

**IATA**

**WORLD FINANCIAL  
SYMPOSIUM**



# 7<sup>th</sup> Interline Billing and Settlement Operations General Meeting (IBS OPS GM) 28 September 2021



# 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
- Your relations with agents, airlines or other third parties
- Any other issue aimed at influencing the independent business decisions of competitors

Do not exchange views or opinions using the chat or question functionalities



# Participation Information

92 Airlines and 14 IATA  
SPs registered to the IBS  
OPS GM 2021

Full participation list will  
be shared after the GM





28 September 2021 – IBS OPS General Meeting

# Report of the IBS OPS WG

Priscilla Stiller, AA

IBS OPS WG Chairperson



# Introduction

Throughout the Pandemic; from a year with an almost complete standstill of airline activity from March 2020 to the restart of passengers flying again in 2021, the IBS OPS group has continued to work and support the industry.

The working group continued, without pause, to have monthly online meetings as well as ad hoc meetings. In the next 10 minutes, it will be my pleasure to report on the WG activities since the IBS OPS Online GM 2020.



# IBS OPS WG Membership

- Current IBS OPS WG consists of 14 members and 2 Official Observers
- Current IBS OPS WG Term has been extended to 30 September 2022
- The application process for the new IBS OPS WG will be announced next year so please think about serving in the working group
- 2 seats are reserved for members with expertise in the IATA Clearing House and 2 seats for expertise in Cargo
- Appointments are for a term of 3 years



# IBS OPS WG Membership status

- Resignations from IBS OPS WG
  - Sophie Creusot – Air France/Vice Chair
  - Xiaohe (Anne) Li – China Southern Airlines
  - Felicity Sekoto – South African Airways
  - Amisha Jhaveri – Hahn Air Lines
- New IBS OPS WG Members
  - Caroline Elkington – British Airways
  - Isabel Ruiz – United Airlines
  - Isabelle Sanchez – Air France
  - Ivonne Riebel – Lufthansa (Cargo)
  - Jialin (Jacqueline) Zheng – China Southern Airlines
  - Shen (Sam) Chen – Xiamen Airlines (Cargo)



# IBS OPS WG Members

- Caroline Elkington - British Airways
- Isabel Ruiz - United Airlines
- Isabelle Sanchez - Air France
- Ivonne Riebel - Lufthansa Group
- Jialin (Jacqueline) Zheng - China Southern Airlines
- Shen (Sam) Chen – Xiamen Airlines
- James Hayward - Qantas Airways
- Gavin Pereira - Air New Zealand
- Myriam Burget - Swiss Airlines
- Paulo Godinho - TAP Air Portugal
- Priscilla Stiller - American Airlines (Chair)
- Sachin Jain - Etihad Airways
- SSu Hui Han - Singapore Airlines
- Suresh Verkot - Emirates
- Ab Bouman - KLM Royal Dutch Airlines (official observer)
- Nermin Kiran - Turkish Airlines (official observer)





# IBS OPS WG Activities in 2021-1

- The WG prepared 5 proposals for the IBS OPS GM Agenda
  - A lot of WG discussions on the Planned Schedule Change and TFC topics
  - Conducted the IATA poll to measure the support for 2 Planned Schedule Change methods
- The WG reviewed, discussed, and supported 5 IATA Proposals
- The WG discussed all Carrier Proposals
  - Collaborated with some carriers for proposal revisions for IBS OPS WG support



# IBS OPS WG Activities in 2021-2

- Reviewed and approved 3 new Non-IATA member airline applications in 2020 and 6 in 2021 (by end of July 2021) for ICH participation
- Created a new IATA Passenger Interline Rejection Reduction Dashboard. A joint effort with the SIS SG, IATA SIS and the IATA Standards teams
- Conducted Industry Webinar with the IATA SIS Team
  - Rejection monitoring & Best Practices held on 24th March 2021



# IBS OPS WG Activities in 2021-3

- Simplified Involuntary Interline Settlement Methodology
  - FinAc approved and endorsed the restart of the IBS OPS WG activities in finding a simplified solution for Involuntary interline settlement
  - Taskforce resurrected with new members in July 2021
  - Target: Identify a solution for the IBS OPS GM 2022
- Airline clarification requests – Discussed requests coming from airlines and provided recommendations/clarifications
  - The WG recommendations aim to contribute for the solution of disputes however the WG recommendations are not binding on airline disputes



# IBS OPS WG Activities in 2021-4

- Interline Settlement with offers and orders
  - 2 Special Calls, one with Settlement with Orders Group (SOG)
  - NDC Revenue Accounting Guide will be updated in 2022



# Committee on Differences

I am pleased to report there were no disputes referred to a Committee on Differences this year



# Interline Billing and CoD Survey

- IATA circulated a survey on 20th September 2021
  - <https://www.surveymonkey.com/r/IBSOPS-CoD>
  - Objective: to improve the development of interline billing and settlement standards and industry mechanisms for the resolution of interline billing disputes
  - Closure of Survey: 29 September 2021



# Online Ballot

- The IBS OPS GM Online Ballot will start on 1<sup>st</sup> October 2021 through the IATA SSW (Standard Setting Platform) Site and will close on 15<sup>th</sup> October 2021
- Due to time restriction, it is not possible to answer questions during the online GM today
  - IBS OPS GM Proposals were posted on the IATA SSW Site on 16<sup>th</sup> July 2021 and was open for discussion until 20<sup>th</sup> September 2021
  - Thank you for a great interaction from the IBS OPS GM Community
- The detailed Online Ballot Guide (attached to the IBS OPS GM Agenda) and a ballot video were distributed by IATA
- If your airline has not registered on the IATA SSW, please do so today. If you have any difficulty contact with [standards@iata.org](mailto:standards@iata.org)
- The Online Ballot results will be announced after the Ballot closure



# Survey-IBS OPS GM/2021

Please complete the survey after the meeting

<https://www.surveymonkey.com/r/IBSOPSGM2021>

Your comments matter to us and help us to better serve you





# Thank you!

Note that IATA will record the Online IBS OPS GM-2021 and will distribute it to all participants

Any questions on the WG activities or this ppt, please feel free to send them to the IBS OPS WG through:

[meydanlia@iata.org](mailto:meydanlia@iata.org)

Altug Meydanli

Senior Manager Pay - Account Standards

ADS-Airline Distribution Standards





28 September 2021 – IBS OPS General Meeting

# The Year in ICH Update

## Cedric Chretien

### Head, Settlement Operations



# 2020 Highlights

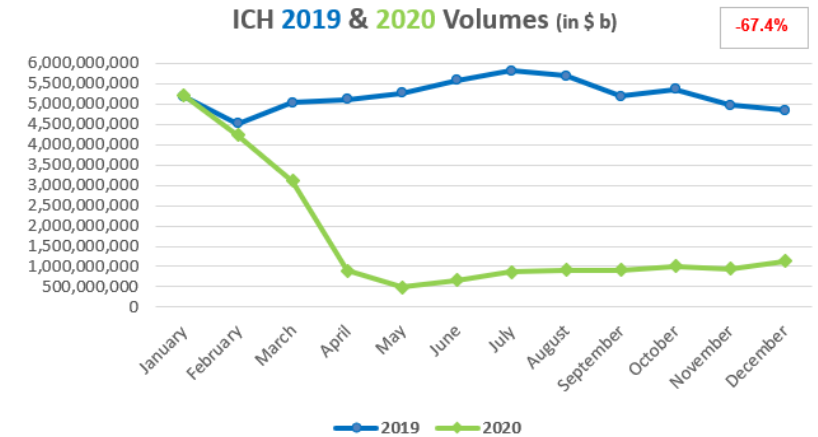
- Volume of transactions: **USD20,391,363,768** (-67.4% vs 2019 USD62.5b)

– In Value terms:

- Passenger **-72.8%** with USD9.26b
- Miscellaneous **-53.6%** with USD9.03b
- UATP **-83.4%** with USD1.34b
- Cargo **-19.1%** with USD757m

– In Transactional terms: with 779,460 invoices processed with SMI “I” overall drop of 38.6% vs 2019 (1.27m)

- Settlement Success Rate was at **99.977%** with USD4.6m resettled out of USD20.4b processed and 17 suspensions



# 2020 Highlights

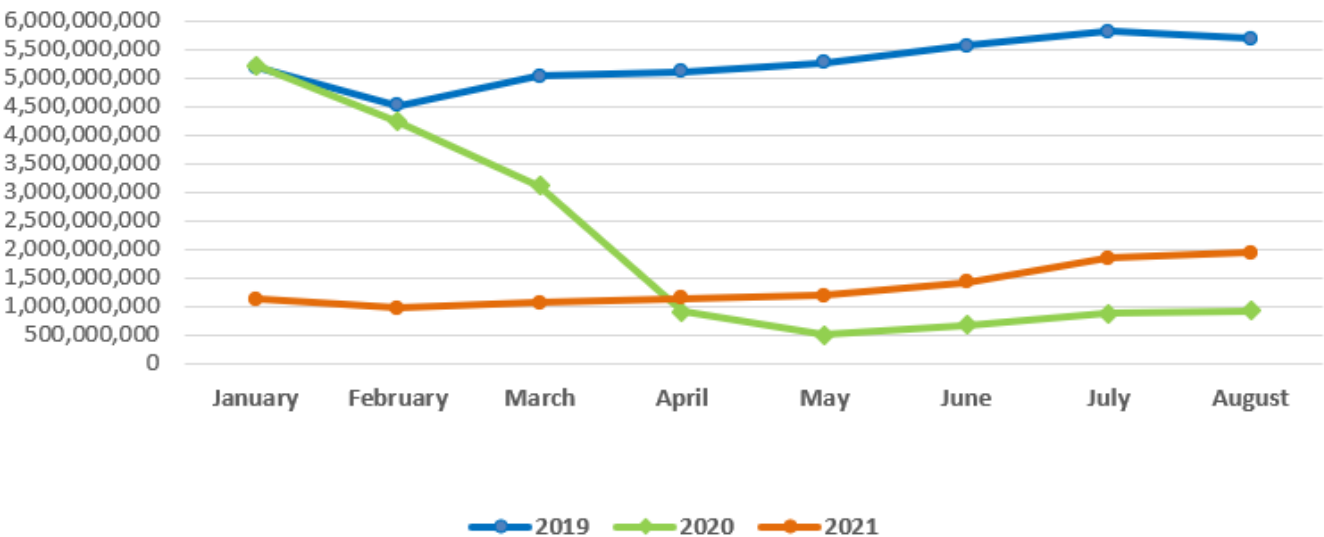
- Total active membership was **460**: (-3 vs 2019)
  - **298 Airlines** (212 of which were IATA Members & 86 Non-IATA), **146 Associates** and **16 Sponsored**
  - 16 new participants (4 IATA, **3 Non-IATA**, 9 Associates) (-15 vs 2019)
  - 1 reinstatement
  - 17 suspensions (+2 vs 2019)
  - 2 withdrawals
  - 1 termination
- ICH System:
  - 17 releases (4 ENHC & 62 INC with no critical and only 6 High)
  - Successful Disaster Recovery done in Sep-20
  - SOC2 certification renewed by Deloitte with no exceptions noted on 100+ controls

# Outlook 2021:

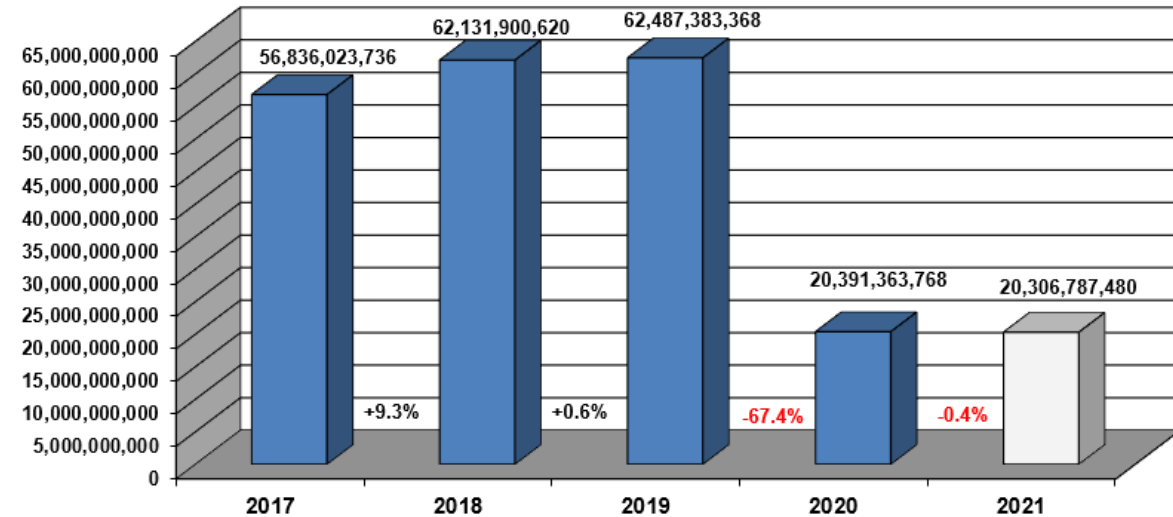
- Volume: (after completion of the Aug-21 P4 clearance)
  - YTD volume with USD10.6b dropped by 35.1% vs 2020 (USD16.4b) & 74.8% vs 2019 (42.1b)
  - Year-end forecast for total throughput is likely to be just over **USD20.3b**

ICH	January	February	March	April	May	June	July	August	TOTAL
2019	5,187,512,659	4,516,349,377	5,025,948,580	5,103,971,830	5,256,756,418	5,566,287,521	5,801,743,234	5,689,370,417	42,147,940,036
2020	5,215,445,082	4,231,488,408	3,107,063,464	901,944,723	496,573,214	665,504,910	871,276,335	909,257,617	16,398,553,753
2021	1,117,842,108	956,902,943	1,054,722,302	1,133,644,971	1,181,535,546	1,411,573,911	1,840,787,147	1,939,906,423	10,636,915,351

2019, 2020 & 2021 ICH Volumes (in \$ b)

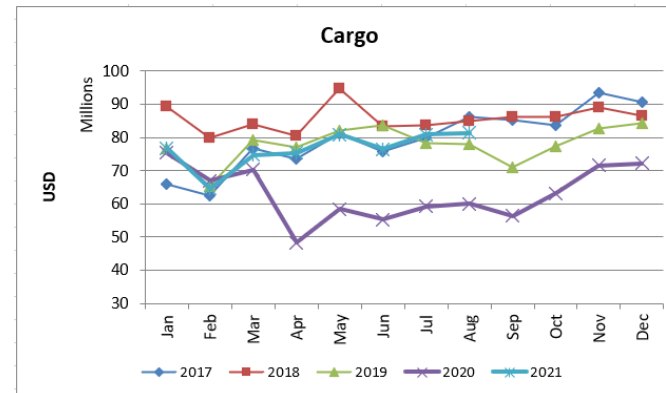
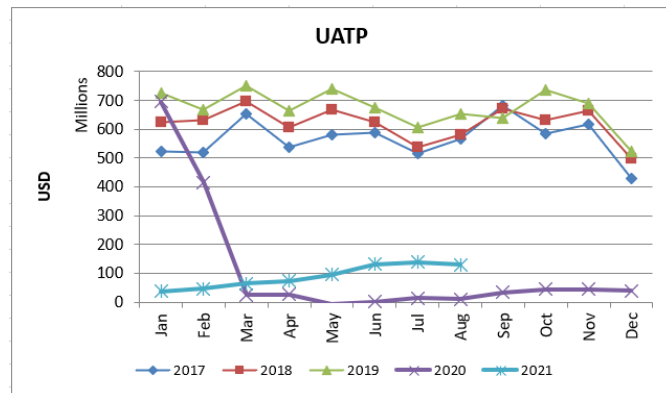
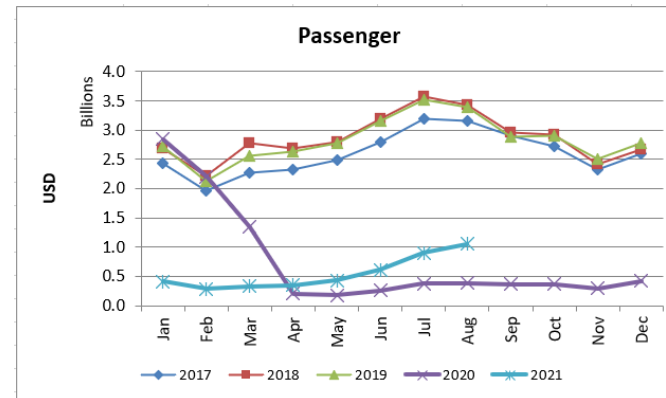
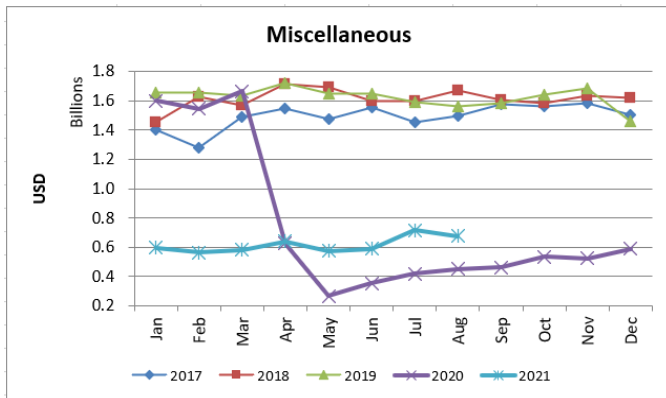


ICH YEARLY VOLUME OF TRANSACTIONS



# Outlook 2021:

- • **Volume:** (after completion of the Aug-21 P4 clearance)
  - Except for Cargo (+23.8%), there has been a drop in all 3 other categories of transactions with the biggest in Passenger with 44% followed by UATP with 39.3% and Miscellaneous 28.6% vs 2020 levels.



# Jan to Sep-21 Highlights

- • **Membership:** (as at 15 Sep-21)
  - 24 new participants (5 IATA, **6 Non-IATA** & 13 Associates)
  - 6 suspensions (2 IATA & 4 Non-IATA)
- • **ICH4 system & Operations:**
  - YTD 12 releases addressing 2 Enhancements (freeze on ENHC maintained) and 31 Incidents with no critical ones
  - Continue teleworking since March 2020
  - DR “Disaster Recovery”: successfully completed between 16 & 23 Sep-21 switching hosting from primary site in GVA to secondary site in ZRH
  - SOC2: renewal of the certification obtained from Deloitte with no exceptions, but one deviation related to the building access however deemed to be low risk.

# Jan to Sep-21 Highlights

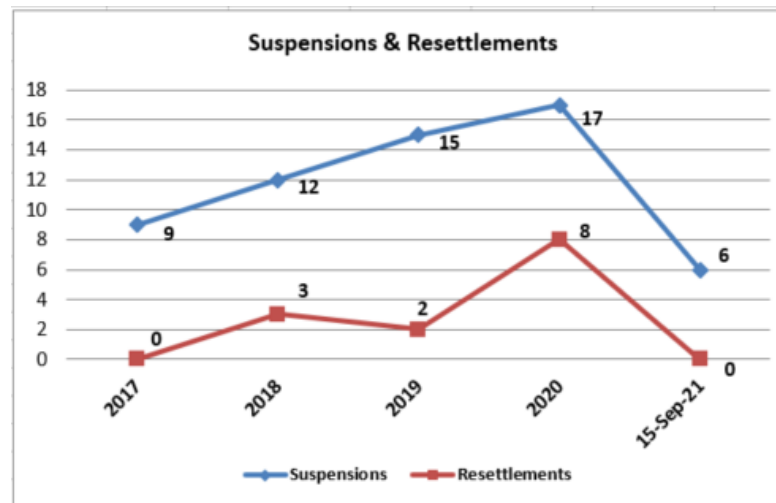
- • Special Clearances: Procedure 18
  - Completed: (5)
    - (QI-647) Cimber Sterling A/S: Feb-21 P2
    - (4O-837) ABC Aerolineas: Apr-21 P2 & P4
    - (TF-276) Braathens Regional: Jun-21 P1 & P3
    - (KA-043) Hong Kong Dragon Airlines: Jul-21 P4 & Aug-21 P2
    - (SW-186) Air Namibia: Aug-21 P2 & P4



# Risk Management



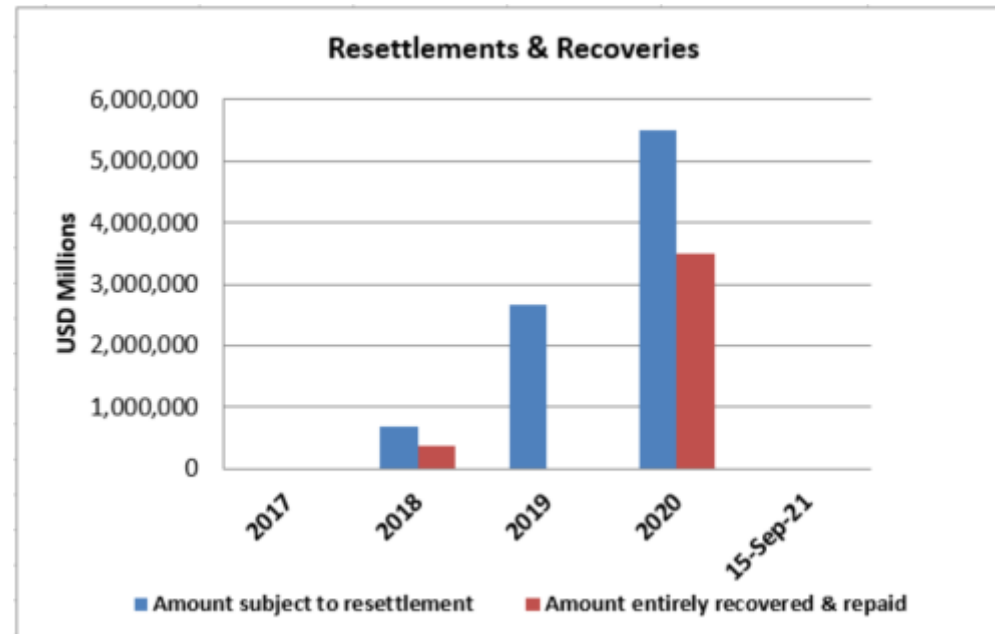
- **Suspensions:** As of 15 Sep-21, there has been 6 suspensions vs 10 same period last year. Unpaid balances fully covered by Security Deposits thus no resettlements required resulting in **100% settlement success rate** or 0% unrecovered amounts out of the USD10.6b processed.
  - **Africa/Middle East: (2)** (3J-535) Jubba Airways Ltd (Non-IATA Member), (LN-148) Libyan Airlines (Non-IATA Member)
  - **Europe: (2)** (DV-655) JSC Aircompany SCAT (IATA Member), (8H-366) BH Air Ltd (Non-IATA Member)
  - **Asia Pacific: (2)** (RX-652) Regent Airways (Non-IATA Member), (K6-188) Cambodia Angkor Air (IATA Member)



# Risk Management



- Recoveries: “F” Full - “P” Partial
  - 2021: ”F” (DV-655), “F” (3J-535), “F” (LN-148)
  - 2020: “F” (J2-771) Azerbaijan Airlines with repay Jun-20 P4 “F” (4O-837) ABC Aerolineas / Interjet with repay Mar-21 P4, “F” (P4-710) Air Peace & “F” (VJ-978) Vietjet with repay May-21 P4 , “P” (VR-696) TACV, “P” (EQ-269) TAME Ecuador

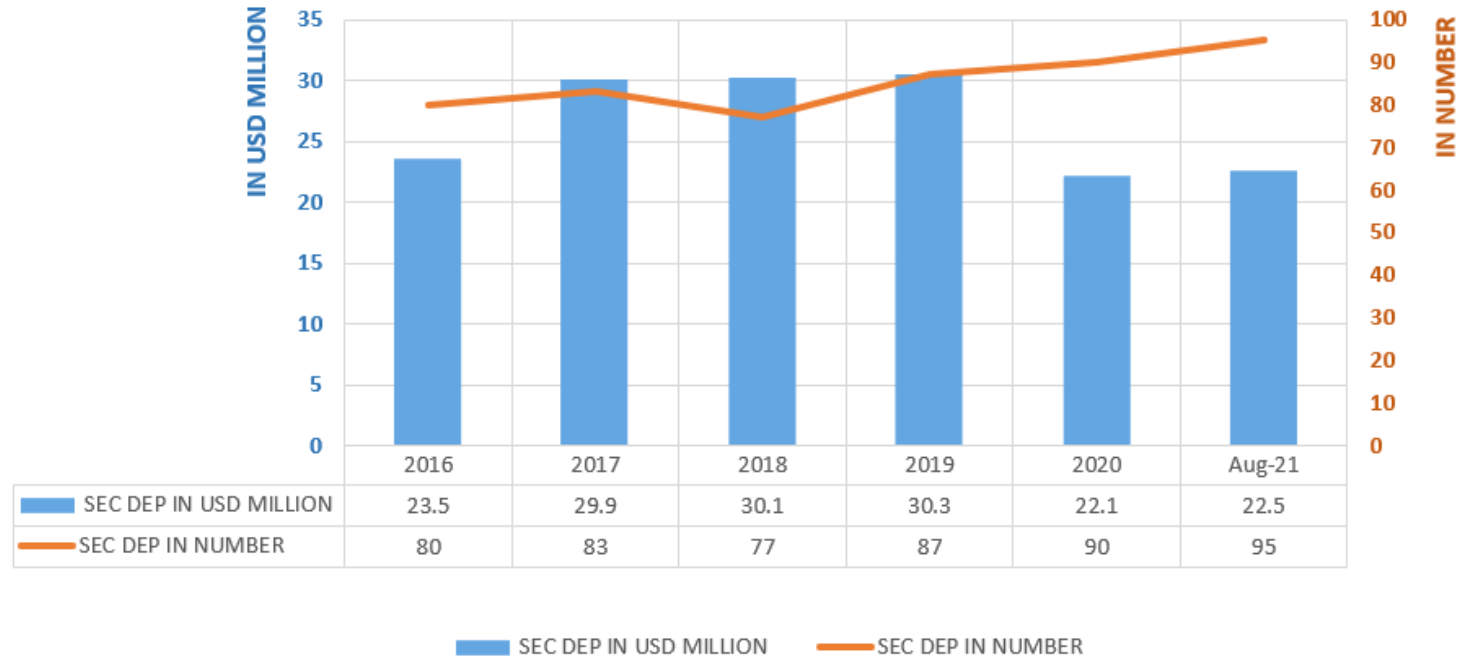


# Risk Management



- Continuous controls & monitoring of participants position and activity:
  - Increase in number +3% (95 as at end Aug-21 vs 92 end Aug-20)
  - Decrease in value -7.6% (USD22.53m as at end Aug-21 vs USD24.39m end Aug-20)
  - Hold deposits (security and/or voluntary) on behalf of over 30% of airlines

ICH SECURITY DEPOSITS 2016 TO AUG 2021



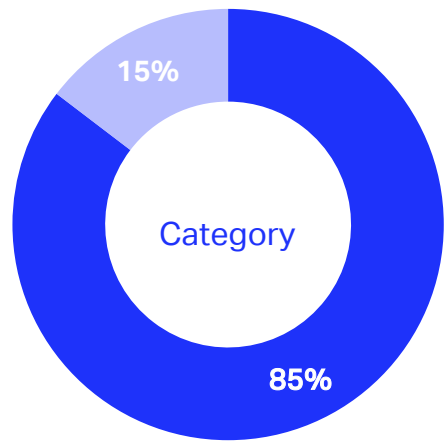
# Customer Satisfaction

## Methodology:

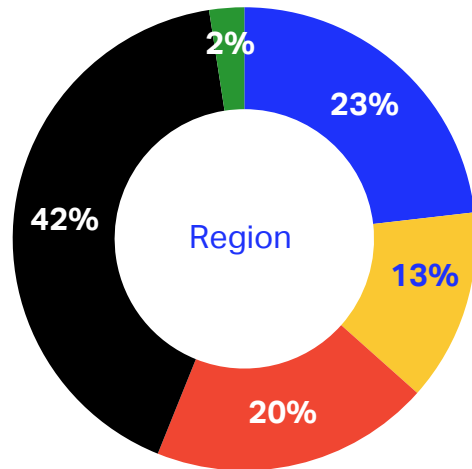
Online survey distributed to active ICH users between 02<sup>nd</sup> and 31<sup>st</sup> August 2021

82 Responses

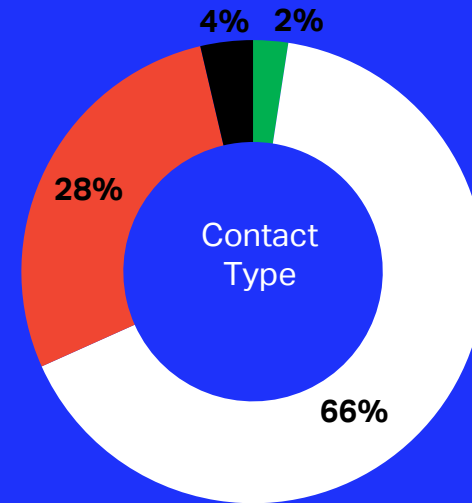
## 1. Respondents Profile



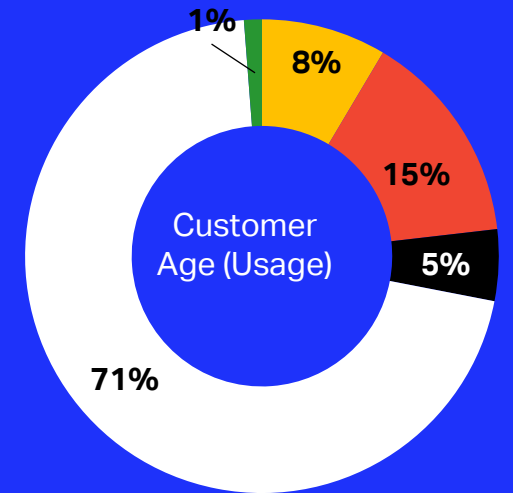
■ Airline Member  
■ Associate Member



■ Africa & Middle East ■ Americas  
■ Asia Pacific ■ Europe  
■ North Asia



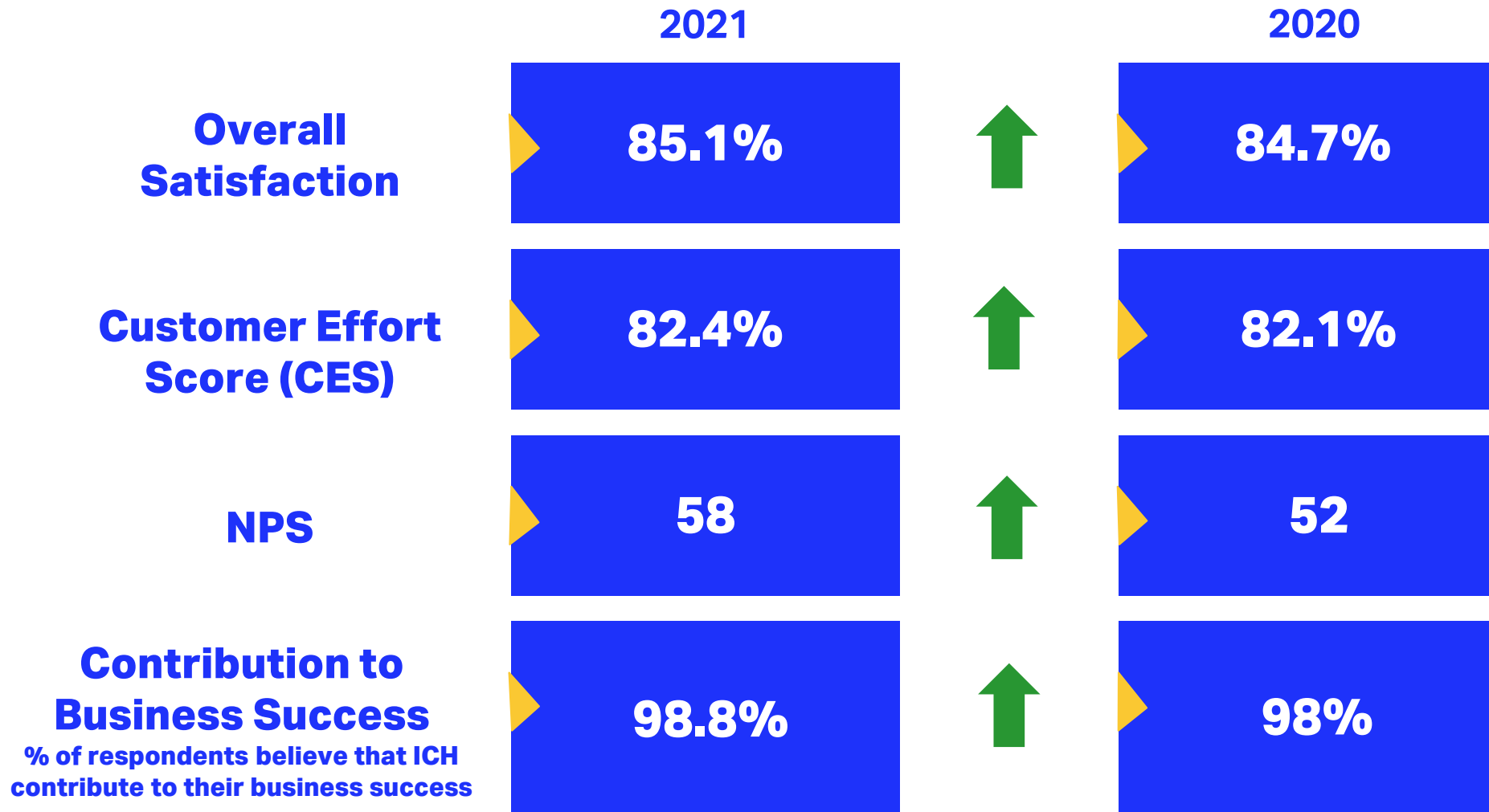
■ ICH Circular Contact ■ ICH Financial Contact  
■ ICH Primary Contact ■ Other



■ 1 - 2 Years  
■ 3 - 5 years  
■ 6 Months or less  
■ More than 5 years  
■ More than 6 months and less than 1 year



# Key Experience Metrics



# The voice of ICH members

**“ICH is a trusty and reliable partner for the financial settlements”**

**“I would recommend IATA ICH, because they always assist whenever there's a problem. Also, they make my work very easy.**

**“During the whole covid19 pandemic ICH truly showed us to be a reliable partner.”**

**“ICH is Easy Clear and Fast, a very serious entity”**

**“Easy to contract, quick response, clear answers”**

- *More flexible on payment terms*
- *More webinars*
- *Decrease the annual fees*
- *More education on special clearance processes*
- *New users are in need for further support in getting familiar with ICH*
- *IATA Customer Portal is not easy to manage and understand for users*



# ICH Manual 25<sup>th</sup> Edition effective Jan-22

- Procedure 15: **SETTLEMENT METHOD INDICATOR SMI "X"**

As the industry needs are continuously evolving, new business opportunities are arising. As a result, the Clearing House will accept and make available, as and when required, new forms of transactions for clearance and settlement through the creation of a new Settlement Method Indicator SMI "X".

The SMI "X" is complementing and not replacing any of the already existing SMIs, such as SMI "I" which is used for regular ICH transactions.

With the SMI "X" agreement(s), participating members will be able to benefit from various features such as, but not limited to: additional settlement currencies, flexible clearance calendars, creation of members' clearance sub-groups.

A Clearing House Member who chooses to benefit from new SMI "X" features may do so by subscribing to one or multiple SMI "X" agreement(s).

SMI "X" agreement(s) will be separate instance(s) of the existing standard agreement in which SMI "I" transactions are being settled.

Each SMI "X" agreement will have its own set-up, clearance calendar, group of participants, set of reports, notifications and settlement.

The ICH Manual and Regulations shall equally apply to SMI "X" transactions for purposes of invoicing, clearance and settlement, unless otherwise expressly provided in the applicable SMI "X" agreement(s) set forth under the applicable participation form(s).

The following conditions must be met by a Clearing House Member to participate in any SMI "X" agreement:

- Be an active Clearing House Member in good standing;
- Sign-up to one or multiple SMI "X" agreements by completing, signing and returning the applicable SMI "X" participation form(s);
- Provide to the Clearing House new banking details, as applicable.

New data fields on the IS XML and the IS IDEC will be used to differentiate transactions settled through the SMI "X" agreements, with a unique agreement code (5 alpha numeric).




# ICH & ACE "Aviation Carbon Exchange"

T	T+1	T+2
<b>Initialization &amp; Closure 5 pm EST</b>	<b>Netting, Advice Day &amp; Transfer</b>	<b>Settlement</b>
XmIs received from CBL (invoices raised on behalf of participants for confirmed carbon trades)	USD transfer made via ICH4 to CBL (only counterpart) Participants wallets updated	Funds credited to CBL



Search Results

Billing Period	SMI	Billing Member	Billing Member Name	Billed Member	Billed Member Name	Invoice Status	Invoice No.	Invoice Date	Billing Category	Invoice Curr.	Invoice Amount	Clearance Curr.	Clearance Amount	Suspended / LateSubmitted	Email Status	Email Sent on Date	Validation	Value Confirmation / Tax Submission	Digital Signature	Settlement File Sent
2021-Jan-02	X	XB-Q87	CBL Markets			Failed	308252832	18 Jan 2021	Miscellaneous	INR	704,639.65	USD	70,463.97							
2021-Jan-02	X	XB-Q87	CBL Markets			Failed	INVOICE1	15 Jan 2021	Miscellaneous	USD	1,410.000	USD	1,410.000							
2021-Jan-02	X	XB-Q87	CBL Markets			Failed	INVOICE2	15 Jan 2021	Miscellaneous	USD	1,410.000	USD	1,410.000							



OPS and Members Reporting | FIN Reporting | Calendar | Logging Monitoring | Reports Portal | Help

Agreement: SMI-X

Invoices | Invoice Discrepancies | Rate Files | Emails | Audit Trail | SMIX Pre-Validation

Search [hide]

Search Criteria: Advanced Criteria One | Advanced Criteria Two | Advanced Criteria Three

Clearance Prd  
 Settlement Prd  
 Creditor: XB-Q87, CBL Markets  
 Zone  
 Debtor  
 Billing Category  
 Invoice Number  
 Member Status

Result - 36 Item(s)

Sett. Period	Due Date	Billing Category	Invoice Number	Local Curr.	Local Amount	Clear. Curr.	Clear. Amount	Is CDA?	Creditor	Debtor	Invoice Source	Submission Time	Late Submission	Invoice Date	Creation Date
20201211	10-12-2020	MISC	SMIX081	USD	8,001	USD	8,001		XB, Q87, CBL		IS-WEB	08-12-2020 17...		08-12-2020	21-12-2020
20210116	17-01-2021	MISC	INVOICE2	USD	1,410	USD	1,410		XB, Q87, CBL		IS-XML	15-01-2021 18...		15-01-2021	15-01-2021
20210116	17-01-2021	MISC	INVOICE1	USD	1,410	USD	1,410		XB, Q87, CBL		IS-XML	15-01-2021 18...		15-01-2021	15-01-2021
20210119	21-01-2021	MISC	308252832	INR	704,639.65	USD	70,463.97		XB, Q87, CBL		IS-XML	18-01-2021 11...		18-01-2021	18-01-2021

Expected Go Live during Q4 2021

## Process:

- Facilitate the invoicing via SIS & settlement through ICH of carbon trades
- ICH SMI "X" feature with standalone agreement, specific group of members and timelines
- Deposit collected upfront and replenished as and when needed
- T+2 Settlement
- Daily billing files (xmIs)
- Real time reporting & monitoring of wallets/deposits





**Cedric Chretien**  
**Head Settlement GDC / ICH Manager**  
**[chretienc@iata.org](mailto:chretienc@iata.org)**





28 September 2021 – IBS OPS General Meeting

# Bankruptcy and Suspension Update

John Middleton

Assistant Director, Legal Services



# Agenda

## Introduction

## Main Cases – Bankruptcy and Suspension

- Not all cases addressed involve a bankruptcy or insolvency filing

## Reminder on Procedure

# Reminder on the Basics...

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

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

## Also...

### **Unfortunately bankruptcy processes are slow**

- The ICH is not the only creditor - some take much longer to provide data
- Government rules may be applied
- Many companies are trying to negotiate with the administrator at once
- The airline may no longer have access to systems, data, or expertise
- The airline may dispute the claims of the ICH
- Court appearances need to be scheduled
- Assets need to be identified by the administrator

**COVID has also greatly slowed pending court cases**

## Also...

### **Internally it also takes time**

- Funds in IATA's hands have to be identified from around the world
- Local regulations on release and remittance apply
- Members have six months to clear their accounts and submit claims
- Special Clearances take time to set up, run, and release funds

**Additional information is available via the bankruptcy/suspension extranet updates**

# 2014 and Prior (part 1)

### **KW-100 Wataniya**

- Won fully at trial court & first appeal. Airline has appealed again, and IATA has attached its assets to preserve collection opportunities.

### **LC-183 VarigLog**

- Unfortunately no distribution was possible from the estate. This case will be closed without further payments.

### **B3-208 Bellview**

- Marginal recovery to be made via internal offset, special clearance to follow.

### **C9-251 Cirrus**

- Disputes regarding our claim have now been resolved. A special clearance will follow to permit a small recovery.



# 2014 and Prior (part 2)

### **JK-680 Spanair**

- Disputes blocking distribution have now been resolved. A special clearance will follow to permit a partial recovery.

### **U8-669 Armavia**

- Claim filed in bankruptcy; special clearance to follow for partial distribution.

### **DN-440 Senegal Airlines**

- Airline has settled many claims bilaterally; possibility of small distribution via offset of internally held funds upon special clearance.



## 2015 Cases

### **UN-670 Transaero**

- Claim filed in bankruptcy, partially successful at trial court. Despite our earlier hope of a material distribution, however, it now appears that any distribution is questionable.

### **OV-960 Estonian**

- The ICH has reached a settlement with the estate, resolving the challenge to our claim. A partial distribution is expected following a special clearance.

## 2016 and 2017 Cases

### **LC-753 Equatorial Congo Airlines**

- The ICH has determined that collection efforts will not be effective in this case. A small distribution will be made following a special clearance.

### **GE-170 TransAsia Airways Corporation**

- Claim submitted in bankruptcy and accepted by estate. Recovery questionable.

### **7I-958 Insel Air International**

- Submitted claim in court case; material distribution eventually likely.

### **LV-400 Mega Maldives**

- The ICH will not pursue collection actions, but a small distribution will likely be possible through internal offset, following a special clearance.

## 2017 Cases

### **7I-958 Insel Air International**

- Submitted claim in court case; material distribution eventually likely.

### **LV-400 Mega Maldives**

- The ICH will not pursue collection actions, but a small distribution will likely be possible through internal offset, following a special clearance.

## 2018 Cases

### **F7-033 Darwin Airline**

- Claim submitted in bankruptcy and accepted by estate. Partial distribution possible depending on outcome of case.

### **UG-150 Tunisair Express**

- The ICH has determined that collection actions will not be taken in this case. A special clearance is being considered for a partial distribution.

### **CO-354 Cobalt Air**

- Claim filed in bankruptcy and accepted by estate. Recovery depends on outcome of bankruptcy process.

## 2019 Cases (part 1)

### **O6-247 Avianca (Brasil)**

- All claims in periods before suspension were ultimately paid in full via deposit held by IATA. After consideration of the amount of the post-suspension submissions, the ICH has determined that collection actions will not be cost-effective in this case. We are considering whether any small additional distribution may be possible via internal offset, but funds transfer restrictions make this very difficult.

### **ZI-439 Aigle Azur**

- The ICH has submitted its claims against the bankruptcy estate and is currently defending against a potential objection to those claims.

## 2019 Cases (part 2)

### **JP-165 Adria Airways**

- The ICH has submitted its claims against the bankruptcy estate and is awaiting further developments in that process.

### **KK-610 Atlasglobal**

- All claims were paid in full in this case, following an internal offset and special clearance. This case will therefore be closed.

## 2020 Cases (part 1)

### **BE-267 Flybe**

- All claims were paid in full in this case following a special clearance. This case will therefore be closed.

### **OB\*-475 Blue Air**

- All amounts as of suspension were covered in full. Disputes regarding the ICH's ownership of the claims remain unresolved, and we are now considering the possibility of an internal offset to satisfy the post-suspension balances.

### **TF-276 Braathens Regional**

- All claims were paid in full in this case following a special clearance. This case will therefore be closed.

## 2020 Cases (part 2)

### **MN-161 Comair**

- Have submitted a claim with the estate. The restructuring plan has been approved, contemplating a minimal (1-2%) distribution on claims. Partial distribution expected, with amount depending on outcome of case.

### **IG-191 Air Italy**

- The ICH agreed to a process with this airline to permit the orderly winddown of its membership following cessation of operations. Members were provided the opportunity to submit claims through November 2020, which were then paid in full. Claims following the December 2020 suspension are being recorded and are expected to be paid in full pending a special clearance.



# 2021 Cases

No cases of note thus far

## **Airlines in Good Standing in ICH**

**It is possible for airlines in Ch 11 or similar restructuring processes to remain in good standing in the ICH**

- This requires the placement of a security deposit and the commitment to continue paying all claims in due course
- In some cases, claims may be protested as having arisen pre-filing. While discouraged, this protest generally is permitted under the Regulations.
- A list of these airlines is provided on the next slide.

## IATA WORLD FINANCIAL SYMPOSIUM

# Ch. 11 or Similar Cases – in Good Standing

Airline Code, Name	
2K-547 – Avianca Ecuador	LR-133 Avianca Costa Rica
4C-035 – LATAM Colombia	MK-239 – Air Mauritius
6R-873 – Aero Transporte de Carga Union	OK-064 – Czech Airlines (extraordinary moratorium)
AV-134 – Avianca	PR-079 – Philippine Airlines
AM-139 – Aeromexico	QT-729 – Tampa Cargo
AZ-055 – Alitalia (membership to be transferred)	SA-083 – South African Airways
JJ-957 – TAM Linhas Aereas	TA-202 – TACA International Airlines
L7-985 – LATAM Cargo Colombia	TG-217 – Thai Airways
LA-047 – LATAM	UC-145 – LATAM Cargo Chile
LP-544 – LATAM Peru	XL-462 – LATAM Chile

# Reminder on Procedure

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

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

### **ALWAYS check claims submitted during 6-months post-suspension**

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

### **NEVER bilaterally settle claims already submitted in ICH**

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

# Questions Comments Feedback

John Middleton  
Asst. General Counsel  
[middletonj@iata.org](mailto:middletonj@iata.org)







28 September 2021 – IBS OPS General Meeting

# Standard Setting Workspace (SSW)

## Accessing the Platform

## Online Voting Procedures

Natasha Cherry, Team Coordinator



# Login to the Standard Setting Workspace via the IATA Customer Portal at: [portal.iata.org](https://portal.iata.org)

The image displays two screenshots from the IATA Customer Portal. The left screenshot shows the login page with a red circle around the email and password fields and a red arrow pointing to the 'Standards Setting Workspace' card in the right screenshot. The right screenshot shows the 'Standards Setting Workspace' card with a red circle around it.

**IATA CUSTOMER PORTAL**

Welcome to the IATA Customer Portal

Access and manage all your IATA services. Consult information about different products and get support about any subject. Here, for you.

- Access IATA services  
Directly access more than 60 IATA services, specially selected for you.
- Stay up to date  
Easily manage and update your IATA profile.
- Find special offers  
Discover the selection of publications, trainings and other IATA products and services.
- Get answers  
Access our extensive collection of questions & answers; and get direct support from IATA.

[Go to our FAQ](#)

**Login**

Email

Password [Forgot Password?](#)

Login

New to the IATA Customer Portal?  
[Create New Account](#)

**IATA CUSTOMER PORTAL** Services Support Profile

Home > Services

Looking for a service?

Search Services [Advanced Search](#)

**My Services** Available Services

Your company's services are listed below.

Show Only Favorites

**Standards Setting Workspace**

Standards Setting [Manage Service](#) [Go to Service](#)

**ID Card Online Platform**

Apply & pay for your ID Card (new, renew, change of agency) and get IATA travel agent benefits. [Go to Service](#)

# Standard Setting Workspace Homepage



Building Standards Through Expertise

Home

Communities ▾

Directory ▾

Events ▾

Help ▾

Projects

search



## Welcome to the IATA Standard Setting Workspace!

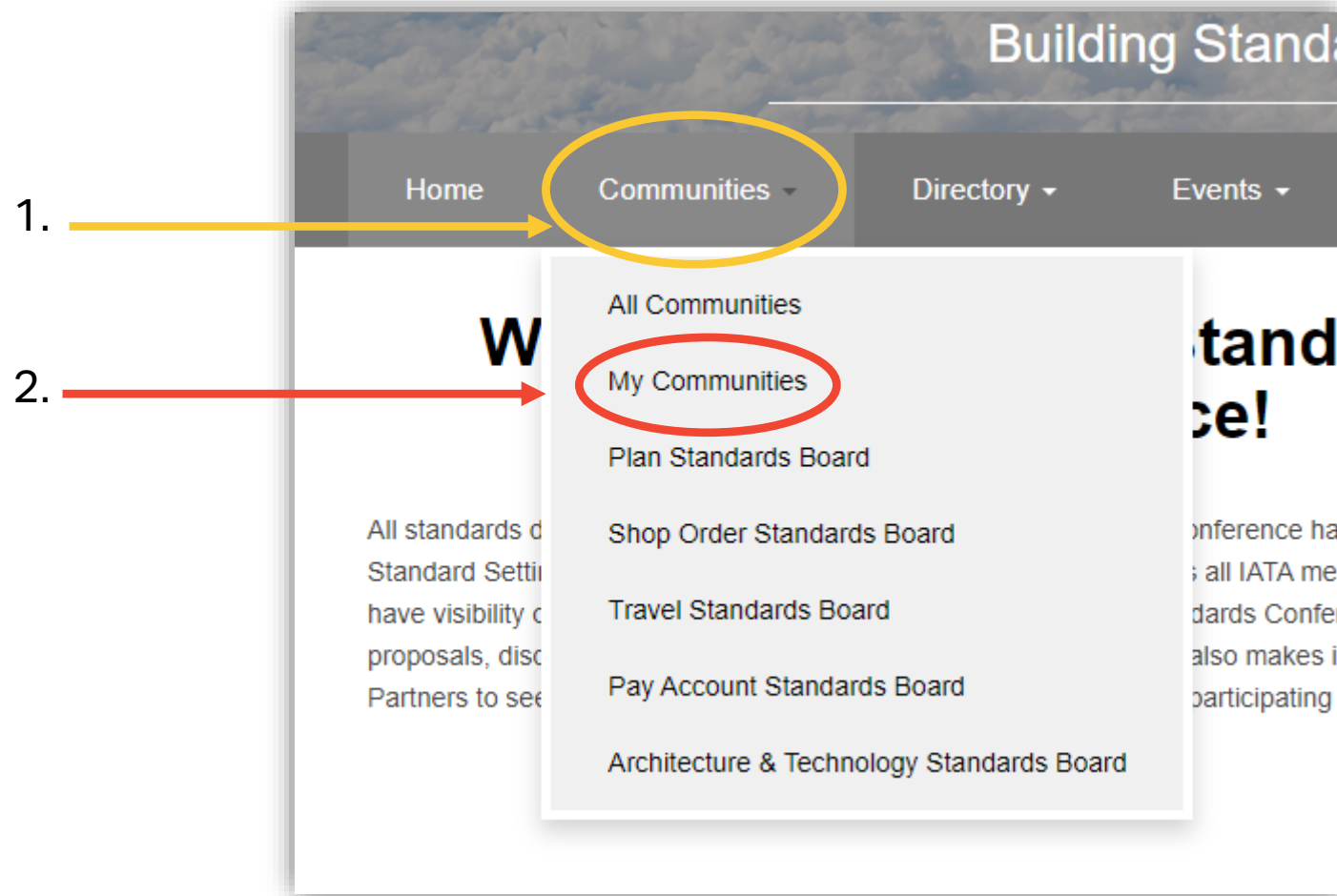
All standards development groups under the Passenger Standards Conference have a dedicated site on the IATA Standard Setting Workspace. The Standard Setting Workspace allows all IATA member airlines and Strategic Partners to have visibility over the activity of all groups under the Passenger Standards Conference. This includes meeting materials, proposals, discussions and ballots. The Standard Setting Workspace also makes it easier for airlines and Strategic Partners to see what groups exist, and who from their organization is participating in different groups.

### PSC Management Boards

- [Passenger Standards Conference](#)
- [Plan Standards Board](#)
- [Shop-Order Standards Board](#)
- [Pay-Account Standards Board](#)
- [Architecture and Technology Strategy Board](#)



# Select Communities >> My Communities



# Select the name of the group under "My Communities"

Home Communities ▾ Directory ▾ Events ▾ Help ▾ Projects

## My Communities

☰ COMMUNITY NAVIGATOR

2 total

All Community Types ▾ Communities to which I belong

**Interline Billing and Settlement Operations Voting Items**

📍 [Interline Billing and Settlement Operations](#)

IBS OPS General Meeting Voting Items

If you do not see the group/voting group under "My Communities", please contact [standards@iata.org](mailto:standards@iata.org) or the Secretary of the group

# Select Workspace from the groups landing page



## Interline Billing and Settlement Operations Voting Items ⚙️ SETTINGS

☰ [Interline Billing and Settlement Operations](#)

Community Home

Discussion 1

Discussion Documents 0

Events 0

Members 129

Workspace



To join this group, [contact the Secretary](#).

Contacts

**Chair & Vice-Chair:** TBA

**Secretary:** Altug Meydanli  
IATA SSW ACCOUNT

**Charter**

Revenue Accounting community has the authority to adopt new interline settlement rules and revise the rules when necessary, by voting IATA Airline and IBS OPS WG proposals, during the IBS OPS General Meetings.

Changes to the Revenue Accounting Manual can be approved by a majority vote of IATA airline representatives voting on the proposed change at a duly convened General Meeting provided that the change is not opposed by 15% or more of those airline representatives voting on the proposed change. One vote per IATA airline member is permitted. Abstentions will not be considered in assessing the result of the voting procedure. A quorum for the General Meeting shall consist of the delegates of 30 airlines. In those cases where an agenda proposal is not approved, the 2 letter designators of the carriers which respectively voted in favor, against or abstained, shall be reflected in the minutes of the meeting, on request of the proponent (Records shown are for information purposes only and no further objections from voting members will be entertained).



# Select "Ballots" from the Workspace tab

## Interline Billing and Settlement Operations Voting Items

⚙️ SETTINGS

☰ Interline Billing and Settlement Operations

Community Home

Discussion 1

Discussion Documents 0

Events 0

Members 129

Workspace

Documents

Roster

Ballots

Action Items

Settings

### All Ballots in this Group



Search by title..

ALL BALLOTS ▾

APPLY FILTER ▾

Showing 1 to 1 of 1

Details

Results

Planned Schedule Change Settlement Poll (Expression of Opinion)

not yet open

regular ballot

# Select "Ballots" from the Workspace tab

## Interline Billing and Settlement Operations Voting Items

⚙️ SETTINGS

☰ Interline Billing and Settlement Operations

Community Home

Discussion 1

Discussion Documents 0

Events 0

Members 129

Workspace

Documents

Poster

Ballots

Action Items

Settings

### All Ballots in this Group



Search by title..

ALL BALLOTS ▾

APPLY FILTER ▾

Showing 1 to 1 of 1

Details

Results

Planned Schedule Change Settlement Poll (Expression of Opinion)

regular ballot

not yet open



# Vote on the Open Ballots

## Interline Billing and Settlement Operations Voting Items

Passenger Standards Conference

Community Home

Discussion 4

Discussion Documents 0

Events 0

Members 185

Workspace

Documents

Roster

Ballots

Settings

### All Ballots in this Group

ADD

Search by title..

ALL BALLOTS

APPLY FILTER

NEWEST

Showing 1 to 1 of 1

Details

Actions

**Planned Schedule Change Settlement Poll (Expression of Opinion)**  
regular ballot

VOTE

OPEN



You have the option of commenting on your voting selection.

Votes may be changed up until the balloting period closes. At which point your vote is final.

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

**Ballot**

Ballot Question  
Which solution do you support?

Options

<input type="radio"/> Yes	Comment Optional
<input type="radio"/> No	Comment Optional
<input type="radio"/> Abstain	Comment Required

Comments  
Select a Ballot Option first, then comment if permitted.  
Voter comments are OPTIONAL for this ballot.

ATTACH DOCUMENT

**VOTE**

# Voting Rights

- Industry Meeting Members with Voting Rights  
[https://www.iata.org/globalassets/iata/services/financial-services/sis/wfsim/eligible\\_ssw\\_registrants.pdf](https://www.iata.org/globalassets/iata/services/financial-services/sis/wfsim/eligible_ssw_registrants.pdf)
- Assigning voting rights to your Primary and Alternate delegates  
<https://www.surveymonkey.com/r/SISIBSOPSGM21>

Be sure to check that you already have access to both the Industry Meetings Voting Communities:

- Interline Billing and Settlement Operations Voting Items
- Simplified Invoicing and Settlement (SIS) Voting Items





# Reminder

- Voting is open to IATA Member Airlines only
- 1 vote per company will be recorded
- Allocation of voting rights is done on the SSW Platform
- Members can change their votes up until the ballot closes
- Live results
- Each Agenda item will have a respective online ballot
  - Online ballots open: 1 October 2021
  - Online ballots close: 15 October 2021



**If you have any questions  
please contact us at  
[standards@iata.org](mailto:standards@iata.org)**

**[Watch this video](#) tutorial  
for further SSW  
information and voting  
procedures**







**Please standby**

We will be switching to the Agenda documentation

# We'll start again in 10 minutes



BREAK

Grab a beverage and stretch!





**IBS OPS GM 2022  
Date and Location**

Will be announced during  
the WFS-19/20 OCT 2021





A.O.B



# Closing Remarks from the Chair

<https://www.surveymonkey.com/r/IBSOPSGM2021>





End of IBS OPS  
GM-2021

Thank you

