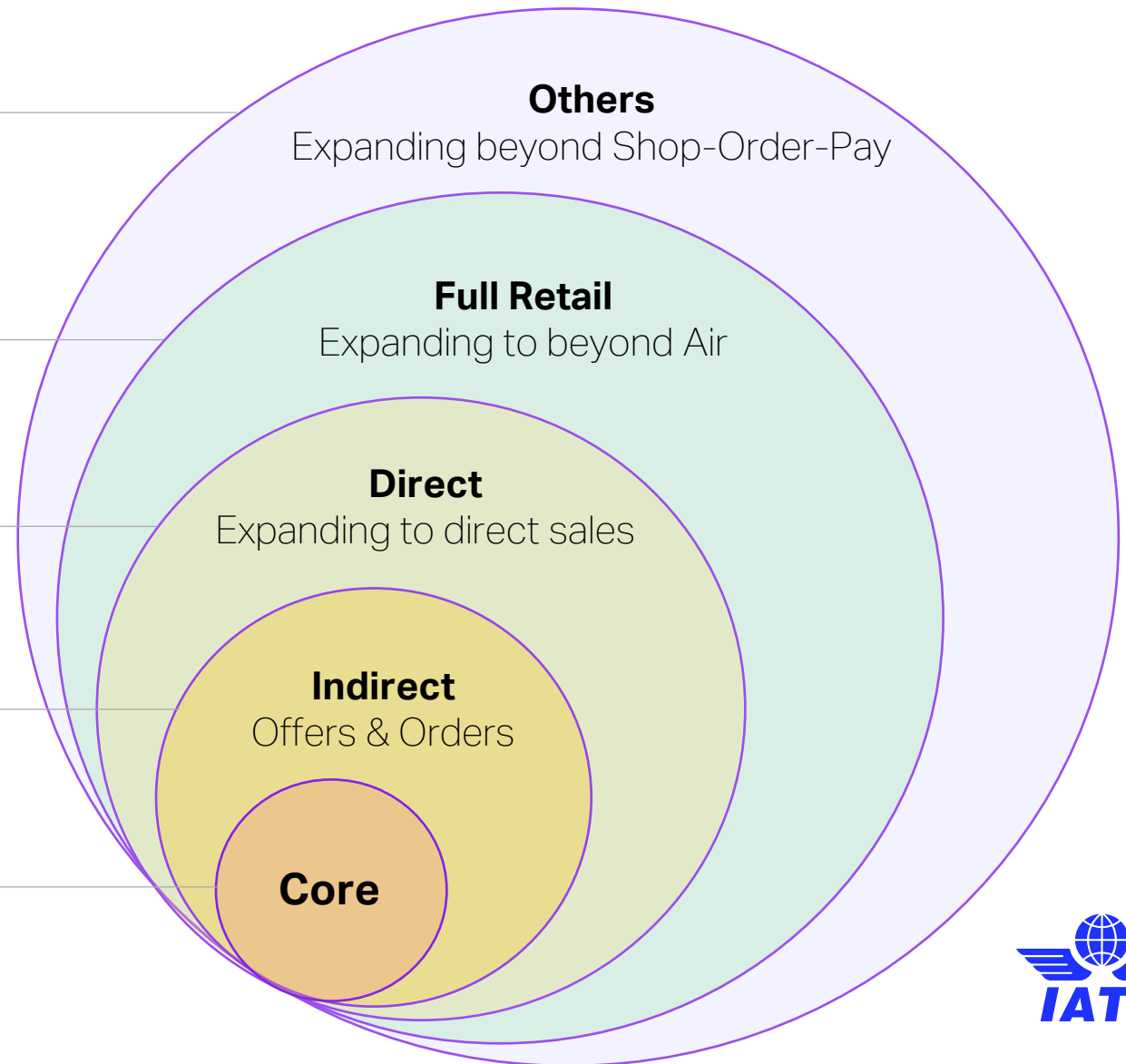**P**rogram

Future industry needs

Develop financial services around sustainability (carbon-related), SAF, MRO, etc.

Introduction of other travel sectors to IATA portfolio of services
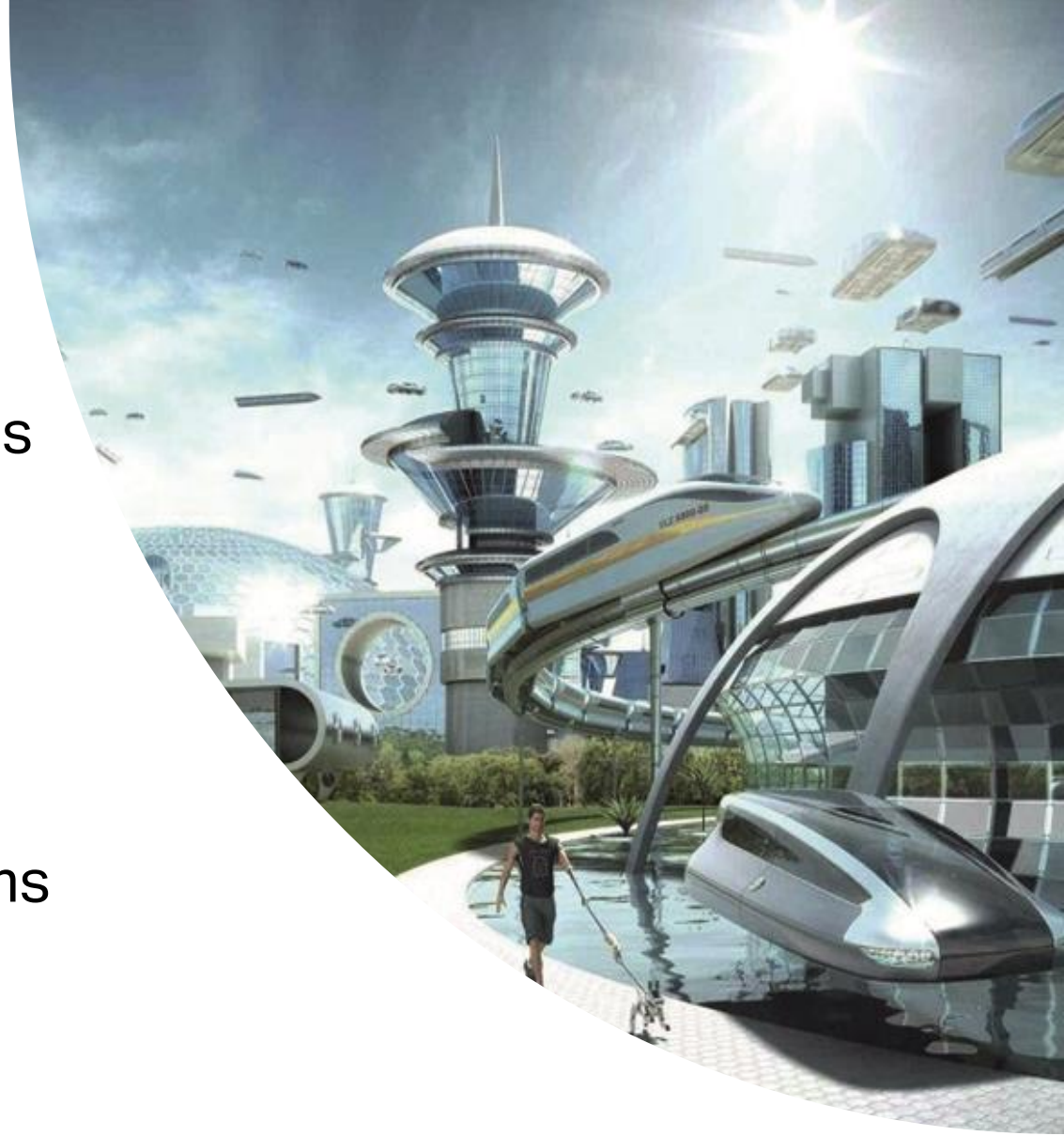
Expansion to support direct distribution

Omni-Channel global ecosystem
3rd party pay/settlement orchestration

Rebuild core operational layer

Others
Expanding beyond Shop-Order-Pay

Full Retail
Expanding to beyond Air

Direct
Expanding to direct sales

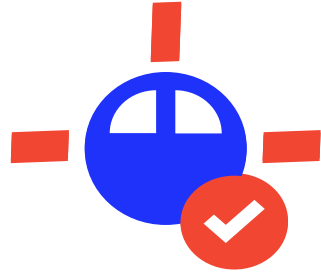**Indirect**
Offers & Orders
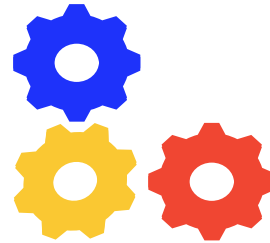
Core

SSP - Key Principles

1. New products enabling bilateral businesses

2. Airlines in control of their money and data

3. Native airline retailing support

4. Agile, on-line and real time processing

5. Easier integration with participants' systems
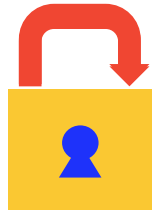
6. Any payer to any payee in any currency

SSP Vision

MORE GLOBAL

LEANER

SAFER

FASTER

We move Value

SSP – Buckets to build new capabilities

Bucket 1 B1 — Core Layer

Product **agnostic** layer that includes shared onboarding and lifecycle management services, shared ledger, contract management, data services and other common services, allowing to accommodate pay-in and pay-out transactions, either driven by industry agency programs and/or bilateral commercial agreements.

Bucket 2 B2 — Enhanced Indirect Sales

Set of products and services specially tailored to the world of modern passenger and cargo distribution (i.e., Offers and Orders and One Record) to support airlines taking control of all their indirect distribution channels e.g., IATA accredited, and various non-accredited seller communities. All of it while maintaining full support for traditional distribution for as long as it is required.

Bucket 3 B3 — Enhanced Direct Sales

Set of products and services to support settlement and payment options for airlines' passenger and cargo direct distribution channels, including B2B solutions for corporates and B2C form of payment solutions e.g., IATA Pay.

Bucket 4 B4 — Retailing

Products and services to support airlines shift to retail and to manage travel content partners payment options e.g., netting, pay-in / pay-out, etc.. This includes creation of IATA approved marketplace allowing various 3rd party providers to seamlessly offer their services to the travel community in a safe and standardized manner.

Bucket 5 B5 — Beyond Shop-Order

Financial services (i.e., settlement and payment) beyond airline retailing and wider travel distribution to support various payables and receivable needs of air transport e.g., MRO, SAF, etc., and wider cargo supply chain needs.

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IATA Pay – Account to Account FoP

IATA Pay

99 %
cost savings rate

(*) payment acceptance cost

24h Cash Flow

No chargebacks

No holdbacks

Cost Recovery

GLOBAL Solution (18 LIVE Countries)

Germany	France	Netherlands
UK	Ireland	Portugal
Austria	Italy	Spain
Belgium	Latvia	HongKong
Estonia	Lithuania	India
Finland	Luxembourg	Thailand

Airlines
10 LIVE
23 Pipeline
95 IATA Pay Community

B2C NDC OTAs Airlines B2B

Country roadmap 2022 - 2023

Mexico	Malaysia	Philippines
Brazil	Vietnam	Norway
Colombia	Indonesia	Sweden
USA	Singapore	Denmark
Argentina	Türkiye	Romania
Ghana	UAE	Greece

IATA as trusted partner for End-to-End services

Please contact IATA Pay team: **IATApay@iata.org**

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Thank you

SR2: SIS Steering Group Report

Jerry Fonacier / HA

Chair, 11th SIS General Meeting

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Agenda

- ❖ Mandate of SIS Steering Group

- ❖ SIS Steering Group Members

- ❖ SIS Steering Group Meetings Agenda

Mandate of SIS Steering Group

- Role / Mandate of SIS Steering Group

  - Part of SIS Participation Agreement as Attachment C / "Governance"

  - Act as advisor to the Financial Advisory Committee, other relevant IATA bodies, and IATA Management, on matters related to SIS product (operations and further development of SIS service and associated processes)

  - 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

  - Area of activities detailed in ISPA Attachment C – Section 1.1

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 Financial Advisory Committee (FinAC) based on the results of the elections at the SIS General Meeting

  - 5 members with Account Payable expertise appointed by the Financial Advisory Committee based on members nomination

  - 5 Officials of IATA and ACH and other WGs (acting ex-officio)

    - Chair of the Interline Billing & Settlement Operations Working Group
    - Chair of the ATA Revenue Accounting Committee
    - Secretary/Treasurer of the Airlines Clearing House
    - IATA Director Global Delivery Centre, Financial Settlement and Distribution Services
    - IATA Senior Manager Pay - Account Standards

SIS Steering Group Members

- Current SIS Steering Group - Effective 1st January 2022

  - 5 members elected during SIS GM 10th, on 29th Sep 2021

  - 5 members with Accounts Payable expertise initially appointed by FinAC in July 2018 have been extended in 2021

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SIS Steering Group Members

- 5 Members with Accounts Payable expertise appointed by FinAC

  - EK - Suresh Pereira – Chair

  - KL - Rob Huijsman

  - DL - Lewis Moore

  - LH - Guido Baldus

  - BA - Jenny Willis *

  New member

- 2 Observers nominated by FinAc in Feb 2022

  - NZ - Anastasia Bernard

  - UA - Travis LaForest

- 5 Members Elected during 10th SIS GM on 29th September 2021

  - 6E - Pramod Kumar

  - AA - Jessica Travis *

  - CA - Kaihong Zhang *

  - MF - Mengyuan (Chris) Fang *

  - TP - Joao Feliciano

  New member

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SIS Steering Group Members

- 5 Ex-officio members:

  - Ssu Hui Han (SQ) – Representative of Chair of IBS OPS WG

  - Jerry Fonacier (HA) - Chair of the ATA Revenue Accounting Committee

  - Lori Tully – Secretary-Treasurer of the Airlines Clearing House

  - Juan Antonio Rodriguez – IATA Director Global Delivery Centre, Financial Settlement and Distribution Services

  - Altug Meydanli – IATA Senior Manager Pay - Account Standards

- Secretary of the SIS SG:

  - Juan Antonio Rodriguez – IATA Director Global Delivery Centre, Financial Settlement and Distribution Services

SIS SG meetings and calls

- Usually, SIS SG is meeting face to face twice per year, in May and November, and one additional meeting at WFS and is having conf calls between meetings

- In 2022 no face-to-face meeting due to continued Covid circumstances

- 5 conference calls:
    - 20th April
    - 24th & 25th May – face-to-face meeting converted to conf call
    - 15th June
    - 22th June
    - 7th September

- Next conf calls:
    - 14th & 15th November – conf call replacing the face-to-face meeting
    - 12th December

SIS Steering Group Meetings Agenda

- SIS Operational performance
    - SLA & KPIs
    - Review of the Operations of SIS under COVID circumstances – in 2022 SIS demonstrated again the robustness of systems and processes with teams working from home; no impact on operations or service performance
- SIS Financials
    - Review volumes and work with IATA team to reduce cost and eventual deficit
    - No major release in 2022 in order to save cost
- SIS pricing review
- Supplier Onboarding
- SIS Audit - SOC2 Certification
- E-Invoicing Legal Compliance
- SIS Industry Webcast series

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SIS SG meetings agenda

- 11th SIS General Meeting Agenda

    - Breakout Sessions today:

        - BS#1 - Expanding SIS to other e-Invoicing needs in the Airline Industry

        - BS#2 - Airline Cost Management with SIS - Best Practices

        - BS#3 - Airlines Retailing with Offers and Orders - Impact on Financial Processes - Preview

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SR3: SIS General Update

Adina Minculescu

Head, Invoicing Services / IATA

81mil
(+4%)

Transactions processed

1.1mil
(-10%)

Invoices processed

$26bil
(+2%)

Total USD Value processed

94,162

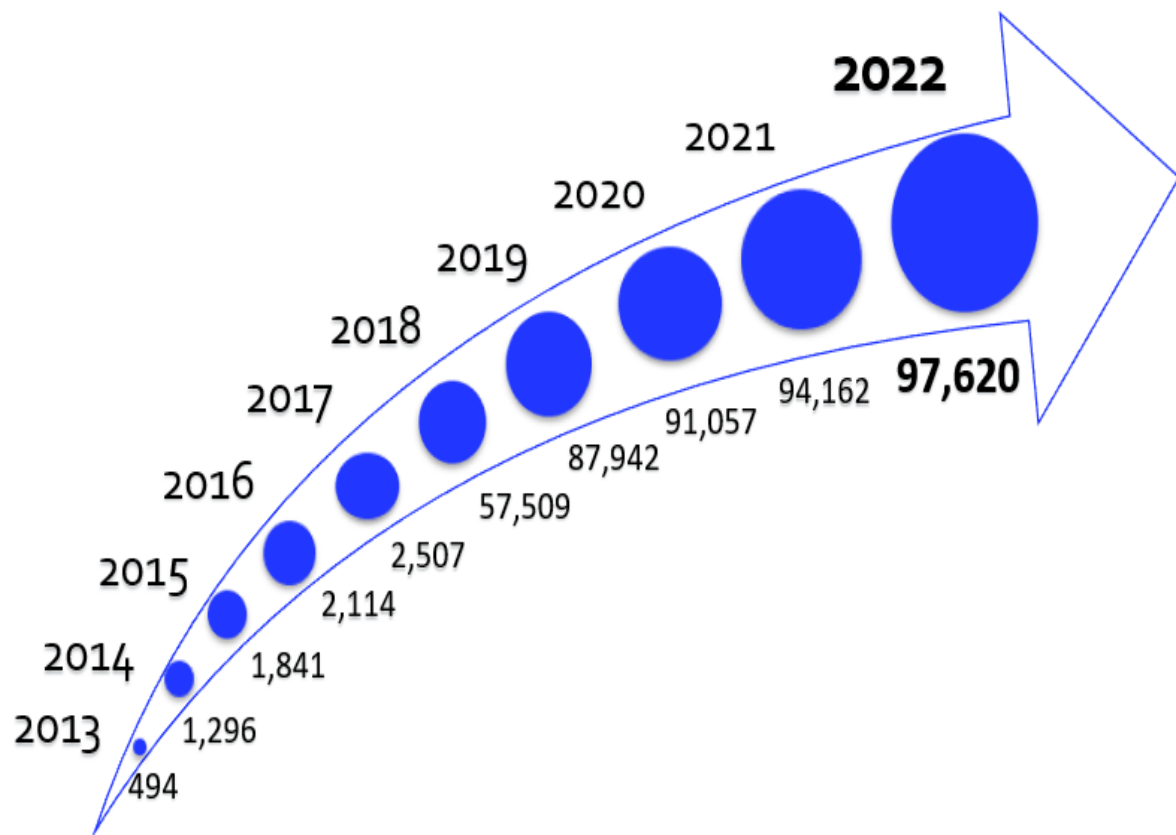Companies receiving invoices

712

Companies sending invoices

4.07
US Cents

Unit Cost (-13%)

SIS Scorecard 2021

SIS Agreements

Membership Category	August 2022	2021	% change
ISPA Airline	448	440	2%
ISPA Supplier	106	107	-1%
ISUA Airline	6	5	20%
ISUA Supplier	169	155	9%
ISUA Agent UATP	5	5	0%
E&F Customers	94	91	3%
IATA Offices	19	15	27%
TOU	2,057	2,032	1%
Sub Total	2,904	2,850	2%
TOU Agents*	94,716	91,312	4%
TOTAL	97,620	94,162	4%

*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
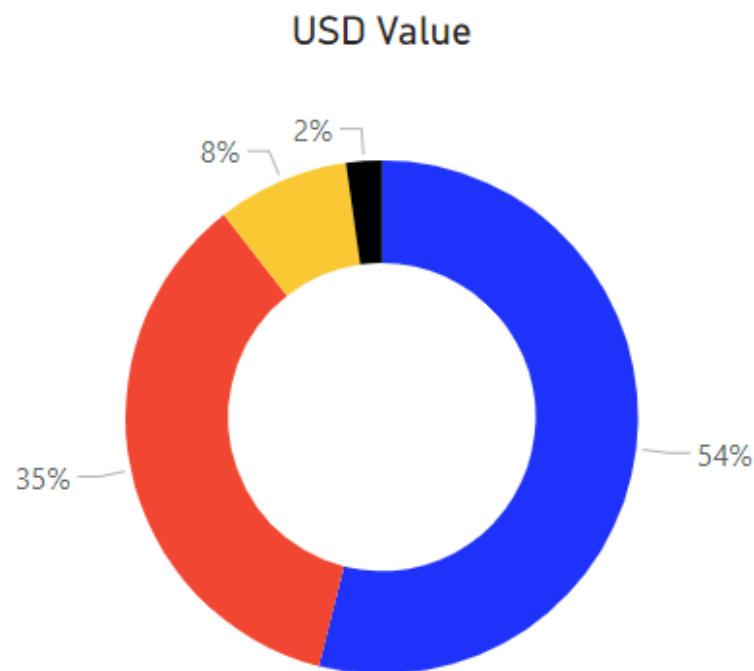
In comparison to 2021...
invoice value increased by **150%**
invoice count increased by **21%**.
transaction count increased by **142%**

2022 vs Previous Years

Billing Type	Jan - Aug 2022			Jan - Aug 2021			Jan - Aug 2019		
	USD Value (in billions)	Count of Invoices	Count of Transactions	USD Value (in billions)	Count of Invoices	Count of Transactions	USD Value (in billions)	Count of Invoices	Count of Transactions
PAX	$19.15	325,442	89,985,478	$5.38	220,224	33,752,857	$25.91	527,397	134,258,281
NON-TRANSP	$12.60	448,154	14,004,770	$7.34	411,167	8,719,565	$18.62	534,928	17,628,142
CGO	$0.80	41,148	475,184	$0.66	44,995	474,892	$0.72	80,086	954,653
UATP	$2.95	22,935	796,733	$0.84	17,398	471,482	$5.79	25,104	1,066,055
TOTAL	**$35.50**	**837,679**	**105,262,165**	**$14.22**	**693,784**	**43,418,796**	**$51.03**	**1,167,515**	**153,907,131**

Billing Type	2022 vs 2021			2022 vs 2019		
	% Change USD Value	% Change Invoice Count	% Change Transactions	% Change USD Value	% Change Invoice Count	% Change Transactions
PAX	256%	48%	167%	-26%	-38%	-33%
NON-TRANSP	72%	9%	61%	-32%	-16%	-21%
CGO	20%	-9%	-0%	10%	-49%	-50%
UATP	253%	32%	69%	-49%	-9%	-25%
TOTAL	150%	21%	142%	-30%	-28%	-32%

Billing Values and Counts by Category Jan-Aug 2022 share of billing category in total

USD Value

2% · CGO
8% · UATP
35% · NON-TRANSP
54% · PAX

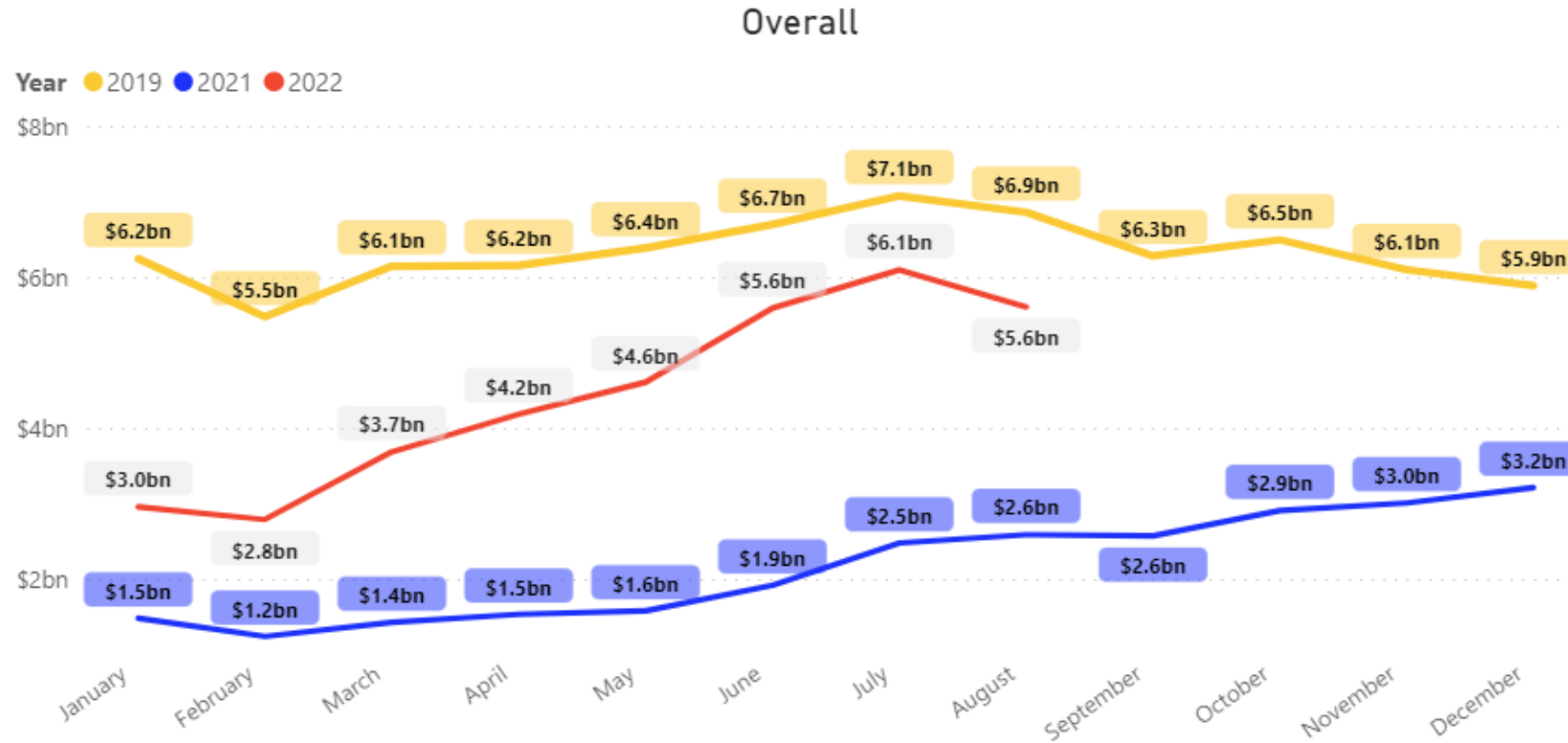● PAX ● NON-TRANSP ● UATP ● CGO

Invoice Count

5% · CGO
3% · UATP
39% · PAX
53% · NON-TRANSP
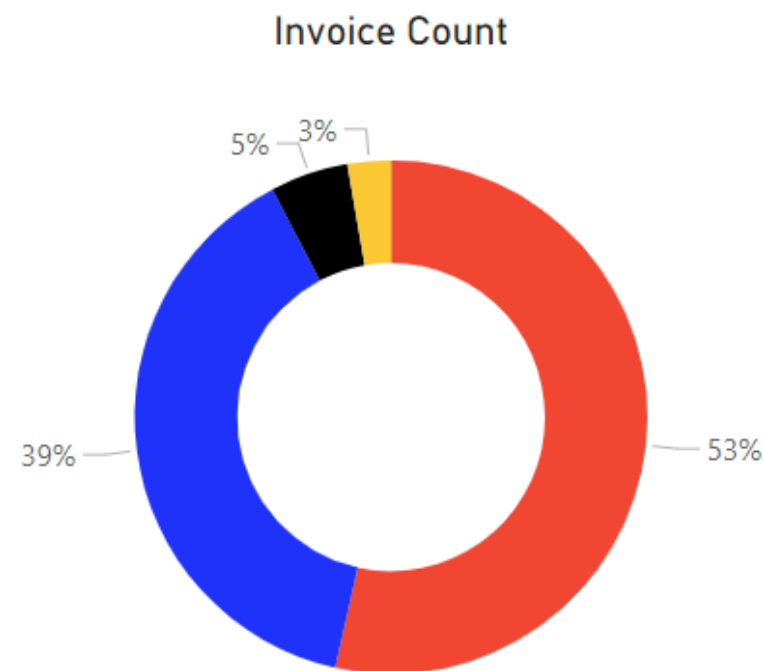
● NON-TRANSP ● PAX ● CGO ● UATP

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Billing Values through SIS - Overall
USD Value (in Mil.) 2022 vs Previous Years

Overall

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	$2,953M	$1,478M	100%	$6,244M	-53%
February	$2,786M	$1,238M	125%	$5,473M	-49%
March	$3,683M	$1,422M	159%	$6,144M	-40%
April	$4,183M	$1,530M	173%	$6,154M	-32%
May	$4,606M	$1,574M	193%	$6,386M	-28%
June	$5,588M	$1,915M	192%	$6,697M	-17%
July	$6,097M	$2,474M	146%	$7,076M	-14%
August	$5,604M	$2,586M	117%	$6,858M	-18%
YTD	$35,499M	$14,216M	150%	$51,032M	-30%

Billing Values by Billing Category - PAX
## USD Value (in Mill) 2022 vs Previous Years

PAX
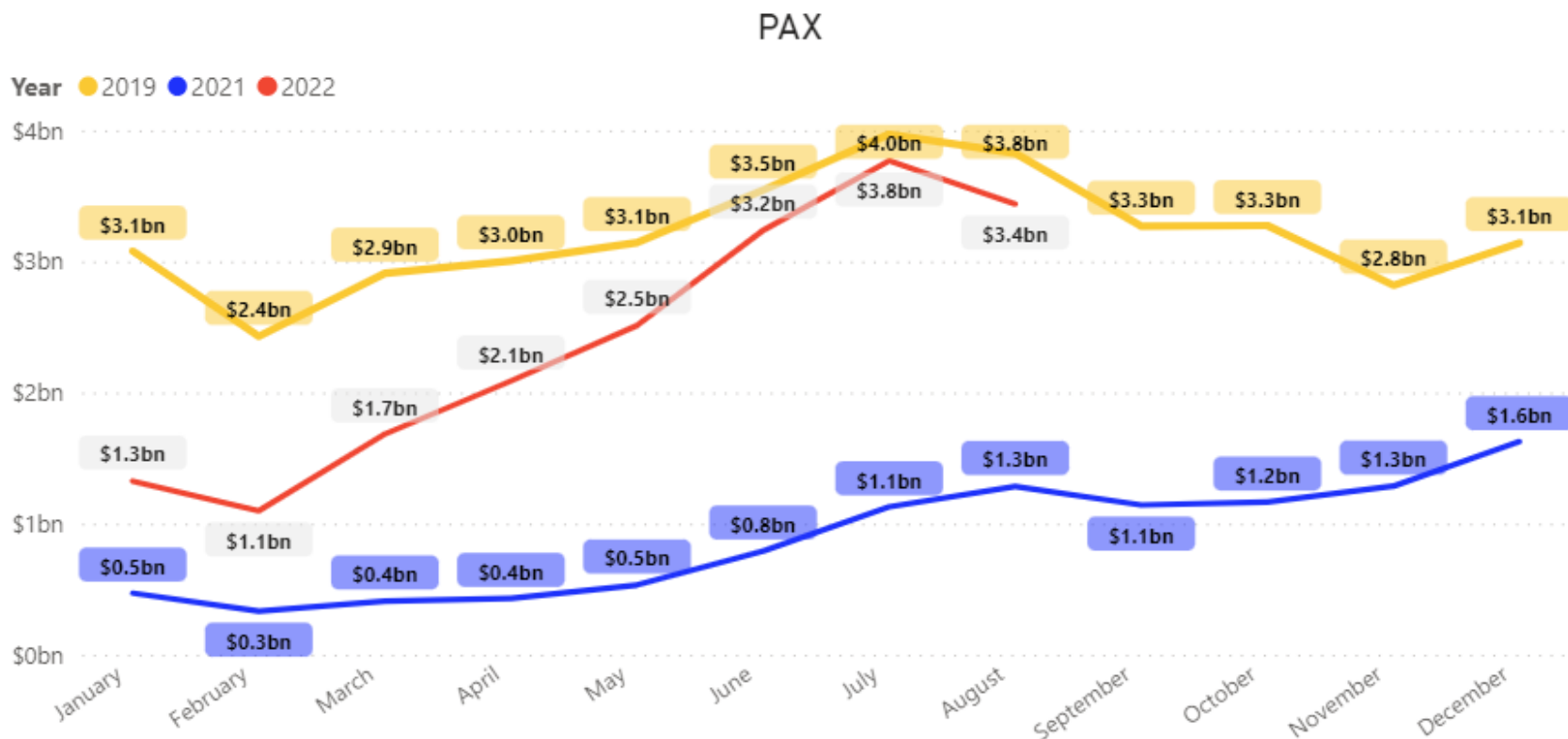
Year ● 2019 ● 2021 ● 2022

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	$1,324M	$470M	182%	$3,079M	-57%
February	$1,098M	$333M	230%	$2,429M	-55%
March	$1,685M	$410M	311%	$2,911M	-42%
April	$2,088M	$429M	386%	$3,005M	-31%
May	$2,512M	$531M	373%	$3,144M	-20%
June	$3,239M	$791M	310%	$3,545M	-9%
July	$3,768M	$1,128M	234%	$3,971M	-5%
August	$3,440M	$1,283M	168%	$3,826M	-10%
YTD	**$19,154M**	**$5,376M**	**256%**	**$25,910M**	**-26%**

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Billing Values by Billing Category - MISC
USD Value (in Mill) 2022 vs Previous Years

Non-Transp
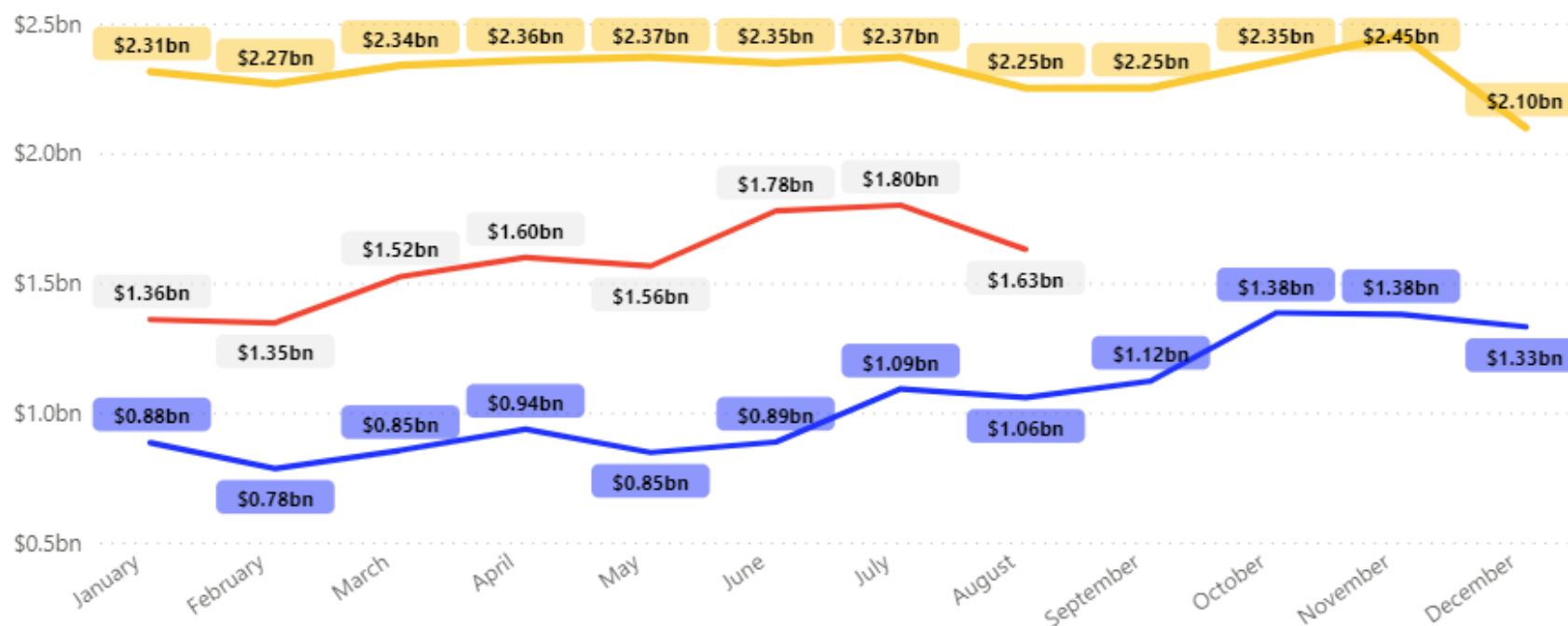
Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	$1,359M	$884M	54%	$2,314M	-41%
February	$1,346M	$784M	72%	$2,267M	-41%
March	$1,525M	$855M	78%	$2,339M	-35%
April	$1,598M	$936M	71%	$2,358M	-32%
May	$1,565M	$846M	85%	$2,370M	-34%
June	$1,777M	$887M	100%	$2,347M	-24%
July	$1,800M	$1,092M	65%	$2,370M	-24%
August	$1,629M	$1,058M	54%	$2,251M	-28%
YTD	**$12,598M**	**$7,342M**	**72%**	**$18,616M**	**-32%**

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Billing Values by Billing Category - CGO
USD Value (in Mill) 2022 vs Previous Years

CGO
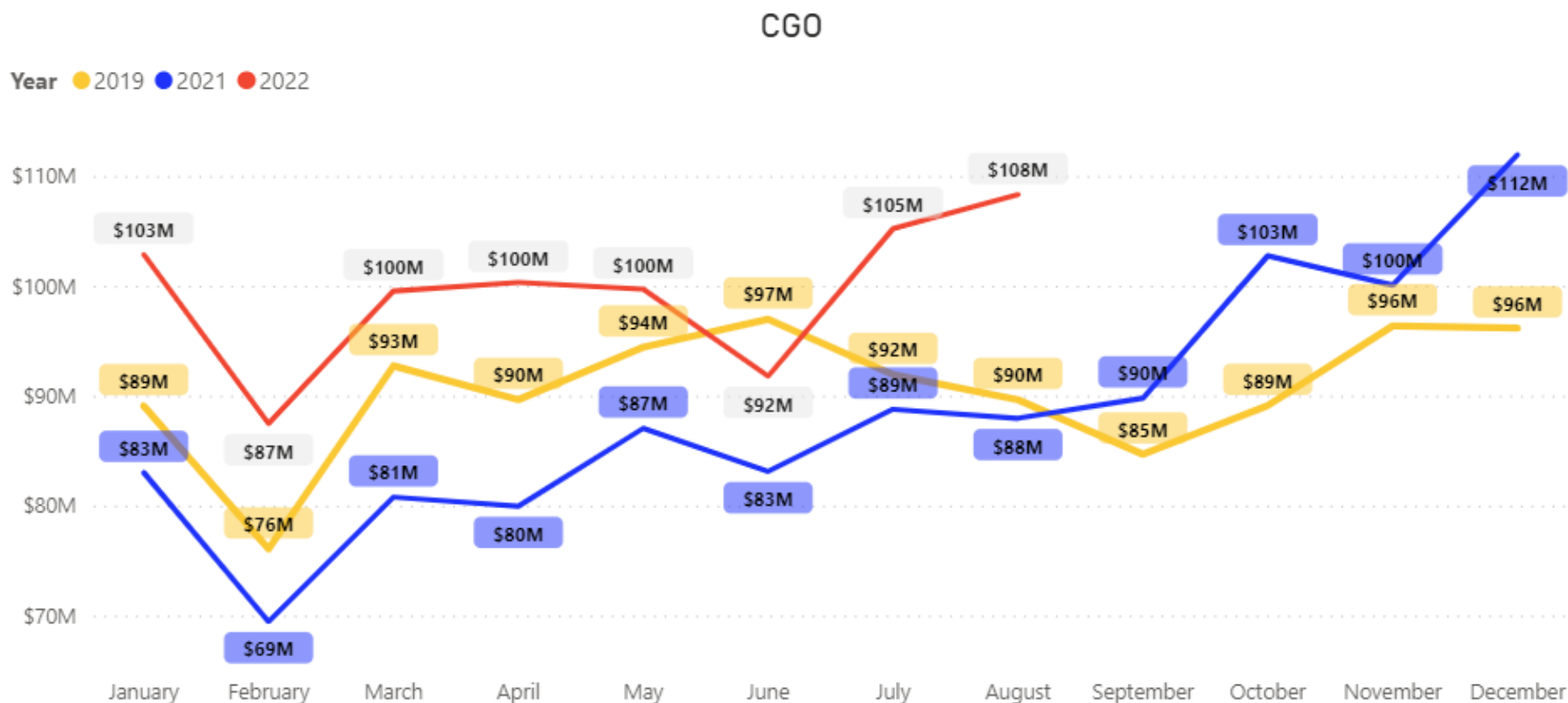
Year ● 2019 ● 2021 ● 2022

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	$103M	$83M	24%	$89M	15%
February	$87M	$69M	26%	$76M	15%
March	$100M	$81M	23%	$93M	7%
April	$100M	$80M	25%	$90M	12%
May	$100M	$87M	15%	$94M	6%
June	$92M	$83M	10%	$97M	-5%
July	$105M	$89M	19%	$92M	14%
August	$108M	$88M	23%	$90M	21%
YTD	**$795M**	**$660M**	**20%**	**$720M**	**10%**

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Billing Values by Billing Category - UATP
USD Value (in Mill) 2022 vs Previous Years

USD Value 2022 vs 2021 vs 2019
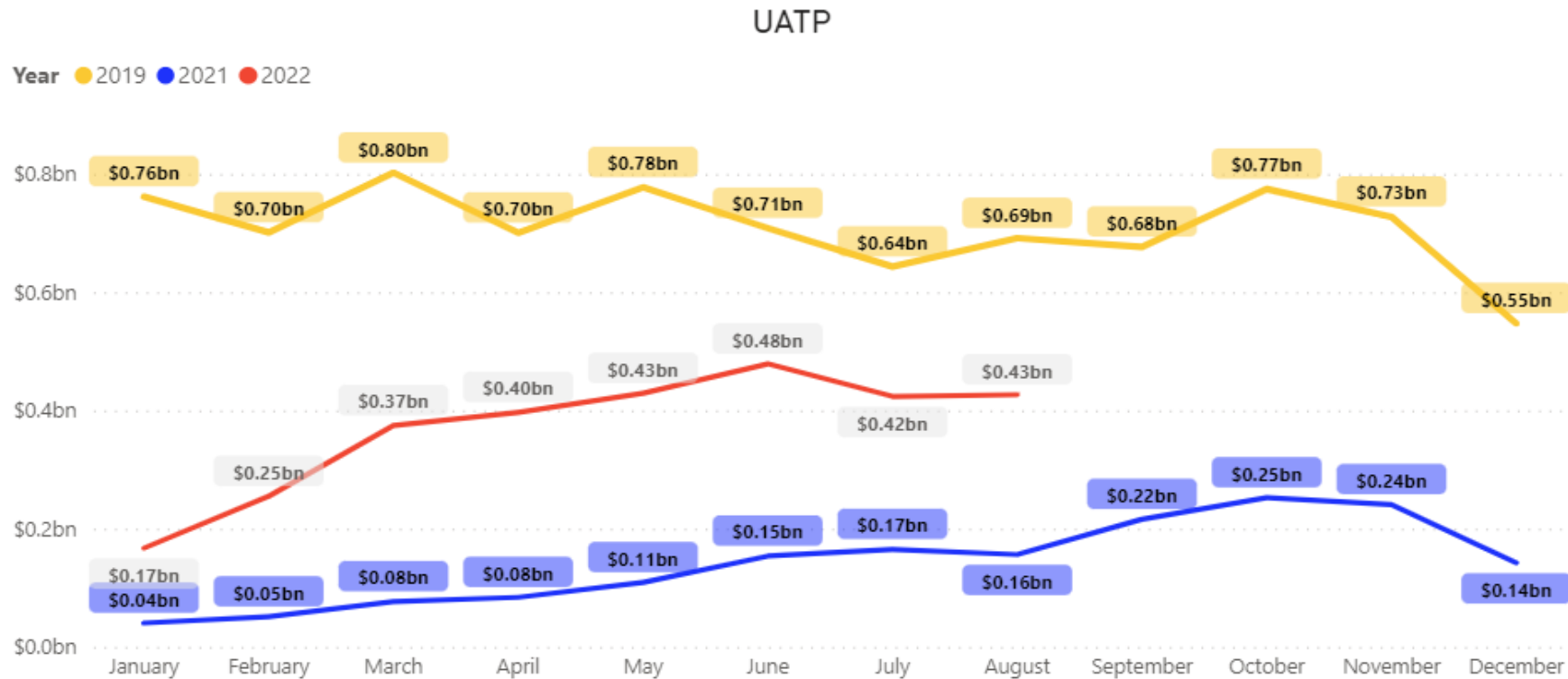
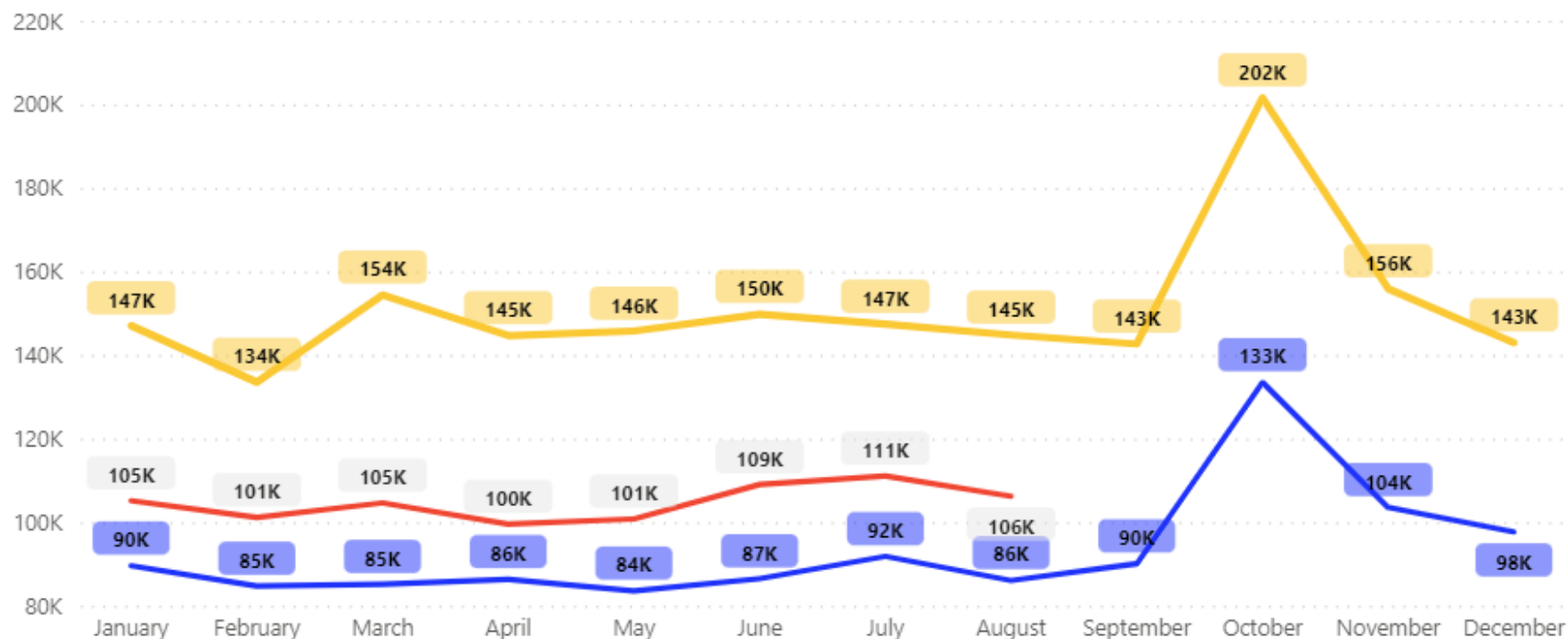| Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	$167M	$40M	313%	$762M	-78%
February	$255M	$51M	398%	$701M	-64%
March	$375M	$77M	387%	$802M	-53%
April	$397M	$84M	372%	$701M	-43%
May	$429M	$109M	293%	$777M	-45%
June	$479M	$154M	211%	$708M	-32%
July	$424M	$165M	156%	$643M	-34%
August	$427M	$157M	173%	$691M	-38%
YTD	$2,952M	$837M	253%	$5,786M	-49%

Number of Invoices through SIS - Overall

2022 vs Previous Years

Overall

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	105,162	89,571	17%	147,046	-28%
February	101,157	84,737	19%	133,534	-24%
March	104,613	85,166	23%	154,408	-32%
April	99,539	86,326	15%	144,703	-31%
May	100,810	83,575	21%	145,770	-31%
June	109,059	86,508	26%	149,794	-27%
July	111,098	91,810	21%	147,428	-25%
August	106,241	86,091	23%	144,832	-27%
YTD	837,679	693,784	21%	1,167,515	-28%

11th SIS General Meeting

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Number of Invoices through SIS - PAX

2022 vs Previous Years

PAX
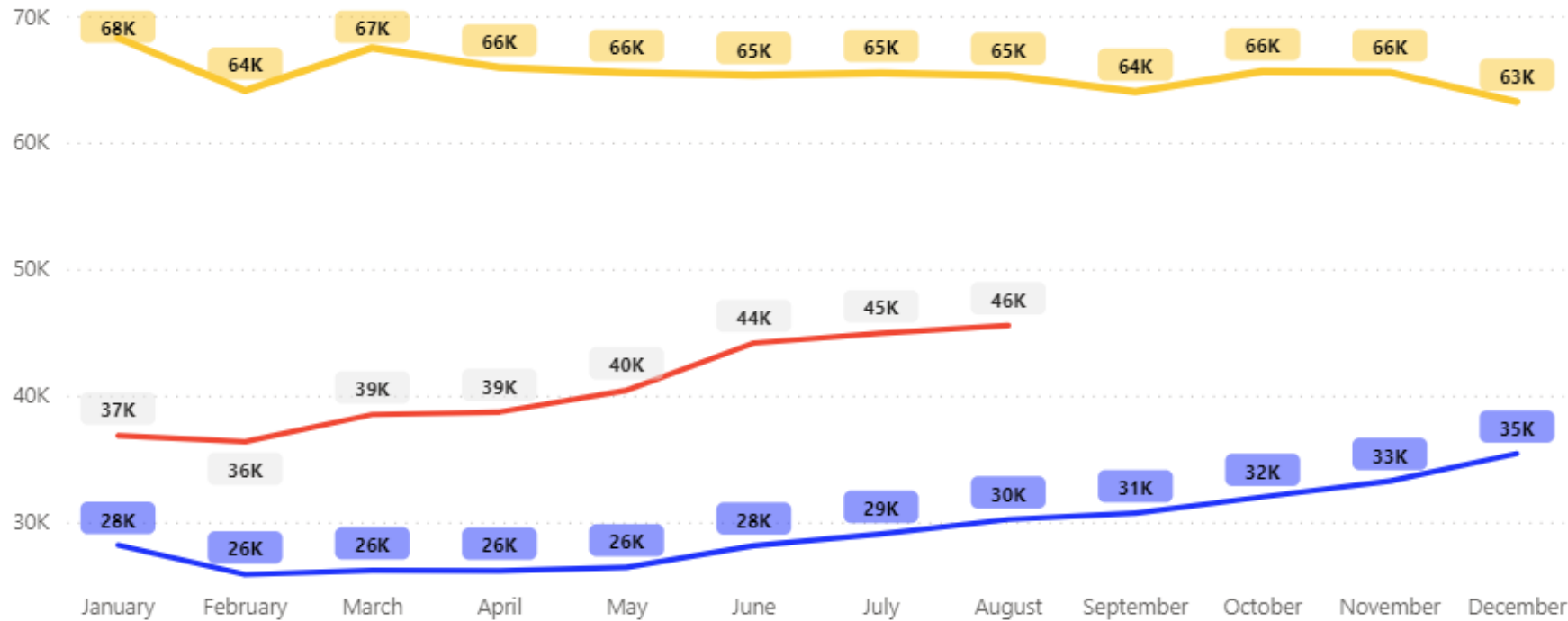
Year ● 2019 ● 2021 ● 2022

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	36,839	28,188	31%	68,268	-46%
February	36,360	25,861	41%	64,105	-43%
March	38,501	26,182	47%	67,478	-43%
April	38,701	26,154	48%	65,936	-41%
May	40,411	26,428	53%	65,508	-38%
June	44,158	28,143	57%	65,325	-32%
July	44,924	29,061	55%	65,495	-31%
August	45,548	30,207	51%	65,282	-30%
YTD	**325,442**	**220,224**	**48%**	**527,397**	**-38%**

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Number of Invoices through SIS - MISC

2022 vs Previous Years

Non-Transp

Year ● 2019 ● 2021 ● 2022
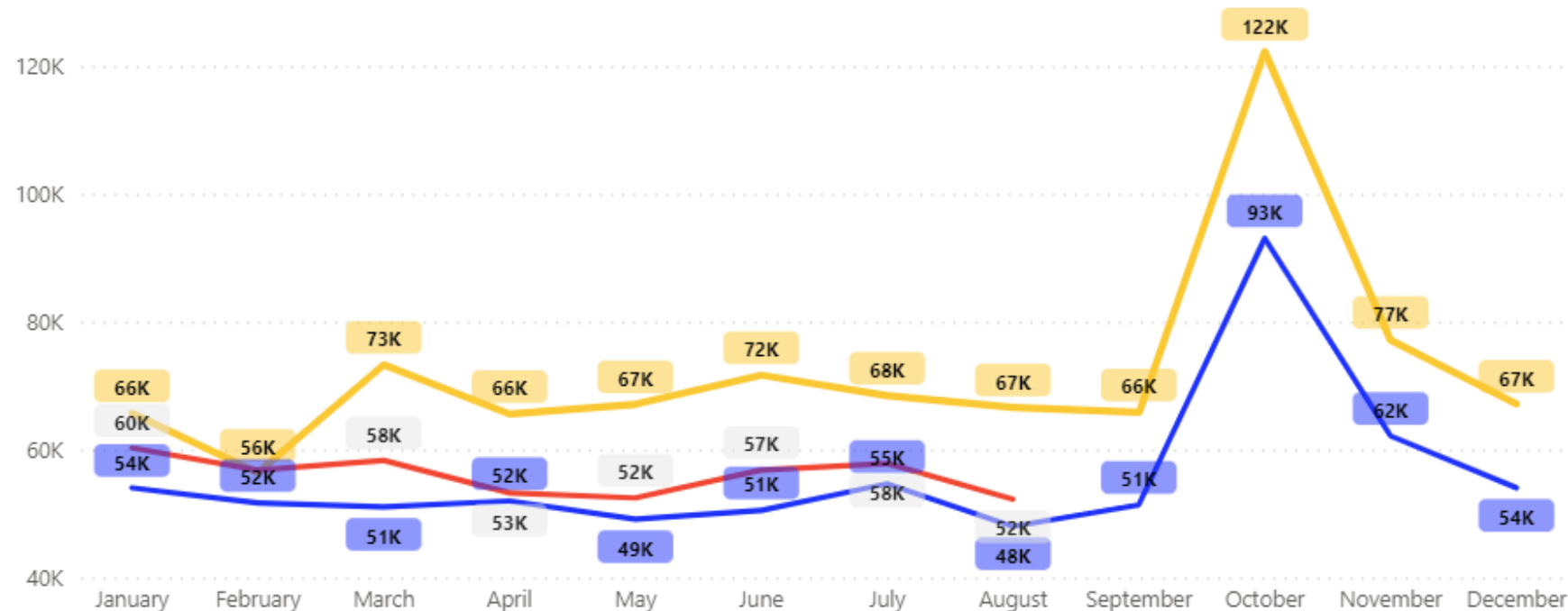
Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	60,292	54,049	12%	65,725	-8%
February	56,837	51,693	10%	56,417	1%
March	58,339	51,070	14%	73,307	-20%
April	53,266	51,989	2%	65,590	-19%
May	52,482	49,141	7%	67,128	-22%
June	56,824	50,529	12%	71,663	-21%
July	57,871	54,657	6%	68,462	-15%
August	52,243	48,039	9%	66,636	-22%
YTD	**448,154**	**411,167**	**9%**	**534,928**	**-16%**

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Number of Invoices through SIS - CGO

2022 vs Previous Years

CGO
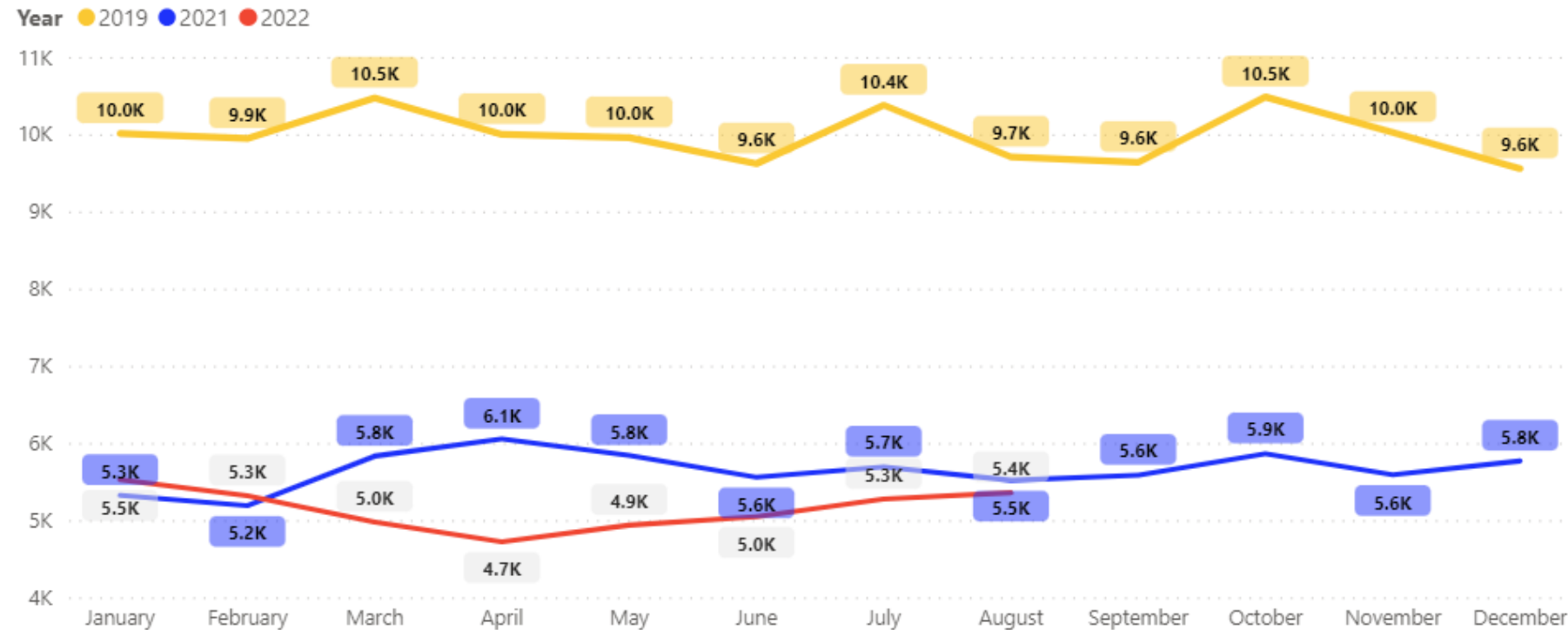
Year ● 2019 ● 2021 ● 2022

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	5,525	5,322	4%	10,010	-45%
February	5,316	5,188	2%	9,946	-47%
March	4,975	5,830	-15%	10,471	-52%
April	4,720	6,052	-22%	9,999	-53%
May	4,936	5,839	-15%	9,957	-50%
June	5,045	5,558	-9%	9,618	-48%
July	5,274	5,690	-7%	10,379	-49%
August	5,357	5,516	-3%	9,706	-45%
YTD	**41,148**	**44,995**	**-9%**	**80,086**	**-49%**

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Number of Invoices through SIS - UATP

2022 vs Previous Years

UATP
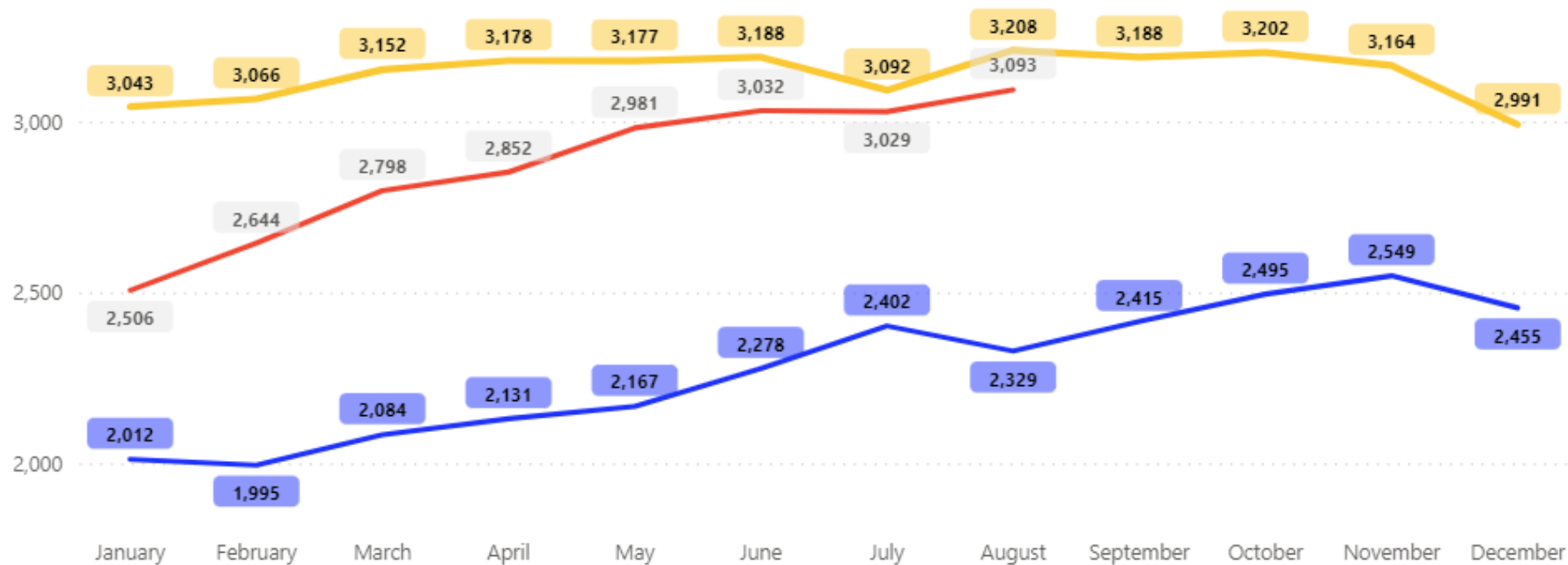
Year ● 2019 ● 2021 ● 2022

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	2,506	2,012	25%	3,043	-18%
February	2,644	1,995	33%	3,066	-14%
March	2,798	2,084	34%	3,152	-11%
April	2,852	2,131	34%	3,178	-10%
May	2,981	2,167	38%	3,177	-6%
June	3,032	2,278	33%	3,188	-5%
July	3,029	2,402	26%	3,092	-2%
August	3,093	2,329	33%	3,208	-4%
YTD	22,935	17,398	32%	25,104	-9%

20 September 2022

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Count of Transactions through SIS – Overall

2022 vs Previous Years

Overall

Year ● 2019 ● 2021 ● 2022
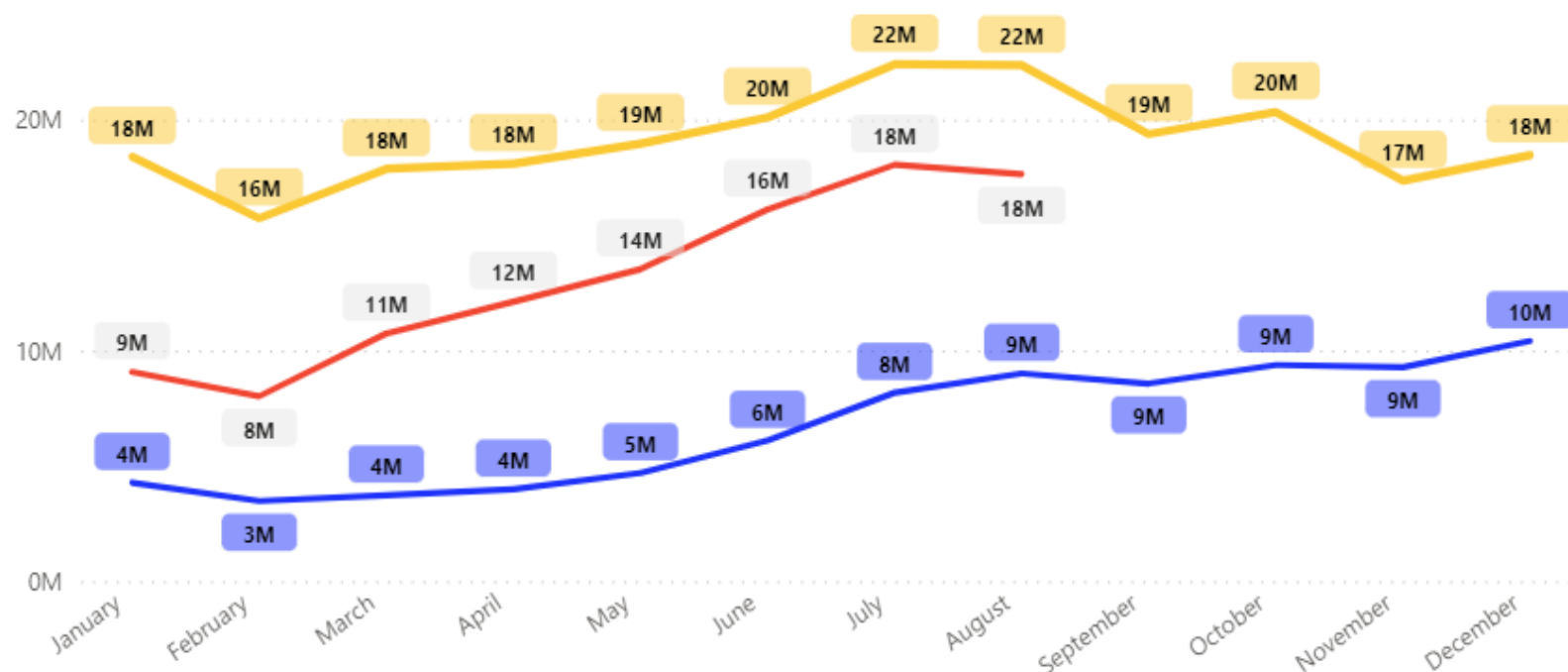
Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	9,064,738	4,270,182	112%	18,398,860	-51%
February	8,020,162	3,479,335	131%	15,732,571	-49%
March	10,733,603	3,725,066	188%	17,874,578	-40%
April	12,115,074	3,983,838	204%	18,088,355	-33%
May	13,521,510	4,691,569	188%	18,964,964	-29%
June	16,113,578	6,098,643	164%	20,095,119	-20%
July	18,050,065	8,171,643	121%	22,398,328	-19%
August	17,643,435	8,998,520	96%	22,354,356	-21%
YTD	**105,262,165**	**43,418,796**	**142%**	**153,907,131**	**-32%**

Count of Transactions through SIS - PAX

2022 vs Previous Years

PAX
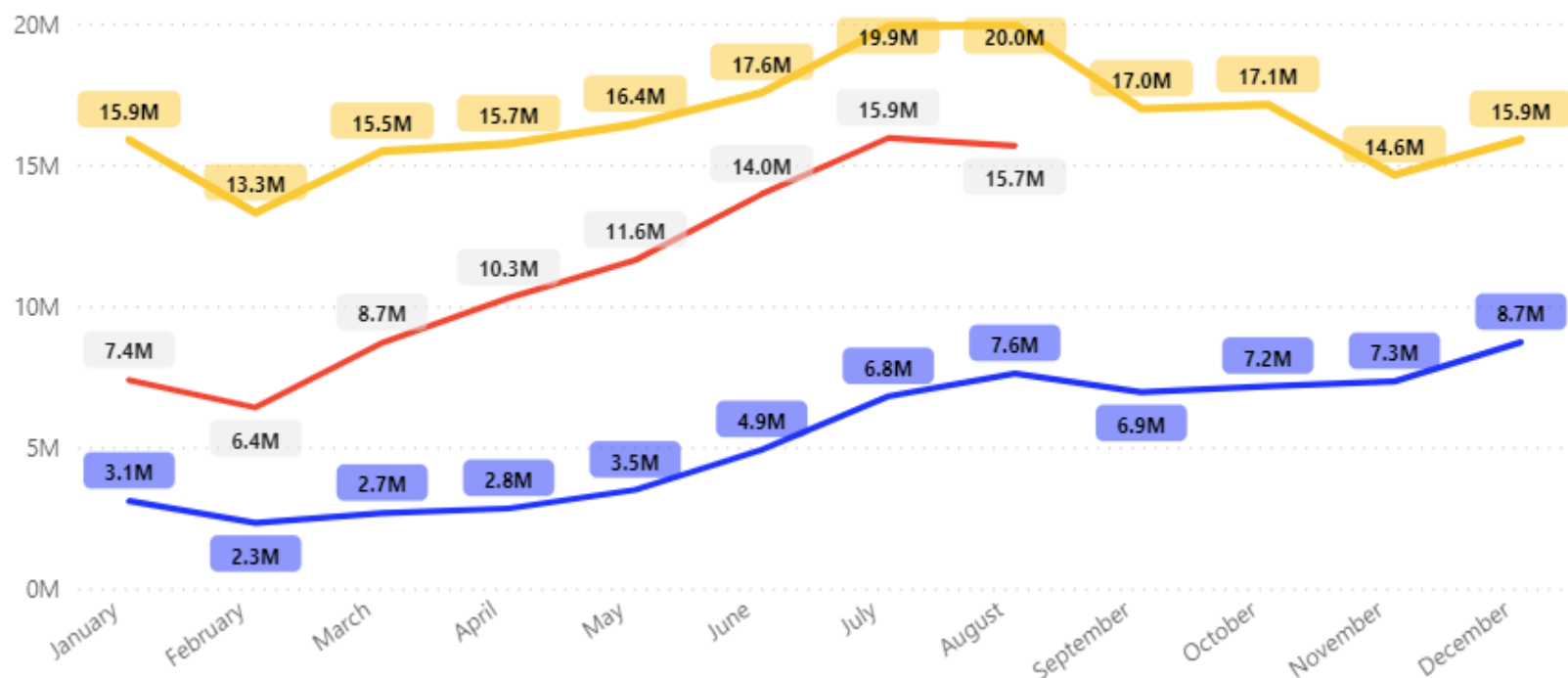
Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	7,380,769	3,100,400	138%	15,885,584	-54%
February	6,410,004	2,326,147	176%	13,292,919	-52%
March	8,699,541	2,668,094	226%	15,480,622	-44%
April	10,295,772	2,837,176	263%	15,741,890	-35%
May	11,623,878	3,489,031	233%	16,438,281	-29%
June	13,958,353	4,919,325	184%	17,556,111	-20%
July	15,945,877	6,801,037	134%	19,907,000	-20%
August	15,671,284	7,611,647	106%	19,955,874	-21%
YTD	89,985,478	33,752,857	167%	134,258,281	-33%

Count of Transactions through SIS - MISC

2022 vs Previous Years

Non-Transp
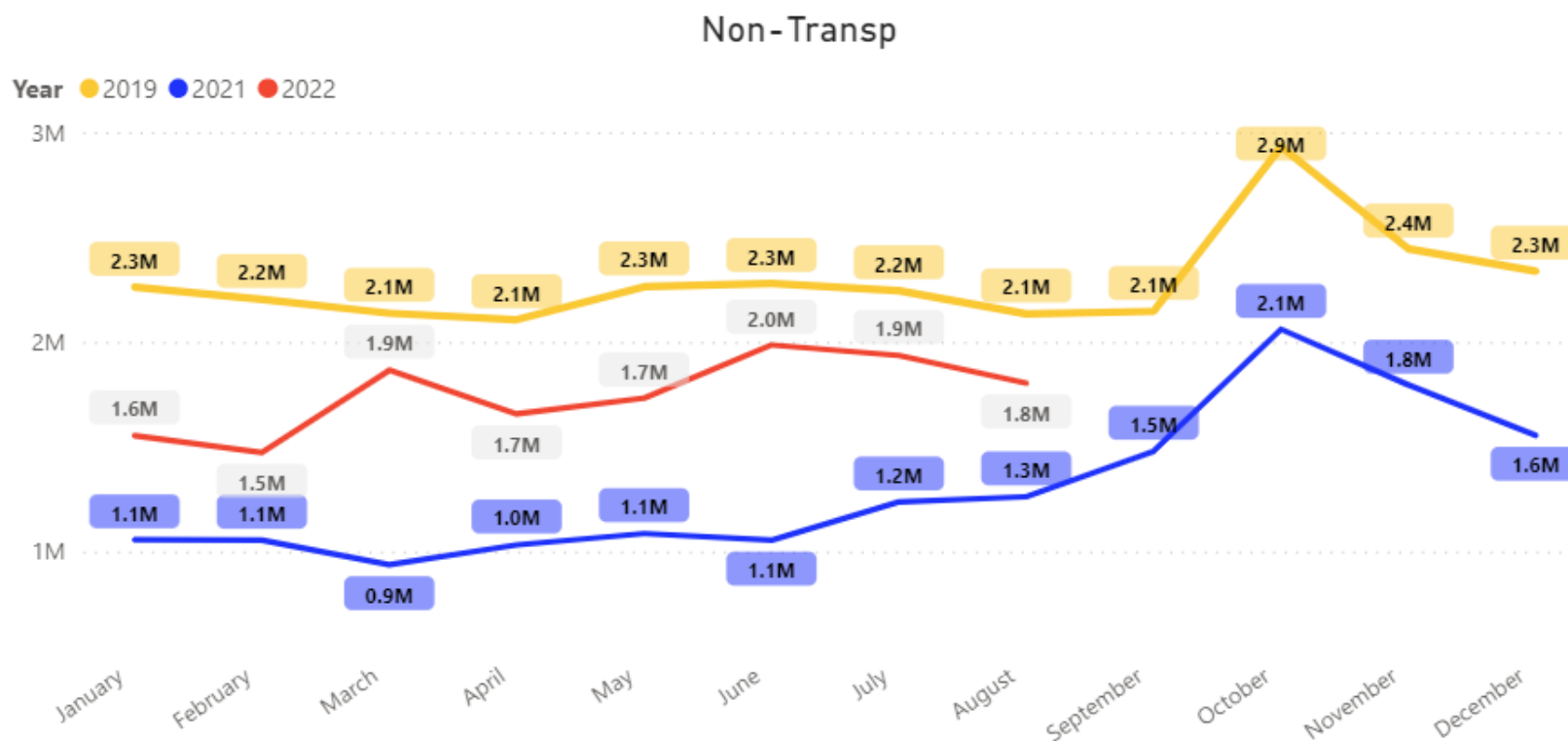
Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	1,553,031	1,056,518	47%	2,260,924	-31%
February	1,472,544	1,054,362	40%	2,202,829	-33%
March	1,865,537	937,448	99%	2,136,956	-13%
April	1,656,676	1,032,049	61%	2,106,279	-21%
May	1,732,157	1,086,194	59%	2,263,097	-23%
June	1,985,091	1,054,401	88%	2,279,343	-13%
July	1,935,659	1,237,105	56%	2,244,751	-14%
August	1,804,075	1,261,488	43%	2,133,963	-15%
YTD	**14,004,770**	**8,719,565**	**61%**	**17,628,142**	**-21%**

IATA

Count of Transactions through SIS - CGO

2022 vs Previous Years

CGO
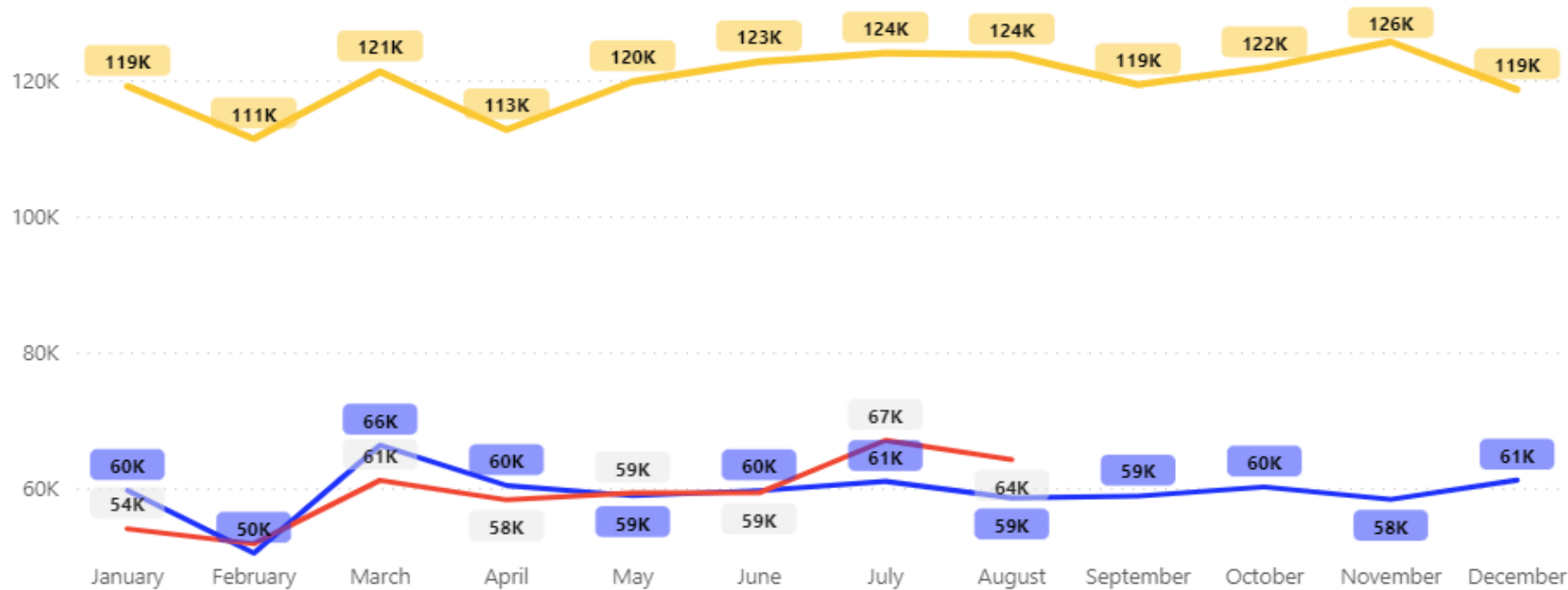
Year ● 2019 ● 2021 ● 2022

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	54,036	59,659	-9%	119,099	-55%
February	51,833	50,441	3%	111,375	-53%
March	61,153	66,336	-8%	121,239	-50%
April	58,303	60,389	-3%	112,711	-48%
May	59,304	58,897	1%	119,783	-50%
June	59,324	59,629	-1%	122,713	-52%
July	67,024	60,992	10%	123,992	-46%
August	64,207	58,549	10%	123,741	-48%
YTD	**475,184**	**474,892**	**0%**	**954,653**	**-50%**

IATA

Count of Transactions through SIS - UATP

2022 vs Previous Years

UATP
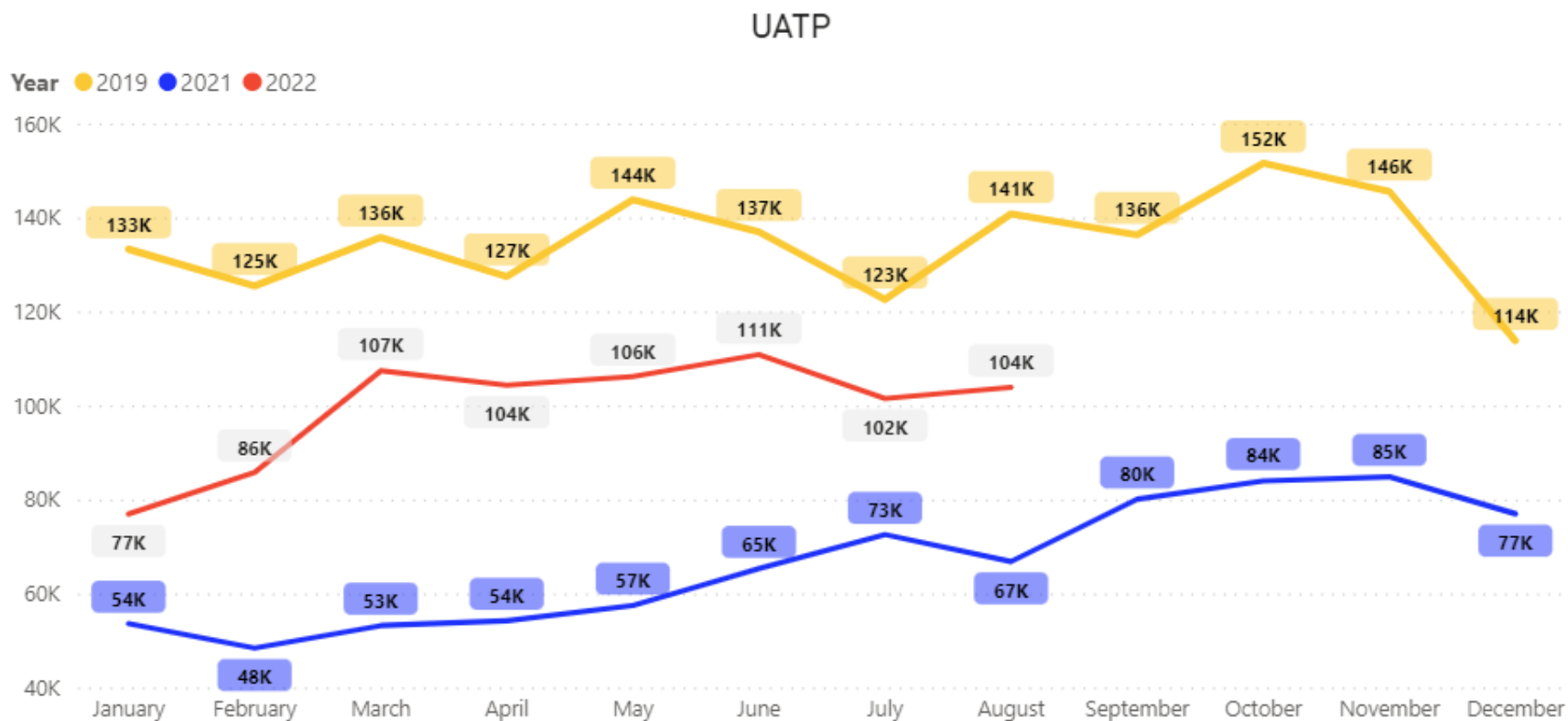
Year ● 2019 ● 2021 ● 2022

Month	2022	2021	2022 vs 2021	2019	2022 vs 2019
January	76,902	53,605	43%	133,253	-42%
February	85,781	48,385	77%	125,448	-32%
March	107,372	53,188	102%	135,761	-21%
April	104,323	54,224	92%	127,475	-18%
May	106,171	57,447	85%	143,803	-26%
June	110,810	65,288	70%	136,952	-19%
July	101,505	72,509	40%	122,585	-17%
August	103,869	66,836	55%	140,778	-26%
YTD	796,733	471,482	69%	1,066,055	-25%

IATA

MISC/Non-Transp. Bilateral Invoices

2022 vs Previous Years

Inv. Value (in Mill)

Invoice Count
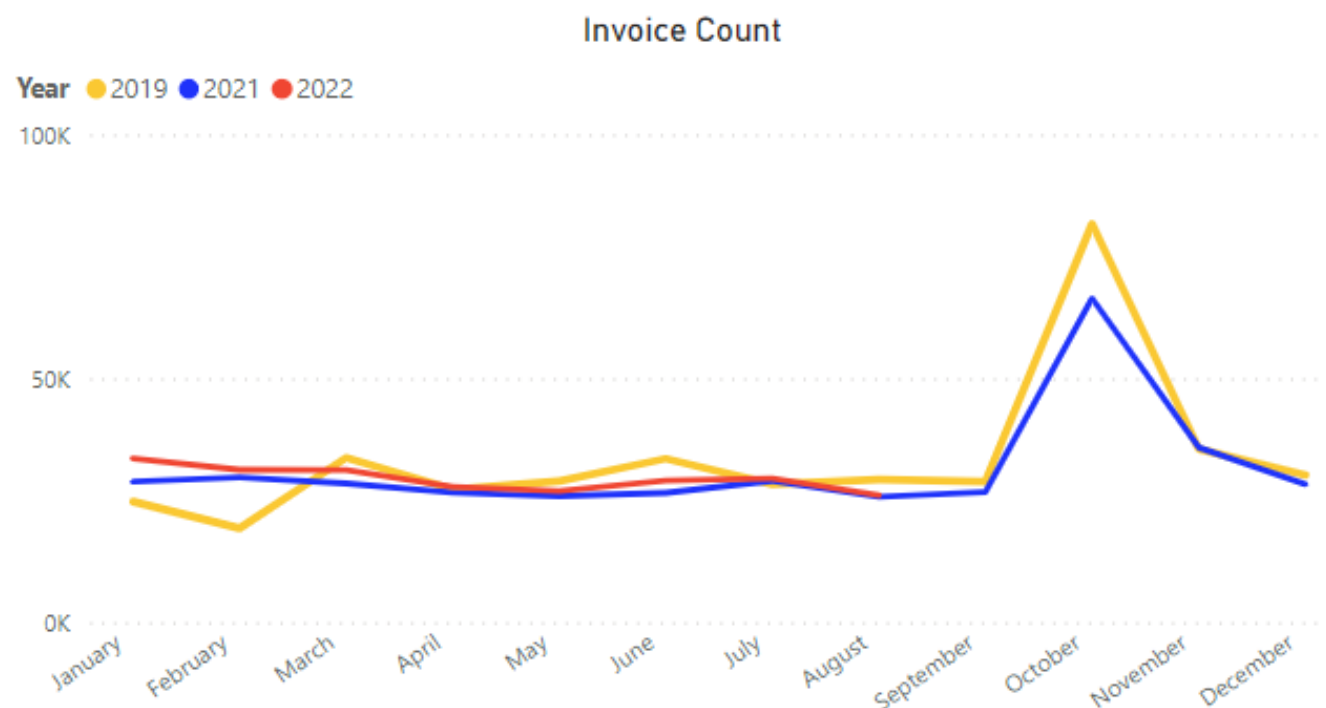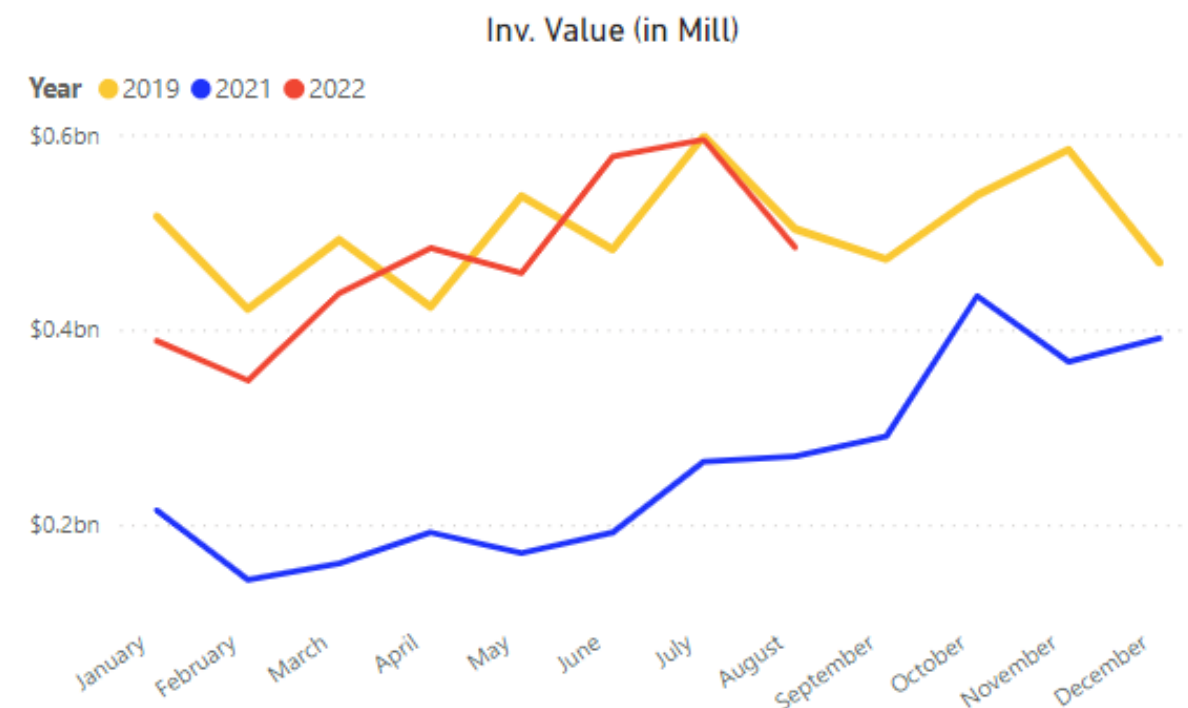
SMIs in total SIS throughput

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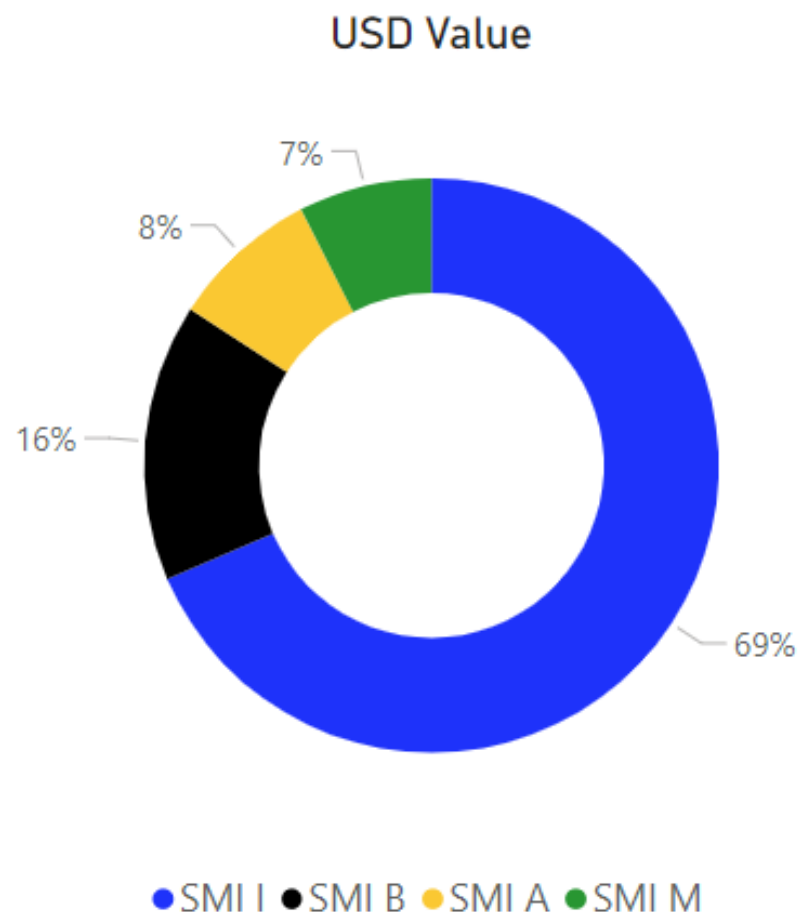
- **SMI - I:** Settlement through the ICH using the RAM rules.
- **SMI - M:** Inter clearance settlement of a billing from an ACH member to an ICH member using RAM rules. It could also be a billing from an ACH member to another ACH member using RAM rules.
- **SMI - A:** Settlement through the ACH using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

20 September 2022

Governance - general

- **Who can vote for SIS SG Members?**

  - Any company that has signed the ISPA

- **Who can vote for changes to the service or to the Participation Agreement?**

  - Companies signatories of ISPA that are submitting and receiving invoices through the service

- **What happens to system changes that have been passed by a vote?**

  - They go to the SIS SG for prioritization, and confirmation on funding availability once IATA has determined the implementation cost

Governance - general

- **Will all voted changes be implemented?**

  - Not necessarily. If they are too difficult or expensive to implement, they may be de-prioritized by the SIS SG

  - IBS OPS items/interline billing rules changes that passed and 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 withing the budget for the change requests.

- Please use our IATA Customer Portal to submit your proposals to us

  - SIS enhancements can be requested by any SIS member via IATA Customer Portal www.iata.org/cs , by selecting the Case Classification as "New Feature Request"

SIS SOC2 Audit

- The 4th external audit for SOC2 certification audit took place in December 2021 and January 2022

    - Period audited: January 1st, 2021 to October 31st, 2021

    - Bridge Letter for November – December 2021

- Report published 10 Jan 2022; distributed to Participants based on request

- **No exceptions** were noted as a result of the external audit testing for more than 160 documented controls

- Audit opinion states that the description of the system of controls as designed and implemented is fairly stated, the system is fit-for-purpose, and operated effectively during the period under review

IATA

SIS SOC2 Audit – Next steps

- New company, PwC starting SOC2 audit in 2022 for IATA services

- SIS SOC2 Audit will take place in two phases to allow an early publication of the report:

  - October – November 2022

  - January 2023

- Audit period is January to October 2022. Bridge letter will be issued for November and December 2022

- Report to be published 15 January 2023

IATA

2022 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, the surplus/deficit amounts will be shared between all ISPA participants proportionally to the total paid in the relevant year

  - 2021 SIS Deficit of 679,262.81USD

  - Recharged in P4 July 2022 to 480 participants – ISPA signatories
  - Impact in 2021 due to continuing devastating effects of COVID-19 pandemic in the aviation industry with many travel restrictions in place

  - Result of drastic loss of interline volumes through SIS (borders closure, traffic restrictions, etc.) and very slow recovery in 2021compared with anticipated industry recovery;

- IATA worked with SIS SG and reduced the initial deficit projected for 2021, by implementing several measures, i.e. reduced enhancements budget.

IATA

2022 Budget and Forecast

- In 2022 the cost reduction initiative continue (i.e. Reduced scope for SIS major releases)

- As a result of 2022 activity, based on latest forecast, we estimate we will be in a Surplus situation (approx. 40,000USD)

  - Result of interline traffic recovery and measures implemented regarding cost savings;

  - Support contract with new prices in effect from Jan 2022;

- SIS SG and IATA will continue to monitor the evolution of the situation closely

IATA

IATA WORLD FINANCIAL SYMPOSIUM

Thank you

Helicopter View

IATA
Economics

Slowdown is expected to continue in 2023

Economic growth outlook, % year-on-year

Legend:
- Global GDP growth
- Advanced economies
- Emerging economies

Source: IMF World Economic Outlook projections – July 2022

IATA
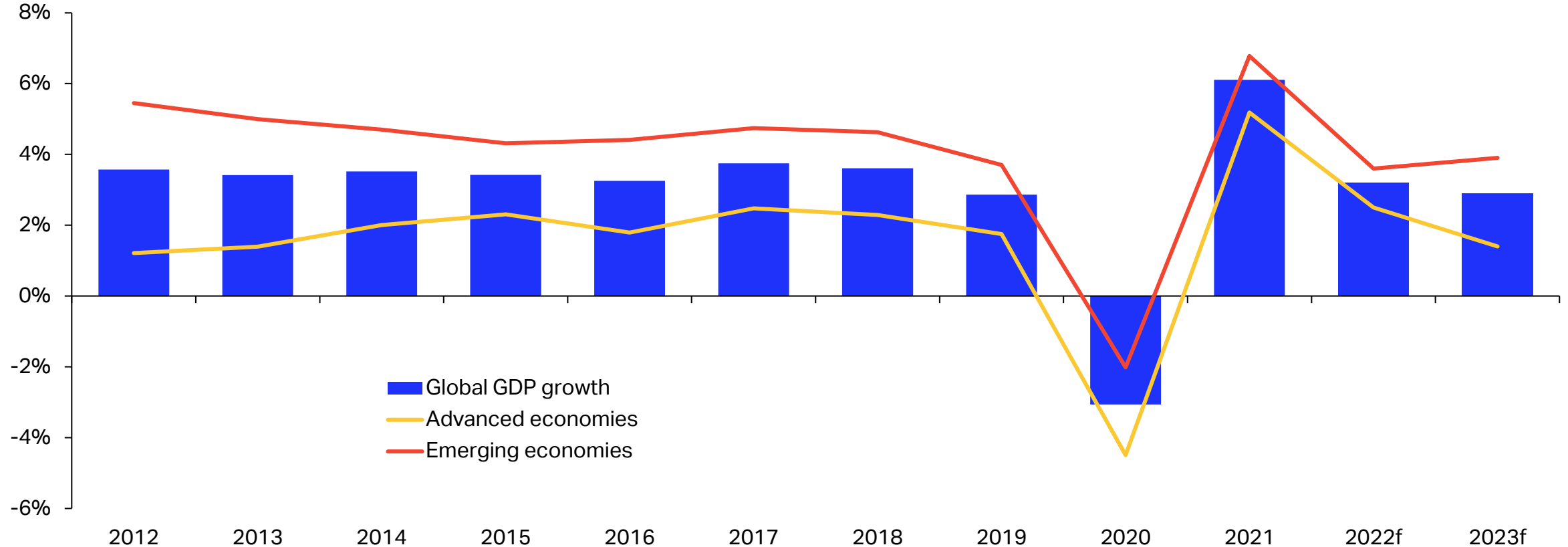
Recession fears and policy uncertainty

Index

Ratio
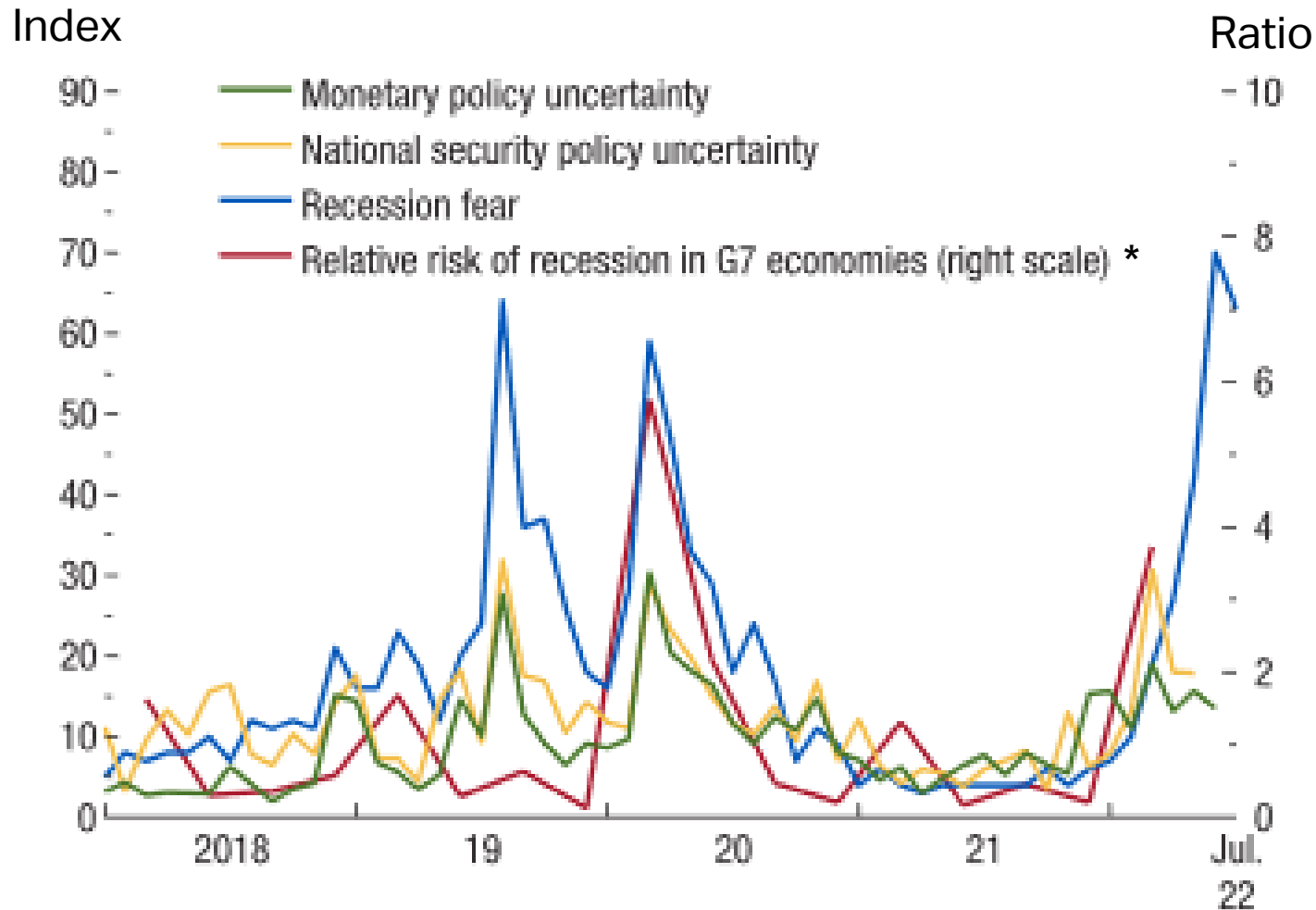
- **Recession fears have set new highs.**

- **Policy uncertainty has risen but not to new highs.**

Source: IMF World Economic Outlook projections – July 2022

Spectacular job growth should allay fears

Change in unemployment rate for selected OECD countries between February and April 2022

Percentage points

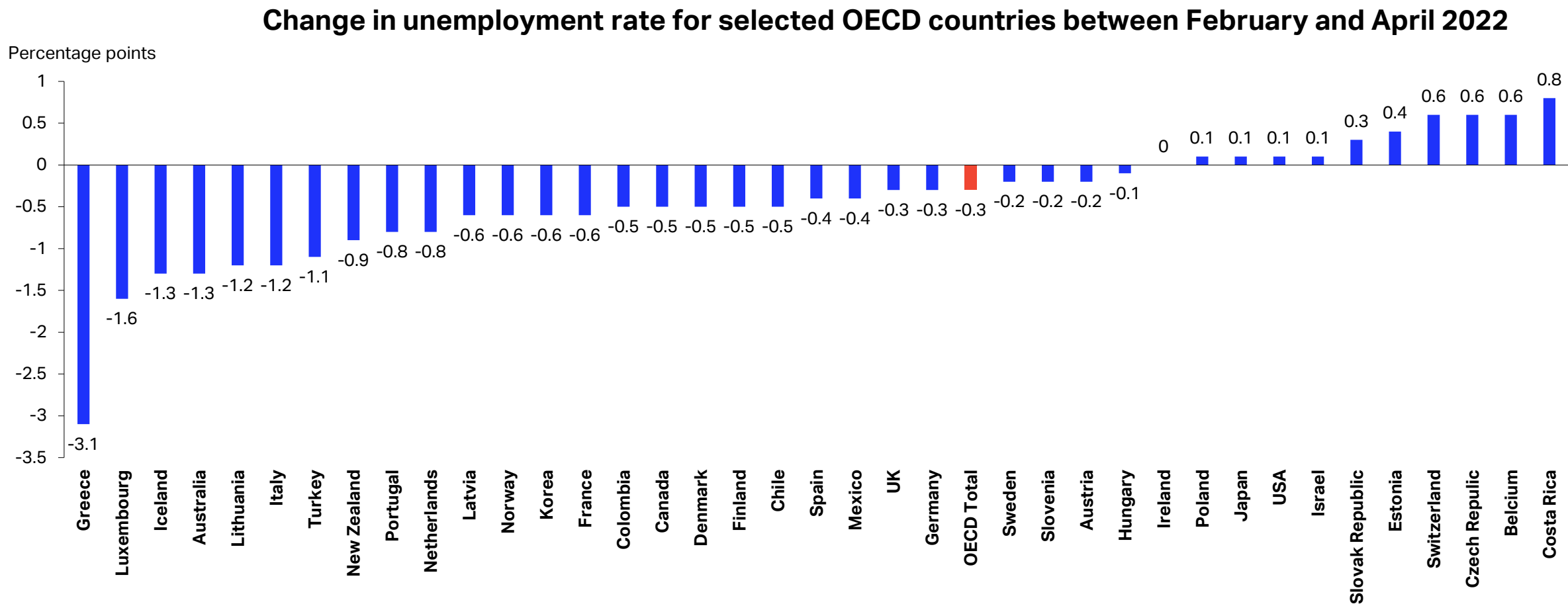Greece -3.1, Luxembourg -1.6, Iceland -1.3, Australia -1.3, Lithuania -1.2, Italy -1.2, Turkey -1.1, New Zealand -0.9, Portugal -0.8, Netherlands -0.8, Latvia -0.6, Norway -0.6, Korea -0.6, France -0.6, Colombia -0.5, Canada -0.5, Denmark -0.5, Finland -0.5, Chile -0.5, Spain -0.4, Mexico -0.4, UK -0.3, Germany -0.3, OECD Total -0.3, Sweden -0.2, Slovenia -0.2, Austria -0.2, Hungary -0.1, Ireland 0, Poland 0.1, Japan 0.1, USA 0.1, Israel 0.1, Slovak Republic 0.3, Estonia 0.4, Switzerland 0.6, Czech Republic 0.6, Belcium 0.6, Costa Rica 0.8

Source: IMF World Economic Outlook projections – July 2022

IATA

High inflation spells low real interest rates

Global Real Interest Rates, 1876 to 2018, %

- **Roughly 20 years of negative real interest rates globally** in the wake of the Great Depression and the Second World War.

Source: IMF World Economic Outlook projections – July 2022

Acute and mounting risk in poorer countries

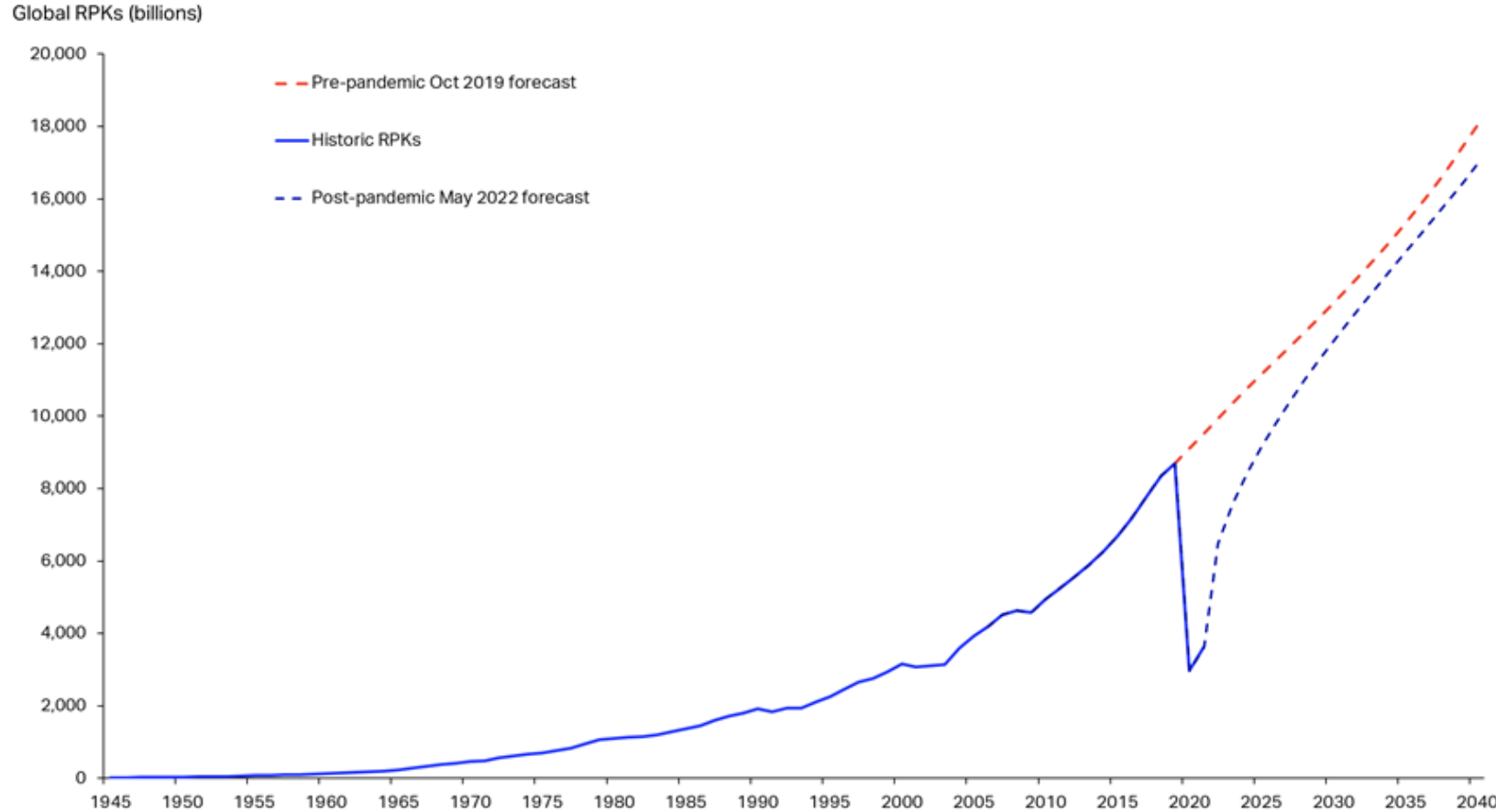| Country	Inflation rate, %, year-on-year	Month (2022)
Zimbabwe	**285.0**	August
Sudan	**263.1**	March
Lebanon	**168.4**	July
Venezuela	**114.1**	August
Türkiye	**80.2**	August
Argentina	**71.0**	July
Sri Lanka	**66.7**	July

- Runaway inflation can lead to vicious cycle of:
  - Currency depreciation and more imported inflation
  - Current account deficit
  - Depletion of foreign exchange reserves
  - Balance of payments crisis

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

IATA

Industry View

IATA
Economics

The greatest shock to aviation in its history

Global RPKs, with pre-pandemic (red) and current forecasts (blue), billion

Global RPKs (billions)

- — Pre-pandemic Oct 2019 forecast
- —— Historic RPKs
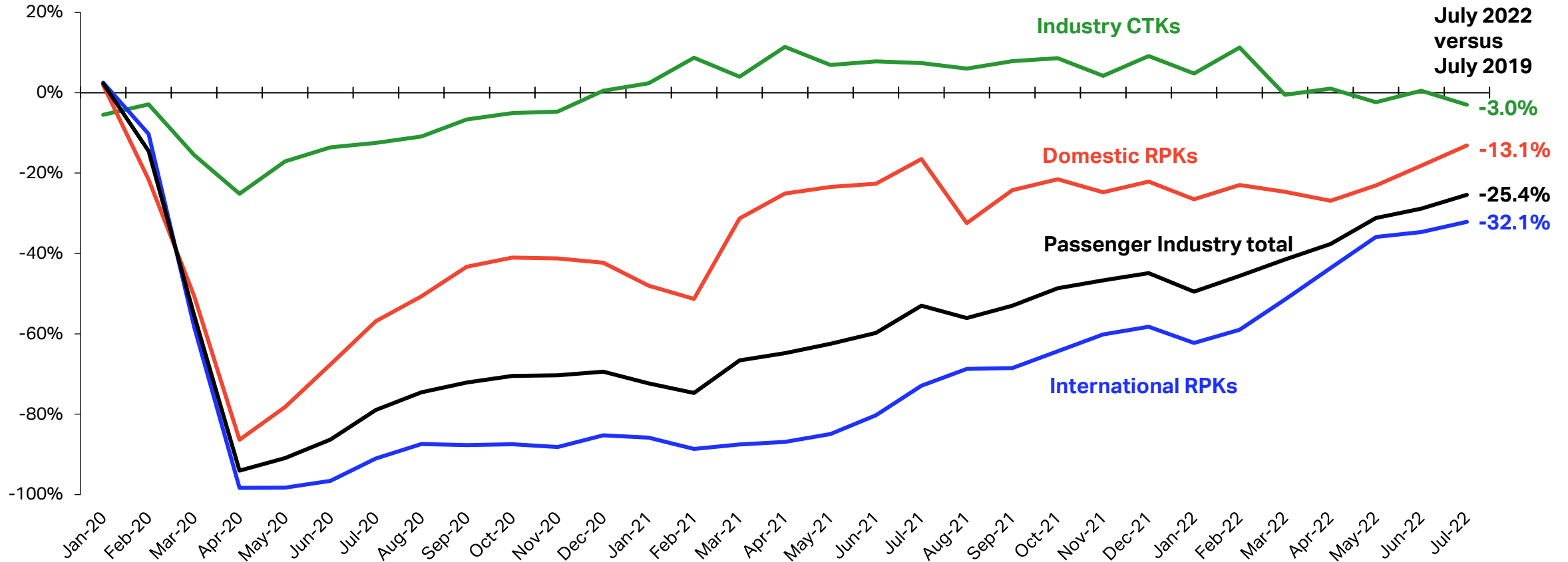- --- Post-pandemic May 2022 forecast

- "Lost" travel between 2020 and 2022 is equivalent to 1.8 x 2019 RPKs.

- In 2040, if our current forecast is realized, traffic would still be 6% below our pre-pandemic forecast.

Source: IATA Annual airline traffic statistics, IATA Economics/Tourism Economics.

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

Resilient cargo as passenger-traffic recovery goes on
CTKs stable around 2019 levels, domestic RPKs now on an upward trend

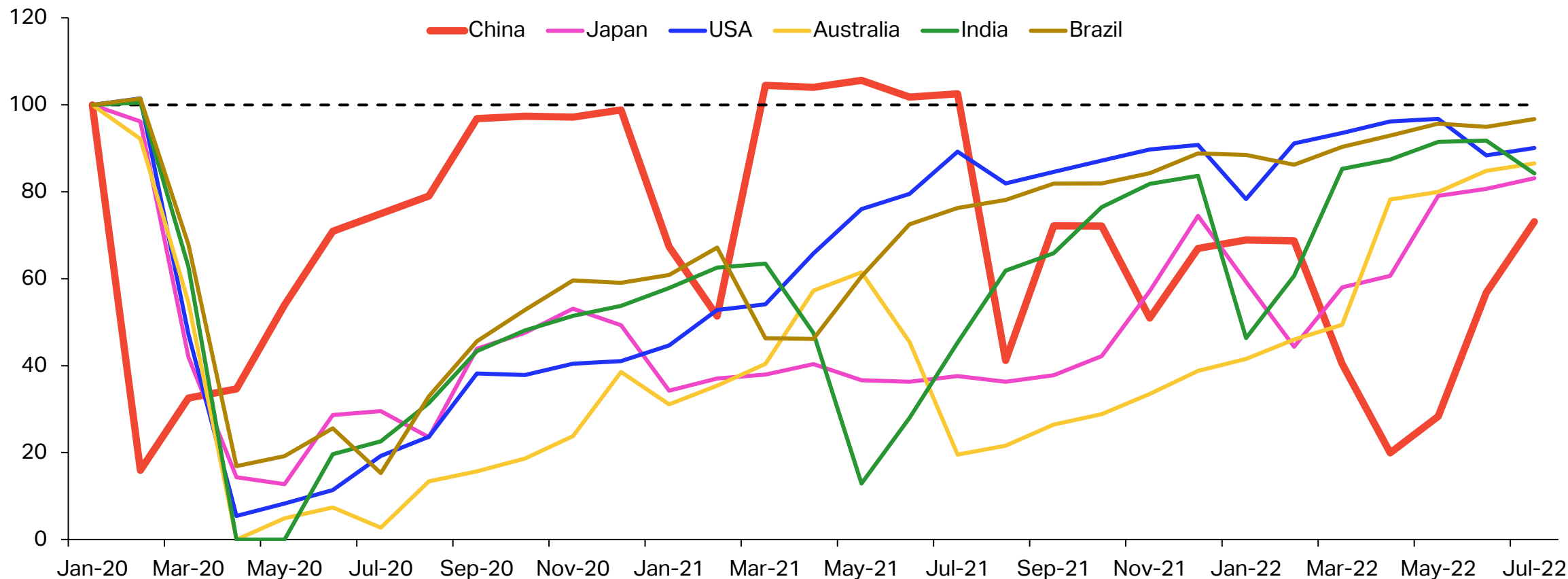**CTKs and RPKs, % ch. vs. the same month in 2019**

Industry CTKs

Domestic RPKs

Passenger Industry total

International RPKs

July 2022 versus July 2019

-3.0%

-13.1%

-25.4%

-32.1%

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

Strong recovery for major domestic markets
V-shape recovery for China since May 2022

Seasonally adjusted domestic RPKs (indexed to 100 in Jan 2020)

Legend: China, Japan, USA, Australia, India, Brazil

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

IATA

International traffic on the rise
Asia Pacific lags, as uneven travel restrictions remain in the region

Seasonally adjusted international RPKs YoY% change v2019

Legend:
- Africa
- Asia Pacific
- Europe
- Latin America
- Middle East
- North America

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

IATA
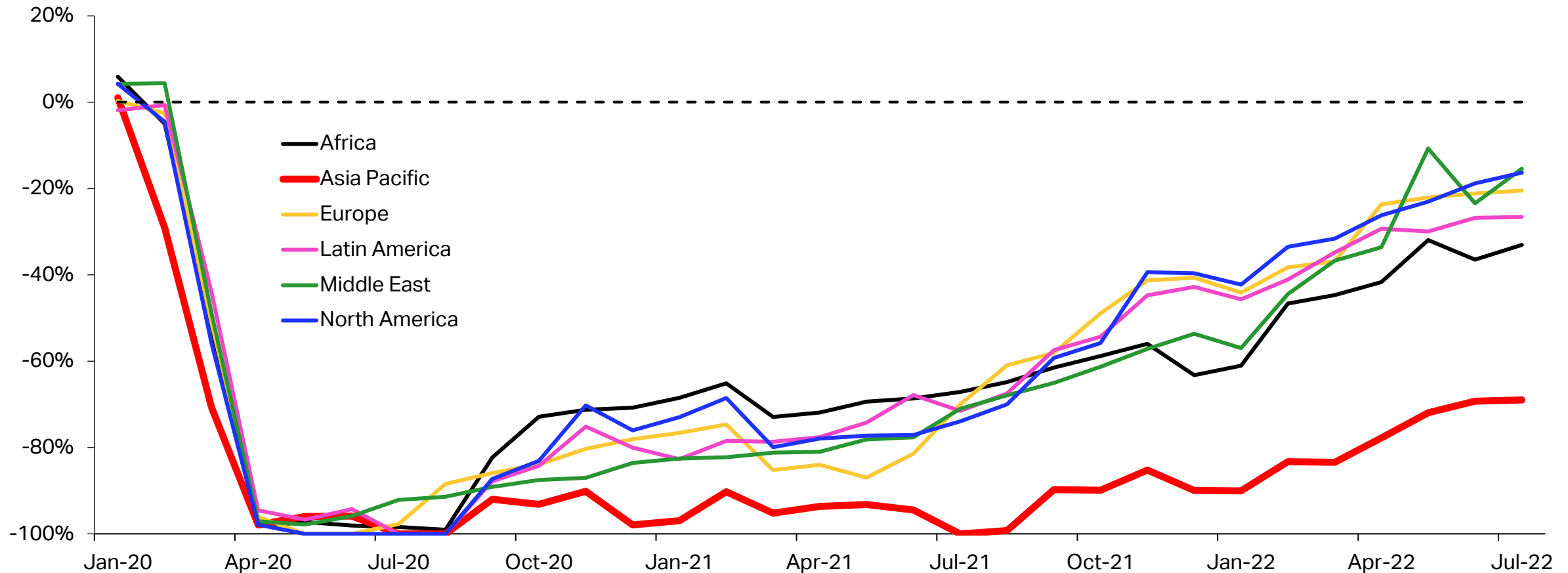
Air cargo prices still competitive
Relative air and maritime cargo rates favor air cargo

**Ratio of chargeable weight rates per kg for air cargo and container**

- Ratio air cargo container
- Pre-crisis average
- Pre-crisis maximum
- Pre-crisis minimum

Air cargo prices less competitive

Air cargo prices more competitive

Source: IMF World Economic Outlook projections – July 2022   20 September 2022
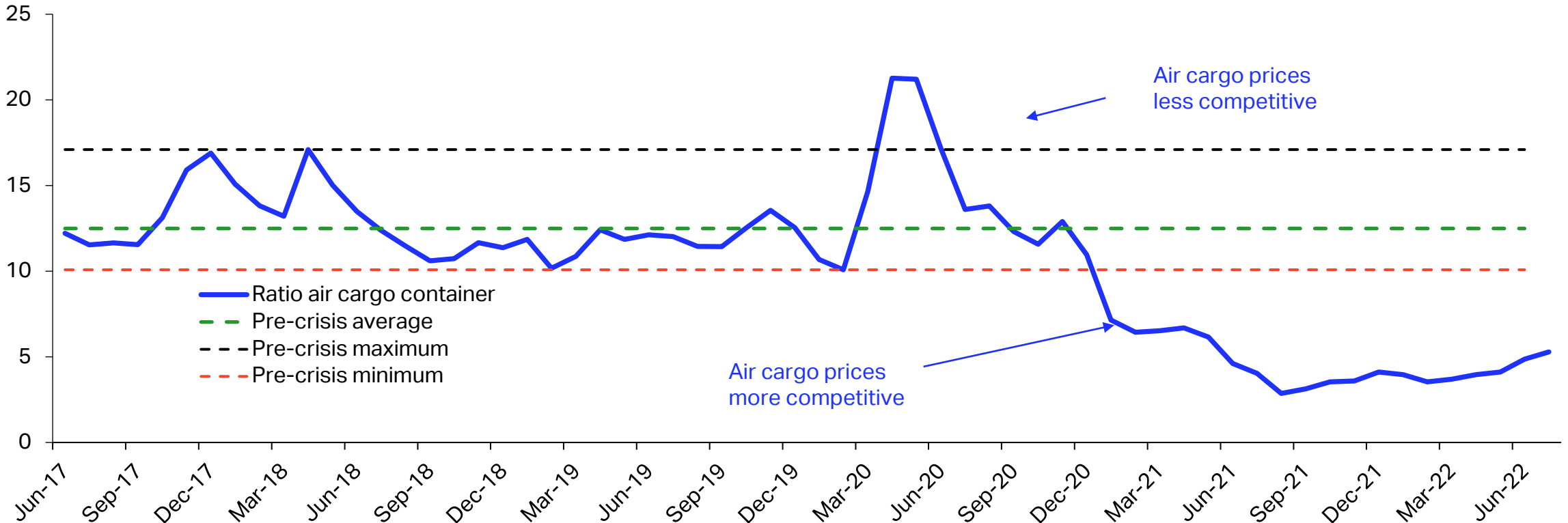
Profitability Within Reach

IATA
Economics

Forward bookings give a positive outlook
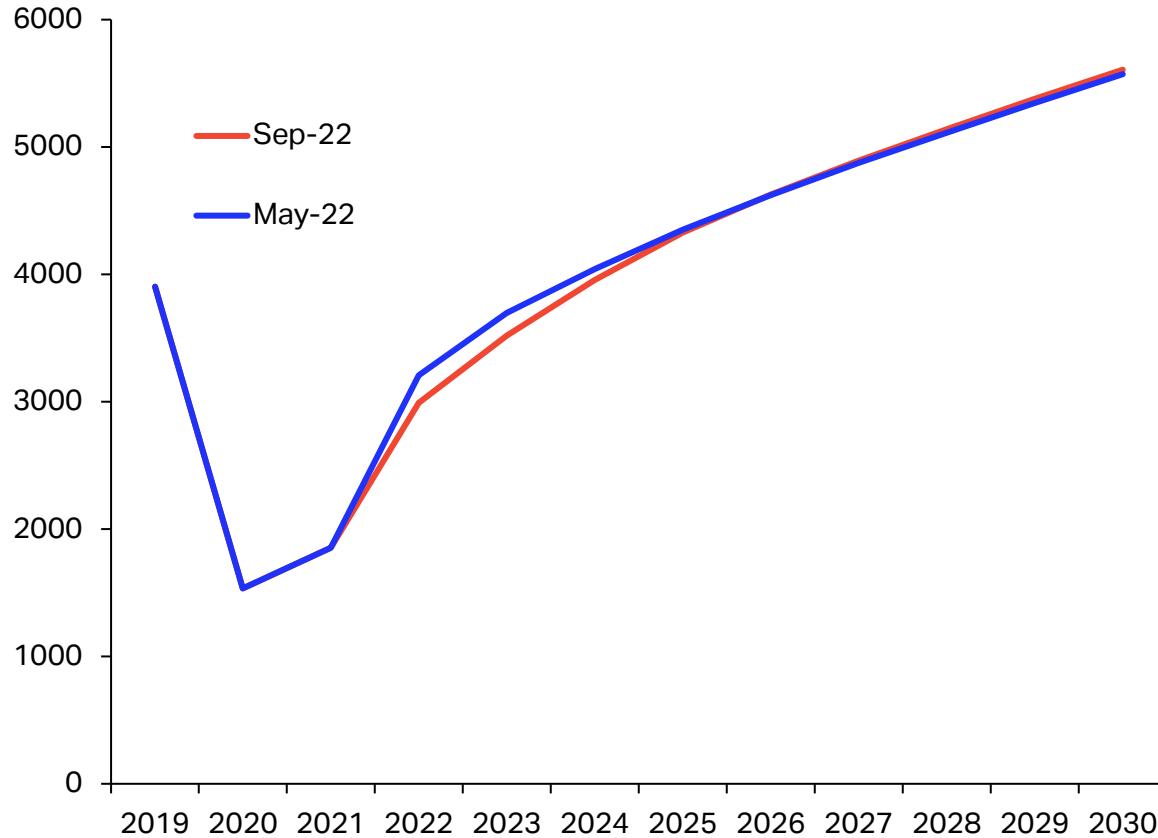## Domestic steadying, international accelerating

Forward bookings, %change versus the same day in 2019, 7-day average

Source: IMF World Economic Outlook projections – July 2022   20 September 2022
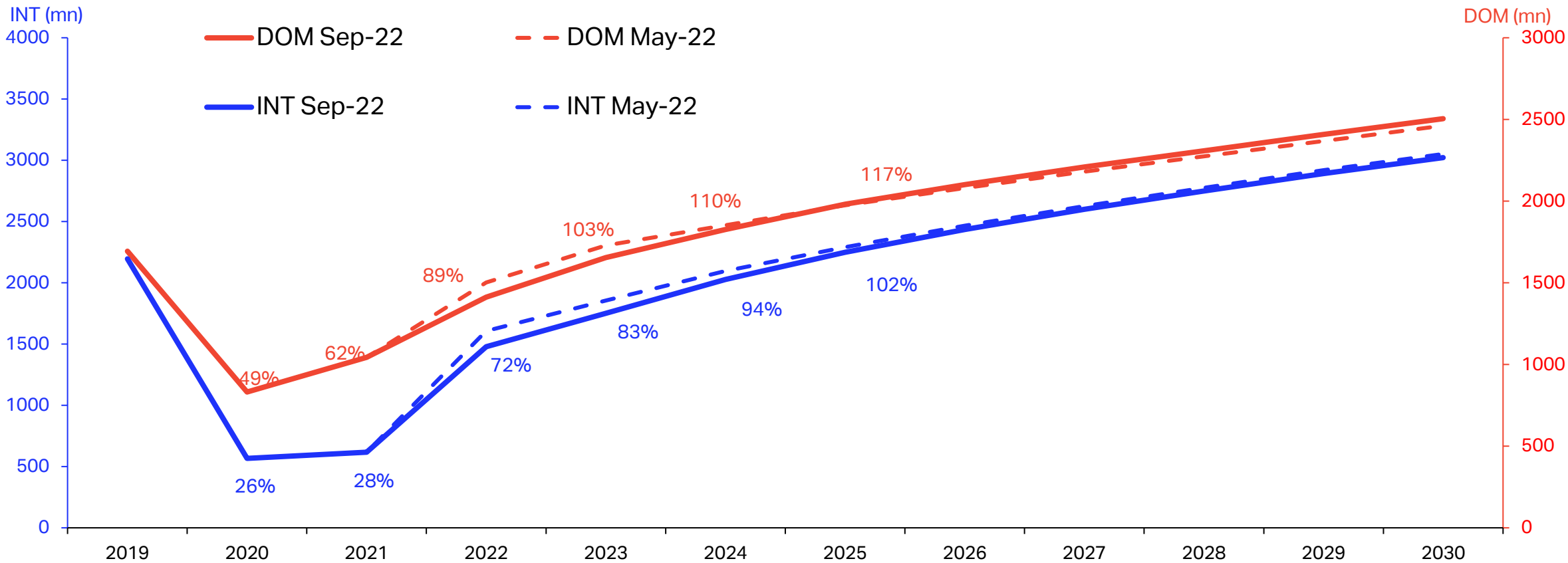
IATA
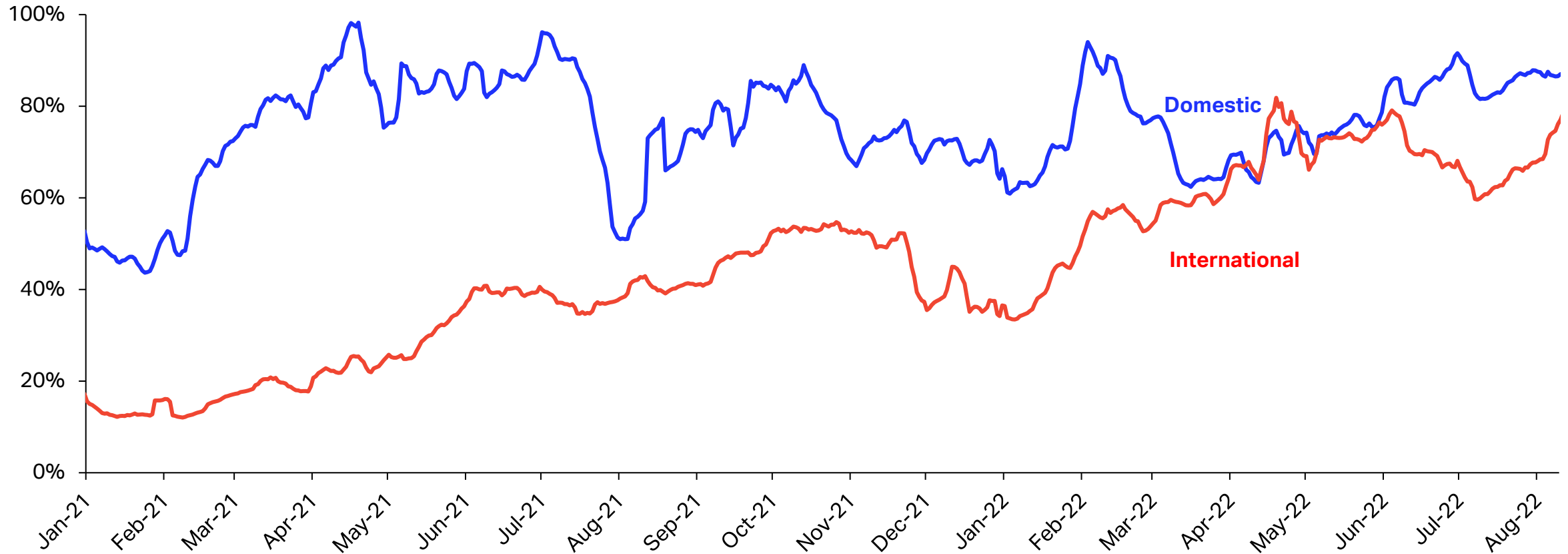
Passenger forecast – slight downgrade
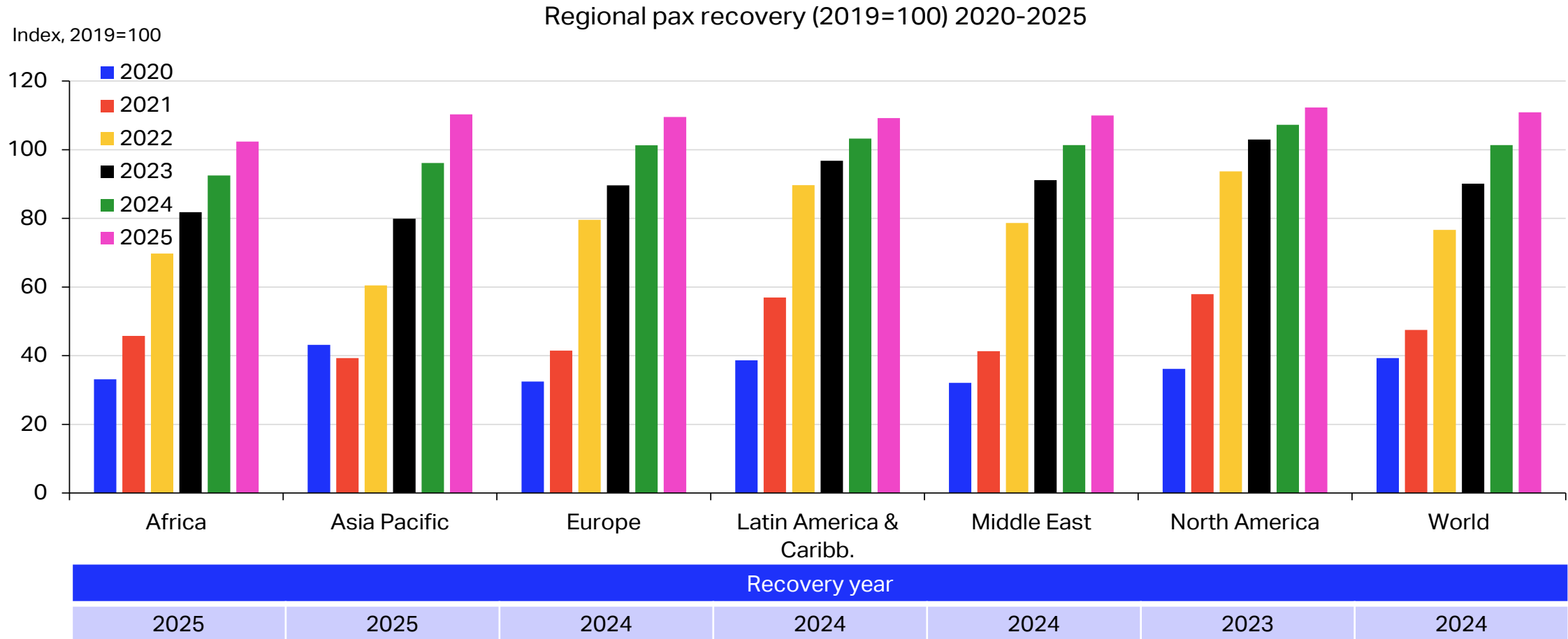
Global passengers (millions)

- Observed traffic in the first half of the year was somewhat below our earlier forecast.

- Some travel restrictions are lingering for longer, notably in China.

- The Russia – Ukraine war has added to macro-economic headwinds and has disrupted flight routes.

- We still sees global passenger traffic recover to **2019 levels in 2024**.

- The long-term forecast is unchanged with **2019-2040 CAGR at 3.4%**.

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

Domestic and international traffic

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

Asia Pacific will lag other regions in recovery
North America to recover in 2023, Industry-wide recovery in 2024

Regional pax recovery (2019=100) 2020-2025

Index, 2019=100

Legend:
- 2020
- 2021
- 2022
- 2023
- 2024
- 2025

Recovery year						
2025	2025	2024	2024	2024	2023	2024

Regions: Africa, Asia Pacific, Europe, Latin America & Caribb., Middle East, North America, World
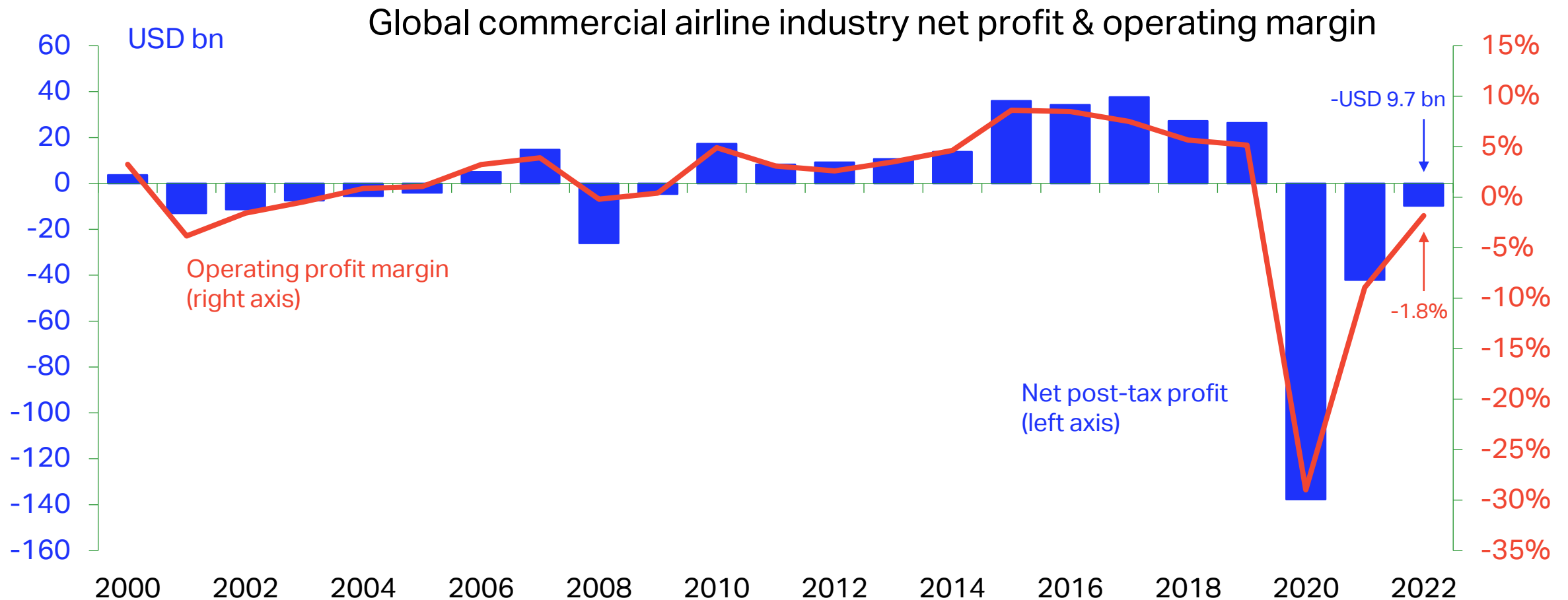
Source: IMF World Economic Outlook projections – July 2022   20 September 2022

Pressures on operating costs remain
Brent averaged USD 100.4/bbl in August, crack spread still elevated

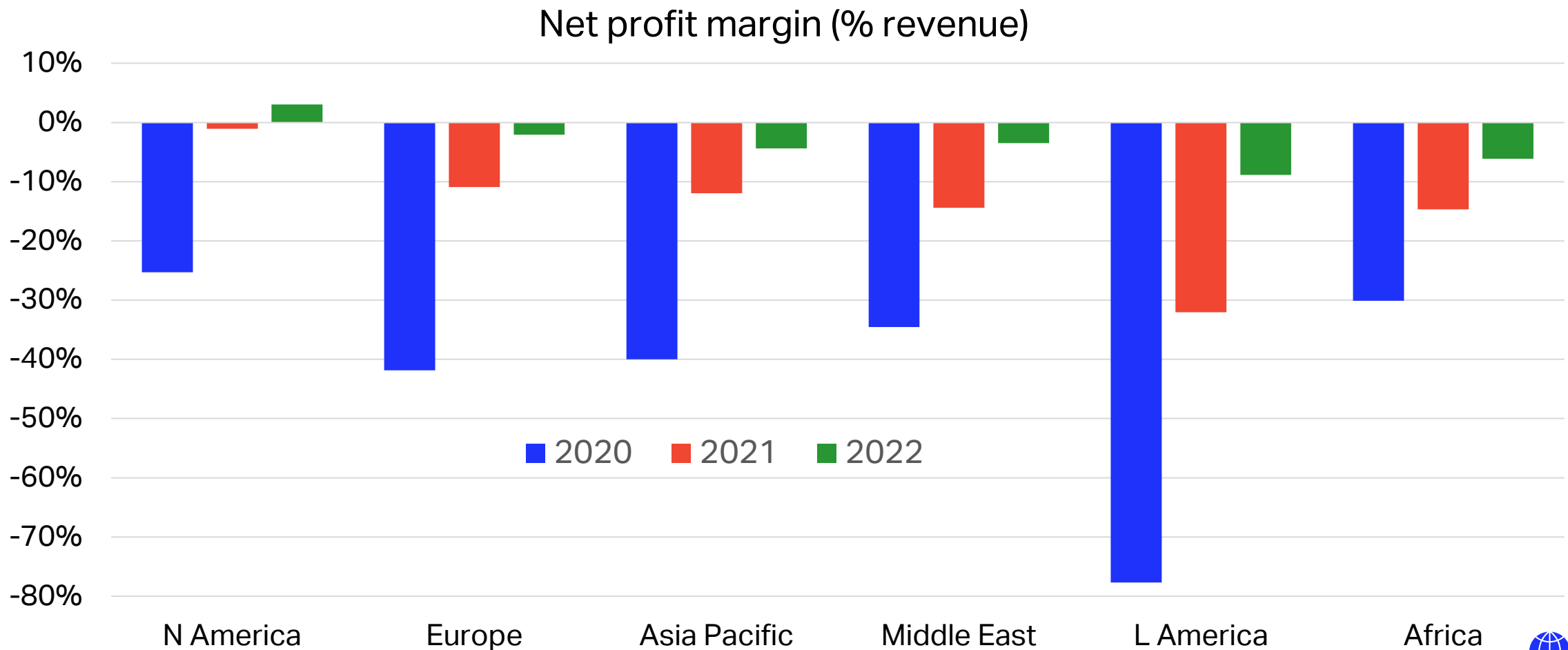**Jet Fuel & Crude Oil Price (USD / barrel)**

— Jet Fuel Price   — Crude Oil Price (Brent)

Source: IMF World Economic Outlook projections – July 2022   20 September 2022
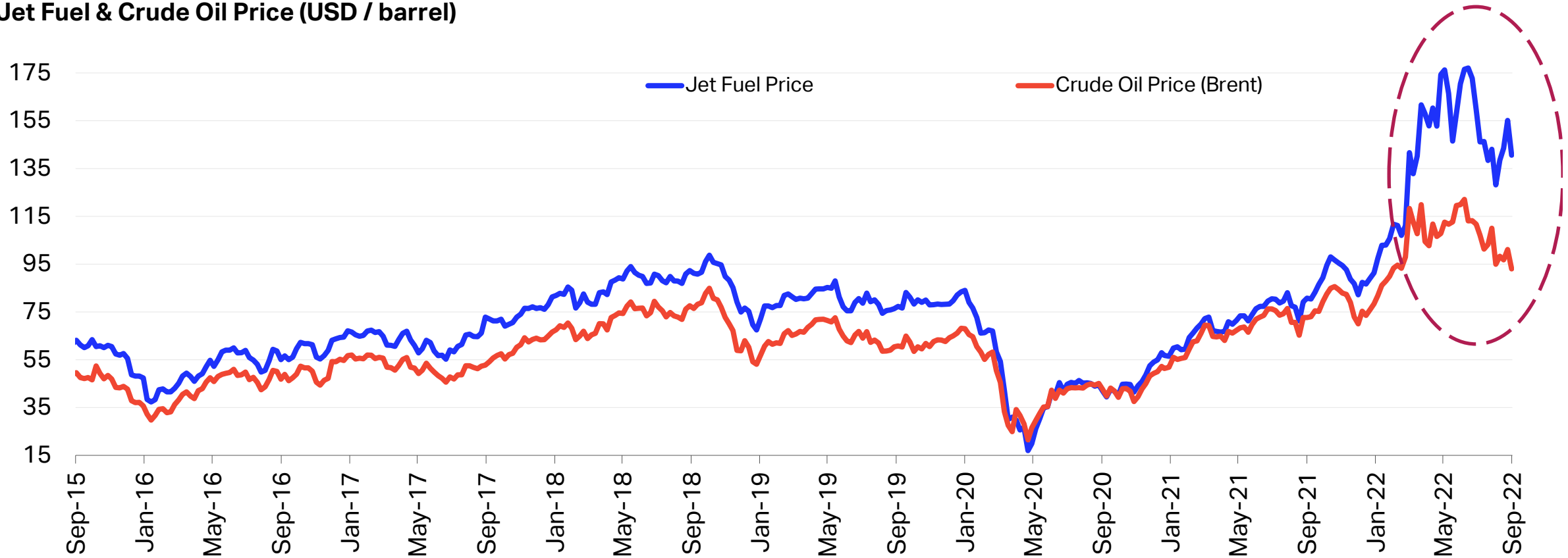
IATA

Financial performance improves to -USD 9.7bn
Highlighting the resilience of the industry

Global commercial airline industry net profit & operating margin

USD bn

Operating profit margin (right axis)

-USD 9.7 bn

-1.8%

Net post-tax profit (left axis)

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

IATA

North America returns to profitability in 2022
But financial performance is improving in all regions

Net profit margin (% revenue)

Legend: ■ 2020 ■ 2021 ■ 2022

Categories: N America, Europe, Asia Pacific, Middle East, L America, Africa

Source: IMF World Economic Outlook projections – July 2022   20 September 2022

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SYMPOSIUM

Thank you

20 September 2022

SR5: SIS GM10 – 29 Sep 2021 Action items Update

Adina Minculescu

Head, Invoicing Services / IATA

Agenda

- ✓ Agenda items discussed during the last SIS GM10, in September 2021

- ✓ Status of items that passed

- ✓ List of SIS Open Change Requests
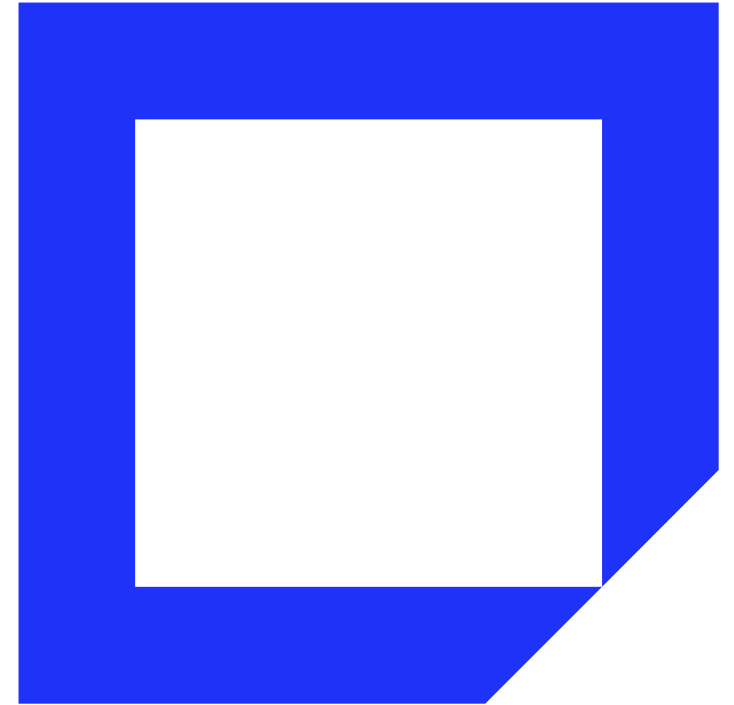
Status of Agenda Items

- ✓ 6 Agenda Items were submitted

- ✓ 1 Agenda Item was withdrawn

- ✓ 5 Agenda items were discussed

  - ✓ 4 voting papers

  - ✓ 1 information paper

  - ✓ Passed – 3 voting papers

  - ✓ Failed – 1 voting paper

- ✓ All the 3 items that passed were converted into change requests for SIS.

- ✓ Being prioritized by SIS SG for next major release.

Status of Agenda Items

Agenda Item	Description	Submitted by	Total Votes	Yes	No	Abs	>= 75%	Passed (Y / N)	CMP #
							Yes /(Yes+No)		
S1	SIS Proposal- Error File of SIS Production Platform	CZ-784-China Southern Airlines	W	W	W	W	Withdrawn	Withdrawn	N/A
S2	Enable to select multiple periods when searching Interline Billing Summary	NH-205-ALL NIPPON AIRWAYS CO. LTD.	70	66	3	1	96%	Passed	869
S3	Implement a Back button on Invoice Search-All SIS Categories in IS-WEB	NH-205-ALL NIPPON AIRWAYS CO. LTD.	68	64	2	2	97%	Passed	870
S4	SIS Paper - Correspondence Standards Enhancement	S7-421-dba S7 Airlines	64	38	21	5	64%	Failed	N/A
S5	Technical adjustment for fields with drop-down list	LH-220-Deutsche Lufthansa AG	68	67	1	0	99%	Passed	871
S6	SIS ISPA Section 5.5 revision	IATA	68	68	0	0	100%	Passed	N/A

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Status of Agenda Items – No CMP's deployed yet.

SIS GM10 ITEM #	CMP #	DESCRIPTION	BILLING CATEGORY
S2	869	Enable to select multiple periods when searching Interline Billing Summary	PAX / CGO
S3	870	Implement a Back button on Invoice Search-All SIS Categories in IS-WEB	ALL
S5	871	Technical adjustment for fields with drop-down list	MISC

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Open CMPs

✓ List of open change request

    ✓ SIS website : Technical Documentation page

[https://www.iata.org/contentassets/3c9d2e2266c74c77be33 01f32aa0997e/iata_sis_open_change_requests.pdf](https://www.iata.org/contentassets/3c9d2e2266c74c77be3301f32aa0997e/iata_sis_open_change_requests.pdf)

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Thank you

20 September 2022

SR6: SIS E-Invoicing Legal Compliance and Tax Reporting Update

Kirk Pereira

Head, Standardization Invoicing / IATA

Bahrain is preparing the field for e-Invoicing

India extends e-Invoicing to smaller firms

Italy - New FatturaPA B2B Technical Specifications and Schemas Released for 1 Oct 2022

Malaysia to introduce gradual e-Invoicing implementation

Countries are moving more to digitalization

- They would like to see every invoice issued

- More countries across the world are moving toward 'Real Time Invoice reporting' and 'Invoice clearance' mechanisms

- Other countries have implemented electronic TAX/VAT submissions

- Why are they doing this?

- Mostly to handle fraud and tax evasion

VAT GAP in EU

- The VAT GAP is the overall difference between the expected VAT revenue and the amount actually collected

- The EU estimates that EU countries lost €134 billion in VAT revenues in 2019

- Some of the key contributors to the VAT GAP is VAT fraud and Tax evasion

IATA

Keeping SIS E-Invoicing compliant

SIS Compliance – No changes

Austria	Australia	Belgium	Bulgaria	Canada	Croatia
Cyprus	Czech Republic	Denmark	Estonia	Finland	France
Germany	Greece	Hong Kong	Hungary	Iceland	Ireland
Israel	Japan	Latvia	Lithuania	Luxembourg	Malaysia
Malta	Netherlands	New Zealand	Norway	Oman	Poland
Portugal	Qatar	Romania	Saudi Arabia	Singapore	Slovakia
Slovenia	South Africa	Spain	Sweden	Switzerland	UAE
UK	USA				

Review of these countries again in 2023

Existing connectivity to external systems

- In 2018 enhancement for Hungary 'Real time invoice' reporting to the tax authority for CASS invoices via SIS

- In 2020 enhanced for India e-Invoicing for connectivity to the IRP (Invoicing Reporting portal)

Integrations planned by end of 2022

- Saudi Arabia – Invoice needs to be sent to the ZATCA system.

- Poland – Invoice needs to be sent to the KSeF system

- Italy – Invoice needs to be sent to the SDI system

IATA

On our watchlist

- France

- Spain

- Slovakia

Expanding SIS Invoicing to other IATA Industry services

IATA industry systems integration with SIS for E-Invoicing

- CASS – Cargo Account Settlement Systems (90+ countries)
  - Integrated for Hungary in 2018
  - Full integration planned by end of 2022
- BSP – Billing and Settlement Plan (185+ operations)
  - Integration planned by end of 2022
  - Countries onboarded in a phased manner in 2023
- PASS – Postal Account Settlement System
  - Already uses SIS for invoicing
- Smart MRO Hub
- Aviation Carbon exchange (ACE)

More information?

Attend BS-1 Expanding SIS to other e-Invoicing needs in the airline industry

Questions?

20 September 2022

A6: Introduction to Electronic Voting Devices

Natasha Cherry / IATA

Team Coordinator, Airline Distribution Standards

20 September 2022

Introduction to Electronic Voting Devices

- One (1) voting device was assigned to each eligible SIS Active Participant as the voting member

- The device is registered and labelled with your member codes (XX-000)

- Each voting device will accept three (3) responses as follows: **Yes | No | Abstain**

- Results will be projected on screen once the vote closes

- Votes by each eligible voting member delegate can be changed at any time during the voting period for each Agenda Item.

- Voting selections will be displayed by eligible voting members immediately after closure of each Agenda Item

Introduction to Electronic Voting Devices

- Voting in this meeting is per the ISPA Section 6.3:

  Amendments to the current Agreement which are accepted by IATA and agreed by seventy five percent (75%) of those present at the SIS General Meeting entitled to vote.

- Abstentions are not considered for calculation

How to Vote

> During voting press **1, 2 or 3** (YES, NO or ABSTAIN) to select your choice

> Check on the device if the voting has been received

> If you want to change your vote you can press 1, 2 or 3 while the voting is still open

> After the voting closes you cannot change your vote

> If you have any issues with your device, please raise your card so we can assist you.

Example of Screen

Simulation

Please have your voting device ready to vote!

Example Agenda Item:

Have you visited the Souq Waqif Market yet?

- YES
- NO
- ABSTAIN

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Thank you

SR7: MISC Invoices Data Quality

Bruno Roussel
Senior Manager, APPS Community / IATA

If I was a painter, bad quality would mean:
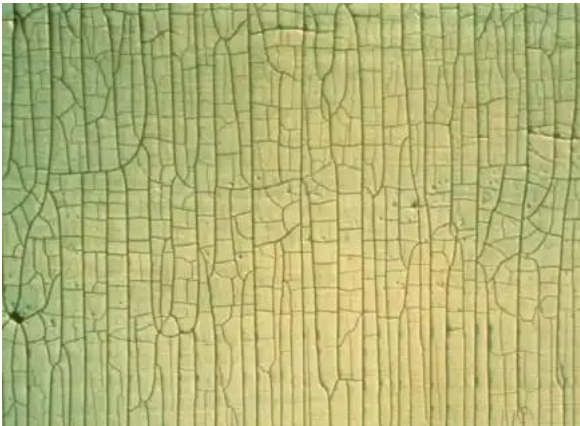
With SIS, data quality is:

For example :

```xml
<ChargeCode>Misc</ChargeCode>
<ChargeCategory>Finance</ChargeCategory>


        <Attachment>

                <AttachmentIndicatorOriginal>Y</AttachmentIndicatorOriginal>

        </Attachment>


<FlightDetails>
    <FlightNo>0</FlightNo>
    <FlightDateTime>2019-01-29</FlightDateTime>
</FlightDetails>
```

20 September 2022

With SIS this is our situation (examples)

Trivial: you send an attachment with all details and nothing in the XML, or data in the XML do not match the attachment information

"Information from attachment about value date should be the same on invoice and attachment, instead of invoice date "

Basic: You fill fields with zero value or miss use charge codes like using Finance / Misc

With SIS this is our situation (examples)

Advanced: are most likely issue that SIS can not identify

MTOW is incorrect

"if service is for 2 or more airlines it should be reflected (split) on the invoice, not only in attachment"

"Issue concerns discrepancies between invoice and supporting documents in terms of service period (value date). "

With SIS this is our situation (examples)

"Miscellaneous with charge category Finance. They don't put any attachments nothing.
Based on this description we really don't know what is the purpose of that invoice. As a consequence, invoice got rejected."

Line #	Date of Service	Charge Code	Loc. Code	Product Id	Description	Quantity	UOM
10	2020-05-21	Misc	ZAG		16.03.2020./17.03.2020./24.03.2020.	1	EA

Low quality of SIS Vendor invoices leads to manual effort in P2P process

> Invoice & attachment are sent separately via different channels.

> Without attachment no possibility to recognize correct cost category/description of service

> "Value date" information on an invoice & attachment differ

> In field "Date of service" invoice date is put instead of Value date. In attachments detailed period of service is available.

Date of Service

`2022-04-30`

> Too general service description on the invoices e.g. "Ground handling services", "Miscellaneous' etc. and correct service split delivered in attachment.

Line #	Date of Service	Charge Code	Loc. Code	Product Id	Description
1	2022-05-01 to 2022-05-07	Misc	TUN		GROUND HANDLING INVOICE

- ❑ Delays in invoice processing; additional contact needed on both side for clarification
- ❑ Extra verification; manual effort required ;
- ❑ Stops automated invoice processing process

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BUSINESS SERVICES
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Why ?

➢ Data quality defeat the concept that SIS process can be automated

➢ Accounting automation or cost control process rely on strict data quality

➢ Its according to the standard and the rules

➢ New feature like Auto Coding only works with data quality

20 September 2022

We need this to change now!

Some of you migrated to SIS 10 years ago and continue sending non quality invoices

This lead for airlines to complain about SIS process and not support more people to send them invoice through SIS

Attachment are the number one issue as small invoice with total value is issued and attached to it a PDF with more details or with CSV

Wrong charge code usage is second major issue

Breakout Sessions Protocol

Natasha Cherry / IATA

Team Coordinator, Airline Distribution Standards

Breakout Sessions Protocol

- All breakout sessions will be after lunch and will run simultaneously.

- There will be three (3) separate breakout sessions, your allocated room is identified on your badge by color :
  - Room Al Dafna – Red (this room)
  - Room Salwa 1 – Blue (towards hotel lobby on the right)
  - Room Salwa 2 – Yellow (towards hotel lobby on the right)

- Kindly go to and stay in your assigned room as the presenters will change

- Follow the signage that will lead you to the room

- Each session lasts thirty (30) minutes

- Participants will have the opportunity to attend all breakout sessions

- After all sessions, there will be a 30-minute coffee break

- Please meet back in this room

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SIS GM Midday Schedule

Lunch   12:10 – 13:10

Breakout Sessions   13:10 – 15:00

Coffee break   15:00 - 15:30

Plenary meeting resumes   15:30

20 September 2022

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Break-out Session Topics

Reminder: Stay in your allocated room to hear all of the following sessions:

- Expanding SIS to other e-Invoicing needs in the Airline Industry

- Airline Cost Management with SIS - Best Practices

- Airlines Retailing with Offers and Orders - Impact on Financial Processes - Preview

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Thank you

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SR8 - IBS OPS GM Agenda Papers Impact on SIS

Kirk Pereira - IATA

20 September 2022

IBSOPS GM papers with impact on SIS

1. P12- New "Finalized-SIS Suspension" status in SIS

    *   Applicable to Passenger / cargo and Miscellaneous correspondence modules

    *   Introduction of a new status and trigger/logic on when to update it.

2. SUP1 - Add New Section to RAM Chapter A13 to specify time limits allowed to raise a Miscellaneous Correspondence Invoice due to Authority to Bill

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Thank you

SR9: Suppliers to Airlines e-Invoicing Update

Bruno Roussel
Senior Manager, APPS Community / IATA

20 September 2022

Ambassador

➢ I am the product manager of SIS, and its ambassador.

➢ You are the SIS Ambassador in your airlines and in your daily interaction with partners and suppliers
  - You could help in getting more multi modal partner (train, boat, bus, truck..)
  - You could help in getting more of your home supplier onto SIS (50%)

➢ We all work together to increase value of using this platform through its features, its opportunity for automation, through his community.

➢ Tax compliance is a growing matter

What have we done since last year?

We ran several pilots:

➤ swissport

➤ World Flight Services WFS Worldwide Flight Services

➤ AIRBUS

➤ Gate Gourmet gategroup

All of them successful

Two of them evolve as a global migration

Two stopped due to lack of airline responsiveness

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What have we done since last year?

➢ Engage more suppliers

    Attended and presented at IGHC (Ground Handling meeting)

➢ Migrate new suppliers

    We help them to comply with IS-XML and understand coding

    We test with them, so they comply with IS-XML requirements

    We partner with airlines to test in detail the invoices

➢ Reverse Mobilization

    We contact super user when supplier migrates

    You need to be ready to accept those invoices

    May require setting up location IDs

    Need often local people to get access to SIS

    Some training may be required

What have we done since last year?

➢ Help airlines to be ready for more supplier invoices
  - There is still a lot to be done here
  - Many airlines don't have automated process or cost control solution that enable full SIS benefit
  - Process varies across segment (Ground handling / Cargo Handling / Catering…)

➢ Work on data quality and new airlines requirements
  - Receiving electronic data from supplier did allow not only to migrate existing information with supplier but also look at getting new data elements

➢ Work with cost control provider to leverage SIS capabilities requirements

What have we done since last year?

➢ Develop new capabilities to facilitate supplier onboarding
- With SIS ops worked on creating XLS to XML specific macros for users
- Was capable to migrate a fuel supplier to SIS within a week without IT project

Action

Explain to procurement SIS benefits for the airline and its suppliers and mark it amongst its preferred ways to receive invoice

Explain to TAX people SIS compliance aspect

Suggest people in charge of Ground handling, airports, engineering to consider SIS

IATA will engage through super user for new supplier migration so you may consider having an internal champion

Volunteer your airline to receive more supplier invoice like Engineering

Be an Ambassador!

And if you can not be an Ambassador,

be an Influencer !

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Thank you

20 September 2022

SR10: Passenger Rejections Reduction Update in SIS

Kirk Pereira

Head, Standardization Invoicing / IATA

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The passenger prime billings and rejection trends across the years

Year 2015 – 2019

Prime Billing Count

- 2015: 124,965,120
- 2016: 133,004,194
- 2017: 143,807,432
- 2018: 157,354,093
- 2019: 160,339,228

Rejection Memo Count

- 2015: 12,333,719
- 2016: 12,049,037
- 2017: 12,044,715
- 2018: 12,311,489
- 2019: 11,197,195

Percentage of rejection

- 2015: 10%
- 2016: 9…
- 2017: 8…
- 2018: 8%
- 2019: 7%

20 September 2022

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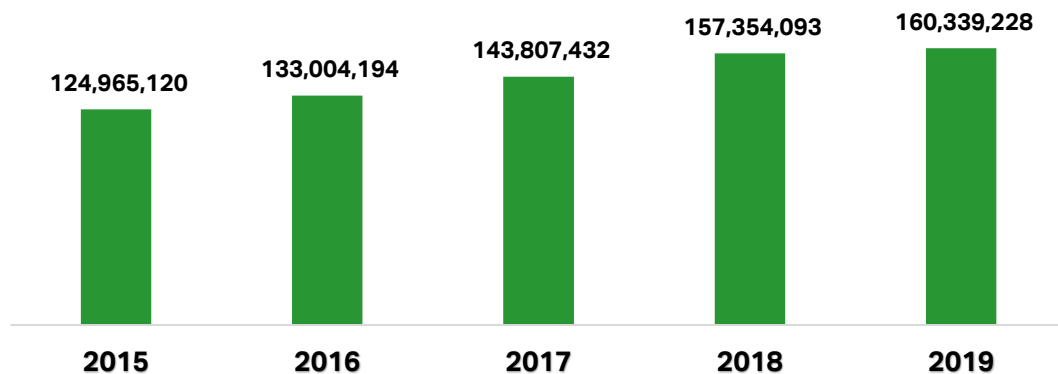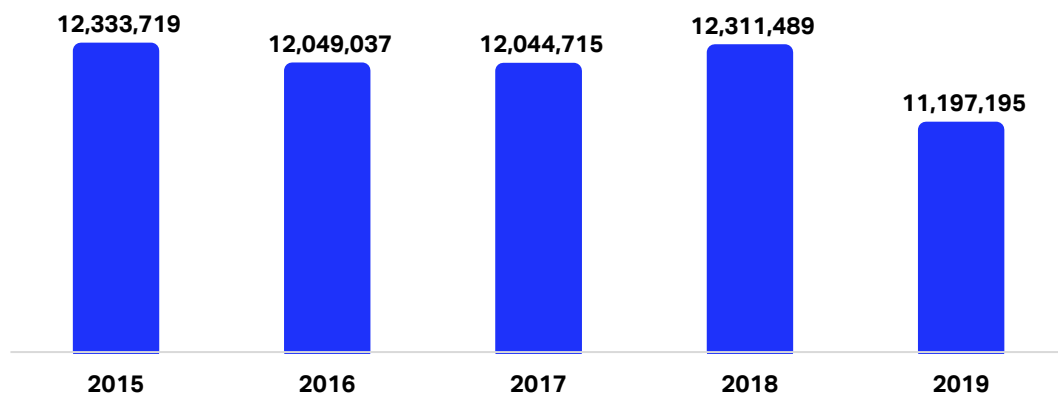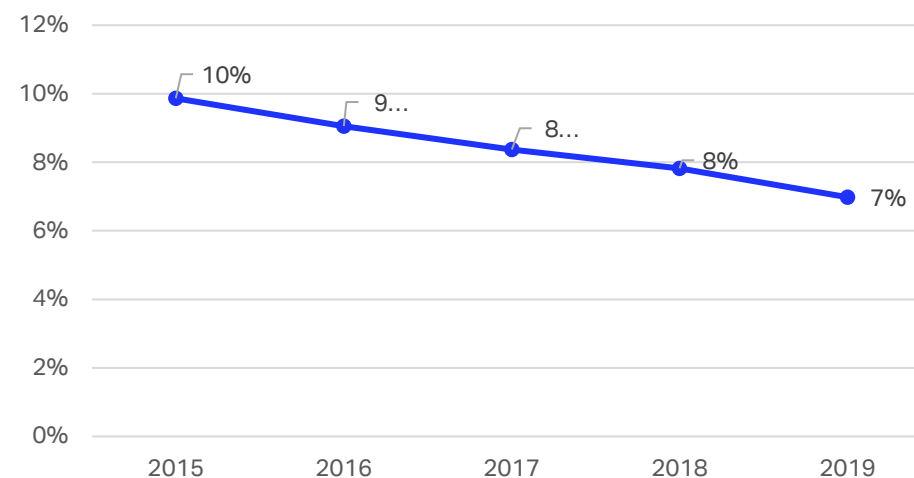
Year 2015 – 2022

Prime Billing Count

Year	Count
2015	124,965,120
2016	133,004,194
2017	143,807,432
2018	157,354,093
2019	160,339,228
2020	45,856,996
2021	50,788,550
Aug 2022	74,939,182

Percentage of rejection

Year	Percentage
2015	10%
2016	9...
2017	8...
2018	8%
2019	7%
2020	13%
2021	5%
Aug 2022	4%

Rejection Memo Count

Year	Count
2015	12,333,719
2016	12,049,037
2017	12,044,715
2018	12,311,489
2019	11,197,195
2020	5,738,412
2021	2,527,092
Aug 2022	3,291,811

20 September 2022

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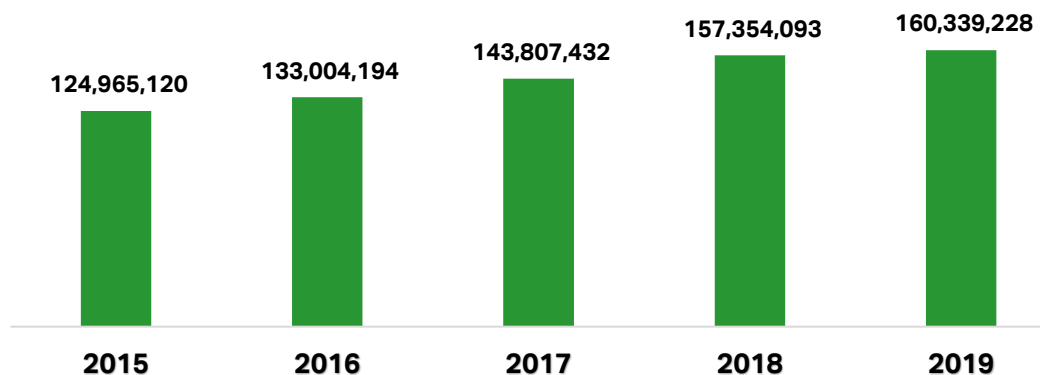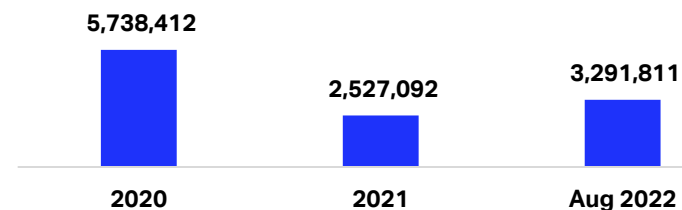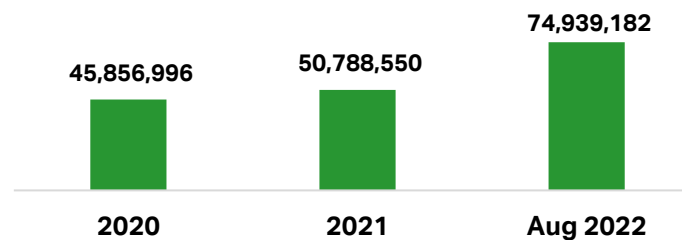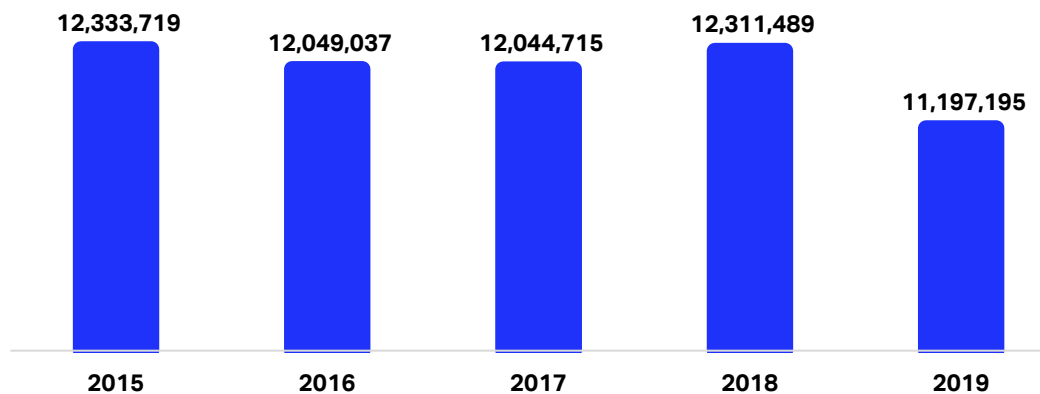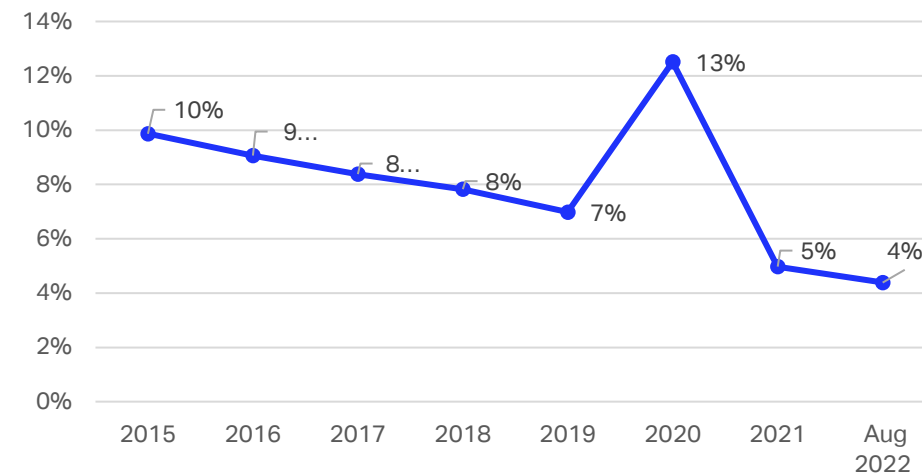
Years 2020 – 2022

Count of Prime Billings (2020 -2022)
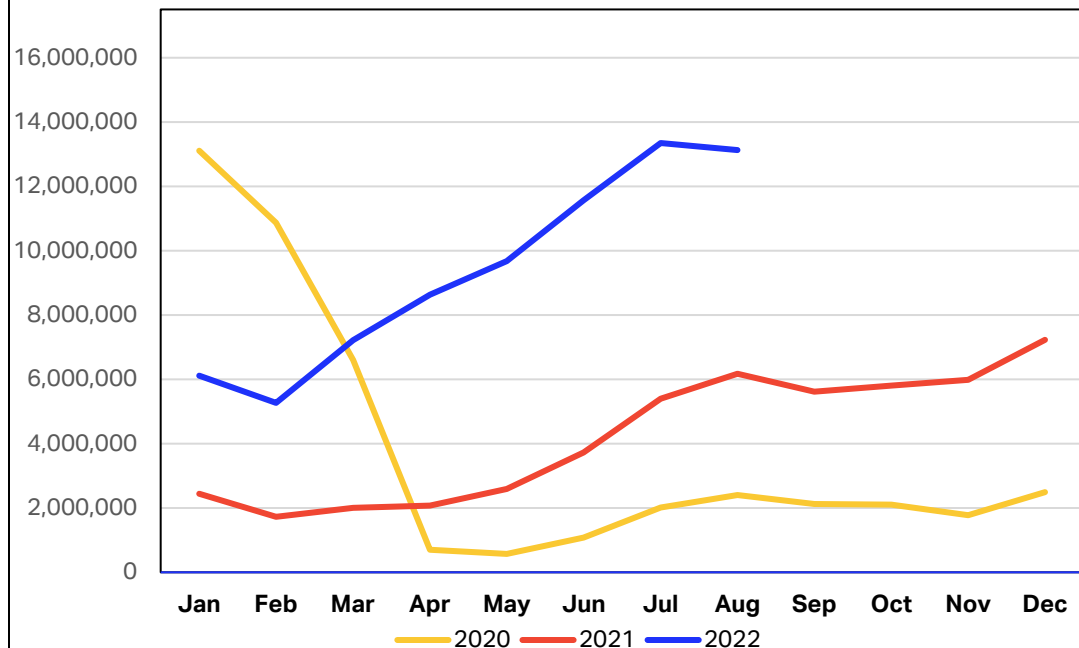
Count of Rejection Memos (2020-2022)
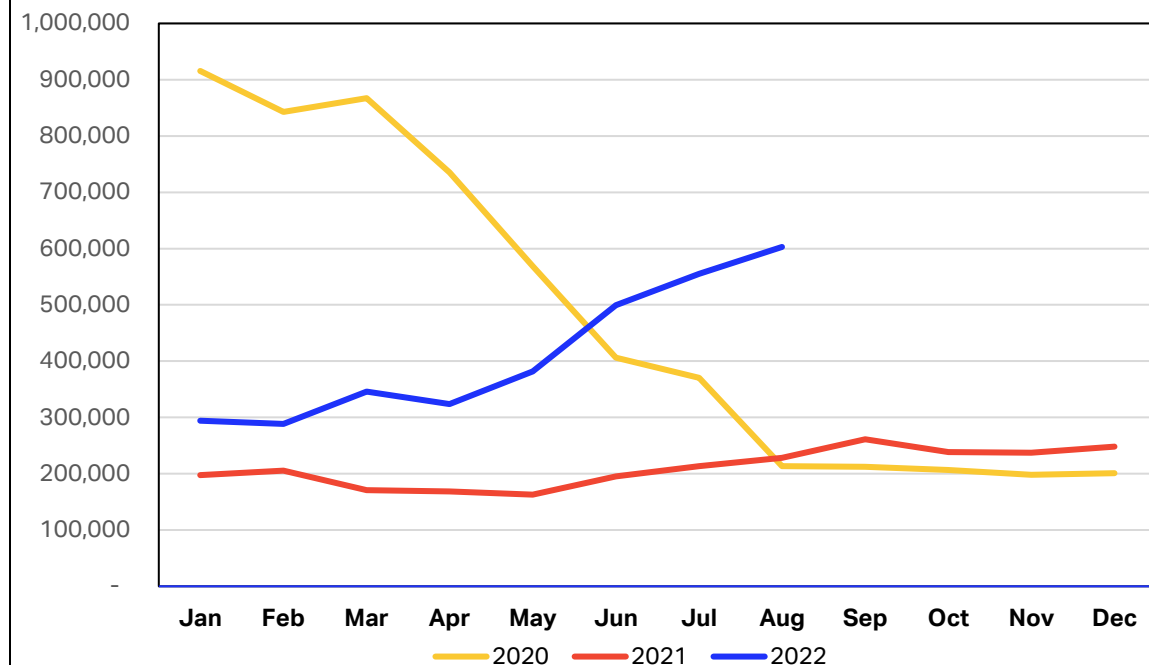
RM percentage – split per stage last 5 years

Stage 1 RMs / Prime Billings

Dec-2018	Dec-2019	Dec-2020	Dec-2021	Aug-2022
5.28%	4.75%	7.32%	3.42%	**3.30%**

Stage 2 RMs / Stage 1 RMs

Dec-2018	Dec-2019	Dec-2020	Dec-2021	Aug-2022
33.05%	32.80%	46.02%	32.75%	**24.22%**

Stage 3 RMs / Stage 2 RMs

Dec-2018	Dec-2019	Dec-2020	Dec-2021	Aug-2022
45.57%	43.15%	54.01%	38.95%	**37.41%**
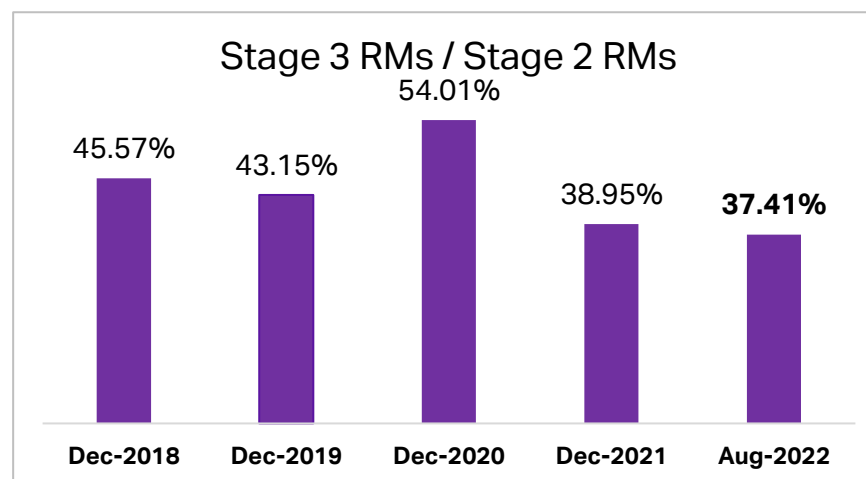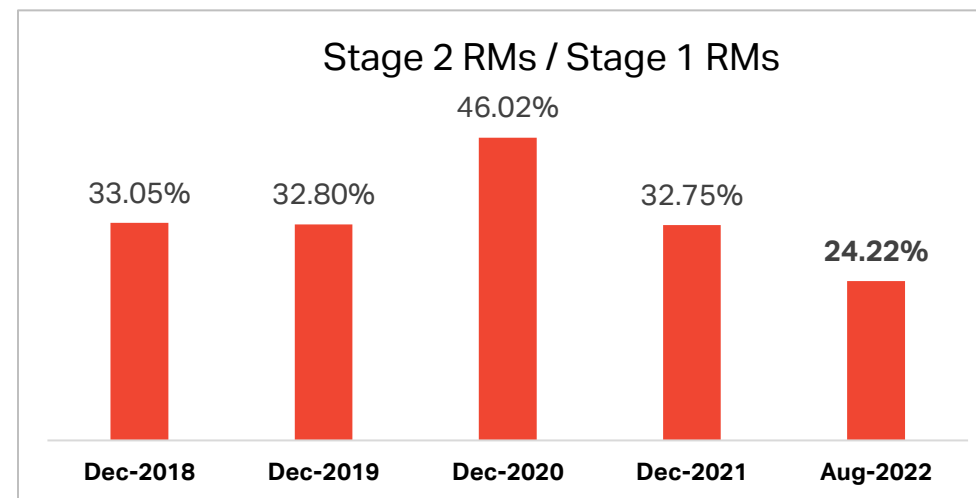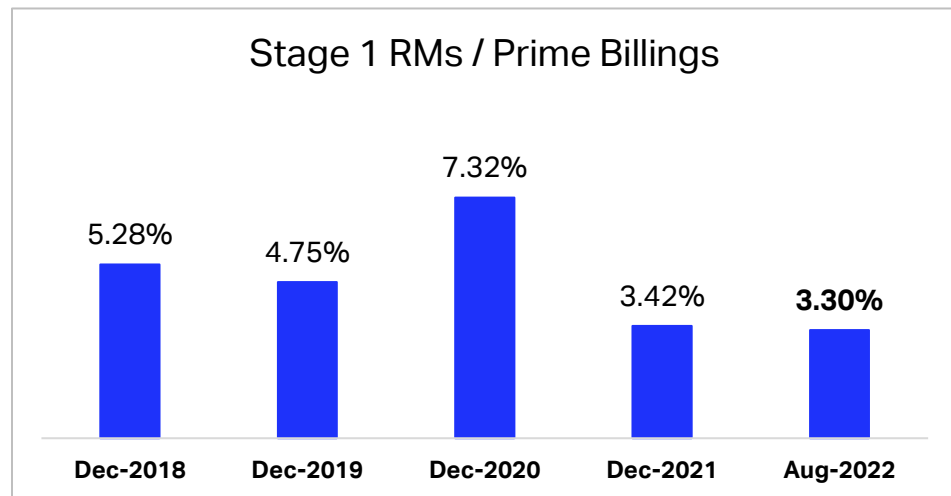
Source code 31 – Involuntary Re-Routes

Month of Rejection:	Month of Prime Billing:								
	Sep-21	**Oct-21**	**Nov-21**	**Dec-21**	**Jan-22**	**Feb-22**	**Mar-22**	**Apr-22**	**Total**
Sep-21	1,064								**1,064**
Oct-21	4,292	1,477							**5,769**
Nov-21	1,545	4,479	935						**6,959**
Dec-21	826	1,930	5,545	1,574					**9,875**
Jan-22	784	853	2,676	9,735	1,389				**15,437**
Feb-22		729	534	6,094	11,336	816			**19,509**
Mar-22	1		1,308	1,838	6,834	7,386	1,639		**19,006**
Apr-22			14	1,875	2,265	3,634	6,898	1,757	**16,443**
May-22			15	34	2,047	1,458	3,894	8,876	**16,324**
Jun-22				15	2	1,603	1,783	5,816	**9,219**
Jul-22					3	1	1,900	1,200	**3,104**
Aug-22						1		1,848	**1,849**
Total RM's	**8,512**	**9,468**	**11,027**	**21,165**	**23,876**	**14,899**	**16,114**	**19,497**	**124,558**
Total Prime Billings	**66,385**	**72,975**	**81,776**	**139,982**	**155,186**	**114,571**	**121,213**	**158,280**	**910,368**
Rejection %	**13%**	**13%**	**13%**	**15%**	**15%**	**13%**	**13%**	**12%**	**14%**

Legend: 1G, 1B, 1A, 1T, 1Z, 1R, Others

- 1G 24%
- 1B 21%
- 1A 16%
- 1T 14%
- 1Z 10%
- Others 9%
- 1R 6%

Continue to monitor your rejection rate

20 September 2022

Q2 2022 – Passenger Rejections Reduction dashboard
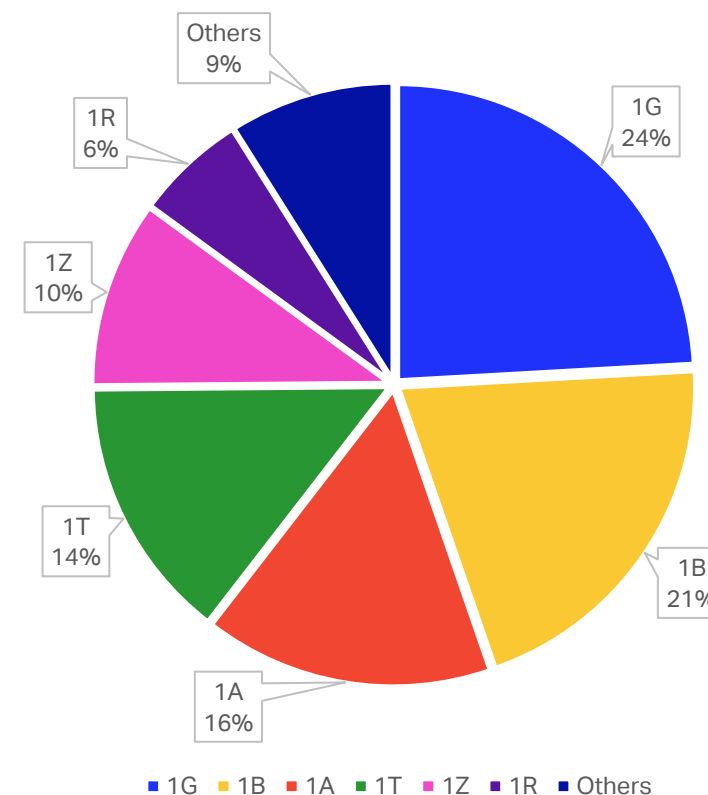
Prime Billing
Count YTD 2022 = 48.47 Million
Value YTD 2022= 10.45 Billion (US$)

Rejection Reduction Industry status

Rejections raised
Count YTD 2022 = 2.13 Million
Value YTD 2022= 176.22 Million (US$)

Stage 1

Bad

Very Bad

Good

Excellent

3.04%

Stage 2

Bad

Improvement required

Very Bad

Good

Excellent

27.76%

Stage 3

Bad

Improvement required

Very Bad

Good

Excellent
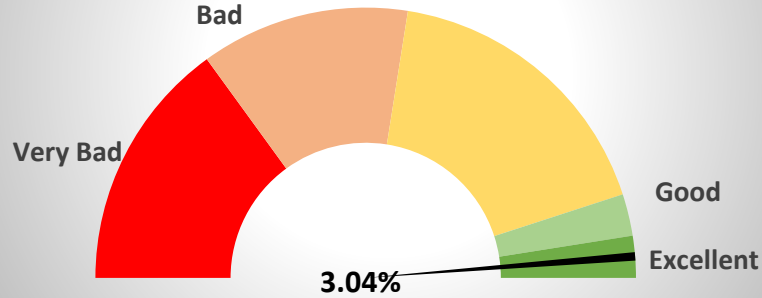
37.52%

- Stage 1 rejection percentage 3.04% has decreased compared to Q1 2022
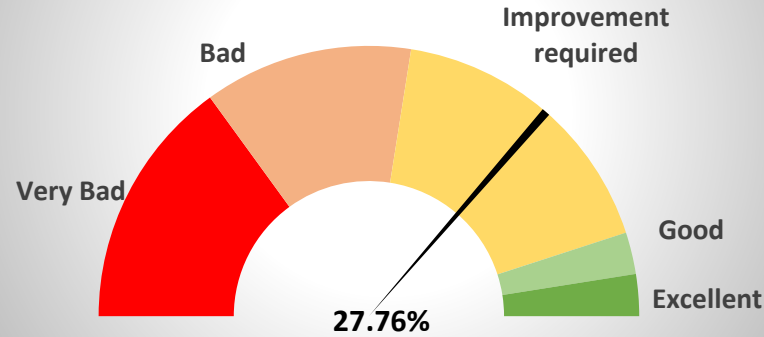
- Stage 2 rejection percentage 27.76% has decreased compared to Q1 2022
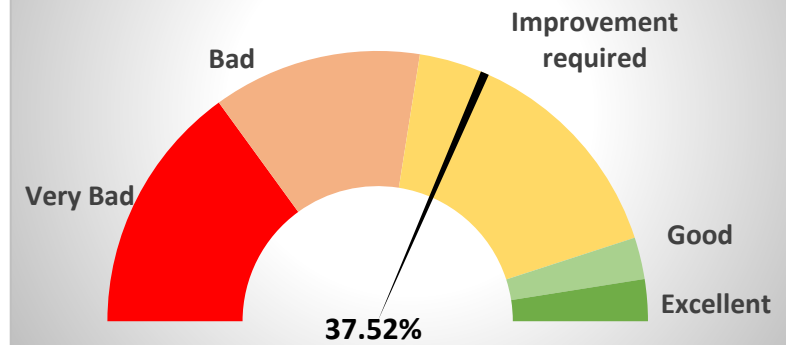
- Stage 3 rejection percentage 37.52% has decreases compared to Q1 2022

Stage 1

3%
6%
6%
8%
37%
40%

- Tax Related
- Fare Related
- Fare/Tax/ISC Related
- UATP Reclaim
- ISC Reclaim
- 5Z - Others

Stage 2

7%
1%
9%
6%
35%
42%

- Tax Related
- Fare Related
- Fare/Tax/ISC Related
- UATP Reclaim
- ISC Reclaim
- 5Z - Others

Stage 3

7%
5%
1%
9%
26%
52%

- Tax Related
- Fare Related
- Fare/Tax/ISC Related
- UATP Reclaim
- ISC Reclaim
- 5Z - Others
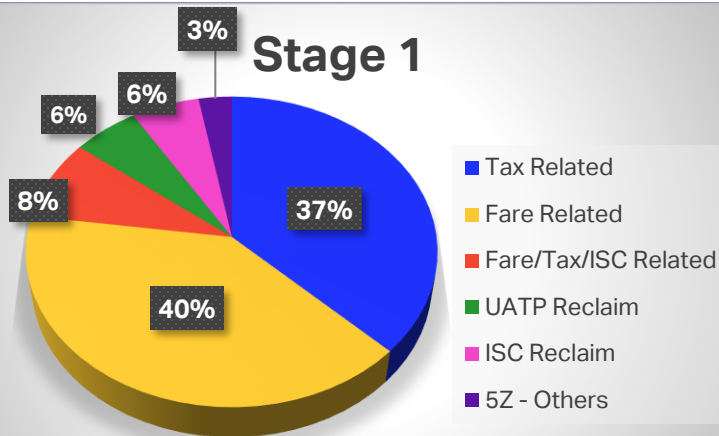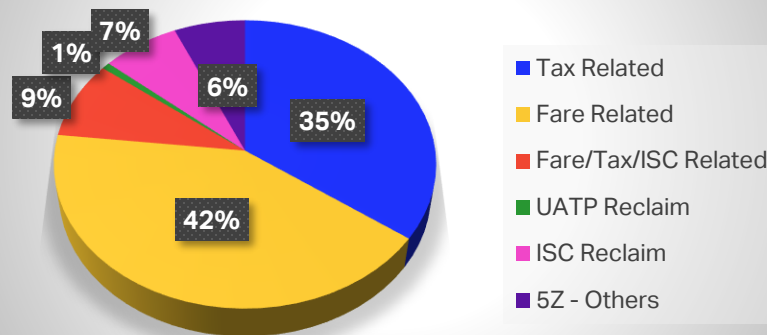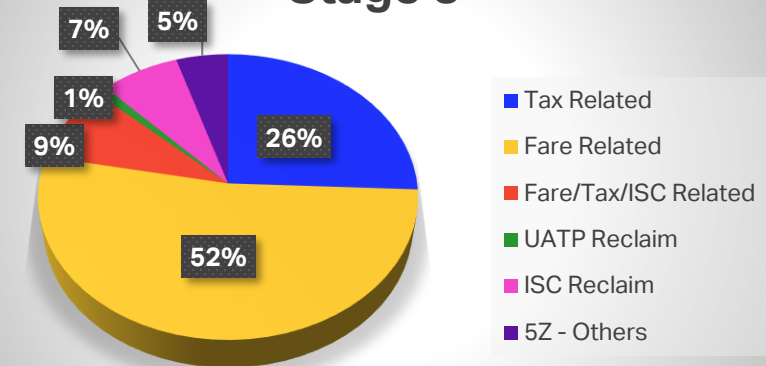
Top tax rejections Jan-Jun 2022

1ˢᵗ Stage

Tax code	Count	% of total tax rejections
YQ	142,857	13%
YR	89,014	8%

2ⁿᵈ Stage →

Tax code	Count	% of total tax rejections
YQ	37,600	13%
YR	37,400	13%

3ʳᵈ Stage →

Tax code	Count	% of total tax rejections
YQ	9,070	9%
YR	8,050	8%

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Top tax rejections Jan-Jun 2022 cont..

1ˢᵗ Stage

Tax code	Count	% of total tax rejections
BR	48,275	4%
RA	30,925	3%
OY	25,822	2%
FR	22,031	2%
DE	21,917	2%

2ⁿᵈ Stage

Tax code	Count	% of total tax rejections
BR	6,901	2%
FR	5,980	2%
GB	5,886	2%
RA	5,797	2%
UB	5,318	2%

3ʳᵈ Stage →

Tax code	Count	% of total tax rejections
FR	4,664	5%
GB	3,397	4%
O4	3,130	3%
QX	2,506	3%
RA	2,447	3%

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Use the Non-Sampling RM analysis in SIS
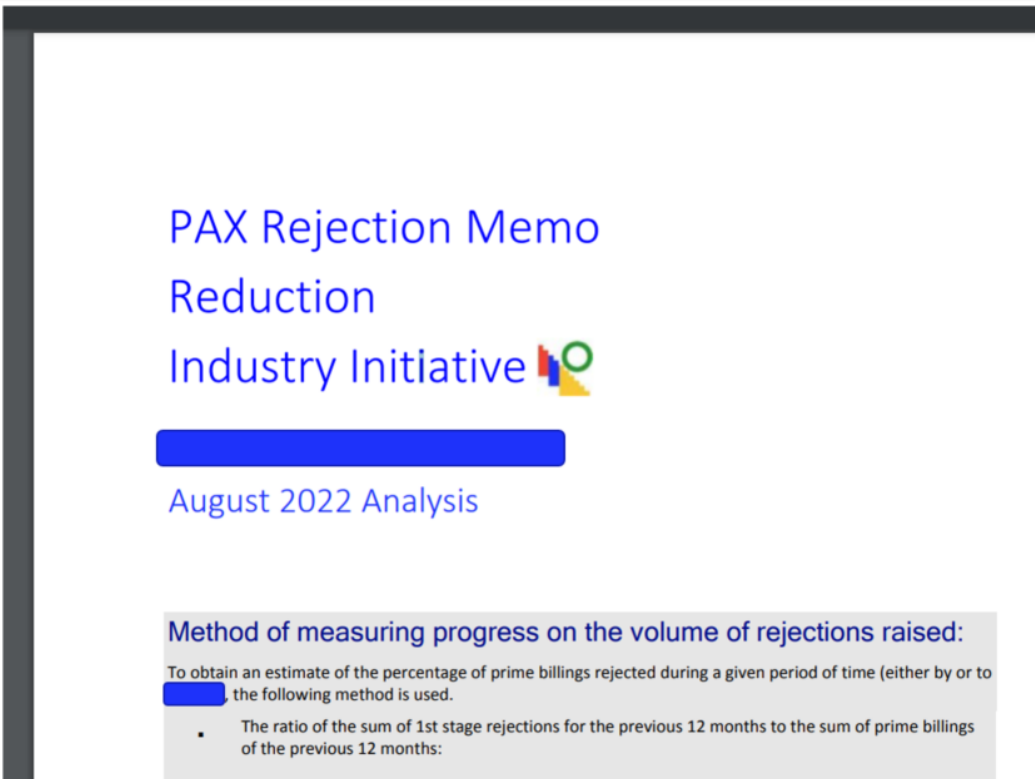
In the report - Separate charts for outward and inward billings

Comparison between the total count of prime billings billed, total 1st stage rejection memos received, total 2nd stage rejection memos raised and total 3rd stage rejection memos received by ██████████

	Sep'21 - Aug'22	Sep'20 - Aug'21
Count of Prime Billings billed by ████	207,826	51,899
Count of Stage 1 RM Coupons received by ████	13,803	4,320
Ratio of Stage 1 RM Coupons (received) to Prime Billings (raised)	6.64%	8.32%
Count of Stage 2 RM Coupons raised by ████	10,844	3,376
Ratio of Stage 2 RM Coupons (raised) to Stage 1 RM Coupons (received)	78.56%	78.15%
Count of Stage 3 RM Coupons received by ████	4,449	1,624
Ratio of Stage 3 RM Coupons (received) to Stage 2 RM Coupons (raised)	41.03%	48.10%
Count of coupons disputed in Stage 1 Correspondences initiated by ████	1,100	1,731
Ratio of coupons disputed in Stage 1 Corrs (raised) to Stage 3 RM Coupons (received)	24.72%	106.59%

Report – highlights your top 10 airlines you have disputes with

Top 10 airlines raising rejections against ▮▮▮▮

The 1st stage rejections raised by the Top 10 airlines against ▮▮▮▮ represent **80.87%** of all 1st stage rejections received.

Airline	Stage 1 RMs received	Stage 2 RMs raised by ▮▮▮	Stage 3 RMs received	Stage 1 Correspondences Initiated	Top reason codes (Stage 1)
▮▮▮	2,981	1,734	1,359	0	1G
▮▮▮	2,759	2,611	526	59	1A
▮▮▮	1,233	1,011	573	183	1A+1Y+1G
▮▮▮	1,111	926	495	326	1B
▮▮▮	760	633	28	23	1G
▮▮▮	670	590	375	99	1A
▮▮▮	638	243	21	0	1G
▮▮▮	449	338	37	0	1G+1B
▮▮▮	320	274	19	6	1B
▮▮▮	241	214	41	11	1B

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Report shows your top rejection reasons

Reason Code Analysis

The Top 4 reason codes represent **85.44%** of all 1ˢᵗ stage rejections raised against ▮▮▮▮ ▮▮▮▮ for the period.

Reason Code	Reason Description	1ˢᵗ Stage Rejections Received Count and Percentage	
1G	TAX RECLAIM	5,355	38.80%
1A	VALUATION ERROR	3,416	24.75%
1B	FARE RECLAIM	2,275	16.48%
1C	ISC RECLAIM	747	5.41%
	OTHER REASON CODES	2,010	14.56%
	TOTAL	13,803	100.00%

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Cargo

Cargo Statistics

	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
AWBs	47,628	48,390	47,330	49,011	42,373	41,202	50,073	47,727	48,520	46,909	54,940	51,774
Rejection Memos	3,808	4,274	3,851	5,133	4,736	3,797	3,905	4,155	4,370	4,900	5,045	5,024

Legend: ● AWBs   ● Rejection Memos

Rejection Percentage

Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
8%	9%	8%	10%	11%	9%	8%	9%	9%	10%	9%	10%
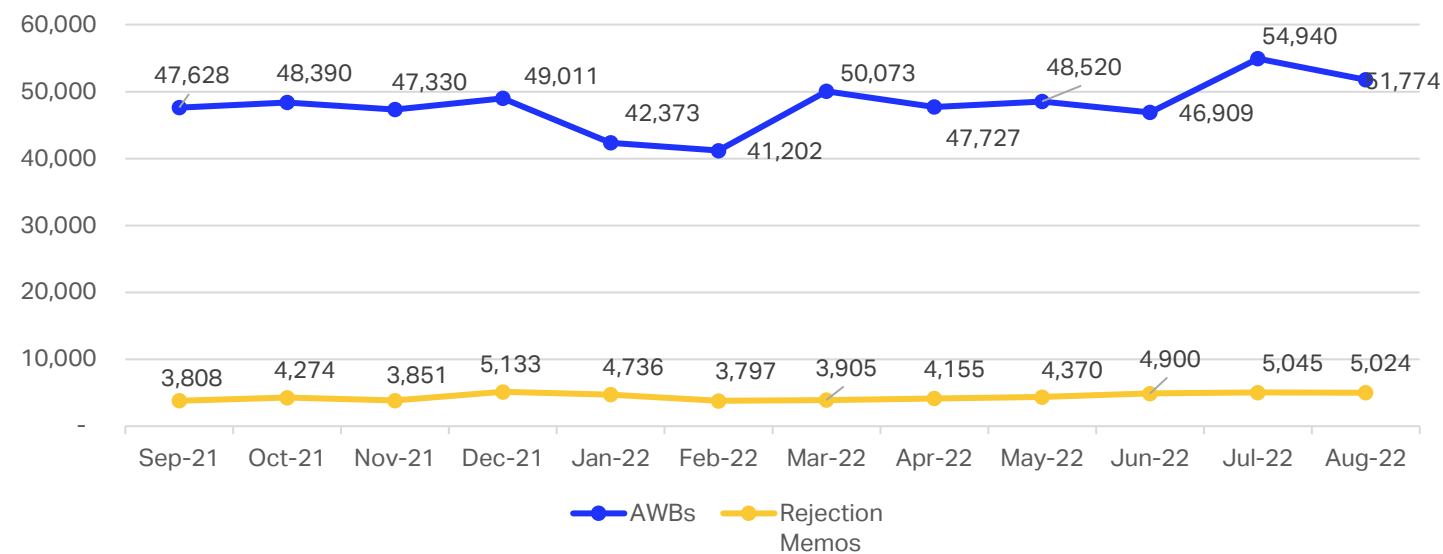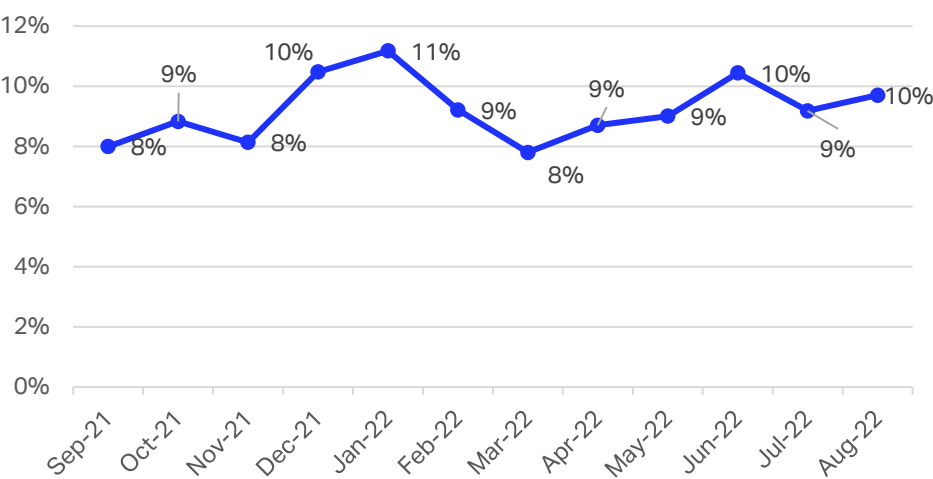
In closing

- We have achieved a tremendous reduction over the years

- Continue to monitor your rejection rate. Let's not lose the gains we have made

- Contact your partners when you notice something is incorrect. Don't wait for it to go into correspondence

- Remember - The goal is to ensure that billings are done correctly in the first place.

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SIS Service Level Agreement 2022 Update

Adina Minculescu

Head, Invoicing Services / IATA

SIS Service Level Agreement

System Availability

System Performance

HelpDesk Availability

HelpDesk Performance

- 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.
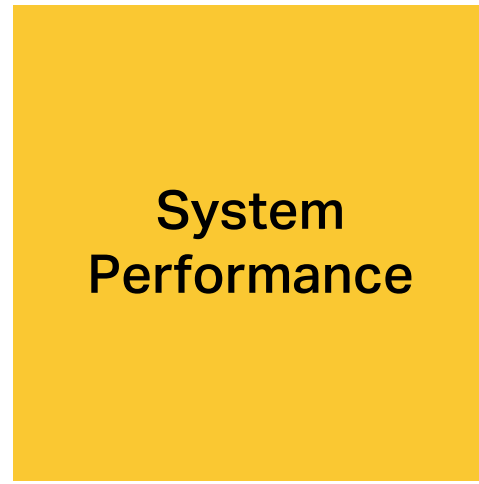
- Files must be processed within 24h and within 4h in 99.86% of cases.
- IS-WEB response should be within 3 seconds for 97.50% of requests.
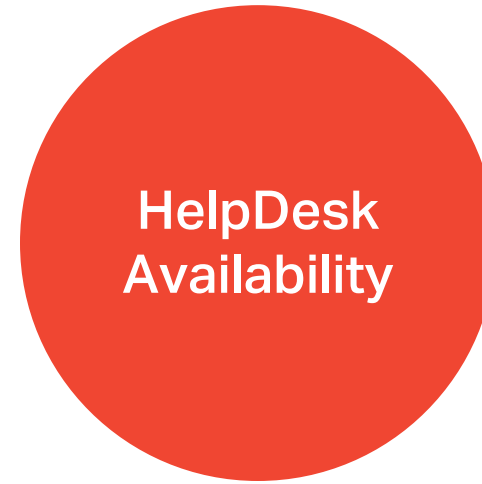
- Web based contact tool available 24/7.
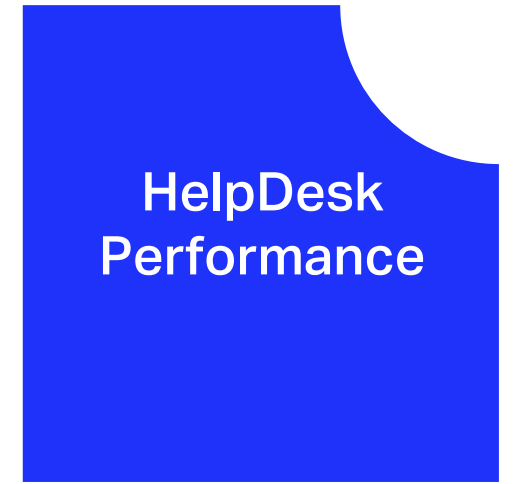
- Queries to be responded within 24h
- Incidents to be solved as per severity:
  - Priority 1: 6 hours
  - Priority 2: 1 business day
  - Priority 3: 10 business days
  - Priority 4: next release

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99.84%

System Availability
YTD

8h00m

Planned downtime
YTD
(excl. weekends)

99.87%

System Availability
Rolling Annual
Average
(excl. weekends)

System Availability YTD 2022

Planned downtime in 2022 decreased by **20%** compared to 2021.
DR switchover was 4 hours for both 2021 & 2022.

Maintenance Releases in March 2021 were 2 hours v.s. March 2022 of 0.5 hours

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System Availability 2022

Month	Planned Downtime	Unplanned Downtime	System Uptime	System Uptime (excl. Planned Downtime)	Rolling Annual Average	
					System Uptime	System Uptime (excl. Planned Downtime)
Jan 2022	0h30m	0h00m	99.93%	100%	99.86%	100%
Feb 2022	0h30m	0h00m	99.93%	100%	99.86%	100%
Mar 2022	4h30m	0h00m	99.33%	100%	99.87%	100%
Apr 2022	0h30m	0h00m	99.93%	100%	99.87%	100%
May 2022	0h30m	0h00m	99.93%	100%	99.87%	100%
June 2022	0h30m	0h00m	99.93%	100%	99.88%	100%
July 2022	0h30m	1h00m*	99.89%	99.41%	99.86%	99.95%
August 2022	0h30m	0h00m	99.93%	100%	99.86%	99.95%
YTD	8h00m	1h00m	99.84%	100%	99.87%	99.99%

*Security Fixes reported by BugCrowd (IATA Security VAP Testing Vendor)

IATA

System Availability 2021

Month	Planned Downtime	Unplanned Downtime	System Uptime	System Uptime (excl. Planned Downtime)	Rolling Annual Average	
					System Uptime	System Uptime (excl. Planned Downtime)
Jan 2021	0h40m	0h00m	99.91%	100%	99.86%	100%
Feb 2021	0h30m	0h00m	99.89%	100%	99.86%	100%
Mar 2021	6h00m	0h00m	99.92%	100%	99.84%	100%
Apr 2021	0h00m	0h00m	99.92%	100%	99.85%	100%
May 2021	0h50m	0h00m	99.47%	100%	99.88%	100%
June 2021	1h00m	0h00m	99.9%	100%	99.88%	100%
July 2021	0h30m	0h00m	99.92%	100%	99.88%	100%
Aug 2021	0h30m	0h00m	99.88%	100%	99.89%	100%
Sep 2021	0h30m	0h00m	99.86%	100%	99.89%	100%
Oct 2021	0h30m	0h00m	99.90%	100%	99.89%	100%
Nov 2021	0h30m	0h00m	99.86%	100%	99.90%	100%
Dec 2021	1h00m	0h00m	99.85%	100%	99.90%	100%
YTD	12h30m	0h00m	99.86%	100%	99.84%	100%

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286,652

Files received & processed within 4h (100%)

8m11s

Average file processing time

26,633,238

IS-WEB requests responded within 3s (98.22%)

System Performance YTD 2022

The number of processed files **increased by 6.06%** in 2022 compared to the same period in 2021, while the IS-WEB requests **decreased by 8%.**

The average processing time **increased from 57s to 8:11s** YTD 2022 over 2021

IATA

File Loading Performance

Files Processed (yellow bars):
- Sep-21: 38,484
- Oct-21: 33,853
- Nov-21: 89,388
- Dec-21: 40,627
- Jan-22: 40,425
- Feb-22: 44,797
- Mar-22: 41,335
- Apr-22: 38,864
- May-22: 38,639
- Jun-22: 41,684
- Jul-22: 40,908
- Aug-22: 39,830

Average Processing Time (red line):
- Sep-21: 0:00:57
- Oct-21: 0:00:56
- Nov-21: 0:05:12
- Dec-21: 0:01:19
- Jan-22: 0:01:51
- Feb-22: 0:01:19
- Mar-22: 0:01:29
- Apr-22: 0:01:43
- May-22: 0:11:40
- Jun-22: 0:10:41
- Jul-22: 0:27:21
- Aug-22: 0:09:20

Legend: Files Processed — Average Processing Time

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File Loading Performance 2021

Month	Total Files Received	Total Files Processed		Performance
		Within 4h	Between 4h and 24h	
January 2021	36,631	36,631	0	100%
February 2021	33,923	33,923	0	100%
March 2021	44,778	44,778	0	100%
April 2021	33,854	33,854	0	100%
May 2021	39,696	39,696	0	100%
June 2021	35,867	35,866	1	99.99%
July 2021	42,387	42,387	0	100%
August 2021	38,014	38,014	0	100%
Sep 2021	38,484	38,484	0	100%
Oct 2021	33,853	33,853	0	100%
Nov 2021	89,388	89,388	0	100%
Dec 2021	40,627	40,627	0	100%
Total YTD	507,502	507,502	1	100%

20 September 2022

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File Loading Performance 2022

Month	Total Files Received	Total Files Processed		Performance
		Within 4h	Between 4h and 24h	
January 2022	40,425	40,425	0	100%
February 2022	44,797	44,797	0	100%
March 2022	41,335	41,335	0	100%
April 2022	38,864	38,864	0	100%
May 2022	38,639	38,639	0	100%
June 2022	41,684	41,684	0	100%
July 2022	40,908	40,223	685	98.33%
August 2022	39,830	39,830	0	100%
Total YTD	286,652	285,967	0	99.79%
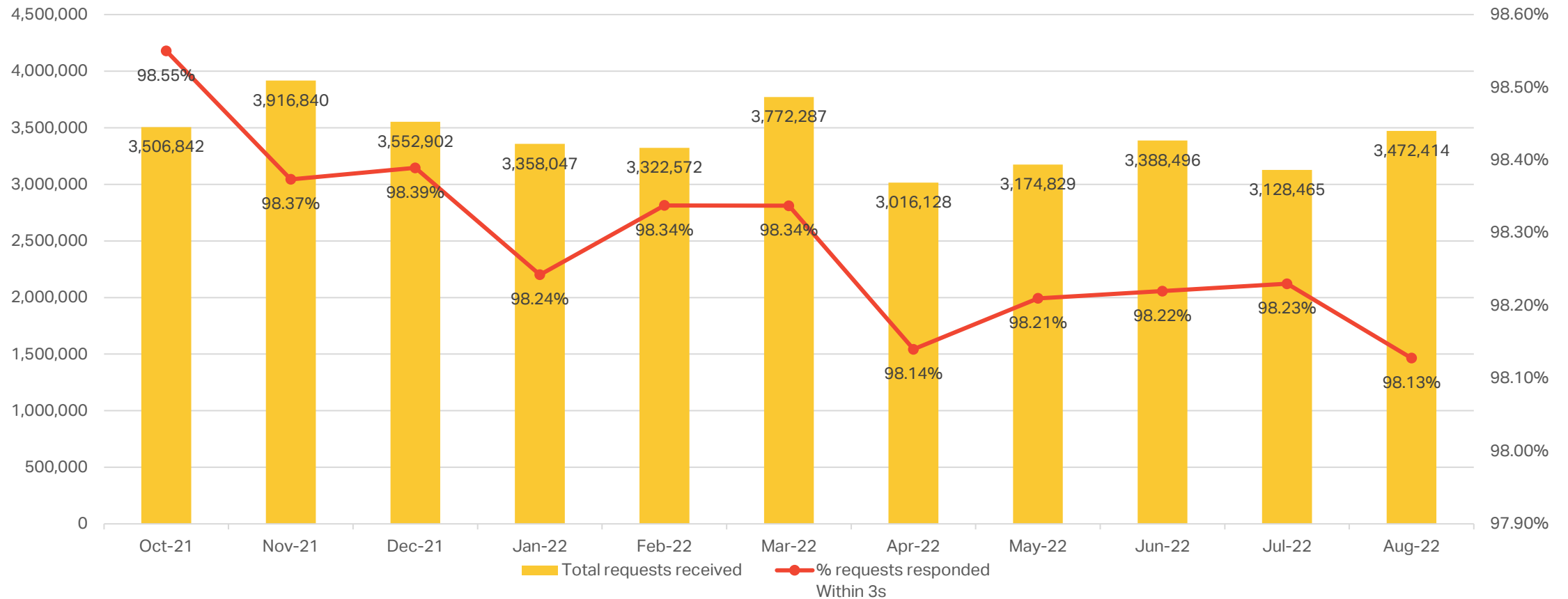
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Web Response Performance 2022

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Total requests received	3,506,842	3,916,840	3,552,902	3,358,047	3,322,572	3,772,287	3,016,128	3,174,829	3,388,496	3,128,465	3,472,414
% requests responded Within 3s	98.55%	98.37%	98.39%	98.24%	98.34%	98.34%	98.14%	98.21%	98.22%	98.23%	98.13%

Due to an Oracle component upgrade in March, no data was collected for web response performance for April 2021.

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Web Response Performance 2021

Month	Total requests received	Total requests responded		Performance
		Within 3s	Over 3s	
January 2021	4,642,416	4,577,198	65,218	99.60%
February 2021	4,460,059	4,404,823	55,236	99.76%
March 2021	4,673,147	4,614,964	58,183	99.75%
*April 2021	N/A	N/A	N/A	N/A
May 2021	3,797,666	3,749,597	48,069	98.73%
June 2021	4,229,478	4,170,680	58,798	98.61%
July 2021	3,499,926	3,451,741	48,185	98.62%
August 2021	3,677,171	3,623,330	53,841	98.54%
September 2021	3,703,654	3,647,858	55,796	98.49
October 2021	3,506,842	3,455,999	50,843	98.55
November 2021	3,916,840	3,853,134	63,706	98.37
December 2021	3,552,902	3,495,677	57,225	98.49
Total YTD	43,660,101	35,696,190	494,169	98.63%

*Due to an Oracle component upgrade in March, no data was collected for web response performance for April 2021.

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Web Response Performance 2022

Month	Total requests received	Total requests responded		Performance
		Within 3s	Over 3s	
January 2022	3,358,047	3,299,029	59,018	98.24%
February 2022	3,322,572	3,267,341	55,231	98.34%
March 2022	3,772,287	3,709,563	62,724	98.34%
April 2022	3,016,128	2,959,917	56,211	98.14%
May 2022	3,174,829	3,117,867	56,962	98.21%
June 2022	3,388,496	3,321,903	66,593	98.22%
July 2022	3,128,465	3,072,969	55,496	98.23
August 2022	3,472,414	3,407,407	65,007	98.13%
Total YTD	26,633,238	26,155,996	477,242	98.21%

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Query & Incident Management YTD 2022

860
Queries received

29
Incidents resolved

92.67%
Customer Satisfaction YTD

The number of queries decreased by 12% and the number of incidents decreased by 46% compared to the same period last year. Customer satisfaction levels increased by 5% for 2022.
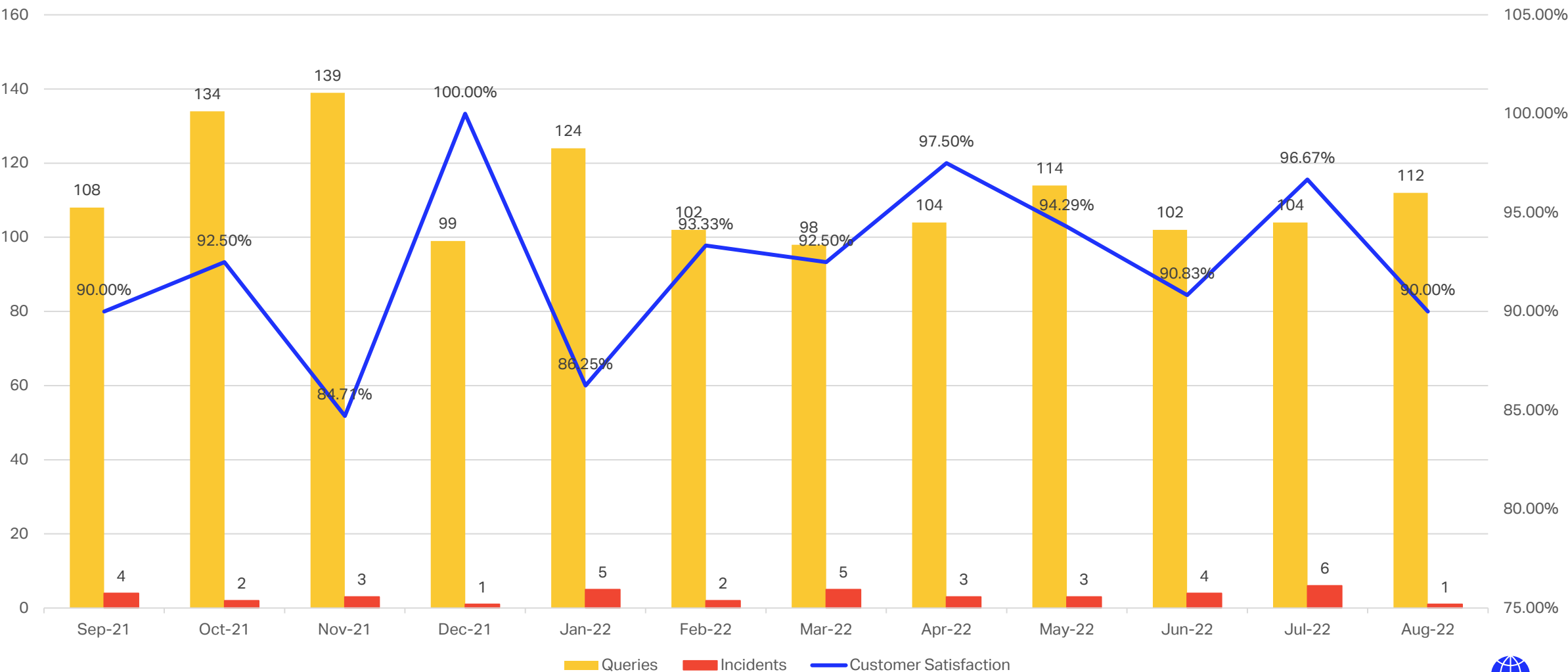
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Query & Incident Management 2021

Months	Queries	Incidents*				Total	Within SLA	Performance
		Showstopper	Major	Minor	Trivial			
January 2021	97	0	0	7	0	104	104	100%
February 2021	121	0	0	3	0	124	124	100%
March 2021	163	0	0	6	0	169	169	100%
April 2021	121	0	0	6	0	127	127	100%
May 2021	125	0	0	8	0	133	133	100%
June 2021	126	0	0	11	0	137	137	100%
July 2021	98	0	0	6	0	104	104	100%
August 2021	121	0	0	7	0	128	128	100%
September 2021	108	0	0	4	0	112	112	100%
October 2021	134	0	0	2	0	136	136	100%
November 2021	139	0	0	3	0	142	142	100%
December 2021	99	0	0	1	0	100	100	100%
Total YTD	1452	0	0	64	0	1,516	1,516	100%

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

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Query & Incident Management 2022

Month	Queries	Incidents				Total	Within SLA	Performance
		Showstopper	Major	Minor	Trivial			
January 2022	124	0	0	5	0	129	129	100%
February 2022	102	0	0	2	0	104	104	100%
March 2022	98	0	0	5	0	103	103	100%
April 2022	104	0	0	3	0	107	107	100%
May 2022	114	0	0	3	0	117	117	100%
June 2022	102	0	0	4	0	106	106	100%
July 2022	104	0	0	6	0	110	110	100%
August 2022	112	0	0	1	0	112	112	100%
Total YTD	860	0	0	29	0	860	860	100%

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SIS Customer Support – last 12 months

SIS Annual Satisfaction Survey 2022 Results

Adina Minculescu

Head, Invoicing Services / IATA

20 September 2022

Introduction & Overview

Target:
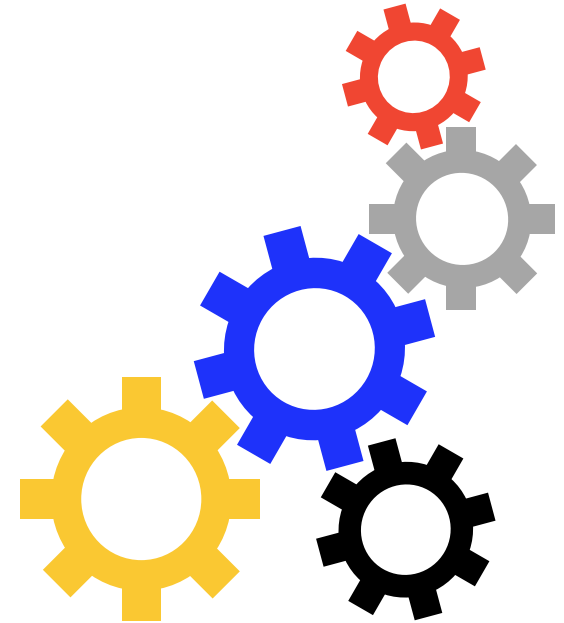Active SIS Users in the last 6 months

Areas of Experience:
CSAT, CES, NPS, Contribution to Biz. Success

Methodology:
An online survey was distributed to active SIS users
From 10 May to 10 June 2022

Response Rate:
3.4% Response rate **(128)** for the sample size of active **3765 Users**

Definition of Metrics

CSAT % - Overall Customer Satisfaction with SIS.

CES % - Customer Effort Score - How easy it is doing business with SIS.

NPS # - Net Promoter Score - How likely customers are to recommend SIS to others.

Contribution to Biz Success % - How much do Customers feel that SIS is contributing to their overall business success.
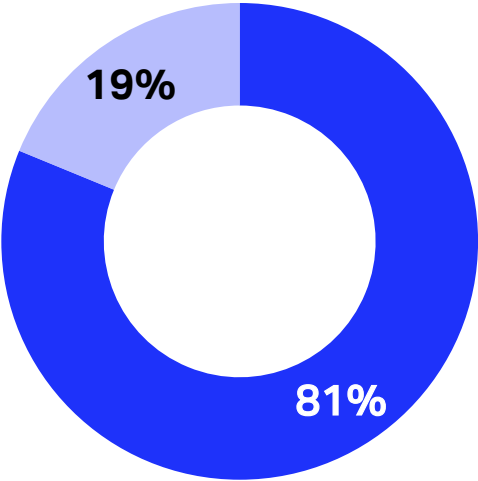
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Customer Testimonies

Professional and **consistent** with all matters

… Queries are handled **super fast,** and **staff are wonderful**

No issues.
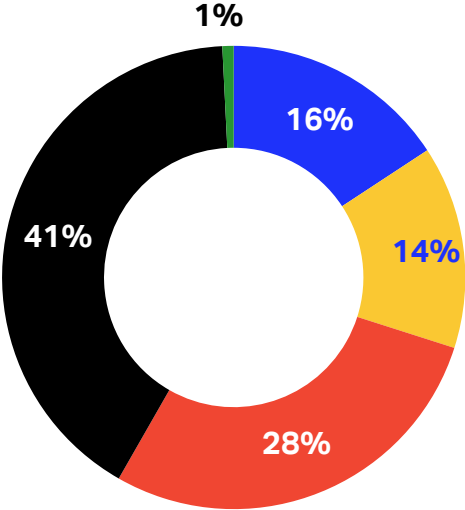**Easy , convenient** ,
hassle free and **reliable** to the User.
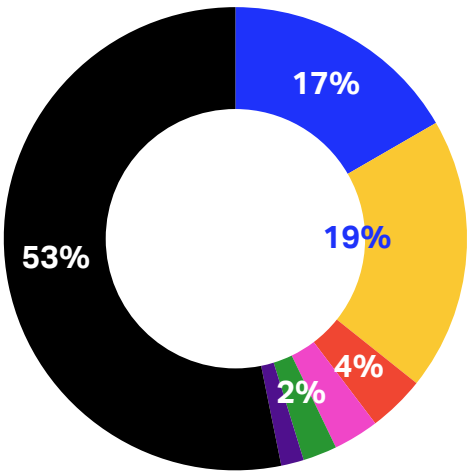
A **solid reliable** system.

Respondents Profile

- ■ Airline — 81%
- ■ Airline Supplier — 19%

- ■ Africa & Middle East — 16%
- ■ Americas — 14%
- ■ Asia Pacific — 28%
- ■ Europe — 41%
- ■ North Asia — 1%

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Respondents Profile

Left chart:
- 17% Accounts Payable (blue)
- 19% Accounts Receivable (yellow)
- 4% IT (red)
- 2% Management (pink)
- 53% (black — 6 months or less category)

Legend (left):
- ■ Accounts Payable
- ■ Accounts Receivable
- ■ IT
- ■ Management
- ■ Other
- ■ Operations (Not in Finance)

Right chart:
- 11% (blue)
- 16% (red)
- 9% (black)
- 61% (yellow)
- 3% (green)
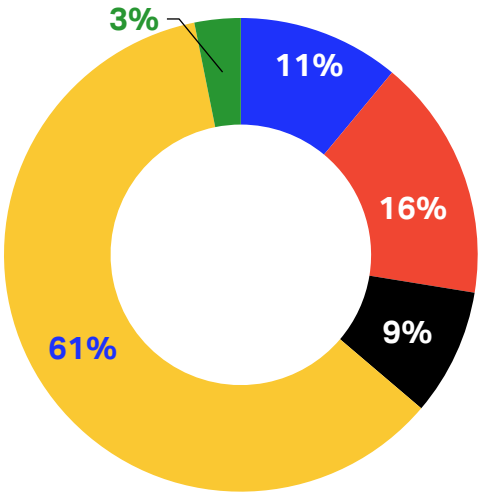
Legend (right):
- ■ 1 - 2 years
- ■ 3 - 5 years
- ■ 6 months or less
- ■ More than 5 years
- ■ More than 6 months and less than 1 year

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Key Experience Metrics

SIS demonstrated strongly improved satisfaction results while achieving even better NPS results in 2022 compared to 2021.

	2022	**2021**	
Overall Satisfaction (CSAT)	83.7%	82.5%	⬆
Customer Effort Score (CES)	83.6%	82.6%	⬆
NPS	51	46	⬆
Satisfaction with SIS Platform	83.2%	84.1%	⬇
Contribution to Business Success	**98%**	98%	➡

20 September 2022

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CSAT & CES

2022 marked an improvement in both SIS overall satisfaction & Customer Effort Scores.

CSAT

83.7%

CES

83.6%

Satisfaction Drivers

- Robust customer support.
- Responsiveness & user-friendliness of the interaction.

Areas of improvement

- Delay in validation fields checks.
- Inability to view older billing history.
- Better way & additional details as part of airline/account contacts display in SIS.

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NPS Analysis

2022 is market as the year of industry recovery, Revenue accounting professionals continue to appreciate the role SIS plays within the industry.

This year, feedback from users is more mature as new users are now active users of the platform and they seem to be asking for more.

2022 Net Promoter Score (NPS) = 51

Detractors

- The persona of detractors is representing new users seeking additional training to master SIS.

Neutrals

- On-boarding of more suppliers
- Consideration of some additional features:
  - An improved SIS guide
  - Xls/csv download & upload features
  - Increasing the timespan for storing invoices

Promoters

- The ease of use is the most highlighted driver for satisfaction
- The Standardization of the process through SIS is appreciate by users specially in a time where the industry is picking up.

Satisfaction with SIS Platform

2022 Satisfaction w/ SIS platform: **83.2%**

2021 84.1%

IS-WEB Performance (web response times, file loading times, etc.): **74.8%**

SIS Member / User Management (i.e. user and contact management, member profile management, system notifications, etc.): **74.8%**

SIS Reports and Output Files (i.e. usefulness of reports and files, scope of data, ease of accessing reports and files): **84.2%**

Invoice Management (i.e. Payable/Receivable screens, Invoice/File processing and Validation Error Correction screens, etc.): **83.5%**
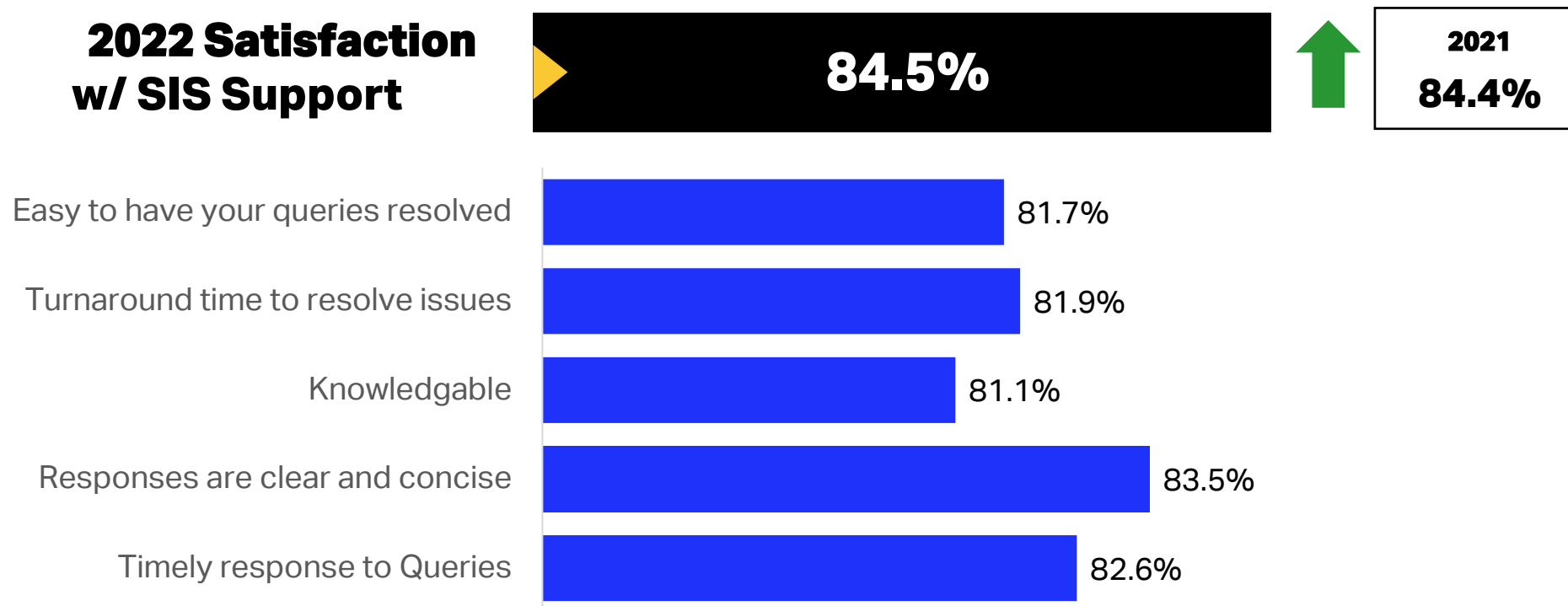
Comments Summary:
- Key interest in an improvement to the usability (UI) of the ISWEB system
- Extending the ability to download details in various formats (pdf, csv, xls)
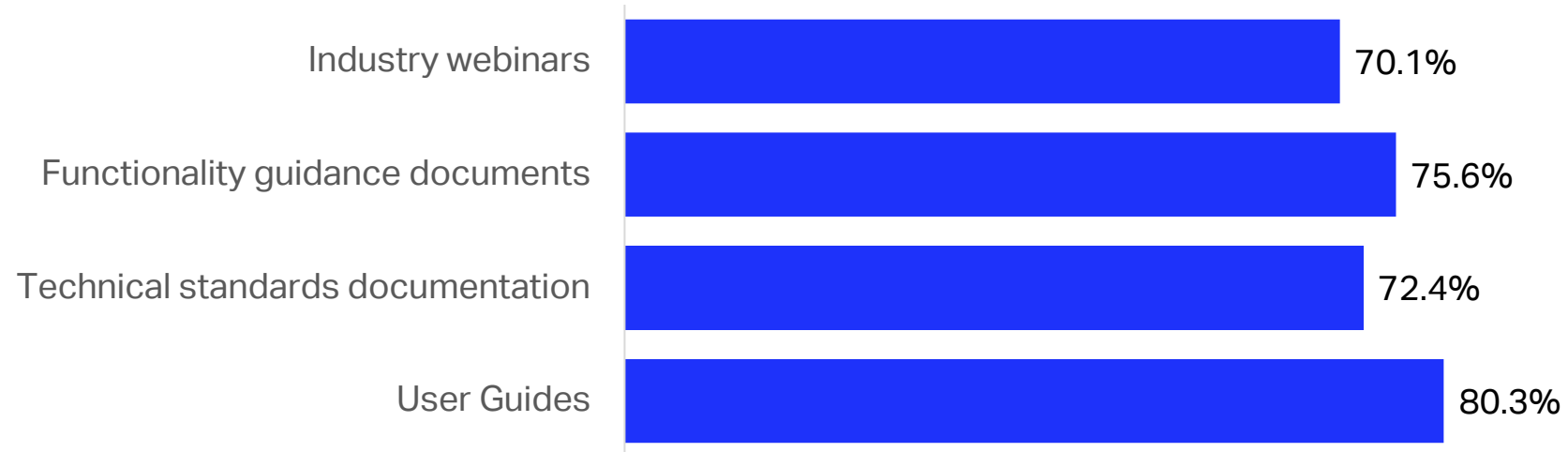
SIS Support level of service

2022 Satisfaction w/ SIS Support

| | 84.5% | ⬆ | **2021** **84.4%** |

Easy to have your queries resolved	81.7%
Turnaround time to resolve issues	81.9%
Knowledgable	81.1%
Responses are clear and concise	83.5%
Timely response to Queries	82.6%

Comments:
- Very high satisfaction with the level of support received, the comments indicate the satisfaction across different levels of service (L1, L2, L3)

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Satisfaction with SIS User Resources

Industry webinars — 70.1%
Functionality guidance documents — 75.6%
Technical standards documentation — 72.4%
User Guides — 80.3%

Comments:
- Users can benefit of additional awareness on the availability of the support documentation.
- Throughout the survey users highlighted the benefits webinars and their appetite to have more.
- One click access to resources from SIS platform.

SIS User Training Needs

16.5%

Of SIS users require additional training

Dropped from 22.2% after the training webinar activities

81%

Of Users who requested training prefer online training as a method of delivery

Training Areas

Dispute Management
Error flagging and invoice management
Invoices validations

Comments:
- +80% of users requesting training are a new demographic to SIS (have been using SIS for less than 2 years)
- One of the training areas to be considered is dedicating a module to SIS documentation.

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Summary Overview

Sample Insights

Airline Members represent **81%** of the sample while **Europe** and **ASPAC** sum up **69%** of participants in the survey.

Efforts in 2021 & 2022 have paid off with increased level of education and awareness to the users that resulted in another jump in CSAT, CES & NPS.

Experienced users (+3 years) are the **most satisfied demographic with +85%.** New users remain an area of focus with **CES score of ~75%.**

Users appreciate the capabilities of SIS paired with the reliable support especially during the industry recovery period.

Key Areas of Focus

Users trust the capabilities of SIS and are looking for further enhanced functionalities, such as:

- New capabilities to download data in **multiple formats** (pdf, xls & csv).

- Simpler access to all support resources, could be a **one-stop-shop** or direct links within the platform.

- Increasing **life span of invoices** within the system.

- Establishment of a **dedicated onboarding** process for new users: walkthroughs, documentation & guides.

Overall, the experience for the users has been great and a recommendation would be for next year to feature in-depth interviews with a sample of customers.

20 September 2022

Call to Action

Focus Group – 2023

This is a call to action for volunteers to participate in a focus group in 2023 to share feedback and propose improvements for SIS.

Interested?

Contact us at SIS@iata.org

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SYMPOSIUM

Thank you

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SR13: Change your revenue accounting when you need to

Antonio Ricardo Saramago Mendes, and Daniel Visintin

...How can airlines reduce implementation times and deal with major technology and platform changes in PSS?

Global Airlines Challenges

- Political **instability**
- **Inflation** & recession
- **Covid** impact

- **Financial** health
- **Cost** increase
- Supply **shortage**

- **Operational** issue
- Service **impact**
- **Staff** shortage

- **Environmental** challenges
- Reduce **carbon emissions**

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Results and benefits:
Minsait Revenue Accounting

❑ DATA **ACCURACY**
   In real time to enable the best decision-making

❑ **INDUSTRY-STANDARD**: PRESENT and FUTURE
   Fully covers IATAs Standard and getting ready for One
   Order

❑ **REDUCE** OPERATIONAL **COSTS**
   Efficient - Reduction of RA processes and tasks with
   high level of automations

❑ **SCALABLE** and **FLEXIBLE**
   Solid cloud architecture with advanced technology that
   allows real time processing

❑ ENHANCED **USER EXPERIENCE** and PARAMETER
   SETUP
   User-friendly interface and easy to parametrize and
   customize for Airlines business needs

❑ PROCESS **REEGINEERING** ACTIONS
   Within the continuous improvement scheme

Minsait Revenue Accounting

An Indra company
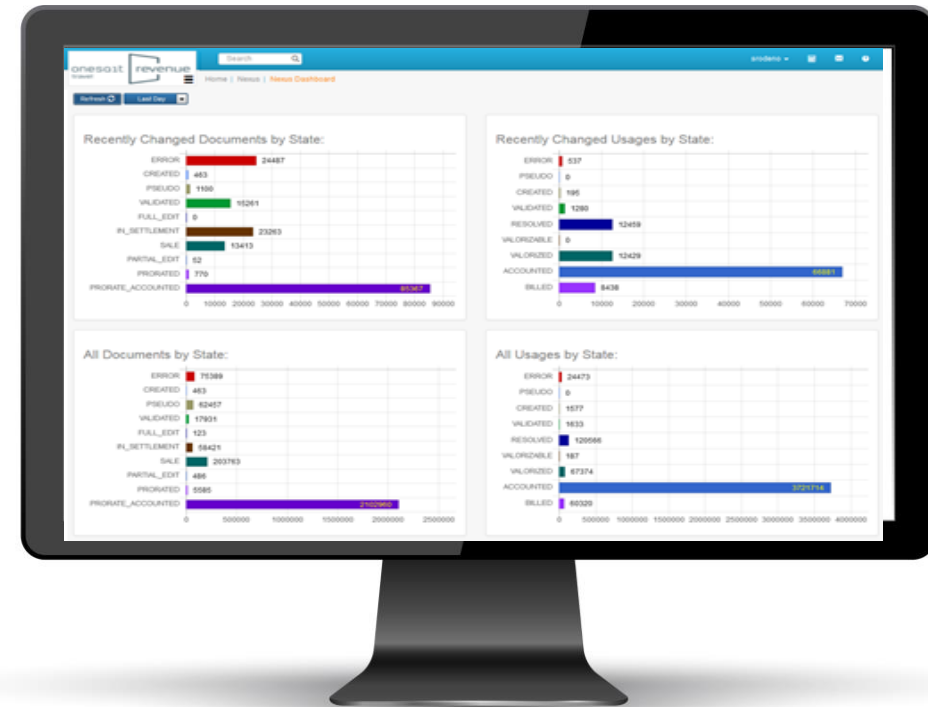
Simplified revenue accounting experience

onesoit | revenue
travel

IATA

✓ Fast, **agnostic** and **fully integrated** to **all PSS**

Cost saving

✓ Accounting accuracy **simplifying operations** and accounting **tasks**

Operational efficiency

✓ **Cloud** architecture

✓ **Modular** design and **flexible** configuration

Service improvements

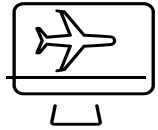## Over 25 years of experience, clients in 3 continents…

- **IATA** member and **NDC** participant

- Over **250 professionals**

- Specialized centers

- **Assistance to airlines** with technology and platform changes

  - **GOL Migration** GOL
    Linhas aéreas inteligentes

Migration success story: GOL

Migration from **NSK-Navitare to PSS Sabre** + **Minsait Revenue Accounting** Solution.

Traceability between old PNRs (Navitaire) and new PNRs (Sabre)

Data integrity during the migration provides good basis for final Go Live decision

Simulation of the migration during the **test phase**

Control of liability amounts

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An Indra company

...Meet Minsait at booth #1 and discover our latest product version and how our client did it:

The AZUL success story

The airline has improved its service quality and gained efficiency in revenue accounting thanks to a single solution.

"The upgrade project was a success. All the functionalities were implemented with 100% success and with great professionalism by INDRA. The version upgrade has allowed us to optimize our processes while guaranteeing data quality. We trust that this change will be beneficial to both companies."

Paulo Couto
Financial Manager Sr, Azul Linhas Aereas

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Mark Making the way forward

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A9: Close of Meeting

Jerry Fonacier / HA

Chair, 11th SIS General Meeting

20 September 2021