# 10th Simplified Invoicing and Settlement General Meeting

## 29 September 2021

# A1: Opening of Meeting

Rob Huijsman

Chair, SIS Steering Group / KLM

# Welcome

**!** The recording of this webinar along with the presentation and Q&A document will be sent via email to all participants and posted on the SIS website.

1. www.iata.org/sis

2. "SIS for Airlines"

3. "Media" tab

# Participation Information

120 Eligible SIS Participants (Airlines & Suppliers) registered for the SIS GM 2021

Full participation list will be shared after the GM

# A2: Competition Law Guidelines for IATA Industry Meetings

Marie Christine Brochu

Assistant Director, Legal Services / IATA

# 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

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# IATA Legal Reminders

! Participants are reminded that live streaming of this webinar by participants to parties not in attendance is not permitted, except as indicated by and with the express permission and knowledge of the Chairperson and IATA.

! Unauthorized recording of the meeting is also prohibited.

! IATA will record the webinar and share the link afterwards to the members of this group.

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Let's Begin

# SR1: Look into the Future IATA Pay

Juan Antonio Rodriguez

Director, GDC / IATA

# IATA Pay in a nutshell

The best approach
to Open Banking
for the airline industry
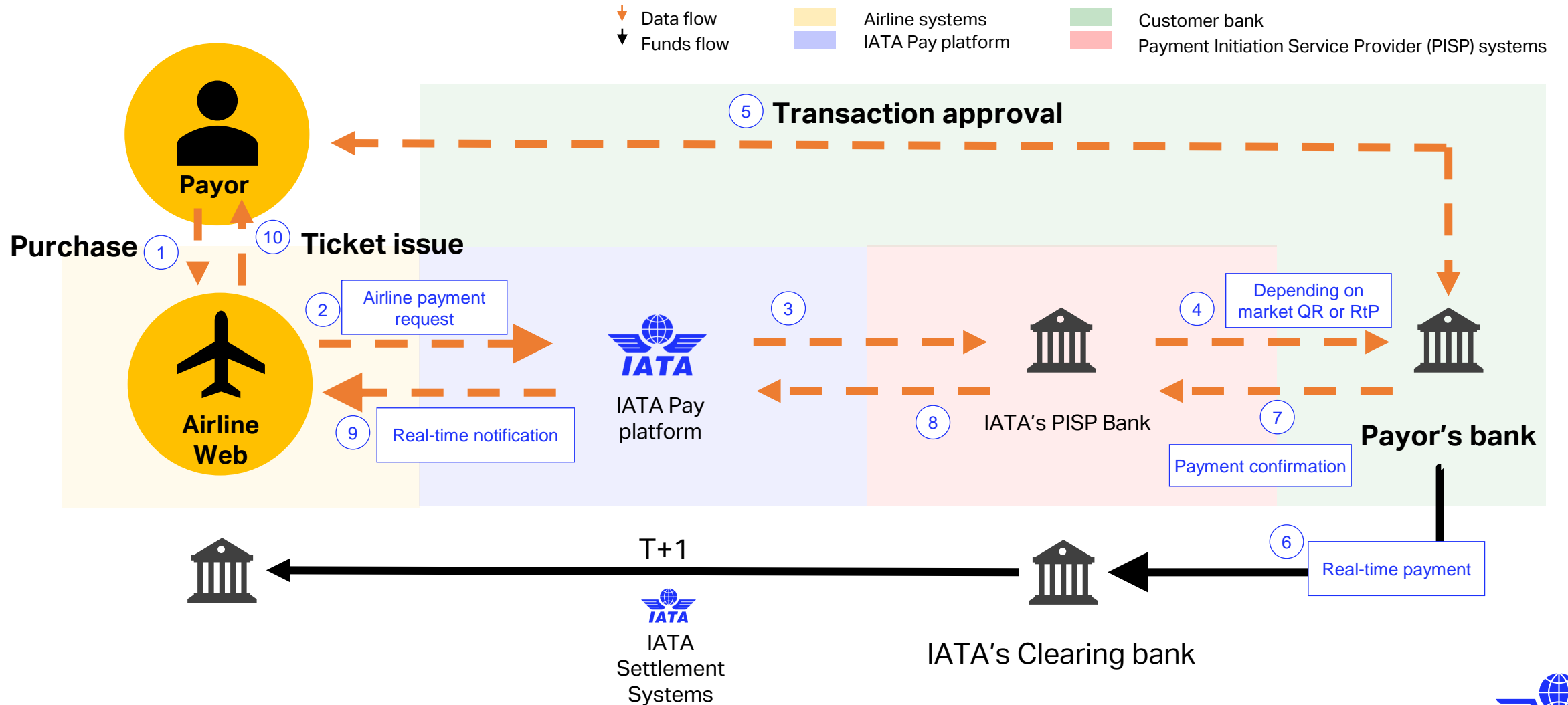
Industry
**payment solution**

Account-to-account

**Instant
payments**

**Request-to-Pay
Open Banking**

# High level flow



**Legend:**
- Data flow
- Funds flow
- Airline systems
- IATA Pay platform
- Customer bank
- Payment Initiation Service Provider (PISP) systems

**(5) Transaction approval**

Payor

**Purchase** (1) (10) **Ticket issue**

(2) Airline payment request

(3)

(4) Depending on market QR or RtP

IATA Pay platform

IATA's PISP Bank

**Payor's bank**

(9) Real-time notification

(8)

(7)

Payment confirmation

Airline Web

T+1

IATA Settlement Systems

IATA's Clearing bank

(6) Real-time payment

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# Airline benefits

## Reduce Airline costs

- **1 single API and contract** for global open banking acquiring

- **93% Cost Savings** in payments acceptance

## Generate cash for Airlines

- **Highly secure**: no chargebacks or holdback practices

- **Accelerate** airline **cash flow** (T+1)

## Strategic

- **In control** of the customers' payment experience and data

- IATA as **trusted provider. Single contract and implementation**

## Operational

- **Payment confirmation in real-time**

- **End-to-end services** payment and settlement

- **Real-time refund** execution

# Savings in payment costs

# 93%

# Industry Solution

# 61

**IATA Pay Community members**

# Global Acquiring platform

## 2021

| | |
|---|---|
| Germany | Portugal |
| United Kingdom | Italy |
| Austria | Finland |
| Netherlands | Ireland |
| Belgium | Hong Kong |
| Spain | India |

## 2022-2025

**More than 30 countries in scope**

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# Start reaping the benefits for your airline

**Please contact IATA Pay team**

**IATApay@iata.org**

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Thank you

# SR2: SIS Steering Group Report

Rob Huijsman

Chair, SIS Steering Group / KLM

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# Agenda

❖ Mandate of SIS Steering Group

❖ SIS Steering Group Members

❖ SIS Steering Group Meetings Agenda

29 September 2021

# 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 Financial Settlement and Distribution Services - Director Global Delivery Centre
    - IATA Senior Manager Pay - Account Standards

# SIS Steering Group Members

- Current SIS Steering Group - Effective 1$^{st}$ October 2018 for 3 years mandate
  - 5 members with Accounts Payable expertise appointed by FinAC– July 2018
  - 5 members elected during SIS GM 7$^{th}$, on 18$^{th}$ Sep 2018

# SIS Steering Group Members

- 5 Members appointed by FinAC

KL - Rob Huijsman – Chair

CA - Kaihong Zhang – new member

DL - Lewis Moore

EK - Suresh Pereira – Vice Chair

CA - Chao Wang* (resigned)

LH - Guido Baldus

# SIS Steering Group Members

- 5 Members Elected during SIS GM

- RJ - Moath Alwaqfi

- TP - Joao Feliciano

- UA - Chris Wiebelt

- 6E – Pramod Kumar Srivastava

# SIS Steering Group Members

- 5 Ex-officio members:

  - Brenda Fullmer (AA) –

    – Chair of the ATA
      Revenue Accounting
      Committee

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

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

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# SIS Steering Group Members

- 5 Ex-officio members

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

  - Altug Meydanli – IATA Senior Manager Pay - Account Standard

  - Secretary of the SIS SG:

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

# SIS Steering Group Elections

- 2021 Elections year -> for the 5 members with interline Pax and Cargo expertise, to be appointed by the Financial Advisory Committee (FinAC) based on the results of the elections at the SIS General Meeting

- Elections should have been held at 10th SIS General Meeting for the 5 seats available

  - 5 nominations received – the airlines representative will introduce themselves during the Webinar today

  - As the number of nominations is equal with the number of seats available, there will be no elections

- The mandate of the 5 members with Accounts Payable expertise appointed by FinAC have been extended by FinAC with 1 year, until after SIS GM 2022

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# 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 2021 no face-to-face meeting due to Covid circumstances

- 6 conference calls:
  - 28$^{th}$ January
  - 24$^{th}$ February
  - 31$^{st}$ March
  - 25$^{th}$ & 26$^{th}$ May - face to face meeting converted to conf call
  - 16$^{th}$ June
  - 25$^{th}$ August
  - 14$^{th}$ September

- Next conf calls:
  - 17$^{th}$ & 18$^{th}$ November – conf call replacing the face-to-face meeting
  - 15$^{th}$ December

# SIS Steering Group Meetings Agenda

- SIS Operational performance
  - SLA & KPIs
  - Review of the Operations of SIS under COVID circumstances – in 2021 demonstrated 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 projected 2021 deficit
  - No major release in 2021 in order to save cost
- Supplier Onboarding
- Requirements review for SIS new functionality  "Auto coding"
- New FDR exchange rate concept review
  - The outcome is that we will not change the calculation of FDR

# SIS Steering Group Meetings Agenda

- SIS Webinars
  - Series of 8 webinars from November 2020 to July 2021
  - Conducted by IATA SIS Team in collaboration with SIS Steering Group
  - 1 Webinar in collaboration with IBS OPS WG – held in March 2021
    - "Passenger Rejections and Interline Billings Best Practices "

| SERIES NO. | DATE | TITLE |
| --- | --- | --- |
| #05-2021 | 7-Jul-21 | Working with SIS Files - IS XML and IS IDEC |
| #04-2021 | 2-Jun-21 | Working with IS-WEB |
| #03-2021 | 5-May-21 | Legal Compliance and Tax Reporting Capabilities in SIS |
| SIS & IBS OPS Joint Webinar | 24-Mar-21 | Passenger Rejections and Interline Billings Best Practices |
| #02-2021 | 2-Feb-21 | Dispute Management |
| #01-2021 | 27-Jan-21 | Output Files & Reports |
| #04-2020 | 25-Nov-20 | SIS Contact & User Management |
| #03-2020 | 3-Nov-20 | SIS Member Profile Management |

# SIS Steering Group Update

- 3 more Webinars to be conducted by end of 2021

| SIS Data Retention & Time Limits | SIS Documentation & Support | ICH Reports |
|---|---|---|
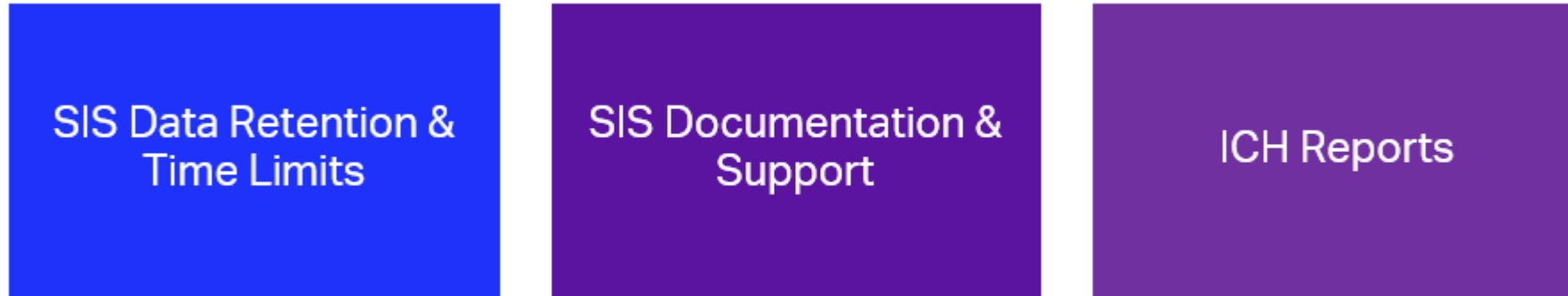
# SIS Steering Group Update

- All recordings and presentations are posted on SIS Website:

https://www.iata.org/en/services/finance/sis/airlines/#tab-6

JOIN SIS | SUPPORT | DOCUMENTS | GLOSSARY | FAQS | **WEBINARS** | REJECTIONS | MEDIA

## SIS Webinar Series

The SIS Operations Team continues to support the industry by hosting regular webinars meant to enhance participants' experience with using SIS. The following are the recordings and materials available for all previously held webinars. All newly held webinar recordings and materials will be published on this page after they are held.

| SERIES NO. & DATE | TITLE | VIDEO | PRESENTATION |
|---|---|---|---|
| #05-2021 \| 07-Jul-2021 | Working with SIS Files - IS XML and IS IDEC | ● YouTube | ● Presentation Slides (pdf) |
| #04-2021 \| 02-Jun-2021 | Working with IS-WEB | ● YouTube | ● Presentation Slides (pdf) |
| #03-2021 \| 05-May-2021 | Legal Compliance and Tax Reporting Capabilities in SIS | ● YouTube | ● Presentation Slides (pdf) |

# SIS General Meeting – Online Voting

- 2021 first year for Online Voting on SIS GM Agenda items.

- Due to time restrictions, will not be posible to answer questions on agenda papers during SIS GM today. The Agenda was posted on IATA SSW site from 16th July and open for discussions until 7th September 2021.

- The detailed guide for online voting through IATA SSW (Standard Setting Platform) have been distributed by IATA through previous communications on industry meetings, including with the final Agenda of SIS GM.

- If your airline did not register yet to SSW platform for SIS GM online voting, please do so by 30th September 2021 to have the chance to vote on SIS GM 2021 agenda items.

- Online voting for SIS GM Agenda items will be open for 2 weeks starting on 1st October 2021, until 15th October 2021.

- The results will be published by IATA after the closure of online voting.

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Thank you

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# SR3: IATA Economics - Latest Market Developments

Ezgi Gulbas

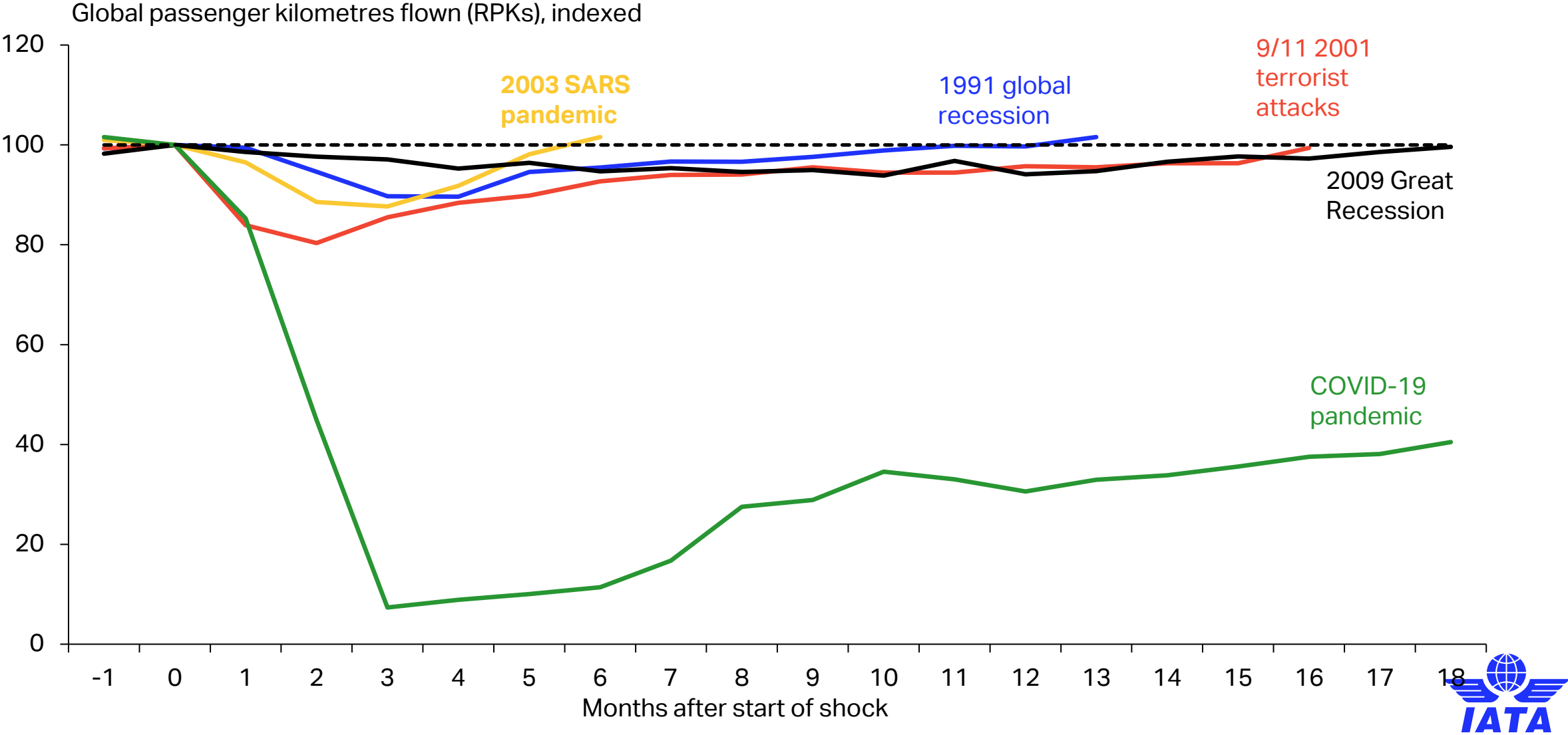Senior Economist / IATA

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# COVID-19

## Latest Market Developments

# Demand shocks do not usually have long-lasting impacts
## Previous shocks cut 5-20% from RPKs but recovered after 6-18 months



Global passenger kilometres flown (RPKs), indexed

2003 SARS pandemic

1991 global recession

9/11 2001 terrorist attacks

2009 Great Recession

COVID-19 pandemic

Months after start of shock

Source: IATA Economics using data from IATA Monthly Statistics. Data is adjusted for seasonality.

# Airline industry financials are improving but still negative
## Operating losses reduced to 20% of revenues by Q2 of 2021

Global airline industry operating margin, % revenue



Source: IATA Economics using data from the Airline Analyst
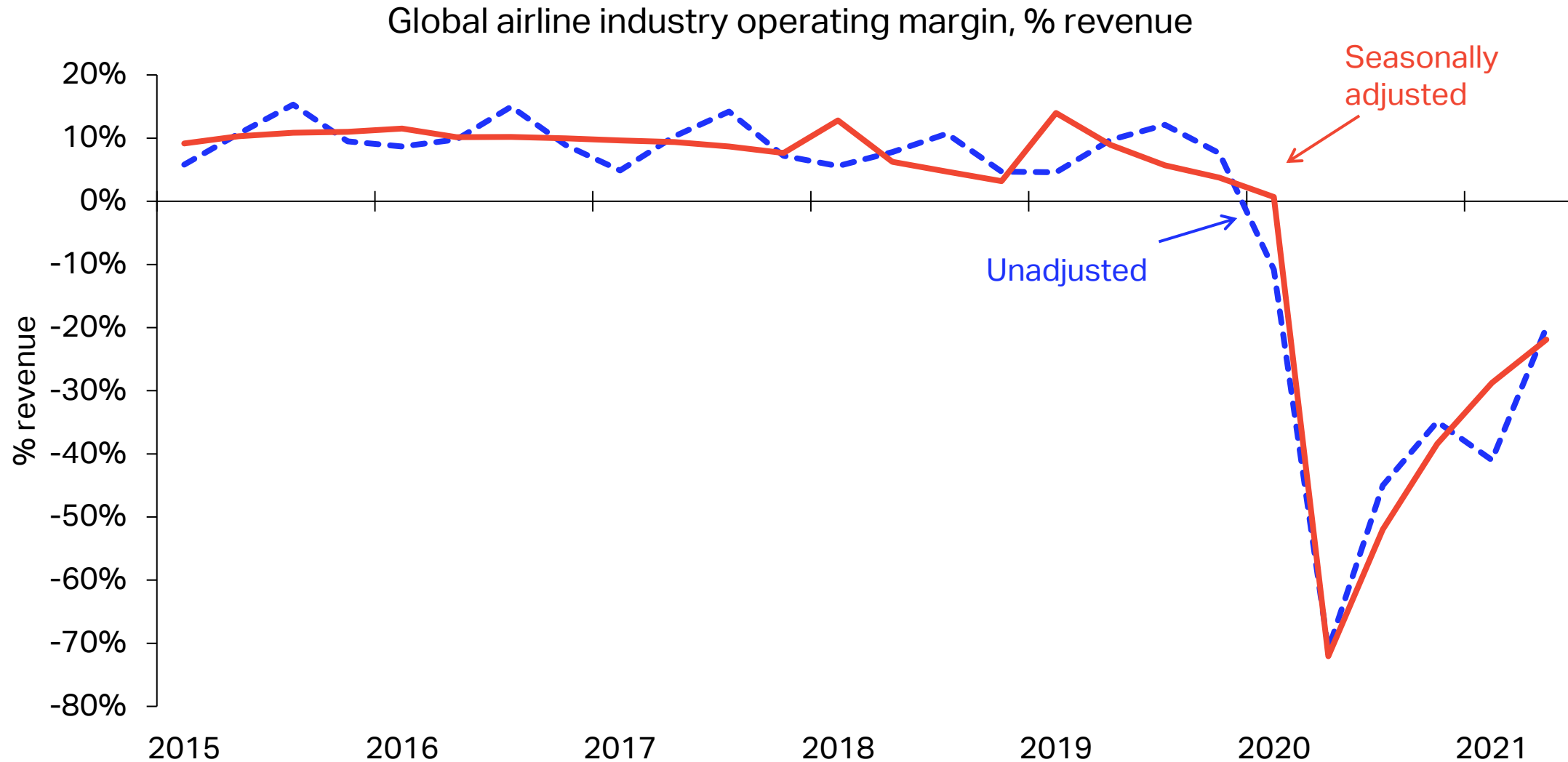
# Transition to cash flow generation but uneven
## North America and China ahead of others with strong domestic recovery

Net cash flow from operating activities (darker colour) and free cash flow
(lighter colour) in Q2 2021*, % of revenues



40%

30%

-7%

-23%

12%

-3%

-12%

-19%

24%

12%

Net cash flow

Free cash flow

**North America**       **Asia Pacific**       **Europe**       **Latin America**       **Industry**

*sample of 40 airlines

Source: IATA Economics using data from the Airline Analyst

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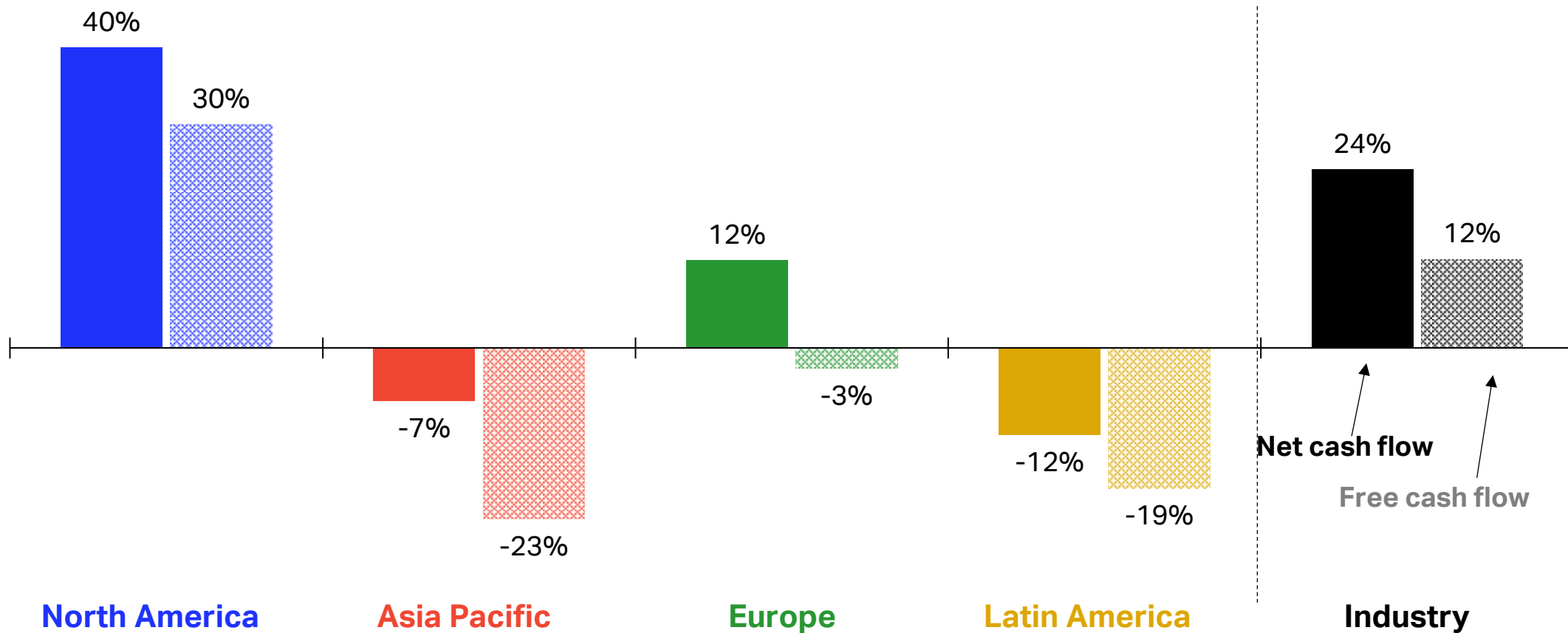
# Airlines need revenues but traffic recovery is slow
## Int. RPKs -73.1%, domestic RPKs -16.1%, CTKs +8.8% (Jul 21 vs Jul 19)

RPKs and seasonally adjusted CTKs (indexed, Jan 2020 = 100)

Cargo tonne km (CTKs)

Domestic RPKs

International RPKs

Source: IATA Economics using data from IATA Monthly Statistics. Data is adjusted for seasonality.
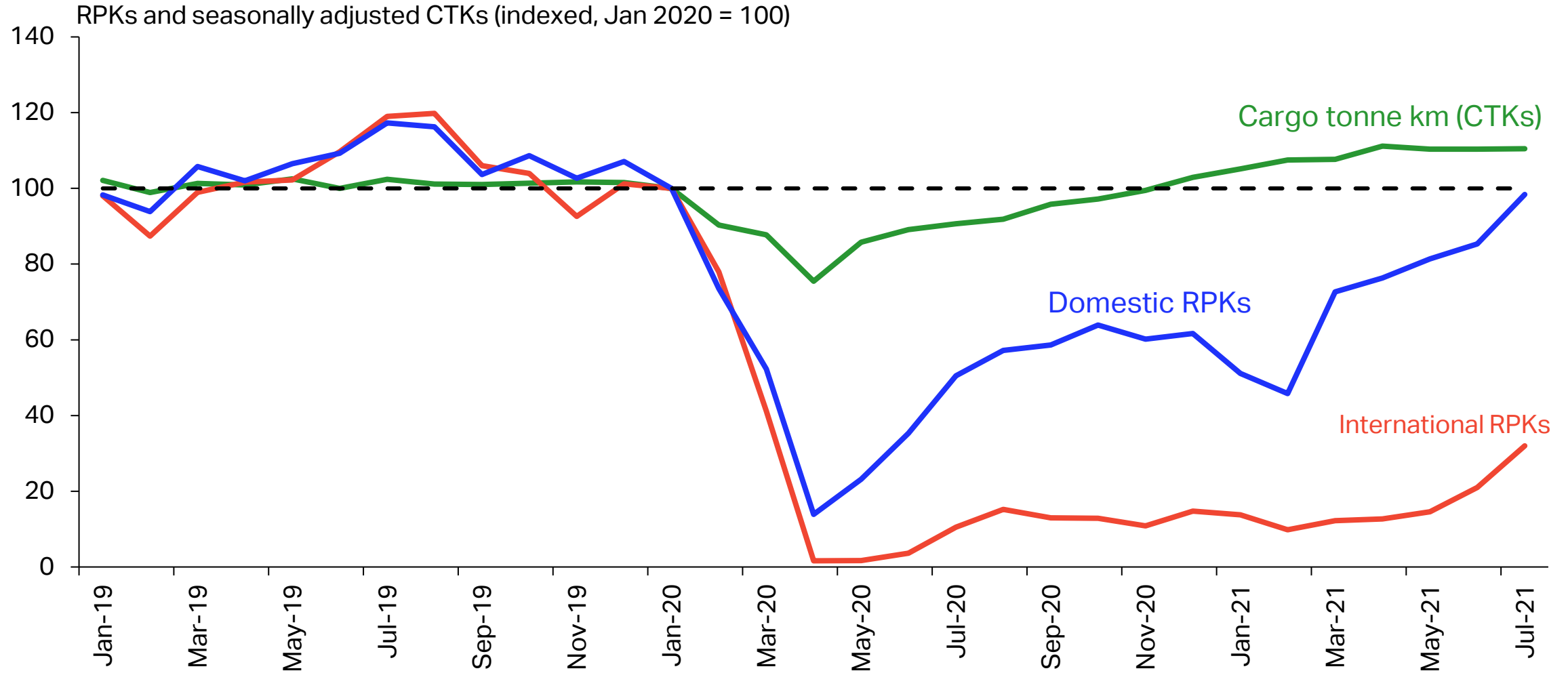
# International air travel recovery based on few markets
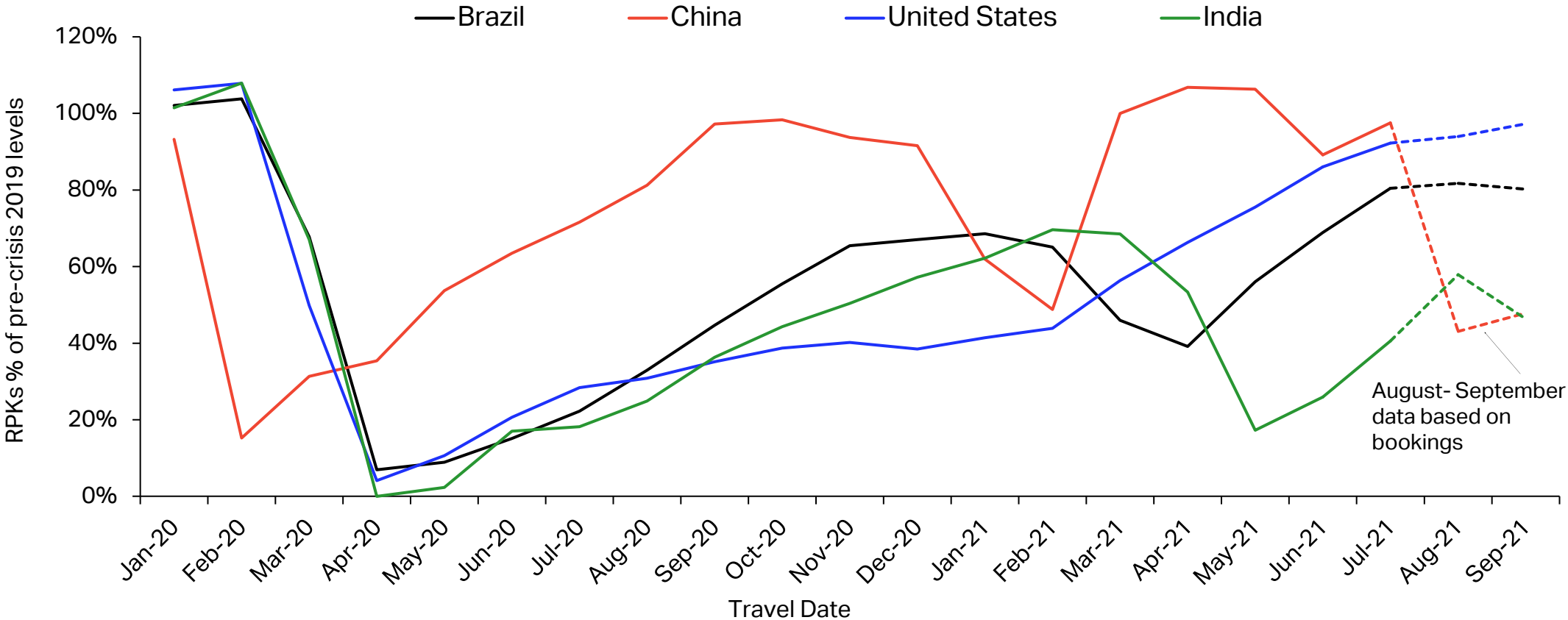## Within Europe and North-Central America routes have improved

RPKs, % of 2019 levels
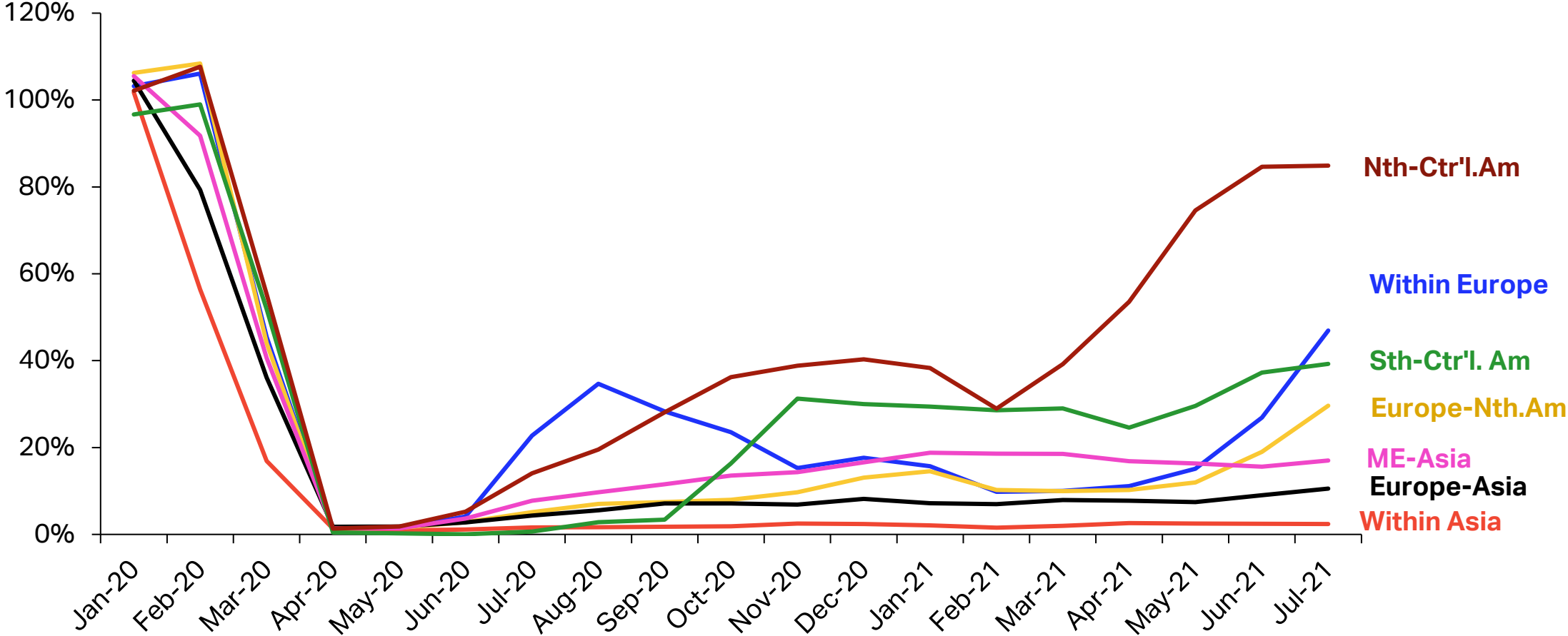


Source: IATA Economics using data from IATA Statistics

# Domestic markets are vulnerable but rebound quickly
## Setback in China but recovery continues once outbreak is under control

### Domestic Traffic (Revenue Passenger-Kilometers)

Legend: Brazil (black), China (red), United States (blue), India (green)



Y-axis: RPKs % of pre-crisis 2019 levels (0% to 120%)

X-axis: Travel Date (Jan-20 to Sep-21)

Annotation: August- September data based on bookings

Source: IATA Economics using IATA Monthly Statistics and DDS ticketing data

# New COVID-19 cases are rising in most regions
## New variants have meant virus control much harder than expected
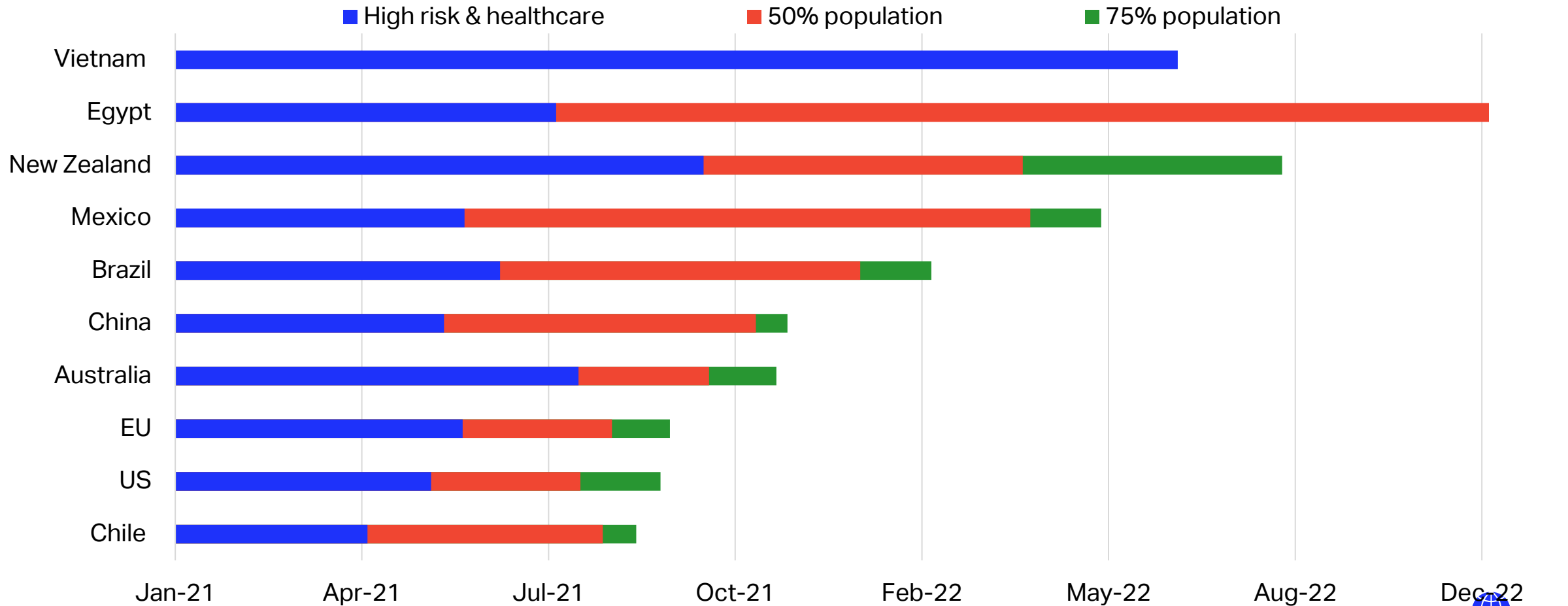
New COVID-19 cases per week (000's)
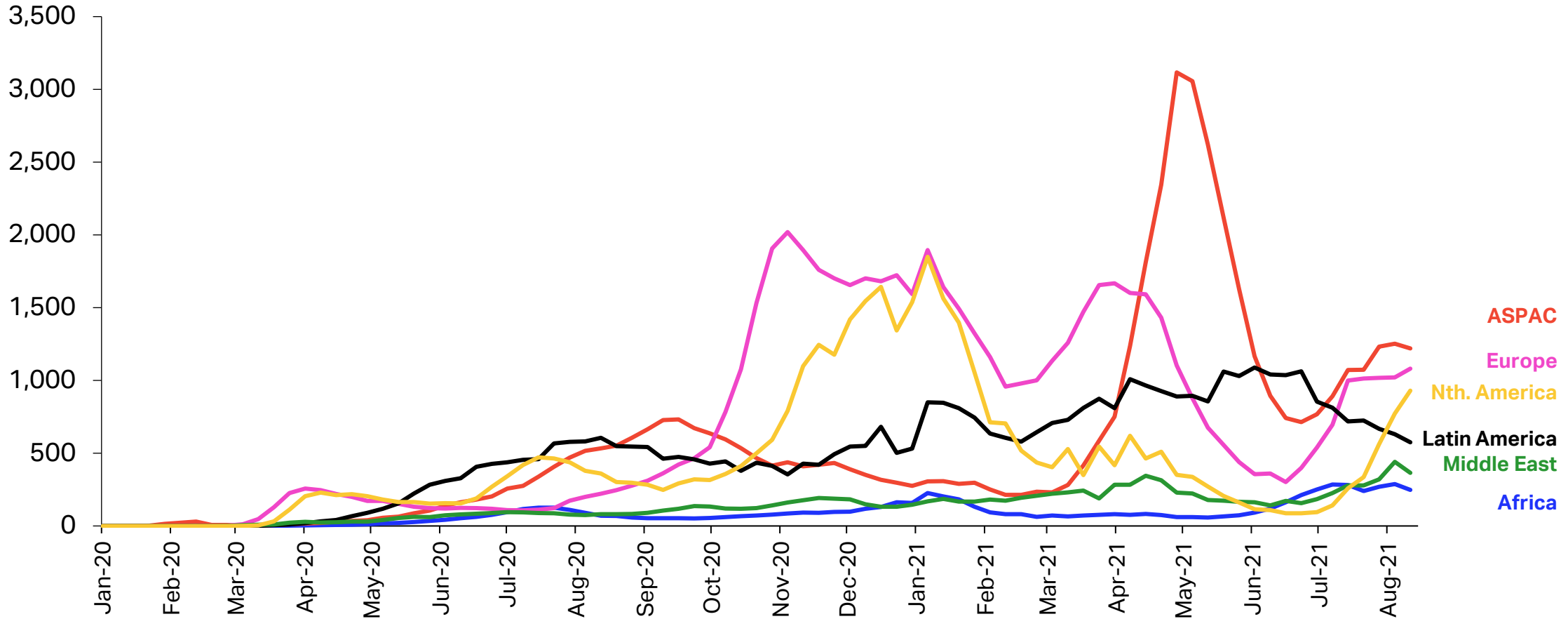


Source: IATA Economics using data from European Centre for Disease Control

# Vaccine rollout creates differences in recovery paths
## High income countries + China to recover first, but many will lag behind

**Airfinity's vaccination rollout forecast**

Legend: ■ High risk & healthcare  ■ 50% population  ■ 75% population



Countries (top to bottom): Vietnam, Egypt, New Zealand, Mexico, Brazil, China, Australia, EU, US, Chile

X-axis: Jan-21, Apr-21, Jul-21, Oct-21, Feb-22, May-22, Aug-22, Dec-22

Source: IATA using data from Airfinity (23rd July)

# International travel restrictions remain high
## Asia remains most stringent, Latin America and Europe improve

International travel stringency index weighted by population (Jan 2020-Aug 2021)
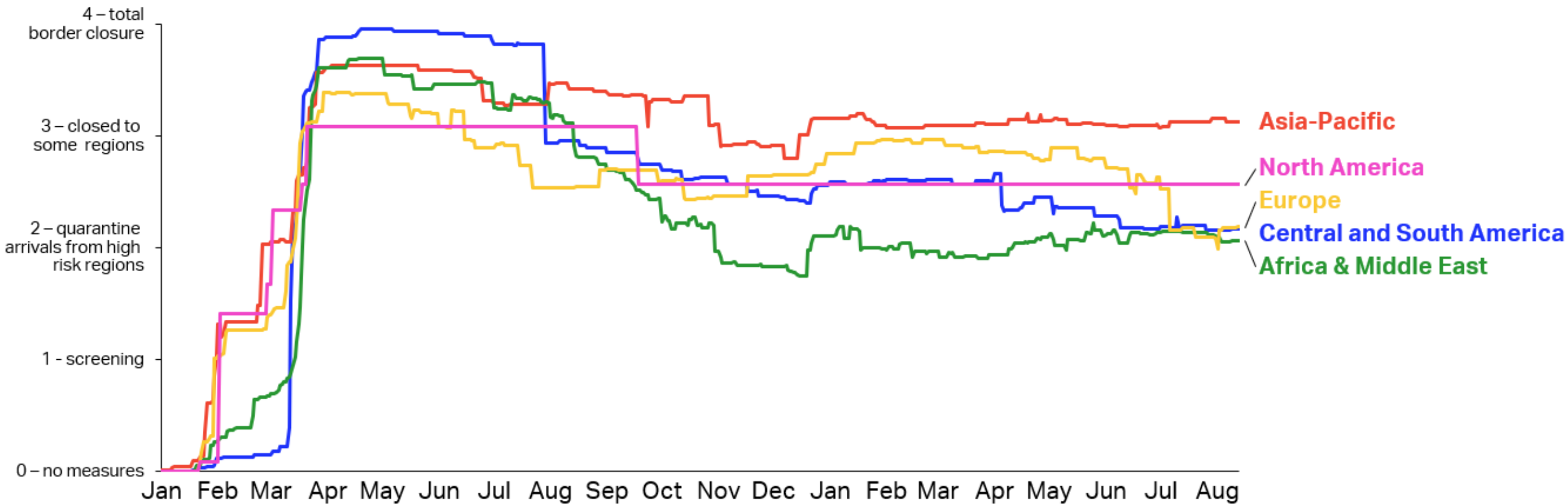


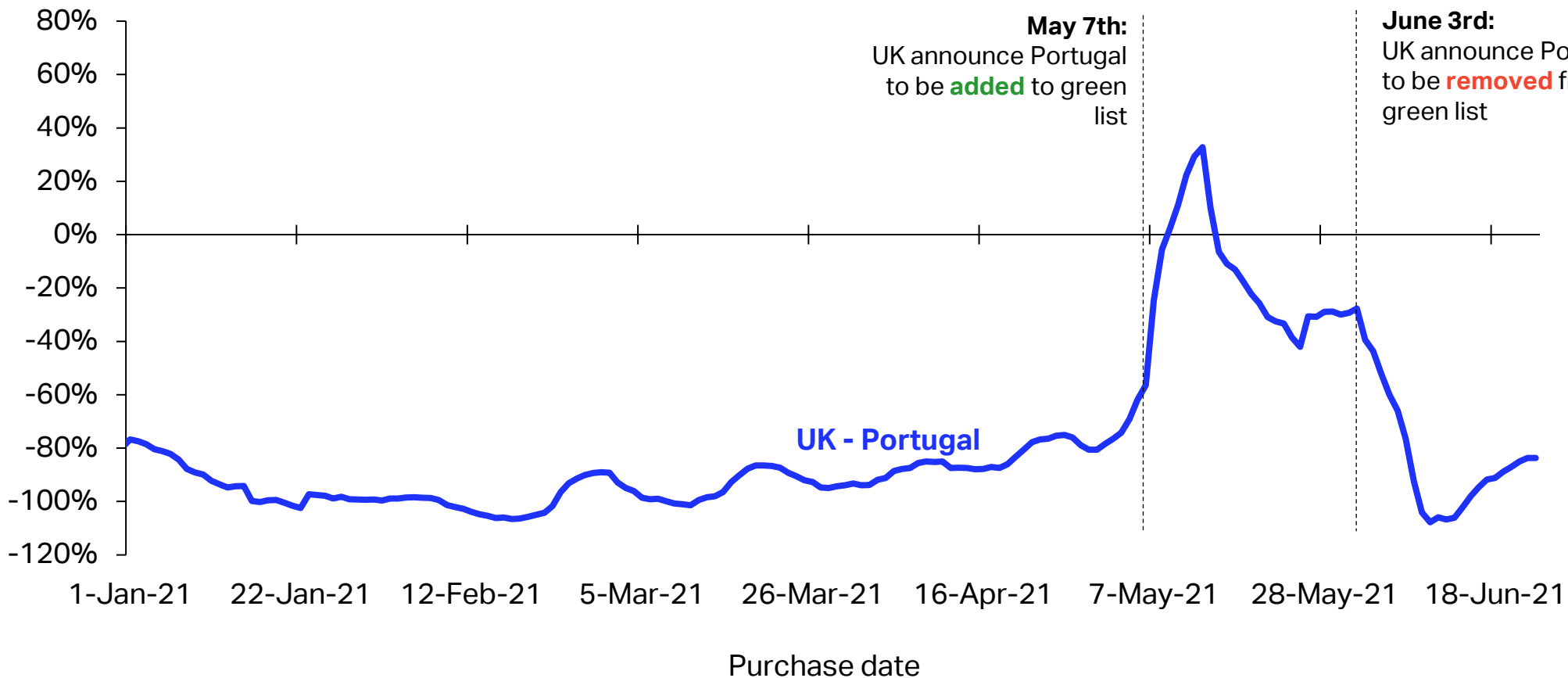Source: IATA Economics using data from Oxford University

# There is substantial pent-up demand but it is fragile
## Surge of bookings from the UK to Portugal reversed in a month

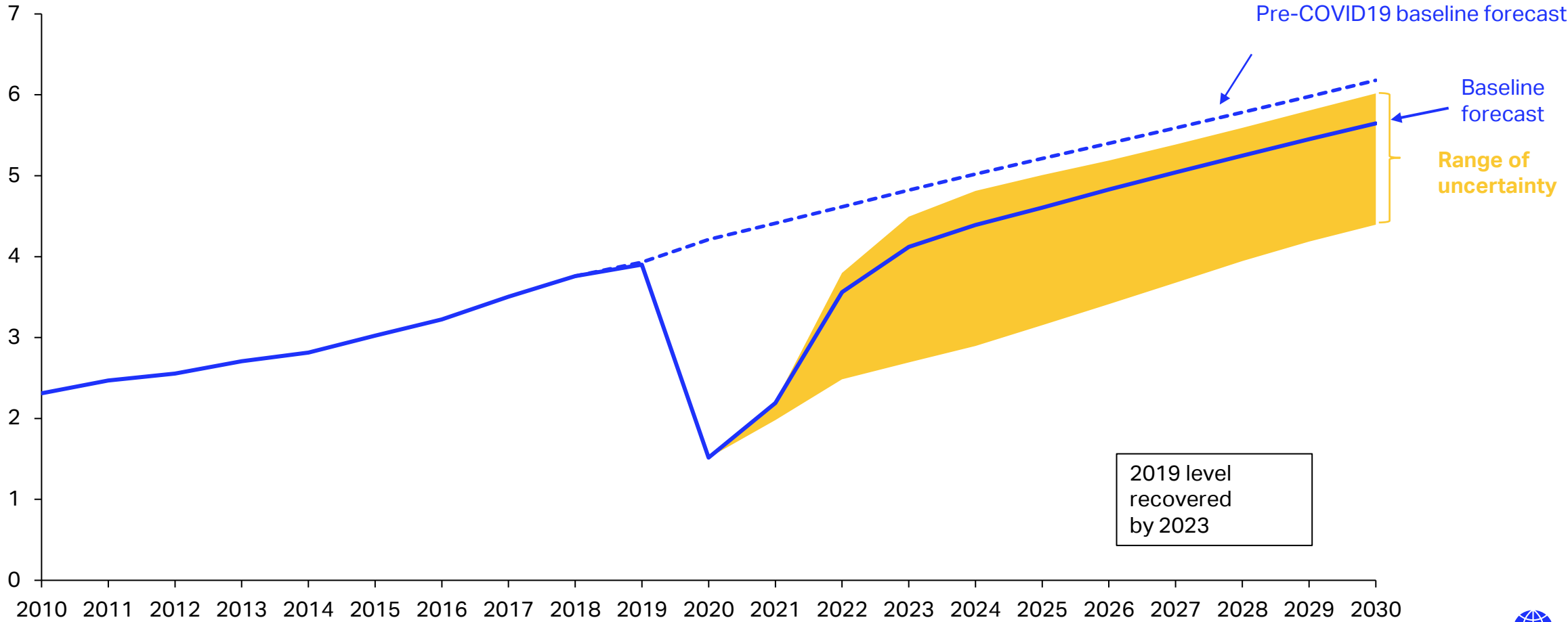### Forward bookings, UK - Portugal travel

% change vs the same period in 2019, 7-day MA

**May 7th:**
UK announce Portugal
to be **added** to green
list

**June 3rd:**
UK announce Portugal
to be **removed** from
green list

UK - Portugal

(y-axis: 80%, 60%, 40%, 20%, 0%, -20%, -40%, -60%, -80%, -100%, -120%)

(x-axis: 1-Jan-21, 22-Jan-21, 12-Feb-21, 5-Mar-21, 26-Mar-21, 16-Apr-21, 7-May-21, 28-May-21, 18-Jun-21)

Purchase date

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Source: IATA Economics using data from DDS

# Full recovery of air travel will still take several years
## Downside risks linked to virus variants and border policy

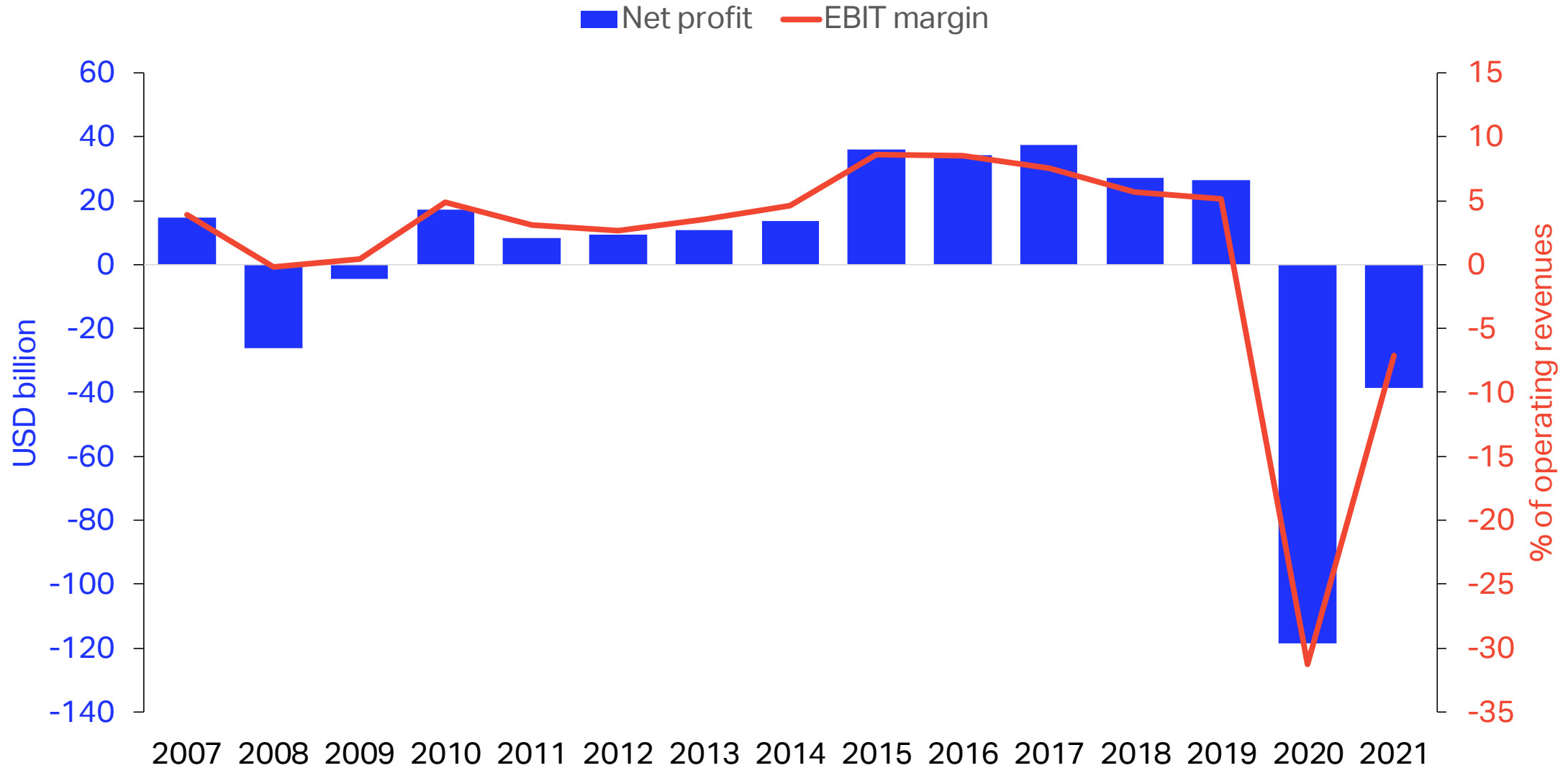Global passenger departures, billions per year



Pre-COVID19 baseline forecast

Baseline forecast

Range of uncertainty

2019 level recovered by 2023

Source: IATA/Tourism Economics APF, July 2021

# Losses forecast to be reduced to USD38bn in 2021
## Regions with large domestic markets to lead improvement



Legend: Net profit, EBIT margin

Left axis: USD billion (60, 40, 20, 0, -20, -40, -60, -80, -100, -120, -140)

Right axis: % of operating revenues (15, 10, 5, 0, -5, -10, -15, -20, -25, -30, -35)

X-axis: 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021

Source: IATA Economics

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# Improvement is uneven across regions
## Regions with large domestic markets forecast to perform better in 2021

Airline region operating margin, % revenue



Source: IATA Economics Airline Industry Financial Forecast update, April 2021
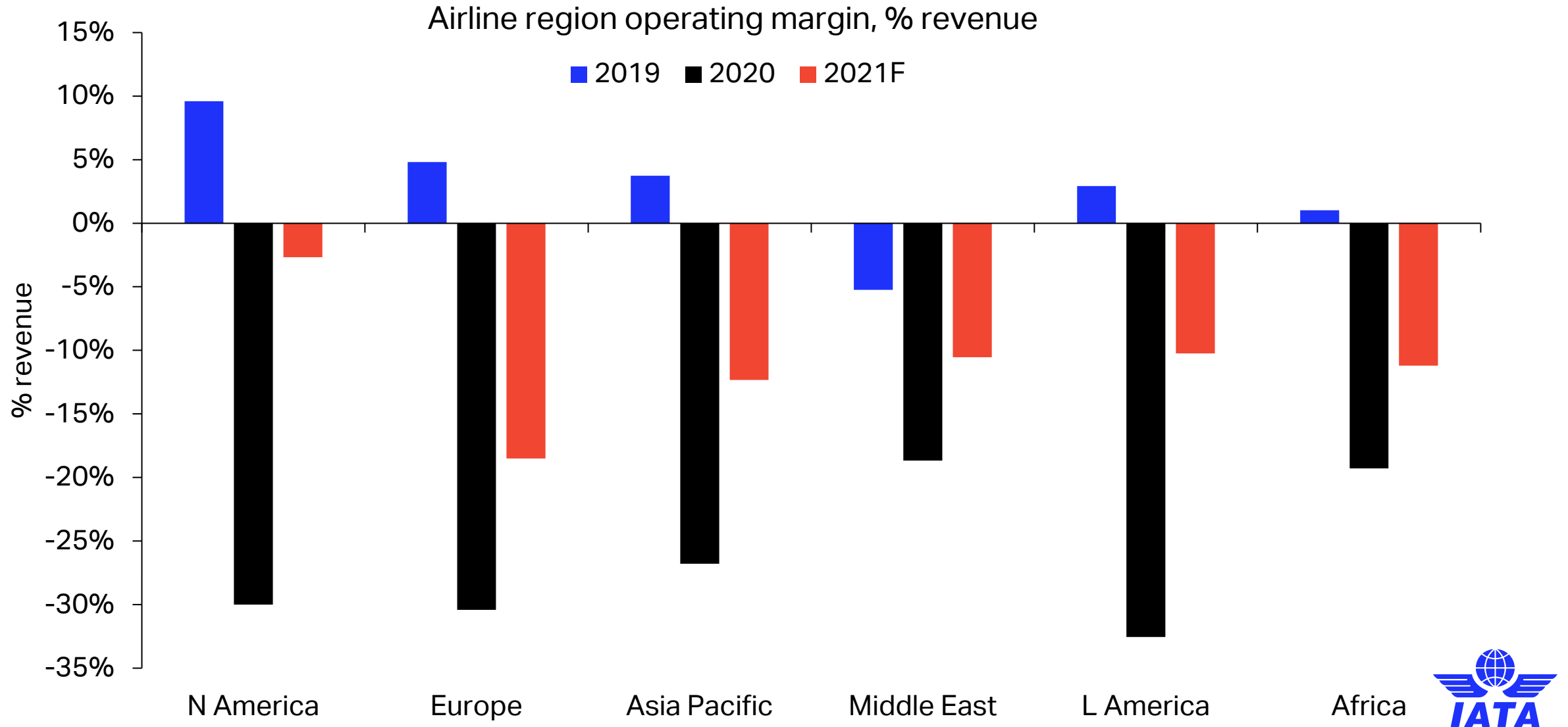
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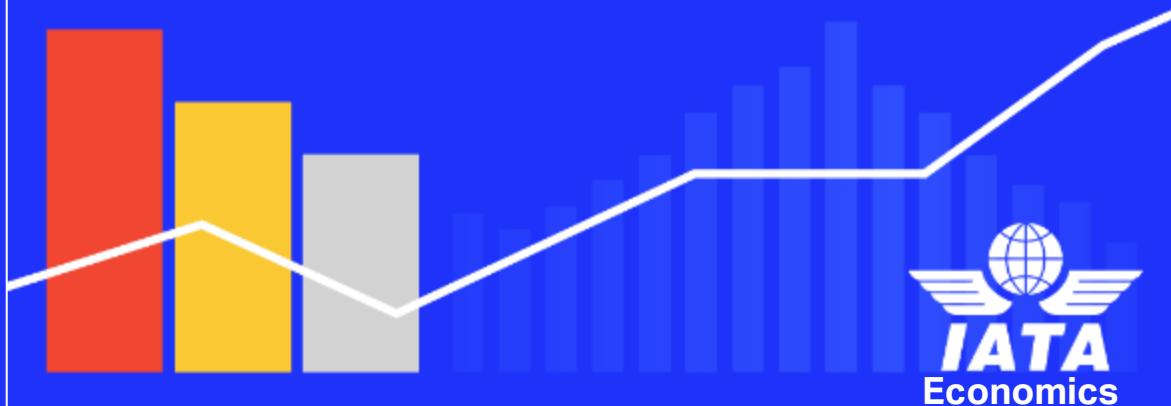
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Thank you

# SR4: SIS
# General Update

Adina Minculescu

Head, Invoicing Services / IATA

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**78mil**
(-66%)

**Transactions processed**

**1.2mil**
(-31%)

**Invoices processed**

**$25bil**
(-67%)

**Total USD Value processed**

**53,671**

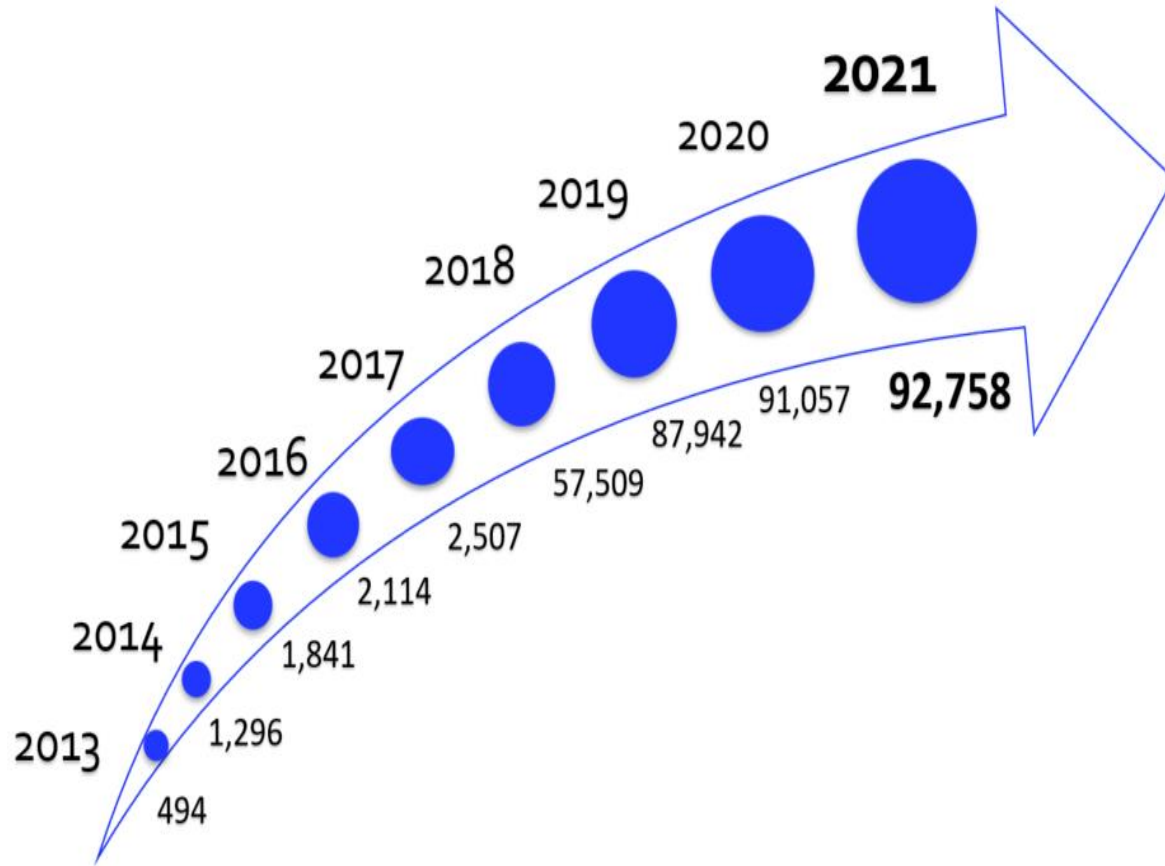Companies receiving invoices

**626**

**Companies sending invoices**

**4.66**
US Cents

**Unit Cost (165%)**

# SIS Scorecard 2020

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# SIS Agreements



| Membership Category | Aug 2021 | 2020 | % change |
|---|---|---|---|
| ISPA Airline | 444 | 443 | 0% |
| ISPA Supplier | 107 | 110 | -3% |
| ISUA Airline | 5 | 3 | 67% |
| ISUA Supplier | 151 | 136 | 11% |
| ISUA Agent UATP | 5 | 4 | 25% |
| E&F Customers | 89 | 86 | 3% |
| IATA Offices | 15 | 14 | 7% |
| TOU | 1,995 | 1,950 | 2% |
| Sub Total | 2,811 | 2,746 | 2% |
| TOU Agents* | 89,947 | 88,311 | 2% |
| TOTAL | 92,758 | 91,057 | 2% |

*Agents (BSP&CASS) to which IATA submits invoices through SIS. The number of agents also includes some branches, as requested for invoicing purposes.
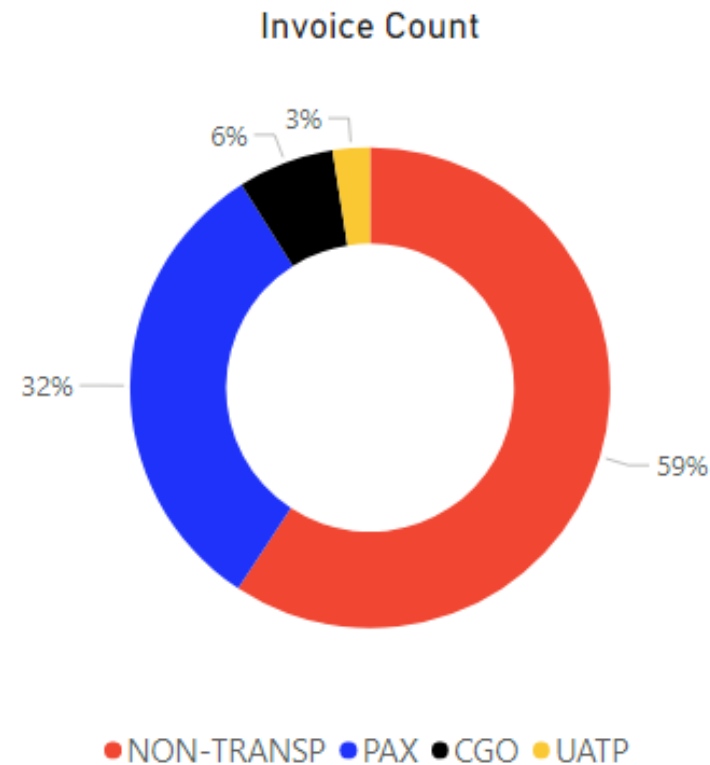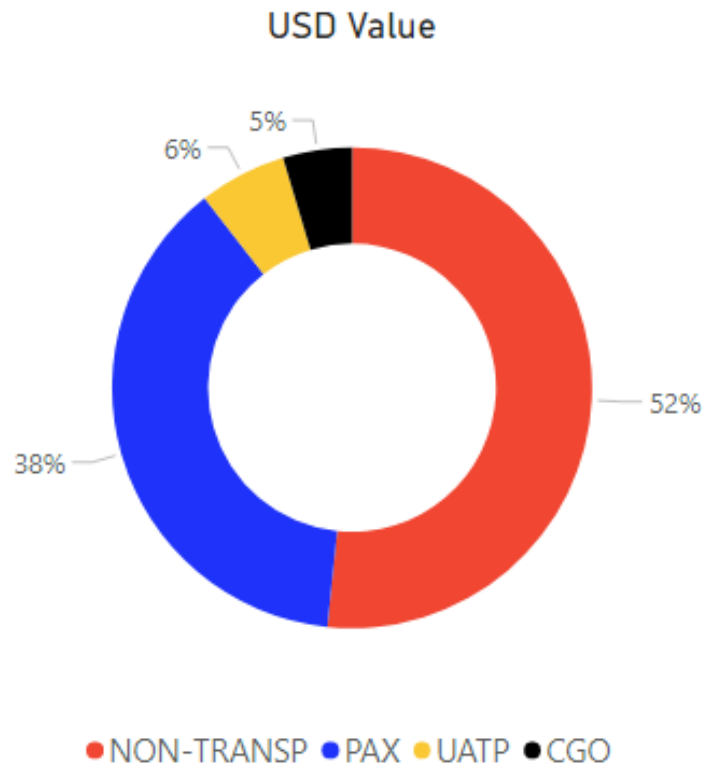
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# Billing Summary

## 2021 vs 2020 vs 2019

In comparison to 2020…
invoice value decreased by **30%**
invoice count decreased by **20%**.
transaction count decreased by **30%**

| Billing Type | Jan - Aug 2021 | | | Jan - Aug 2020 | | | Jan - Aug 2019 | | | 2021 vs 2020 | | | 2021 vs 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 | % Change USD Value | % Change Invoice Count | % Change Transactions | % Change USD Value | % Change Invoice Count | % Change Transactions |
| **PAX** | $5.38 | 220,224 | 33,752,857 | $8.79 | 323,794 | 49,013,065 | $25.91 | 527,397 | 134,258,281 | -39% | -32% | -31% | -79% | -58% | -75% |
| **NON-TRANSP** | $7.34 | 411,167 | 8,719,565 | $9.58 | 471,319 | 11,638,242 | $18.62 | 534,928 | 17,628,142 | -23% | -13% | -25% | -61% | -23% | -51% |
| **CGO** | $0.66 | 44,995 | 474,892 | $0.56 | 53,626 | 560,890 | $0.72 | 80,086 | 954,653 | 17% | -16% | -15% | -8% | -43% | -50% |
| **UATP** | $0.84 | 17,398 | 471,482 | $1.25 | 18,066 | 590,999 | $5.79 | 25,104 | 1,066,055 | -33% | -4% | -20% | -86% | -31% | -56% |
| **TOTAL** | **$14.22** | **693,784** | **43,418,796** | **$20.19** | **866,805** | **61,803,196** | **$51.03** | **1,167,515** | **153,907,131** | **-30%** | **-20%** | **-30%** | **-72%** | **-41%** | **-72%** |

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# Billing Values and Counts by Category
# Jan-Aug 2021 share of billing category in total



USD Value

6%    5%

52%

38%

●NON-TRANSP ●PAX ●UATP ●CGO

Invoice Count

6%    3%

59%

32%

●NON-TRANSP ●PAX ●CGO ●UATP

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# Billing Values through SIS - Overall
## USD Value (in Mill) 2021 vs 2020 vs 2019

### Overall
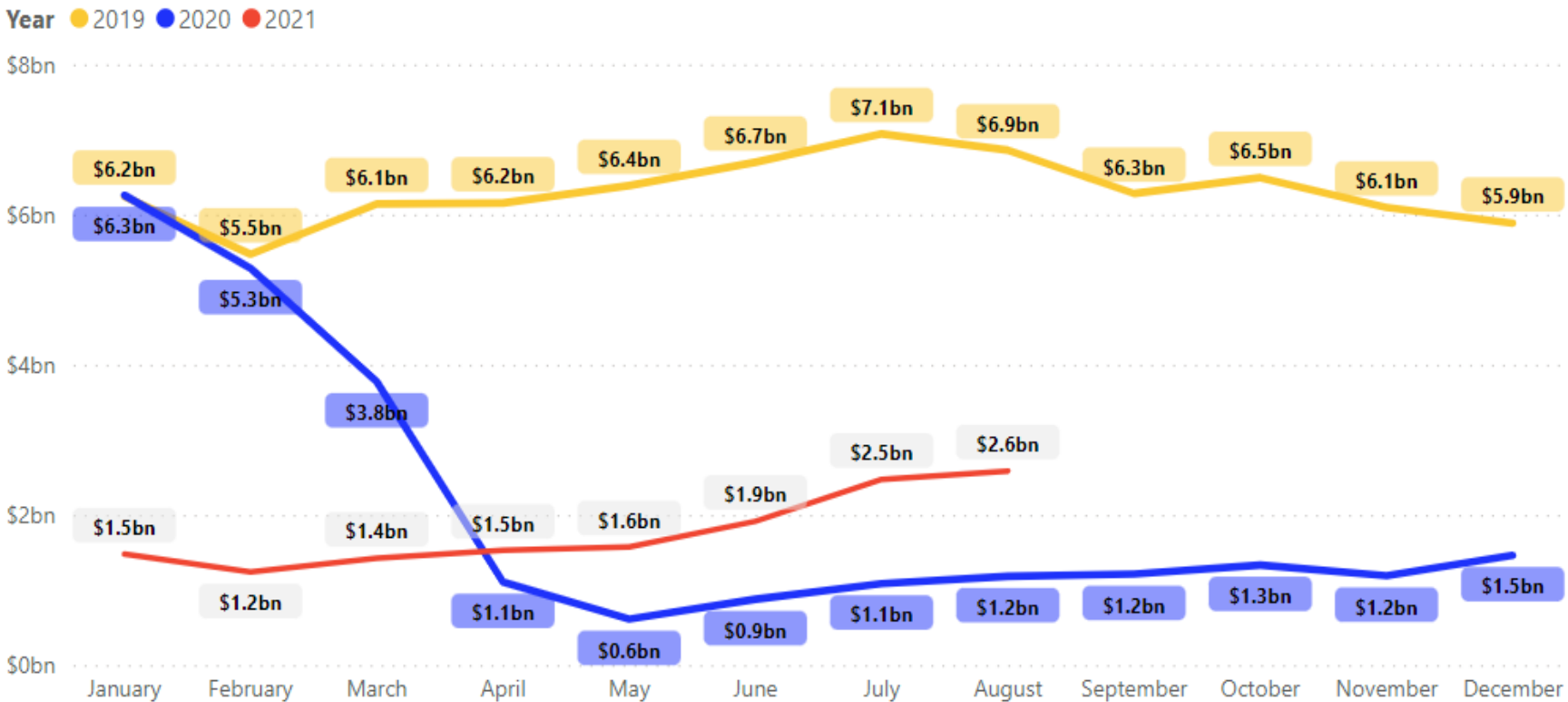
**Year** ● 2019 ● 2020 ● 2021



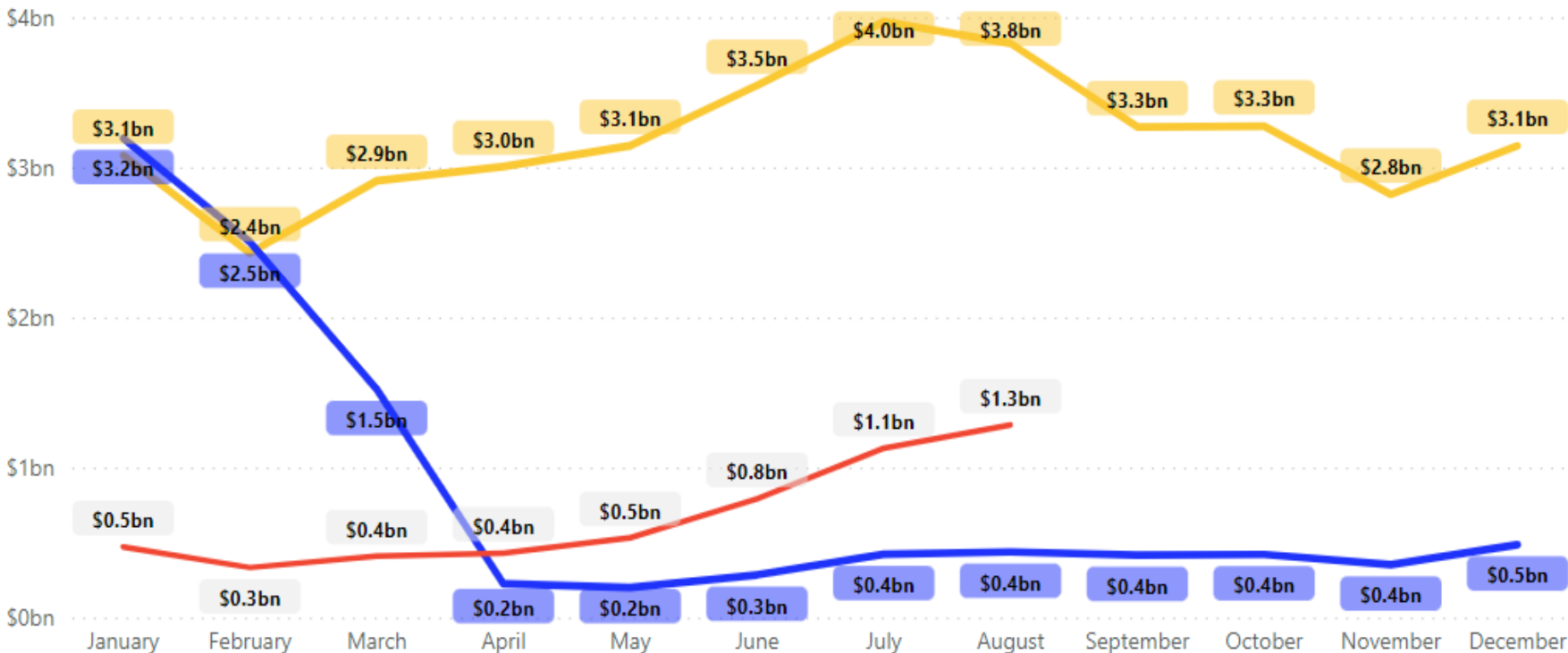| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | $1,478M | $6,260M | -76% | $6,244M | -76% |
| February | $1,238M | $5,286M | -77% | $5,473M | -77% |
| March | $1,422M | $3,778M | -62% | $6,144M | -77% |
| April | $1,530M | $1,106M | 38% | $6,154M | -75% |
| May | $1,574M | $613M | 157% | $6,386M | -75% |
| June | $1,915M | $876M | 119% | $6,697M | -71% |
| July | $2,474M | $1,085M | 128% | $7,076M | -65% |
| August | $2,586M | $1,182M | 119% | $6,858M | -62% |
| **YTD** | **$14,216M** | **$20,185M** | **-30%** | **$51,032M** | **-72%** |

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# Billing Values by Billing Category - PAX
## USD Value (in Mill) 2021 vs 2020 vs 2019

### PAX

**Year** ● 2019 ● 2020 ● 2021



| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | $470M | $3,194M | -85% | $3,079M | -85% |
| February | $333M | $2,503M | -87% | $2,429M | -86% |
| March | $410M | $1,522M | -73% | $2,911M | -86% |
| April | $429M | $225M | 91% | $3,005M | -86% |
| May | $531M | $200M | 166% | $3,144M | -83% |
| June | $791M | $284M | 179% | $3,545M | -78% |
| July | $1,128M | $422M | 167% | $3,971M | -72% |
| August | $1,283M | $437M | 194% | $3,826M | -66% |
| **YTD** | **$5,376M** | **$8,786M** | **-39%** | **$25,910M** | **-79%** |

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IATA

# Billing Values by Billing Category - MISC
## USD Value (in Mill) 2021 vs 2020 vs 2019

### Non-Transp
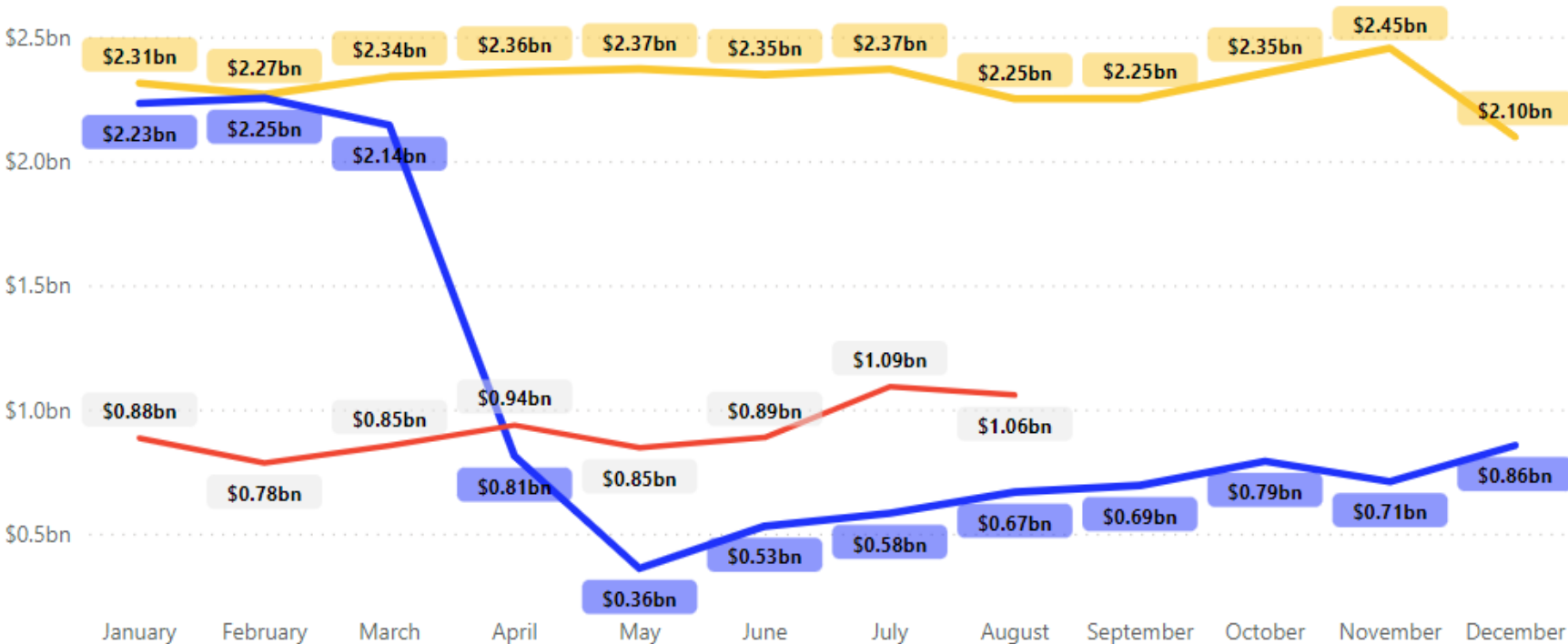


**Year** ● 2019 ● 2020 ● 2021

| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|-------|------|------|--------------|------|--------------|
| January | $884M | $2,232M | -60% | $2,314M | -62% |
| February | $784M | $2,253M | -65% | $2,267M | -65% |
| March | $855M | $2,144M | -60% | $2,339M | -63% |
| April | $936M | $813M | 15% | $2,358M | -60% |
| May | $846M | $360M | 135% | $2,370M | -64% |
| June | $887M | $530M | 67% | $2,347M | -62% |
| July | $1,092M | $582M | 87% | $2,370M | -54% |
| August | $1,058M | $667M | 58% | $2,251M | -53% |
| **YTD** | **$7,342M** | **$9,583M** | **-23%** | **$18,616M** | **-61%** |

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IATA

# Billing Values by Billing Category - CGO

## USD Value (in Mill) 2021 vs 2020 vs 2019

CGO
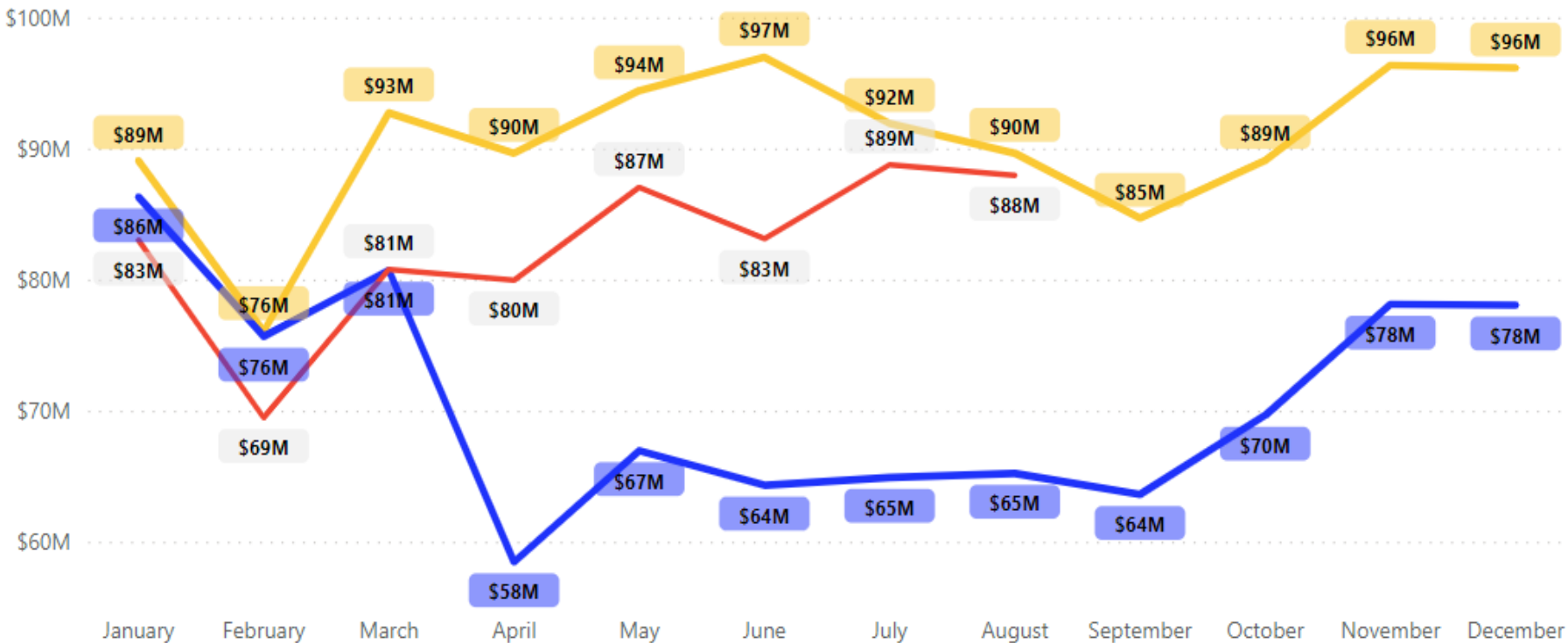


| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|-------|------|------|--------------|------|--------------|
| January | $83M | $86M | -4% | $89M | -7% |
| February | $69M | $76M | -8% | $76M | -9% |
| March | $81M | $81M | 0% | $93M | -13% |
| April | $80M | $58M | 37% | $90M | -11% |
| May | $87M | $67M | 30% | $94M | -8% |
| June | $83M | $64M | 29% | $97M | -14% |
| July | $89M | $65M | 37% | $92M | -3% |
| August | $88M | $65M | 35% | $90M | -2% |
| **YTD** | **$660M** | **$562M** | **17%** | **$720M** | **-8%** |

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IATA

# Billing Values by Billing Category - UATP
## USD Value (in Mill) 2021 vs 2020 vs 2019

UATP
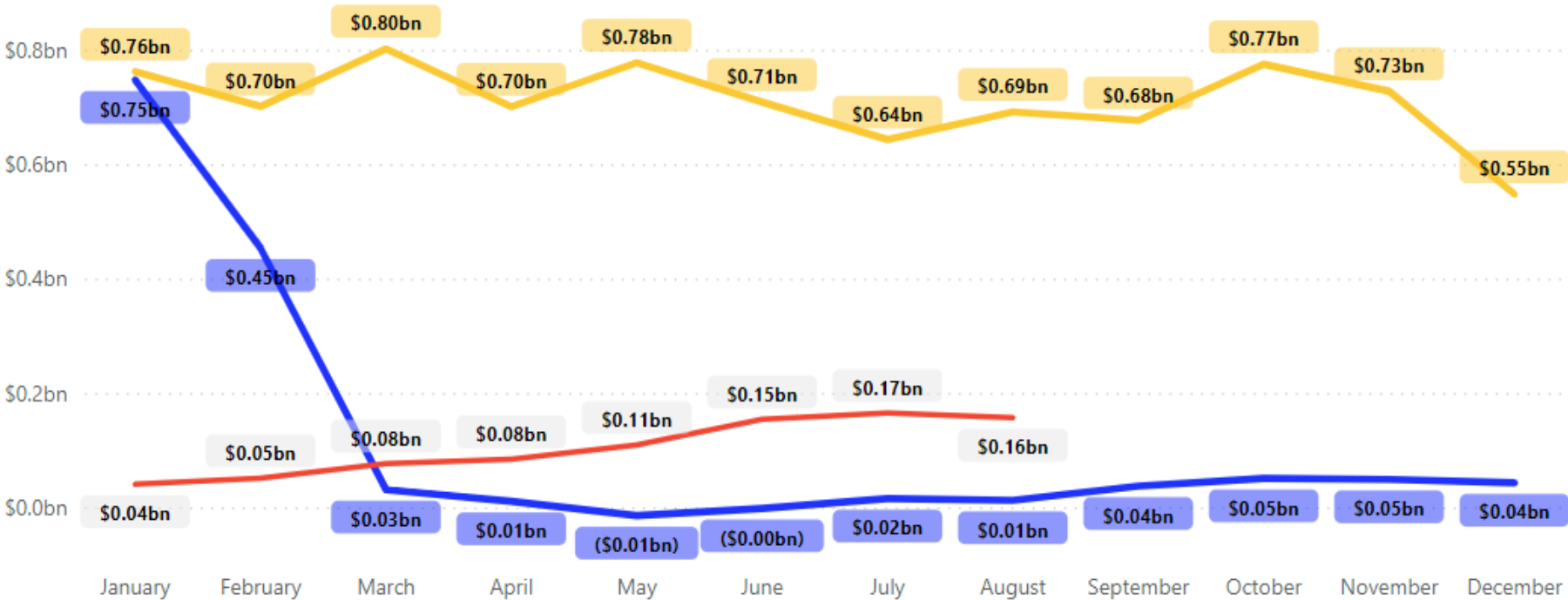
**Year** ● 2019 ● 2020 ● 2021



| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|-------|------|------|--------------|------|--------------|
| January | $40M | $747M | -95% | $762M | -95% |
| February | $51M | $454M | -89% | $701M | -93% |
| March | $77M | $31M | 147% | $802M | -90% |
| April | $84M | $11M | 699% | $701M | -88% |
| May | $109M | ($14M) | 856% | $777M | -86% |
| June | $154M | ($2M) | 9046% | $708M | -78% |
| July | $165M | $15M | 977% | $643M | -74% |
| August | $157M | $12M | 1171% | $691M | -77% |
| YTD | $837M | $1,254M | -33% | $5,786M | -86% |

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IATA

# Number of Invoices through SIS - Overall

## 2021 vs 2020 vs 2019

### Overall
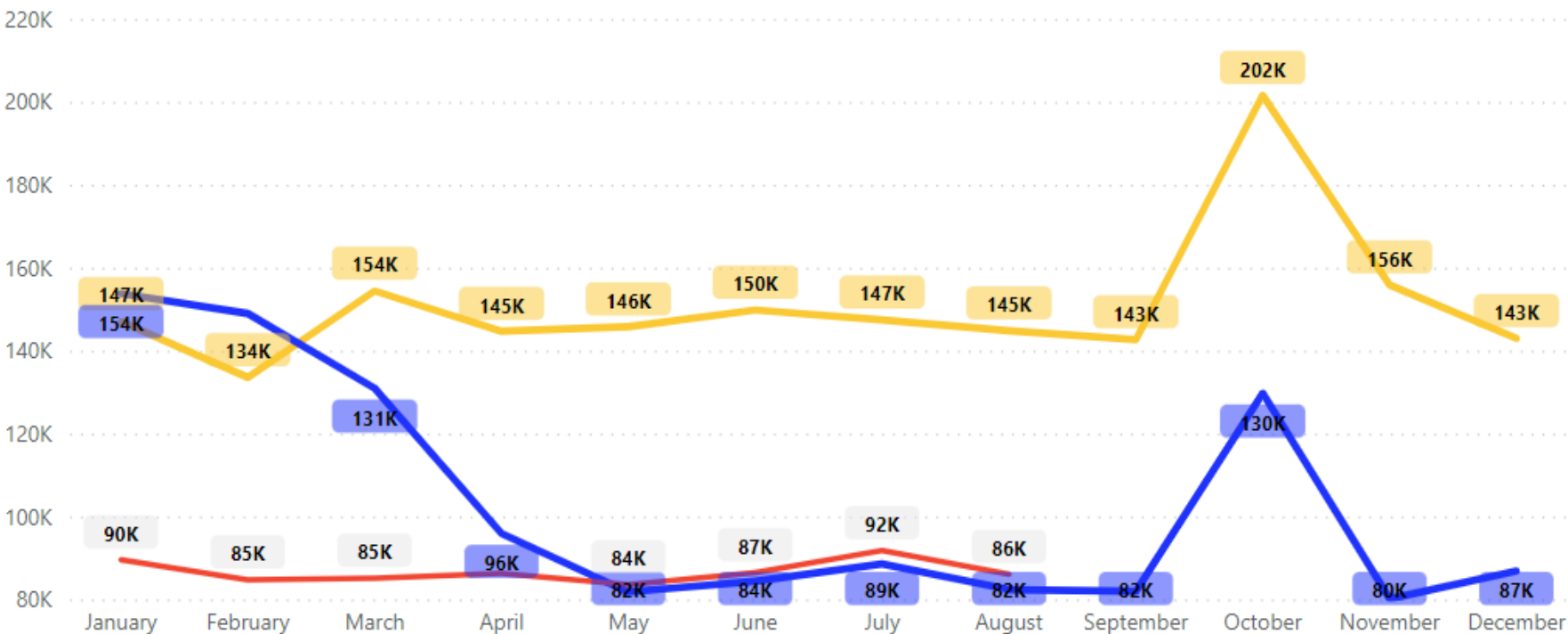
**Year** ● 2019  ● 2020  ● 2021



| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | 89,571 | 153,746 | -42% | 147,046 | -39% |
| February | 84,737 | 148,988 | -43% | 133,534 | -37% |
| March | 85,166 | 130,950 | -35% | 154,408 | -45% |
| April | 86,326 | 95,906 | -10% | 144,703 | -40% |
| May | 83,575 | 81,833 | 2% | 145,770 | -43% |
| June | 86,508 | 84,420 | 2% | 149,794 | -42% |
| July | 91,810 | 88,576 | 4% | 147,428 | -38% |
| August | 86,091 | 82,386 | 4% | 144,832 | -41% |
| **YTD** | **693,784** | **866,805** | **-20%** | **1,167,515** | **-41%** |

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**IATA**

# Number of Invoices through SIS - PAX

## 2021 vs 2020 vs 2019

PAX
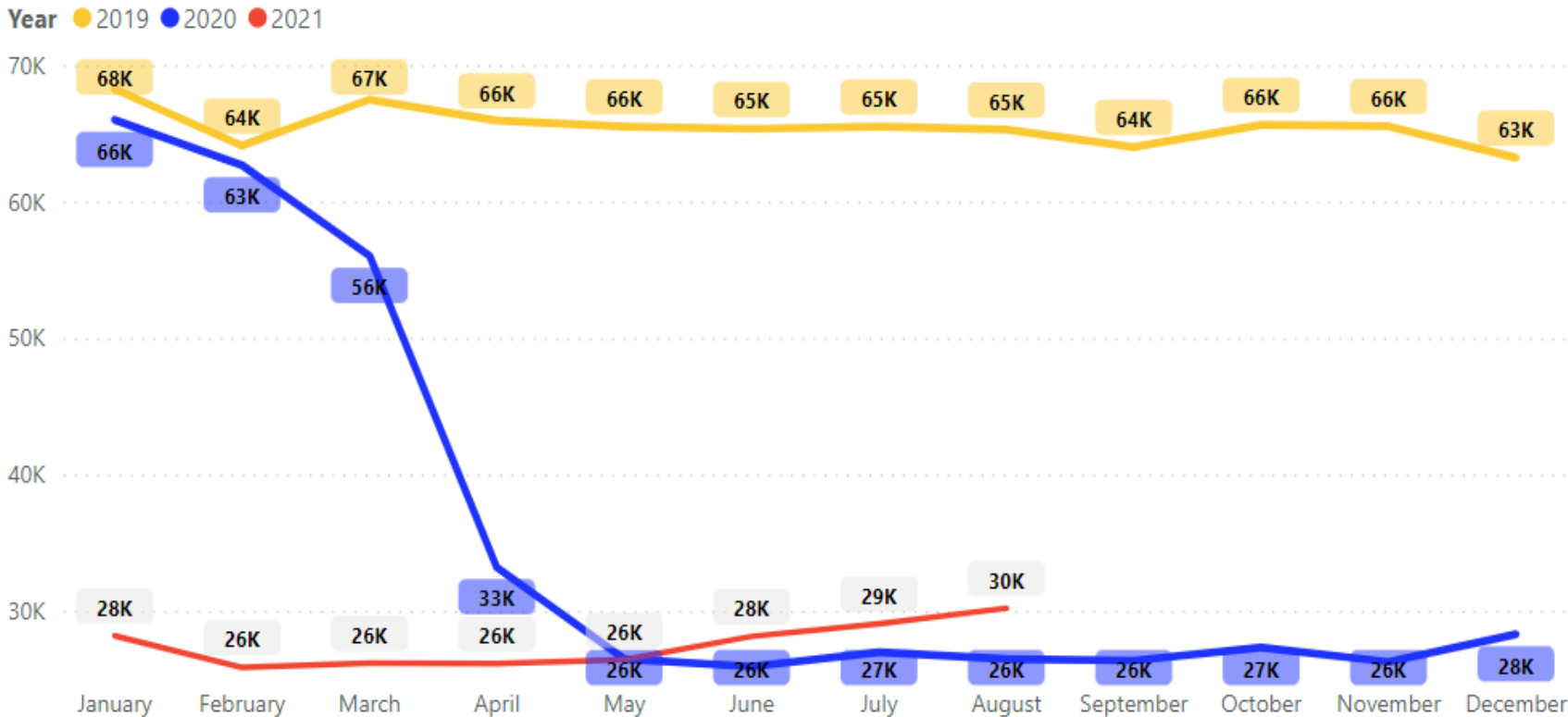


| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|-------|------|------|--------------|------|--------------|
| January | 28,188 | 65,995 | -57% | 68,268 | -59% |
| February | 25,861 | 62,672 | -59% | 64,105 | -60% |
| March | 26,182 | 56,030 | -53% | 67,478 | -61% |
| April | 26,154 | 33,221 | -21% | 65,936 | -60% |
| May | 26,428 | 26,480 | -0% | 65,508 | -60% |
| June | 28,143 | 25,928 | 9% | 65,325 | -57% |
| July | 29,061 | 26,986 | 8% | 65,495 | -56% |
| August | 30,207 | 26,482 | 14% | 65,282 | -54% |
| **YTD** | **220,224** | **323,794** | **-32%** | **527,397** | **-58%** |

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IATA

# Number of Invoices through SIS - MISC

## 2021 vs 2020 vs 2019

Non-Transp
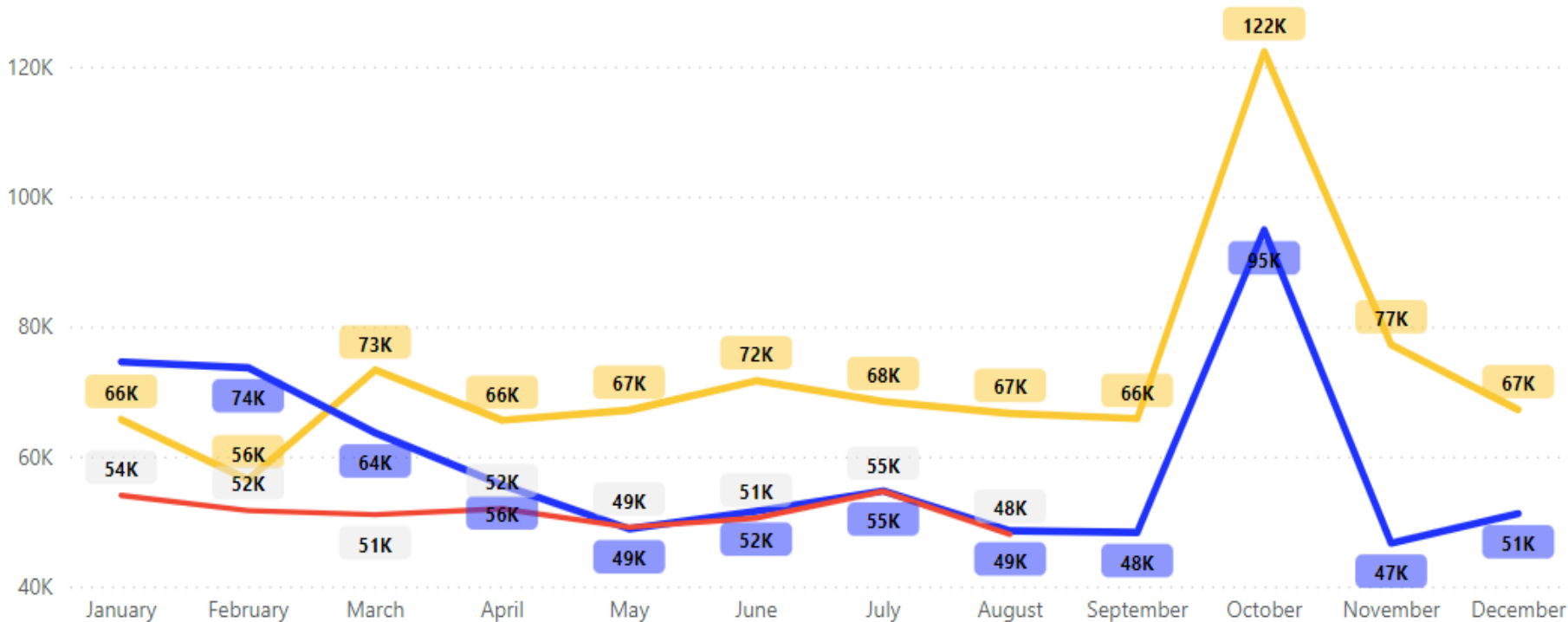
Year  ● 2019  ● 2020  ● 2021



| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | 54,049 | 74,562 | -28% | 65,725 | -18% |
| February | 51,693 | 73,673 | -30% | 56,417 | -8% |
| March | 51,070 | 63,641 | -20% | 73,307 | -30% |
| April | 51,989 | 55,650 | -7% | 65,590 | -21% |
| May | 49,141 | 48,895 | 1% | 67,128 | -27% |
| June | 50,529 | 51,615 | -2% | 71,663 | -29% |
| July | 54,657 | 54,708 | -0% | 68,462 | -20% |
| August | 48,039 | 48,575 | -1% | 66,636 | -28% |
| **YTD** | **411,167** | **471,319** | **-13%** | **534,928** | **-23%** |

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# Number of Invoices through SIS - CGO

## 2021 vs 2020 vs 2019

CGO
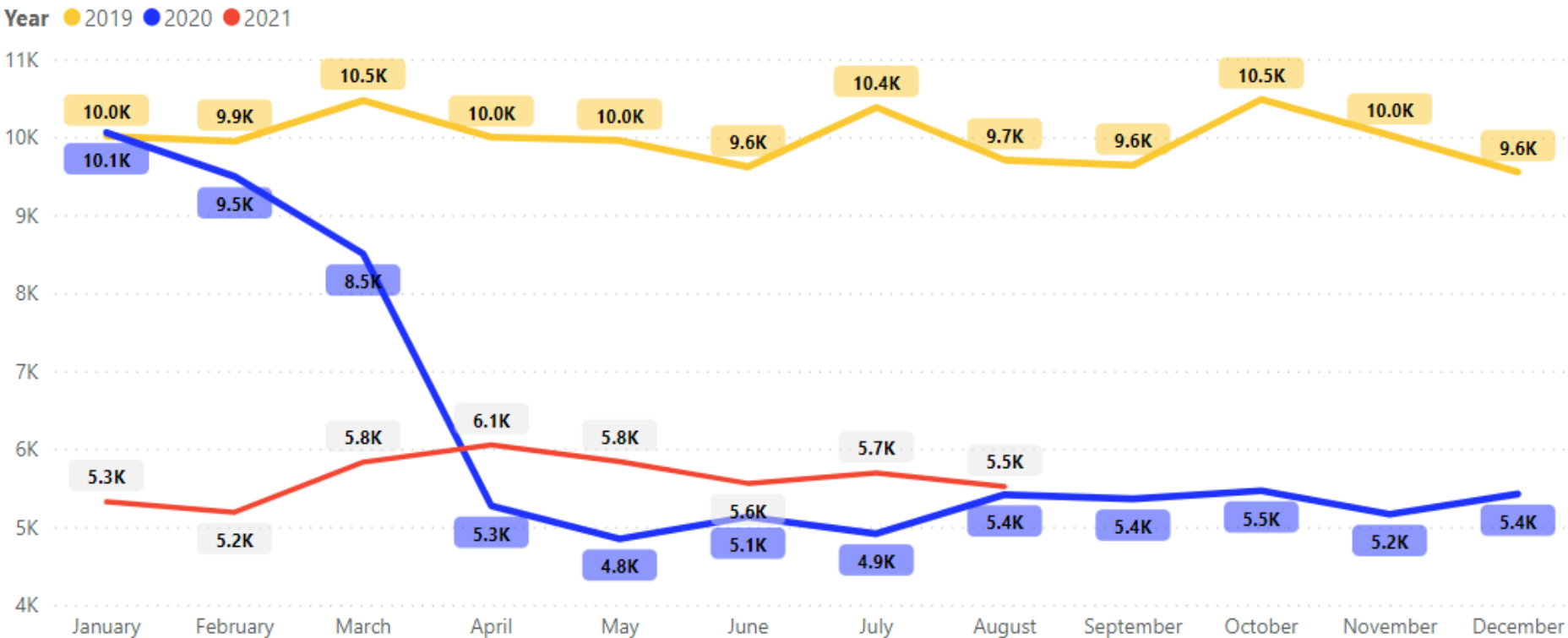


| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | 5,322 | 10,059 | -47% | 10,010 | -47% |
| February | 5,188 | 9,493 | -45% | 9,946 | -48% |
| March | 5,830 | 8,504 | -31% | 10,471 | -44% |
| April | 6,052 | 5,268 | 15% | 9,999 | -39% |
| May | 5,839 | 4,848 | 20% | 9,957 | -41% |
| June | 5,558 | 5,128 | 8% | 9,618 | -42% |
| July | 5,690 | 4,913 | 16% | 10,379 | -45% |
| August | 5,516 | 5,413 | 2% | 9,706 | -43% |
| YTD | 44,995 | 53,626 | -16% | 80,086 | -44% |

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IATA

# Number of Invoices through SIS - UATP

## 2021 vs 2020 vs 2019

### UATP
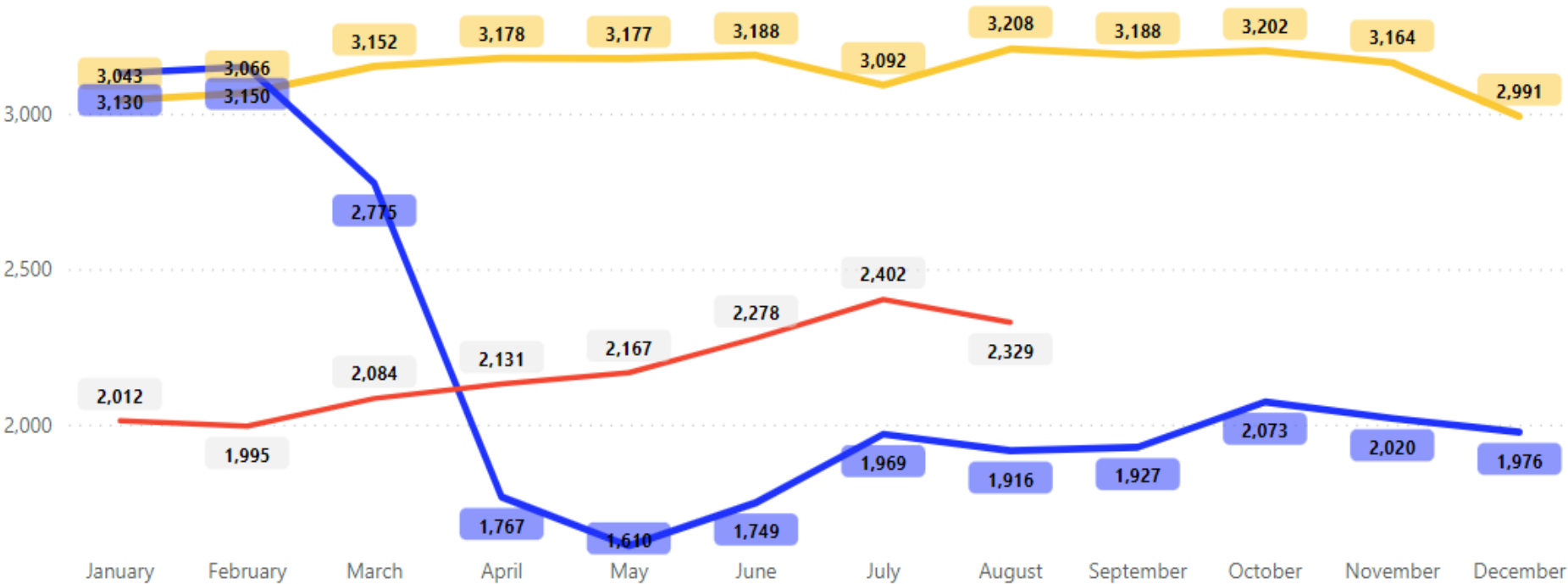
Year ● 2019 ● 2020 ● 2021



| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|-------|------|------|--------------|------|--------------|
| January | 2,012 | 3,130 | -36% | 3,043 | -34% |
| February | 1,995 | 3,150 | -37% | 3,066 | -35% |
| March | 2,084 | 2,775 | -25% | 3,152 | -34% |
| April | 2,131 | 1,767 | 21% | 3,178 | -33% |
| May | 2,167 | 1,610 | 35% | 3,177 | -32% |
| June | 2,278 | 1,749 | 30% | 3,188 | -29% |
| July | 2,402 | 1,969 | 22% | 3,092 | -22% |
| August | 2,329 | 1,916 | 22% | 3,208 | -27% |
| YTD | 17,398 | 18,066 | -4% | 25,104 | -31% |

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IATA

# Count of Transactions through SIS – Overall
## 2021 vs 2020 vs 2019

Overall
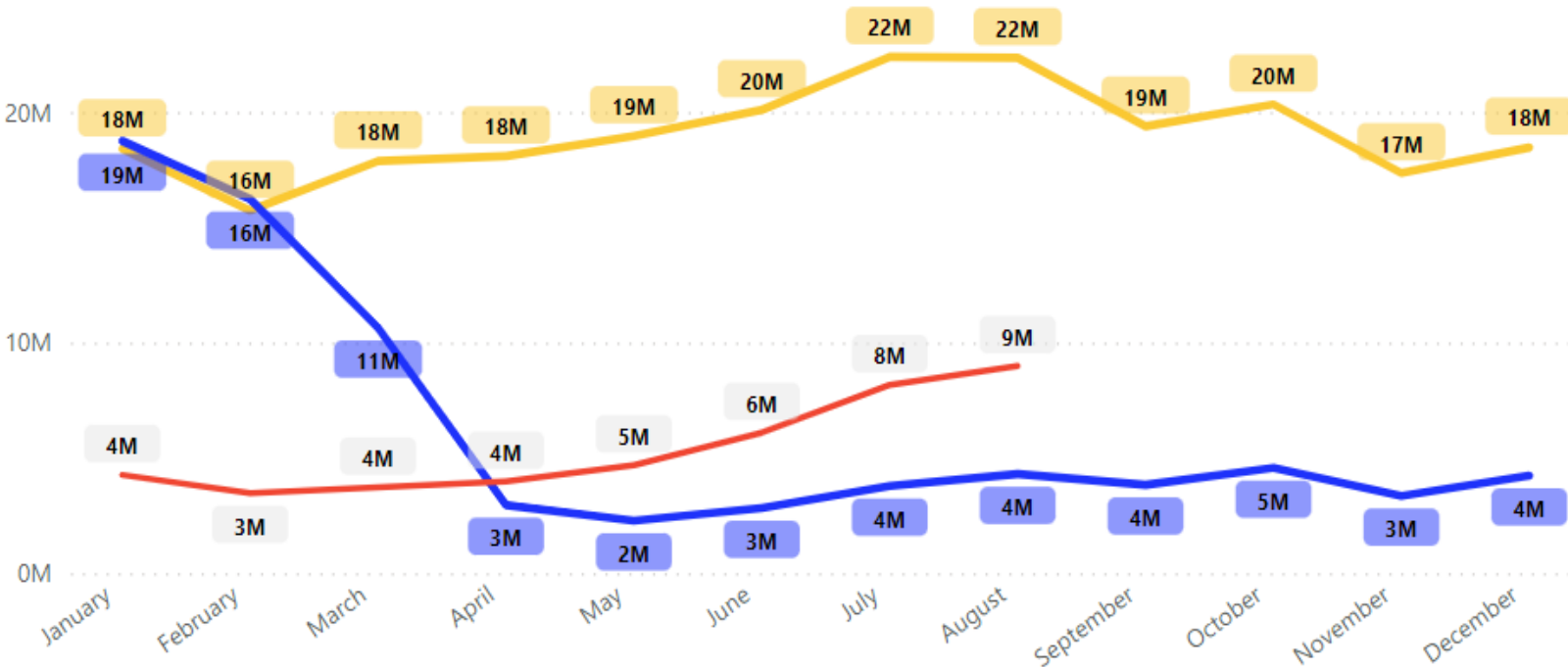


| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | 4,270,182 | 18,747,327 | -77% | 18,398,860 | -77% |
| February | 3,479,335 | 16,232,328 | -79% | 15,732,571 | -78% |
| March | 3,725,066 | 10,647,600 | -65% | 17,874,578 | -79% |
| April | 3,983,838 | 2,962,844 | 34% | 18,088,355 | -78% |
| May | 4,691,569 | 2,286,781 | 105% | 18,964,964 | -75% |
| June | 6,098,643 | 2,831,366 | 115% | 20,095,119 | -70% |
| July | 8,171,643 | 3,792,416 | 115% | 22,398,328 | -64% |
| August | 8,998,520 | 4,302,534 | 109% | 22,354,356 | -60% |
| YTD | 43,418,796 | 61,803,196 | -30% | 153,907,131 | -72% |

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# Count of Transactions through SIS - PAX

## 2021 vs 2020 vs 2019

PAX
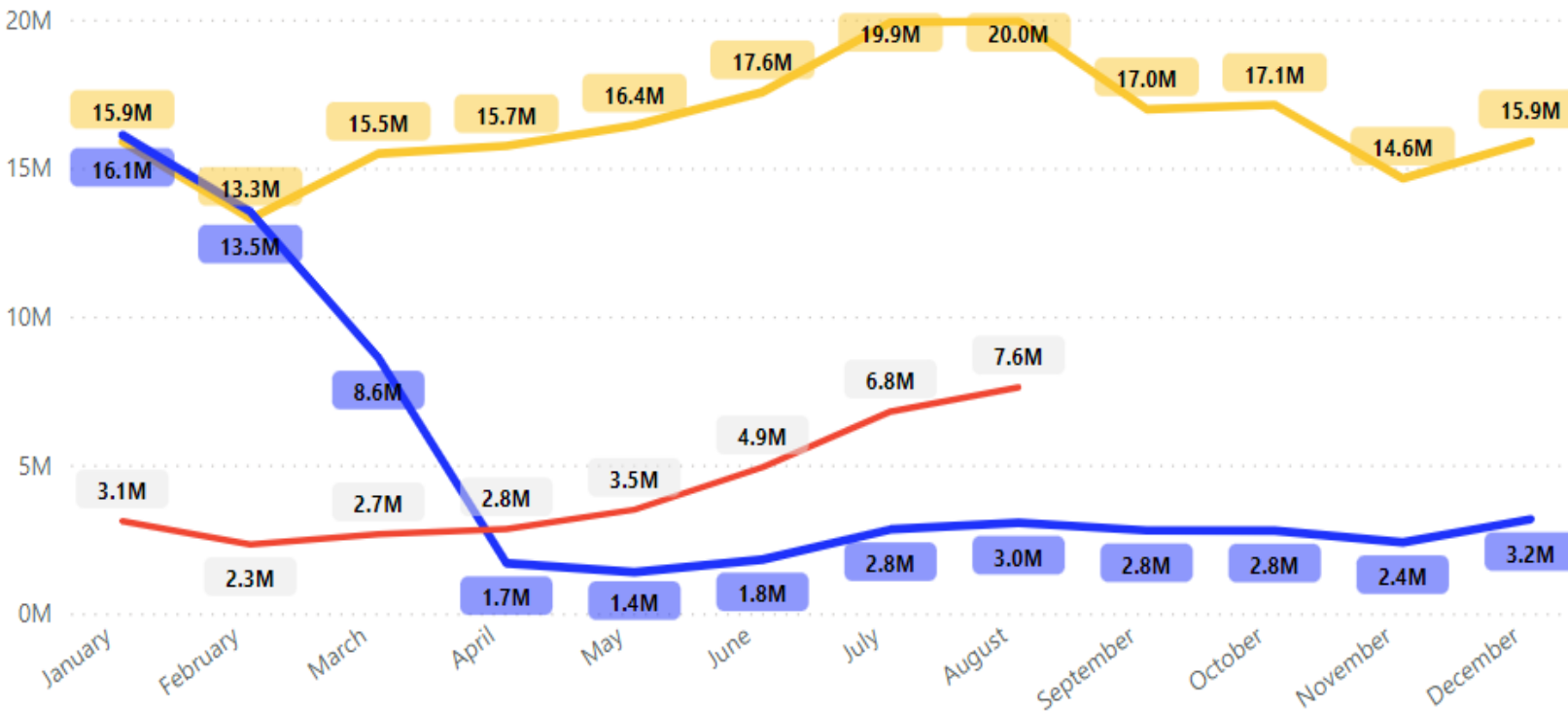


| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|-------|------|------|-------------|------|-------------|
| January | 3,100,400 | 16,112,536 | -81% | 15,885,584 | -80% |
| February | 2,326,147 | 13,526,943 | -83% | 13,292,919 | -83% |
| March | 2,668,094 | 8,610,676 | -69% | 15,480,622 | -83% |
| April | 2,837,176 | 1,684,947 | 68% | 15,741,890 | -82% |
| May | 3,489,031 | 1,388,573 | 151% | 16,438,281 | -79% |
| June | 4,919,325 | 1,811,407 | 172% | 17,556,111 | -72% |
| July | 6,801,037 | 2,828,820 | 140% | 19,907,000 | -66% |
| August | 7,611,647 | 3,049,163 | 150% | 19,955,874 | -62% |
| **YTD** | **33,752,857** | **49,013,065** | **-31%** | **134,258,281** | **-75%** |

SIS GM-2021    29 September 2021    IATA

# Count of Transactions through SIS - MISC

## 2021 vs 2020 vs 2019

Non-Transp
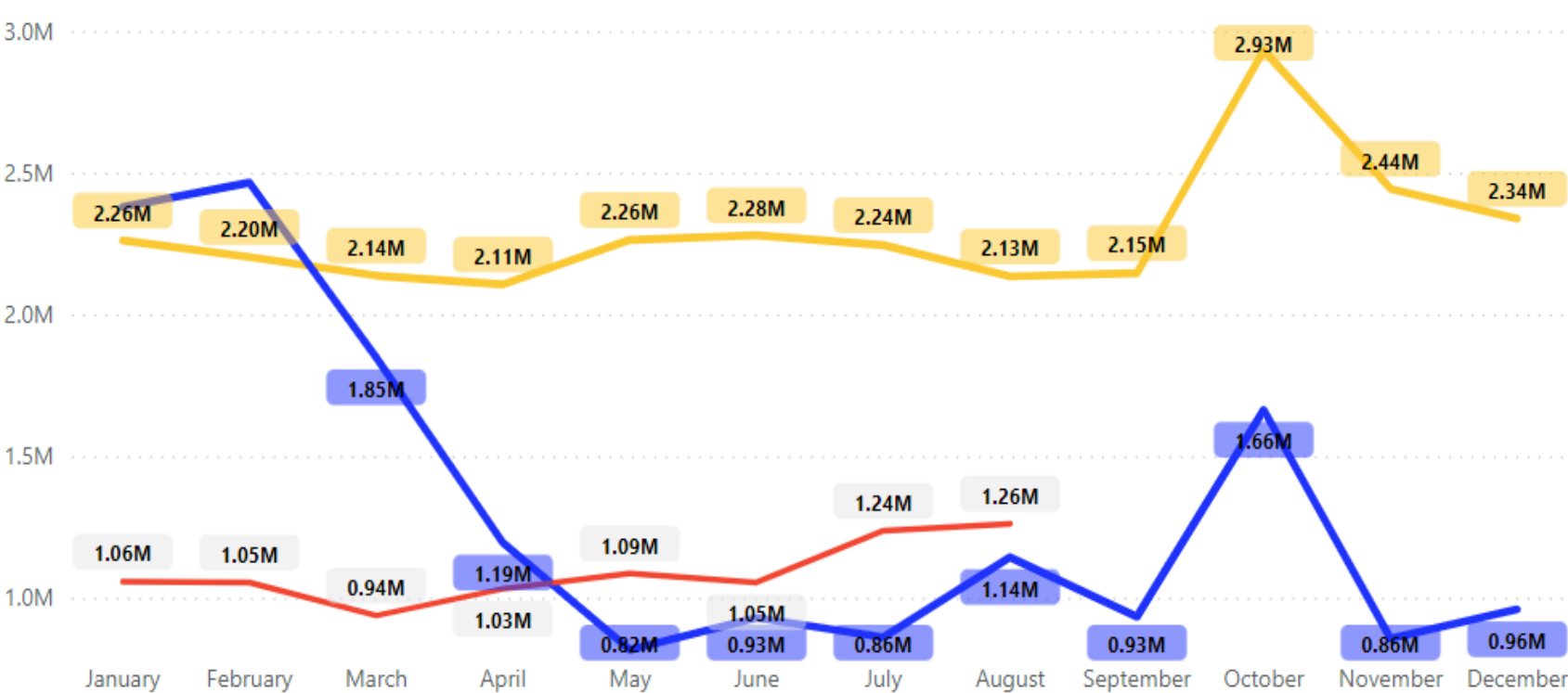
Year  ● 2019  ● 2020  ● 2021



| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | 1,056,518 | 2,379,233 | -56% | 2,260,924 | -53% |
| February | 1,054,362 | 2,465,186 | -57% | 2,202,829 | -52% |
| March | 937,448 | 1,848,767 | -49% | 2,136,956 | -56% |
| April | 1,032,049 | 1,194,687 | -14% | 2,106,279 | -51% |
| May | 1,086,194 | 816,652 | 33% | 2,263,097 | -52% |
| June | 1,054,401 | 928,906 | 14% | 2,279,343 | -54% |
| July | 1,237,105 | 861,072 | 44% | 2,244,751 | -45% |
| August | 1,261,488 | 1,143,739 | 10% | 2,133,963 | -41% |
| **YTD** | **8,719,565** | **11,638,242** | **-25%** | **17,628,142** | **-51%** |

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# Count of Transactions through SIS - CGO

## 2021 vs 2020 vs 2019

### CGO
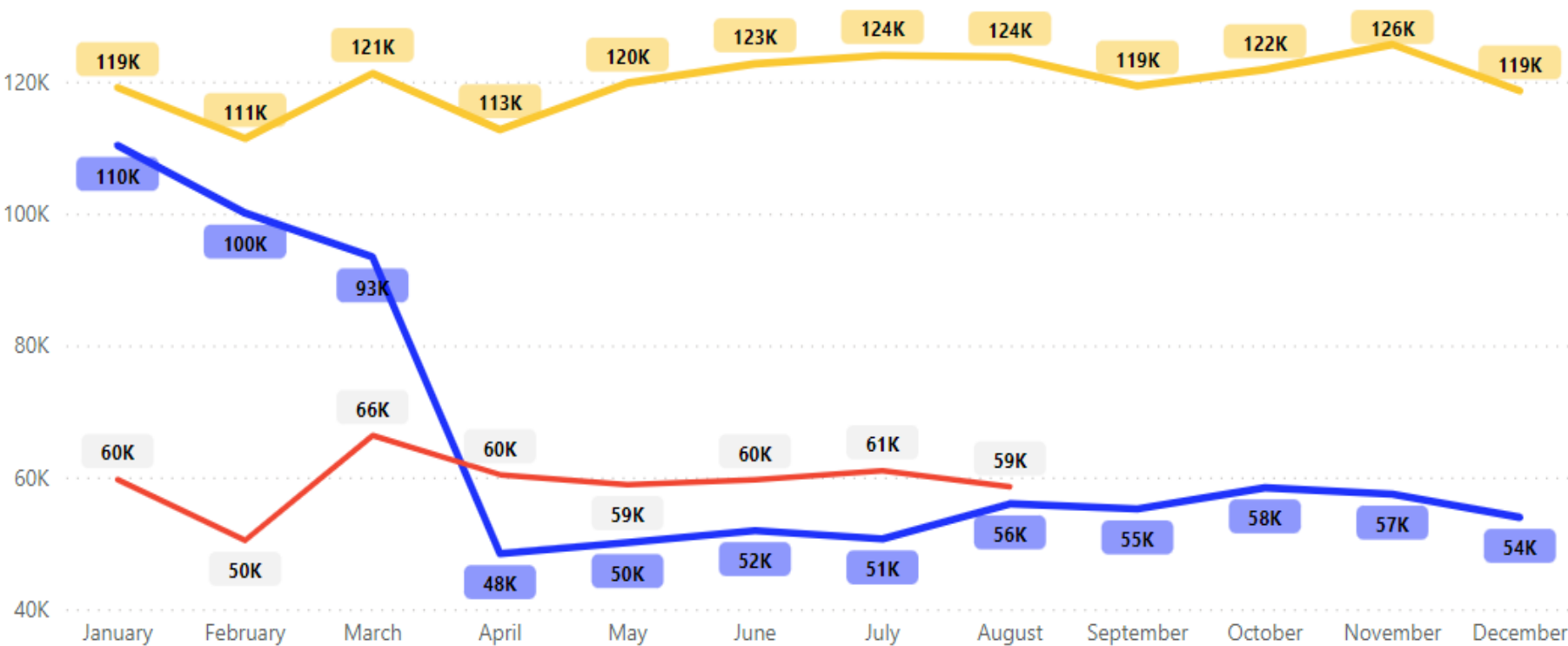


| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|---|---|---|---|---|---|
| January | 59,659 | 110,331 | -46% | 119,099 | -50% |
| February | 50,441 | 100,062 | -50% | 111,375 | -55% |
| March | 66,336 | 93,426 | -29% | 121,239 | -45% |
| April | 60,389 | 48,422 | 25% | 112,711 | -46% |
| May | 58,897 | 50,106 | 18% | 119,783 | -51% |
| June | 59,629 | 51,918 | 15% | 122,713 | -51% |
| July | 60,992 | 50,656 | 20% | 123,992 | -51% |
| August | 58,549 | 55,969 | 5% | 123,741 | -53% |
| YTD | 474,892 | 560,890 | -15% | 954,653 | -50% |

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# Count of Transactions through SIS - UATP

## 2021 vs 2020 vs 2019

UATP
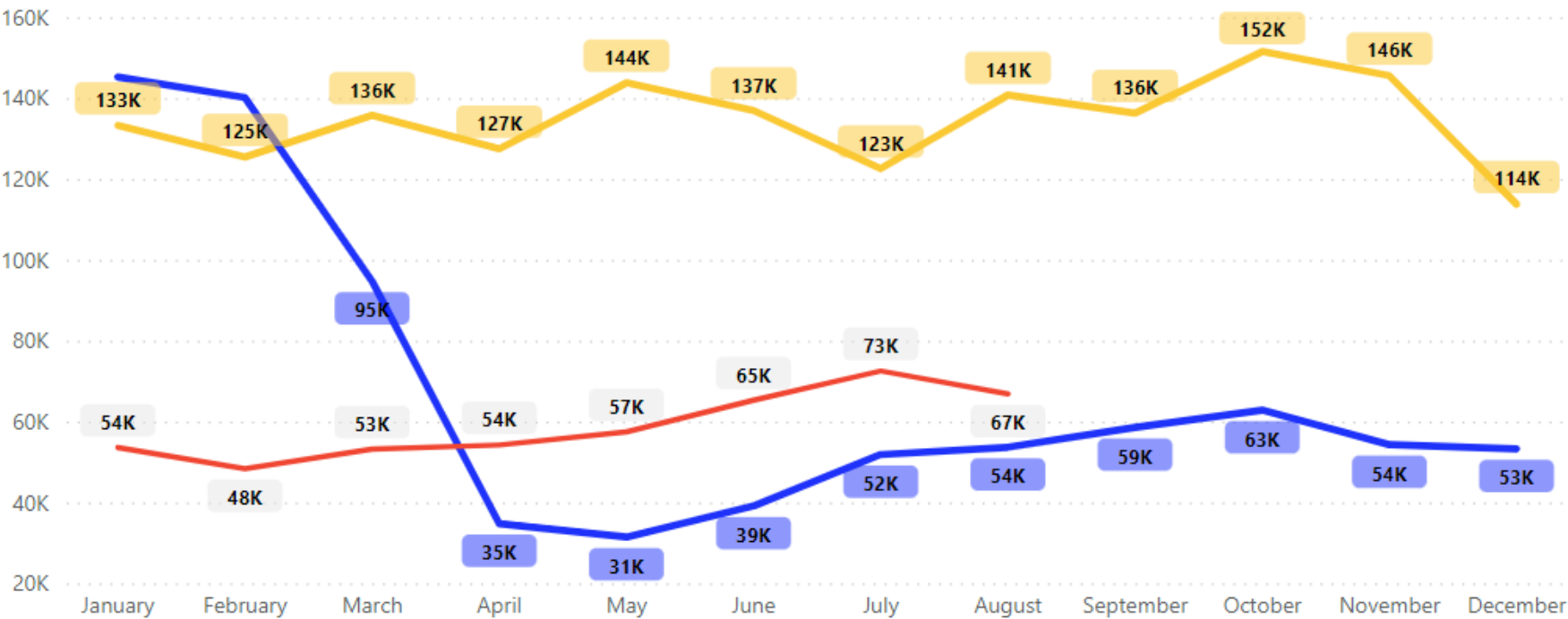


| Month | 2021 | 2020 | 2021 vs 2020 | 2019 | 2021 vs 2019 |
|-------|------|------|--------------|------|--------------|
| January | 53,605 | 145,227 | -63% | 133,253 | -60% |
| February | 48,385 | 140,137 | -65% | 125,448 | -61% |
| March | 53,188 | 94,731 | -44% | 135,761 | -61% |
| April | 54,224 | 34,788 | 56% | 127,475 | -57% |
| May | 57,447 | 31,450 | 83% | 143,803 | -60% |
| June | 65,288 | 39,135 | 67% | 136,952 | -52% |
| July | 72,509 | 51,868 | 40% | 122,585 | -41% |
| August | 66,836 | 53,663 | 25% | 140,778 | -53% |
| **YTD** | **471,482** | **590,999** | **-20%** | **1,066,055** | **-56%** |

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# MISC/Non-Transp. Bilateral Invoices

## 2021 vs 2020 vs 2019



Inv. Value (in Mill)

Invoice Count

29 September 2021
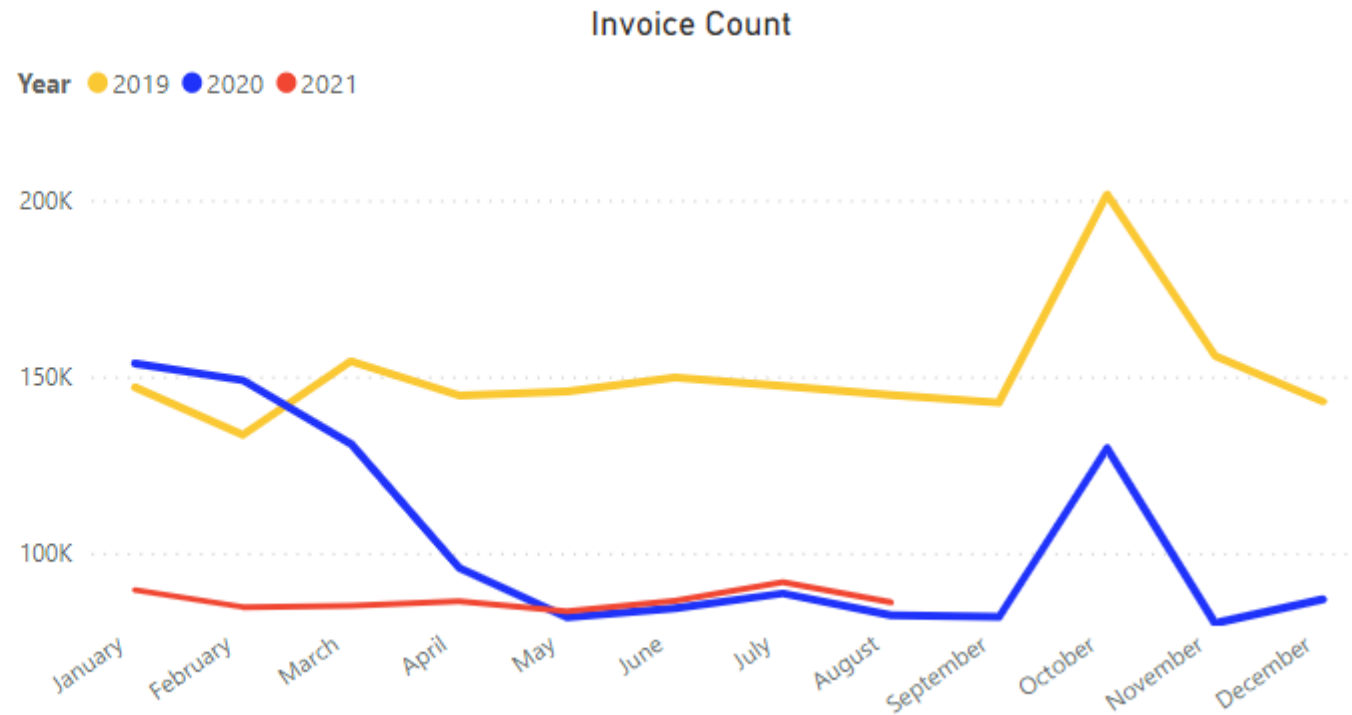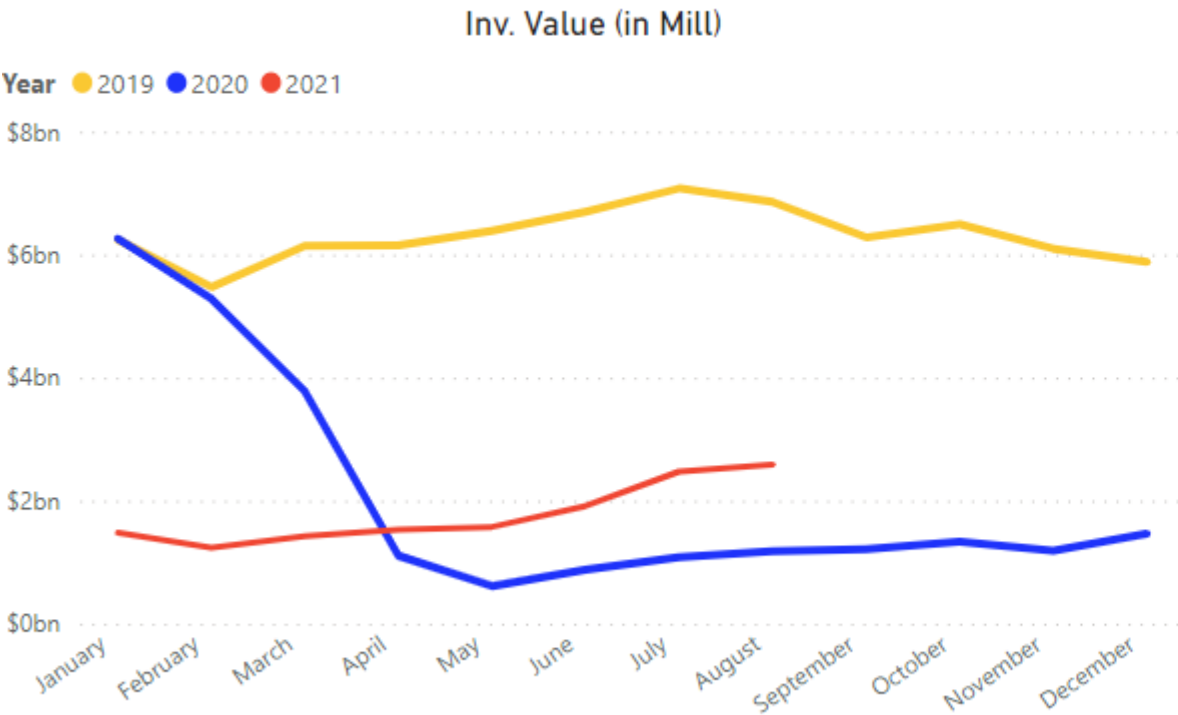
IATA

# Governance - general

- SIS Annual General Meeting 2021 – first full online General Meeting

  - Introduction of Online Voting for SIS changes proposed through GM Agenda items

  - Detailed instructions on online voting through IATA SSW platform have been communicated through SIS Bulletins and WFS Industry Meetings communications, as well included with the distribution of SIS GM Agenda

- SIS contract update to reflect online voting

  - SIS GM Agenda item S6 – for SIS GM ratification

- 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"

# 2021 Budget and Forecast

- SIS service is run on a full cost-recovery basis with prices set 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

  - For 2019 SIS recorded a Surplus of 246,000.00USD

  - SIS SG has worked closely and actively with IATA to find solutions for deficit reduction and succeeded to bring SIS to a Surplus situation from previous years when a deficit was recorded, by implementing several measures, i.e. reduced scope for major releases and enhancements budget, price increase, new support contract with improved conditions in place beginning of 2018,etc.

- To mitigate the effect of the deficit of 2020, SIS SG proposed to use the SIS 2019 surplus to offset the 2020 deficit. Proposal has been approved by Financial Advisory Committee (FinAC) for IATA to implement it. 2019 Surplus has not been refunded and it was considered in the SIS financial results for 2020.

- Final recharge for 2020 it was 412K USD, recharged in P4 July 2021 to 480 participants – ISPA signatories.

# 2021 Budget and Forecast

- As a result of 2021activity, due to continuing devastating effects of COVID-19 pandemic in aviation industry we estimate a Deficit of approx. 719,000USD
  - Result of drastic loss of interline volumes through SIS and very slow recovery in 2021compared with anticipated industry recovery
- In 2021 the cost reduction initiative continue (i.e. Reduced scope for SIS major releases)

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

# 10 years of SIS

Go Live on 8th October

2011   2013   2015   2018   2020

2012   2014   2016   2019   2021
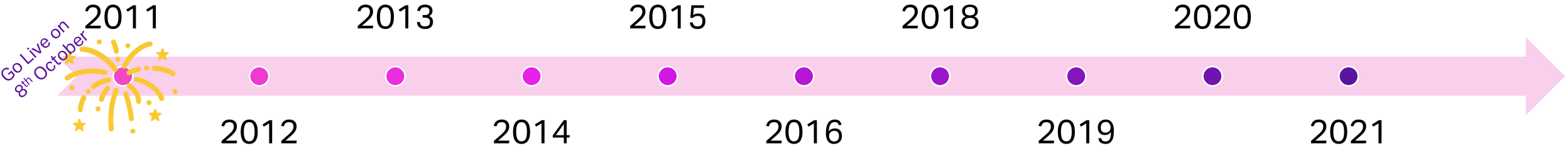
13.7Mil. Invoices | 566Bil. USD | 1.7Bil. Transactions | 92.7k Members

Thank YOU for being part of the journey!

IATA

IATA
WORLD
FINANCIAL
SYMPOSIUM

Thank you

# SR5: SIS SLA Performance & Customer Satisfaction Update

Iuliana Filiuta

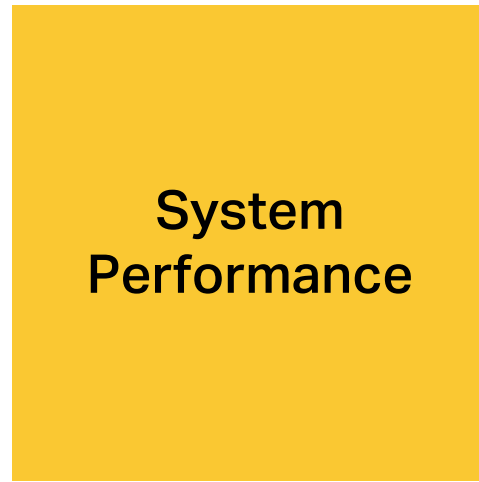Senior Manager, Industry e-Invoicing / IATA

Vivekh Pundit

Specialist, Industry e-Invoicing / 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.
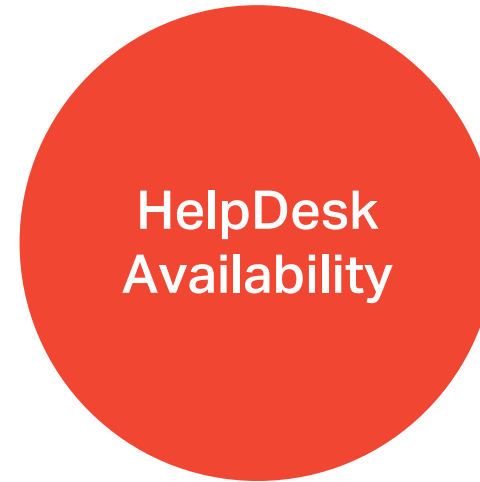
- Web based contact tool available 24/7.
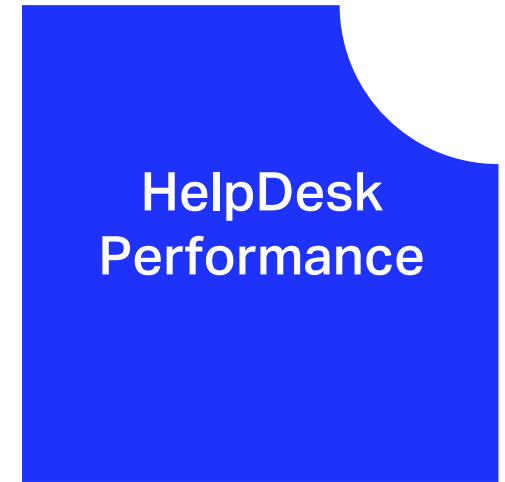
- Queries to be responded within 24h
- Incidents to be solved as per severity:
  – Priority 1: 6 hours
  – Priority 2: 1 business day
  – Priority 3: 10 business days
  – Priority 4: next release

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# System Availability YTD 2021

**99.90%**

System Availability YTD

**6h00m**
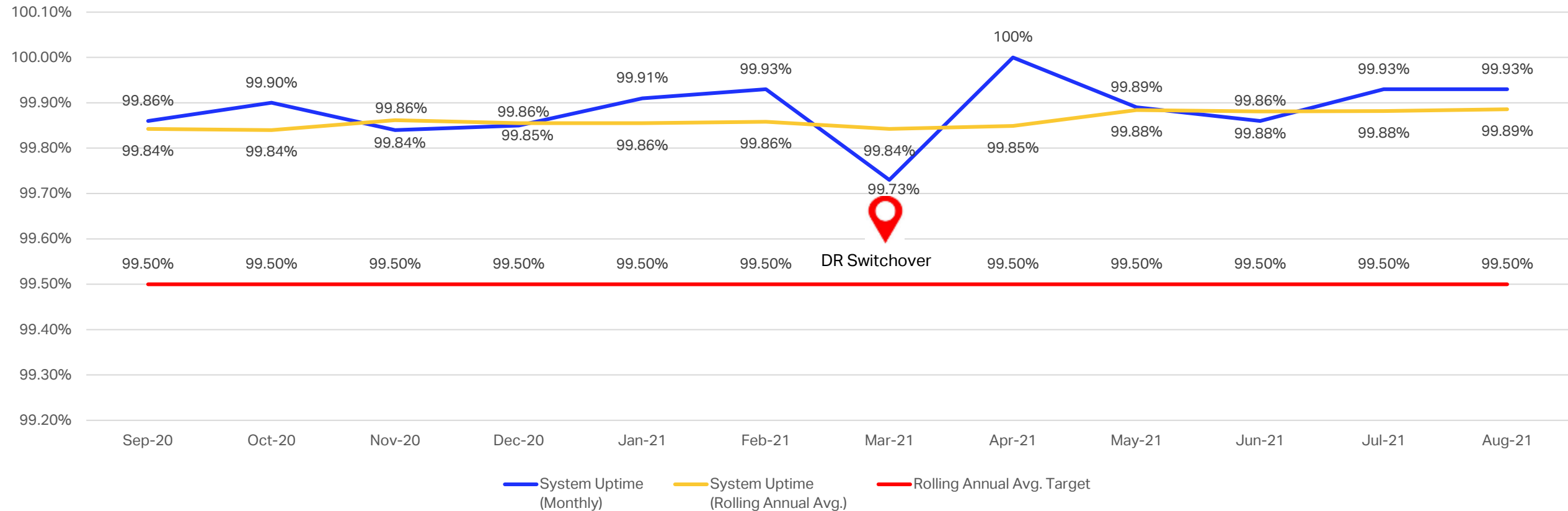
Planned downtime YTD (excl. weekends)

**99.87%**

System Availability Rolling Annual Average (excl. weekends)

Planned downtime in 2021 decreased by 31% compared to 2020, since there were no Major Releases this year.

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# Overall System Availability



| | Sep-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| System Uptime (Monthly) | 99.86% | 99.90% | 99.84% | 99.86% | 99.91% | 99.93% | 99.73% | 100% | 99.89% | 99.86% | 99.93% | 99.93% |
| System Uptime (Rolling Annual Avg.) | 99.84% | 99.84% | 99.86% | 99.85% | 99.86% | 99.86% | 99.84% | 99.85% | 99.88% | 99.88% | 99.88% | 99.89% |
| Rolling Annual Avg. Target | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% | 99.50% |

DR Switchover

Legend:
— System Uptime (Monthly)
— System Uptime (Rolling Annual Avg.)
— Rolling Annual Avg. Target

SIS GM-2021

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**IATA**

# System Availability 2020

| Month | Planned Downtime | Unplanned Downtime | System Uptime | System Uptime (excl. Planned Downtime) | Rolling Annual Average | |
|---|---|---|---|---|---|---|
| | | | | | System Uptime | System Uptime (excl. Planned Downtime) |
| Jan 2020 | 0h40m | 0h00m | 99.91% | 100% | 99.85% | 99.997% |
| Feb 2020 | 0h45m | 0h00m | 99.89% | 100% | 99.85% | 99.997% |
| Mar 2020 | 0h35m | 0h00m | 99.92% | 100% | 99.85% | 99.997% |
| Apr 2020 | 0h35m | 0h00m | 99.92% | 100% | 99.85% | 100% |
| May 2020 | 3h55m | 0h00m | 99.47% | 100% | 99.85% | 100% |
| June 2020 | 0h45m | 0h00m | 99.9% | 100% | 99.85% | 100% |
| July 2020 | 0h35m | 0h00m | 99.92% | 100% | 99.85% | 100% |
| Aug 2020 | 0h55m | 0h00m | 99.88% | 100% | 99.85% | 100% |
| Sep 2020 | 1h00m | 0h00m | 99.86% | 100% | 99.84% | 100% |
| Oct 2020 | 0h45m | 0h00m | 99.90% | 100% | 99.84% | 100% |
| Nov 2020 | 1h10m | 0h00m | 99.86% | 100% | 99.86% | 100% |
| Dec 2020 | 1h09m | 0h00m | 99.85% | 100% | 99.86% | 100% |
| Total YTD | 12h49m | 0h00m | 99.86% | 100% | 99.86% | 100% |

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# 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 | 99.93% | 100% | 99.86% | 100% |
| Mar 2021 | 2h00m | 0h00m | 99.73% | 100% | 99.80% | 100% |
| April 2021 | 0h00m | 0h00m | 100% | 100% | 100% | 100% |
| May 2021 | 0h50m | 0h00m | 99.89% | 100% | 99.88% | 100% |
| June 2021 | 1h00m | 0h00m | 99.86% | 100% | 99.88% | 100% |
| July 2021 | 0h30m | 0h00m | 99.93% | 100% | 99.88% | 100% |
| Aug 2021 | 0h30m | 0h00m | 99.93% | 100% | 99.89% | 100% |
| Total YTD | 6h00m | 0h00m | 99.90% | 100% | 99.87% | 100% |

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# System Performance YTD 2021

**305,150**

**Files received & processed within 4h (99.999%)**

**0m57s**

**Average file processing time**

**28,592,333**

**IS-WEB requests responded within 3s (98.70%)**

The number of processed files decreased by 4% in 2021 compared to 2020, while the IS-WEB requests decreased by 34%.

The average processing time decreased from 1m20s to 57s.

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# File Loading Performance

29 September 2021
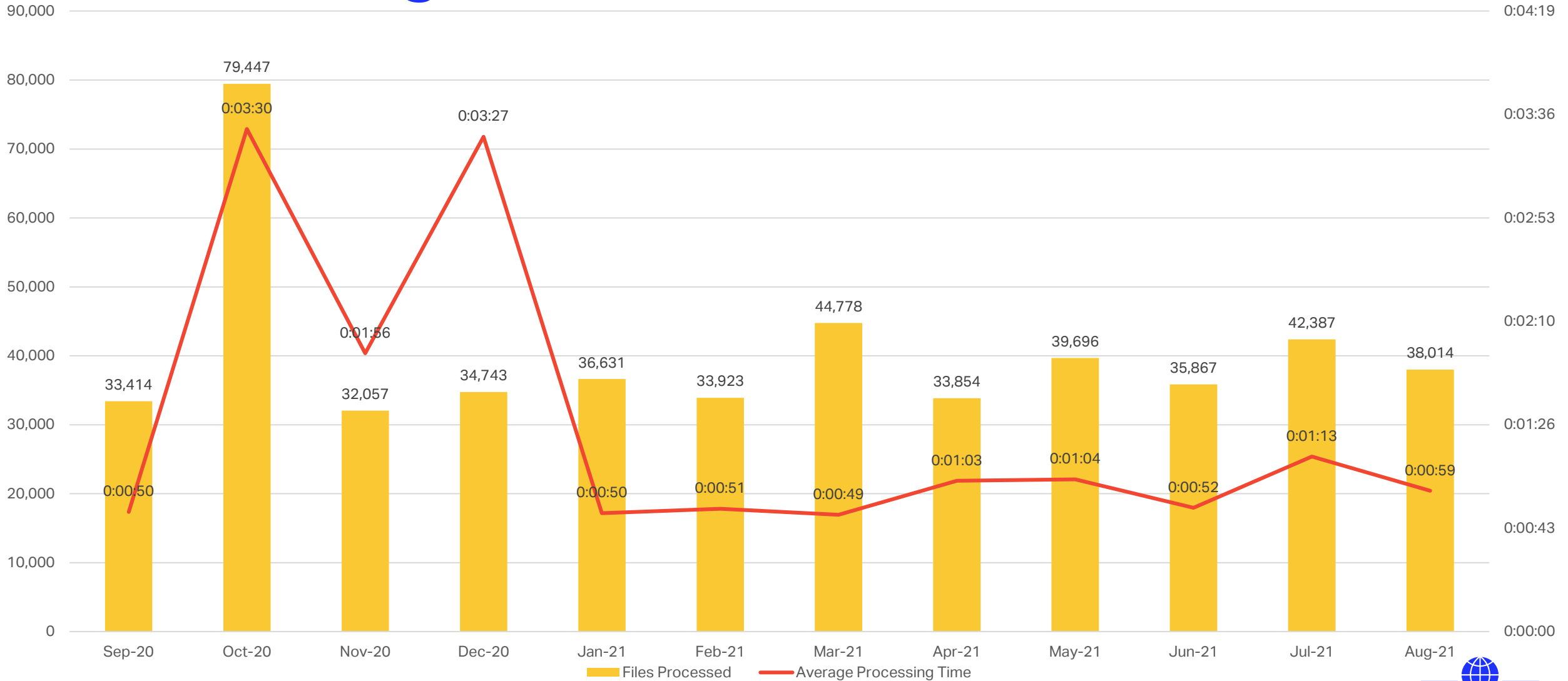
# File Loading Performance 2020

| Month | Total Files Received | Total Files Processed | | Performance |
|---|---|---|---|---|
| | | Within 4h | Between 4h and 24h | |
| January 2020 | 45,432 | 45,432 | 0 | 100% |
| February 2020 | 46,667 | 46,667 | 0 | 100% |
| March 2020 | 29,952 | 29,952 | 0 | 100% |
| April 2020 | 51,625 | 51,625 | 0 | 100% |
| May 2020 | 31,039 | 31,036 | 3 | 99.99% |
| June 2020 | 38,512 | 38,512 | 0 | 100% |
| July 2020 | 39,515 | 39,515 | 0 | 100% |
| August 2020 | 33,834 | 33,834 | 0 | 100% |
| September 2020 | 33,414 | 33,414 | 0 | 100% |
| October 2020 | 79,447 | 79,447 | 0 | 100% |
| November 2020 | 32057 | 32057 | 0 | 100% |
| November 2020 | 34743 | 34743 | 0 | 100% |
| Total YTD | 496,237 | 496,234 | 3 | 100% |

29 September 2021

# 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% |
| Total YTD | 305,150 | 305,151 | 1 | 100% |
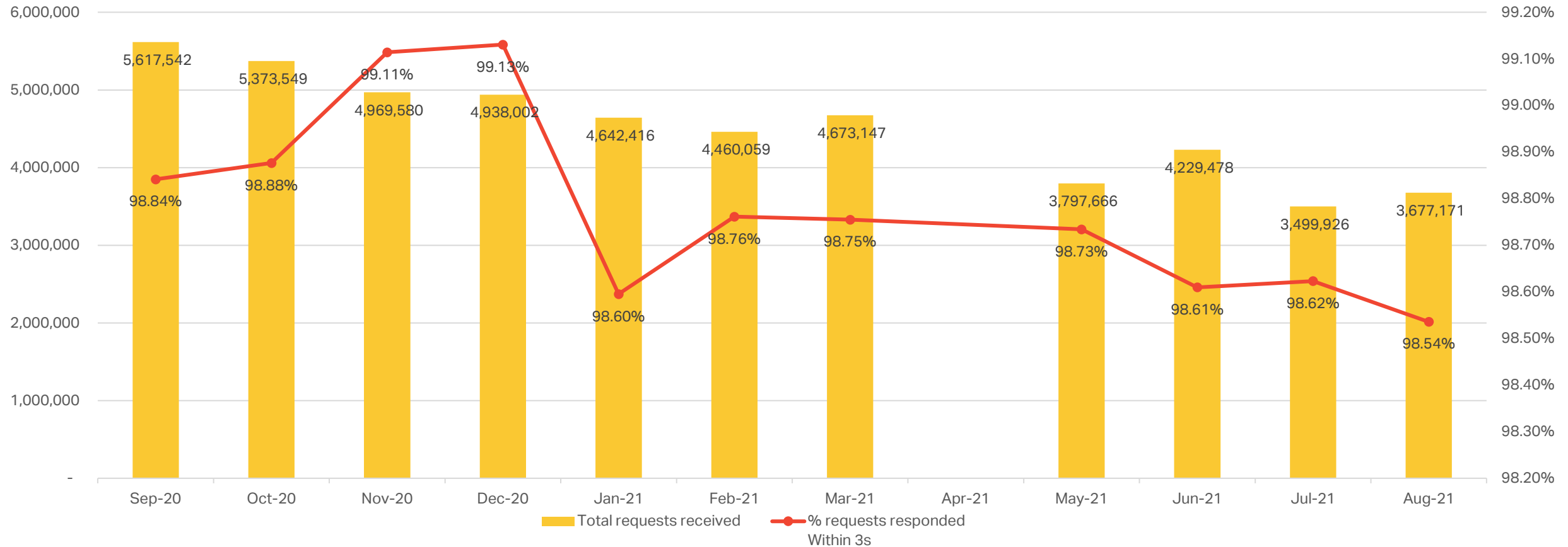
29 September 2021

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# Web Response Performance



Chart showing "Total requests received" (yellow bars) and "% requests responded Within 3s" (red line) from Sep-20 to Aug-21:

| Month | Total requests received | % requests responded Within 3s |
|---|---|---|
| Sep-20 | 5,617,542 | 98.84% |
| Oct-20 | 5,373,549 | 98.88% |
| Nov-20 | 4,969,580 | 99.11% |
| Dec-20 | 4,938,002 | 99.13% |
| Jan-21 | 4,642,416 | 98.60% |
| Feb-21 | 4,460,059 | 98.76% |
| Mar-21 | 4,673,147 | 98.75% |
| Apr-21 | | |
| May-21 | 3,797,666 | 98.73% |
| Jun-21 | 4,229,478 | 98.61% |
| Jul-21 | 3,499,926 | 98.62% |
| Aug-21 | 3,677,171 | 98.54% |

*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 2020

| Month | Total requests received | Total requests responded | | Performance |
| --- | --- | --- | --- | --- |
| | | Within 3s | Over 3s | |
| January 2020 | 7,260,804 | 7,201,919 | 58,885 | 99.19% |
| February 2020 | 5,096,935 | 5,032,223 | 64,712 | 98.73% |
| March 2020 | 5,803,894 | 5,730,066 | 73,828 | 98.73% |
| April 2020 | 5,122,698 | 5,062,211 | 60,487 | 98.82% |
| May 2020 | 4,691,009 | 4,616,727 | 74,282 | 98.42% |
| June 2020 | 5,392,044 | 5,327,299 | 64,745 | 98.80% |
| July 2020 | 5,736,688 | 5,673,615 | 63,073 | 98.90% |
| August 2020 | 5,055,304 | 4,994,202 | 61,102 | 98.79% |
| September 2020 | 5,617,542 | 5,552,464 | 35,477 | 98.84% |
| October 2020 | 5,373,549 | 5,313,180 | 60,369 | 98.88% |
| November 2020 | 4,969,580 | 4,925,555 | 44,025 | 99.11% |
| December 2020 | 4,938,002 | 4,895,070 | 42,932 | 99.13% |
| Total YTD | 65,058,049 | 64,324,531 | 703,917 | 98.87% |

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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% |
| Total YTD | 28,979,863 | 28,592,333 | 387,530 | 98.66% |

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

# IATA Global Customer Support

- The IATA Customer Portal is the single channel of communication with IATA for SIS matters;

- Level 1queries are now handled by the WebHelp teams in BUH and KUL

- Level 2 queries are now handled by the Global Customer Service Teams in MAD, YMQ & SIN;

- Level 3 queries and incident management are handled by the SIS team in YMQ.

29 September 2021

# Query & Incident Management YTD 2021

**918**
**Queries received**

**54**
**Incidents resolved**

**88.70%**
**Customer Satisfaction YTD**

The number of queries decreased by 6% and the number of incidents decreased by 23% compared to the same period last year. Customer satisfaction levels remained similar, with a 2% decrease for 2021.

29 September 2021

# Query & Incident Management 2020

| Month | Queries | Incidents | | | | Total | Within SLA | Performance |
|---|---|---|---|---|---|---|---|---|
| | | Showstopper | Major | Minor | Trivial | | | |
| January 2020 | 127 | 0 | 0 | 4 | 0 | 131 | 131 | 100% |
| February 2020 | 152 | 0 | 0 | 16 | 0 | 168 | 168 | 100% |
| March 2020 | 147 | 0 | 1 | 9 | 0 | 157 | 157 | 100% |
| April 2020 | 133 | 0 | 0 | 7 | 0 | 140 | 140 | 100% |
| May 2020 | 129 | 0 | 1 | 8 | 0 | 138 | 138 | 100% |
| June 2020 | 137 | 0 | 0 | 8 | 0 | 145 | 145 | 100% |
| July 2020 | 108 | 0 | 1 | 9 | 0 | 118 | 118 | 100% |
| August 2020 | 104 | 0 | 0 | 6 | 0 | 110 | 110 | 100% |
| September 2020 | 185 | 0 | 0 | 9 | 0 | 194 | 194 | 100% |
| October 2020 | 137 | 0 | 0 | 13 | 0 | 150 | 150 | 100% |
| November 2020 | 127 | 0 | 0 | 6 | 0 | 133 | 133 | 100% |
| December 2020 | 109 | 0 | 0 | 7 | 0 | 116 | 116 | 100% |
| Total YTD | 1,595 | 0 | 3 | 102 | 0 | 1,700 | 1,700 | 100% |

SIS GM-2021

29 September 2021

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# Query & Incident Management 2021

| Month5 | 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& |
| Total YTD | 972 | 0 | 0 | 54 | 0 | 1,026 | 1,026 | 100% |

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

29 September 2021

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# SIS Customer Support



SIS GM-2021                                  29 September 2021
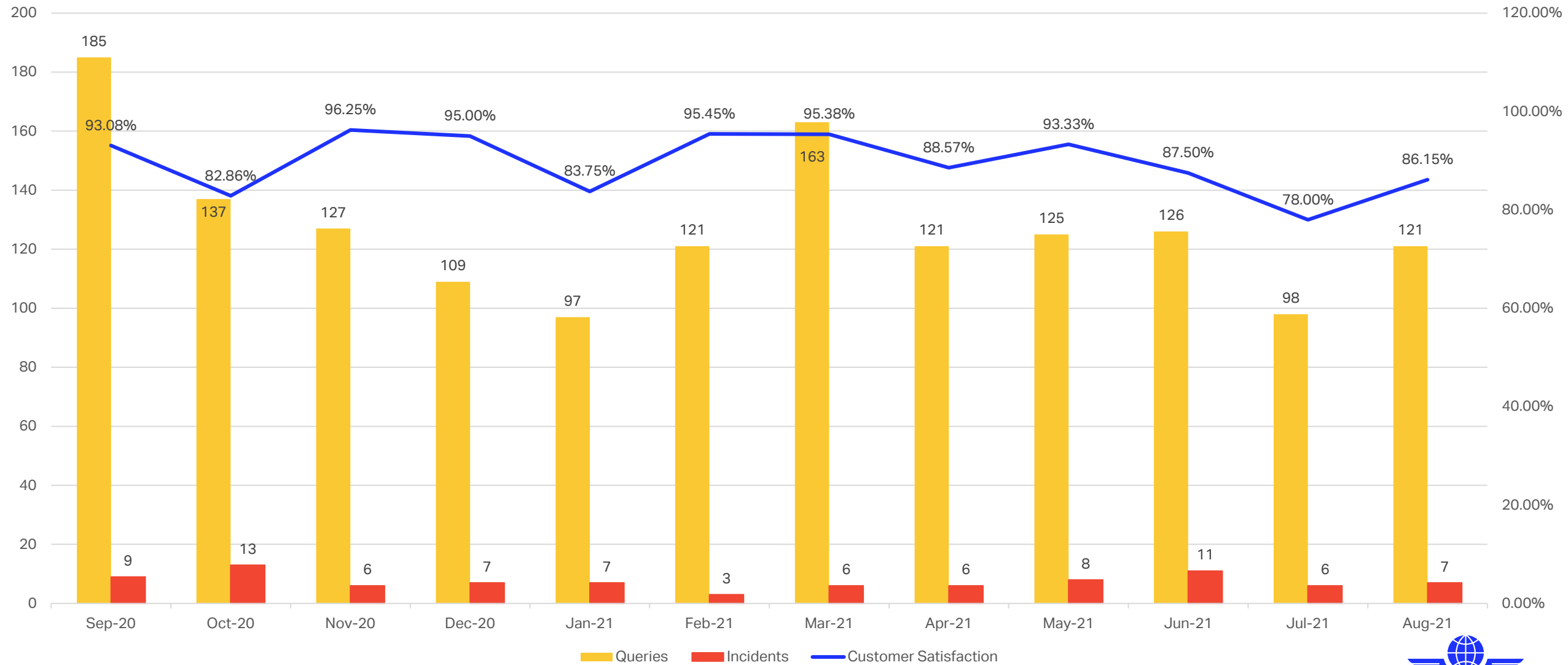
# SIS 2021 Customer Satisfaction Survey

29 September 2021

# 2021 SIS Survey

**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 20 June to 19 July 2021

**Response Rate:**
**4.4%** Response rate **(175)** for the sample size of active **3,994 Users** (5.1% response rate in 2020, with 206 responses out of 4,011 users surveyed).

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# Experience Metrics Explained

**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

# SIS
# **Customer Testimonies**

" SIS provides all details of Interline billing in **one platform** "

" … This is the **best solution** for interline billing! "

" **Sets standards** for and of billing
**Quick and efficient** settlement of interline
**Neutral party** to settle disputes and disagreements "

" Help desk is **awesome** - **fast** and **thorough**
The standard of billing is set in place for all members

" SIS platform makes our business  process **better and easier** "

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# Respondents Profile



**Category**
- 86% Airline
- 14% Airline Supplier

**Region**
- 39 Americas
- 52 Asia Pacific
- 57 Europe
- 25 Africa & Middle East
- North Asia
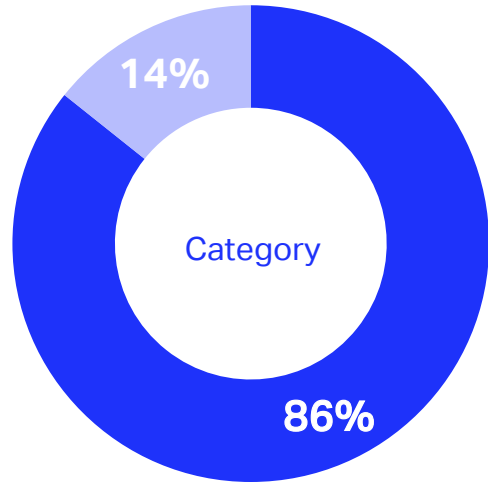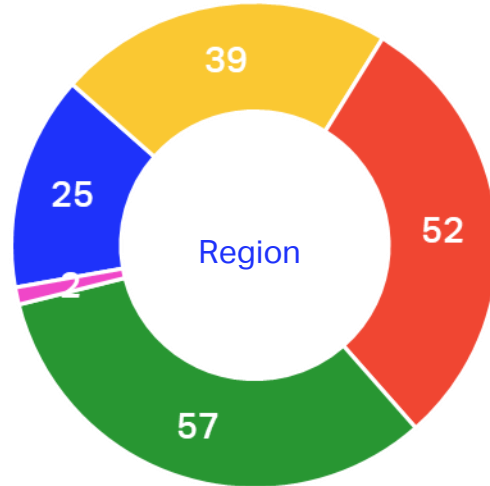
Legend:
- Africa & Middle East
- Americas
- Asia Pacific
- Europe
- North Asia

**Role of SIS Contact**
- 79% Finance Management
- 8% Operations
- 4% Outsourced service provider
- 7% Other
- 2%
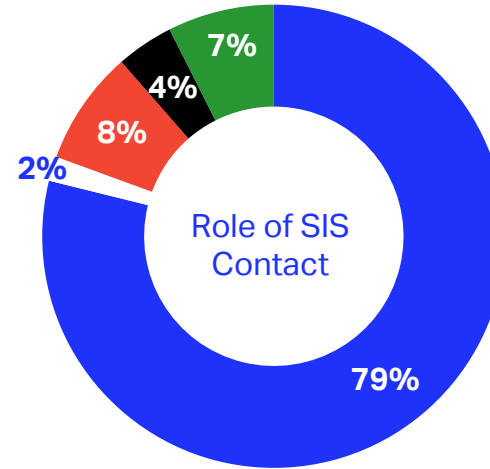
Legend:
- Finance Management
- Operations
- Outsourced service provider
- Other

**Customer Age (Usage)**
- 6% 6 months or less
- 6% More than 6 months and less than 1 year
- 11% 1 - 2 years
- 17% 3 - 5 years
- 60% More than 5 years
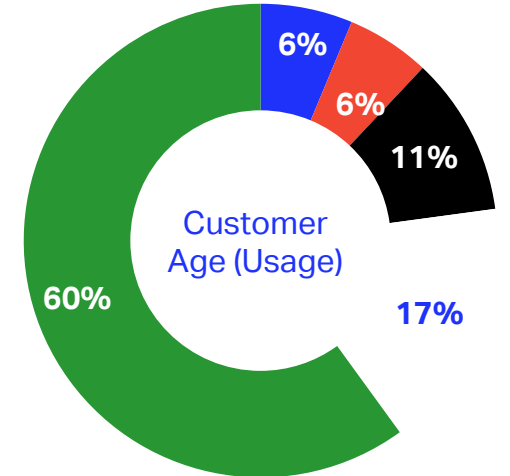
Legend:
- 6 months or less
- More than 6 months and less than 1 year
- 1 - 2 years
- 3 - 5 years
- More than 5 years

**Mature users represent +60% of SIS users**

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# Key Experience Metrics

SIS demonstrated strongly improved satisfaction results while achieving strong NPS results in 2021

| | **2021** | **2020** | |
|---|---|---|---|
| Overall Satisfaction | 82.5%  Suppliers 80.1% | 81.5% | ↑ |
| Customer Effort Score (CES) | 82.6%  New Users 80% | 80.8% | ↑ |
| NPS | 46 | 34 | ↑ |
| Satisfaction with SIS Platform | 84.1% | 81.9% | ↑ |
| Contribution to Business Success | **98**% | 96.1% | ↑ |

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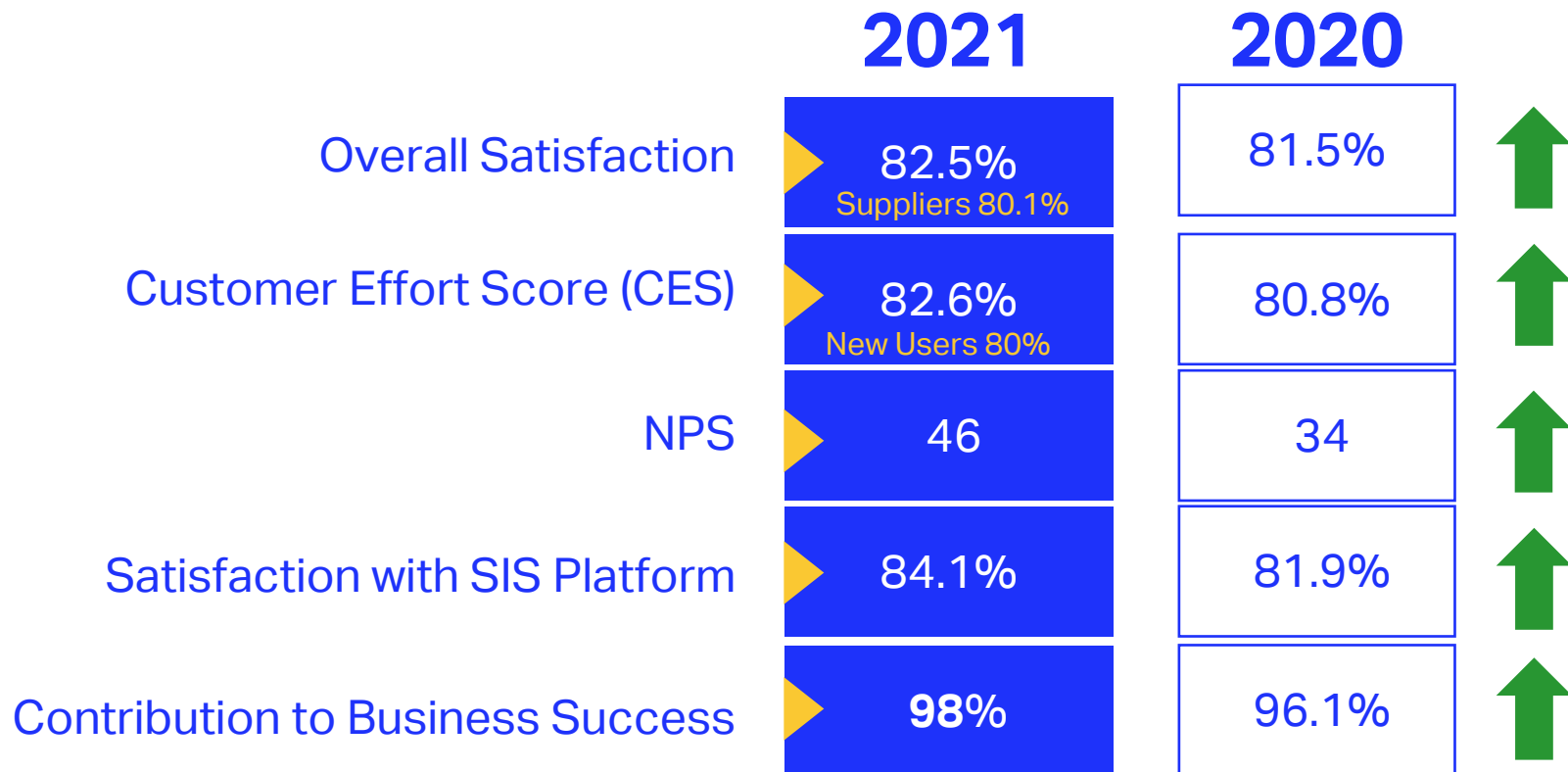
# NPS Analysis

This year, while the industry is on the road to recovery, it seems that users are appreciative of SIS role in standardizing invoicing activities for the industry.

Changes within the industry resulted in a population of new SIS users that require nurturing while they master the platform.

## 2021 Net Promoter Score = 46

### Detractors

- Might be complex for new users
- A need for training to new users ~12% of respondents

### Neutrals

- Improved manual and Acronym decoders
- Extend lifetime of invoices within the platform (storage)
- Establish regular trainings

### Promoters

- Standardized invoicing platform
- SIS remains powerful for simple reporting
- The correspondence feature including dispute remains a big hit with customer base

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# Satisfaction with SIS Platform

| **2021 Satisfaction w/ SIS platform** | **84.1%** | ⬆ | **2020 81.9%** |

IS-WEB Performance (web response times, file loading times, etc.) **85.7%**

SIS User Resources (i.e. user and contact management, member profile management, system notifications, etc.) **77.1%**

SIS Reports and Output Files (i.e. usefulness of reports and files, scope of data, ease of accessing reports and files) **85.1%**

Invoice Management (i.e. Payable/Receivable screens, Invoice/File processing and Validation Error Correction screens, etc.) **85.2%**

**Comments Summary:**
- Key interest in Ability to access further reporting features (additional parameters, more elaborated reporting capabilities)
- Extending the ability to upload various file formats, PDF, XLS, HTML etc

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# SIS Support level of service

**2021 Satisfaction w/ SIS Support**

**84.4%**

↑

2020
**83.8%**

| Category | Value |
|---|---|
| Ease to have your queries resolved | 83.50% |
| Responses are clear and concise | 84.60% |
| Knowledgeable | 78% |
| Turnaround time to solve issues | 84% |
| Timely responses to queries | 78.80% |
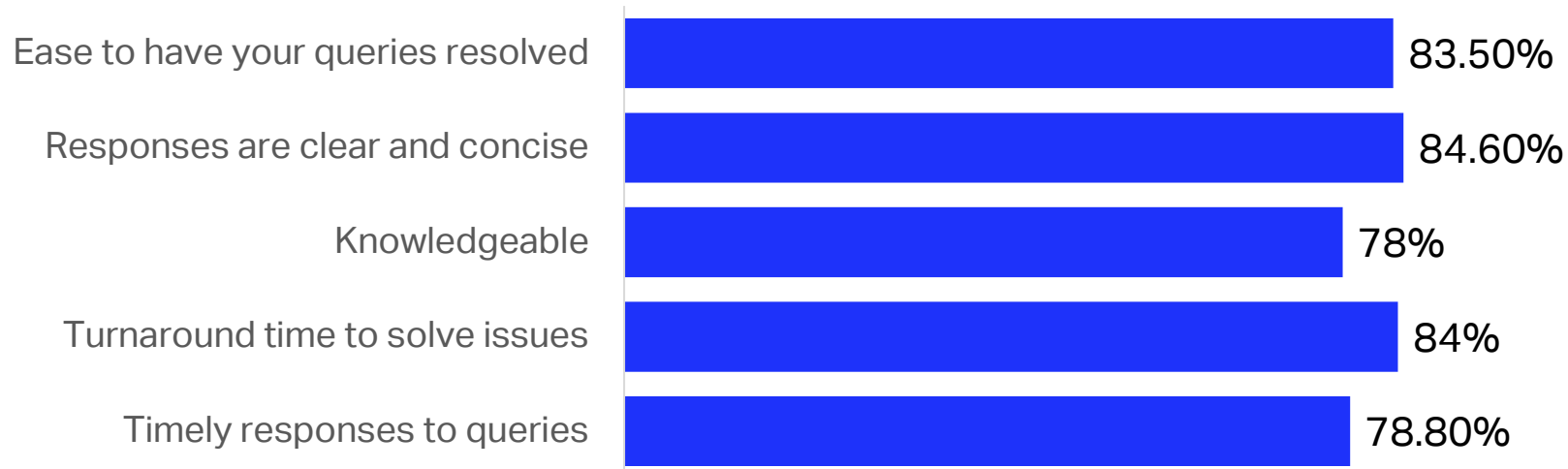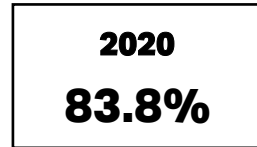
**Comments:**
- The user's improvement suggested comments are focused around having a hot-line/direct contact with SIS team for support

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# Satisfaction with SIS User Resources

| Resource | Satisfaction |
|---|---|
| Industry webinars | 74.40% |
| Functionality guidance documents | 65.70% |
| Technical standards documentation | 66% |
| User Guides | 73.10% |
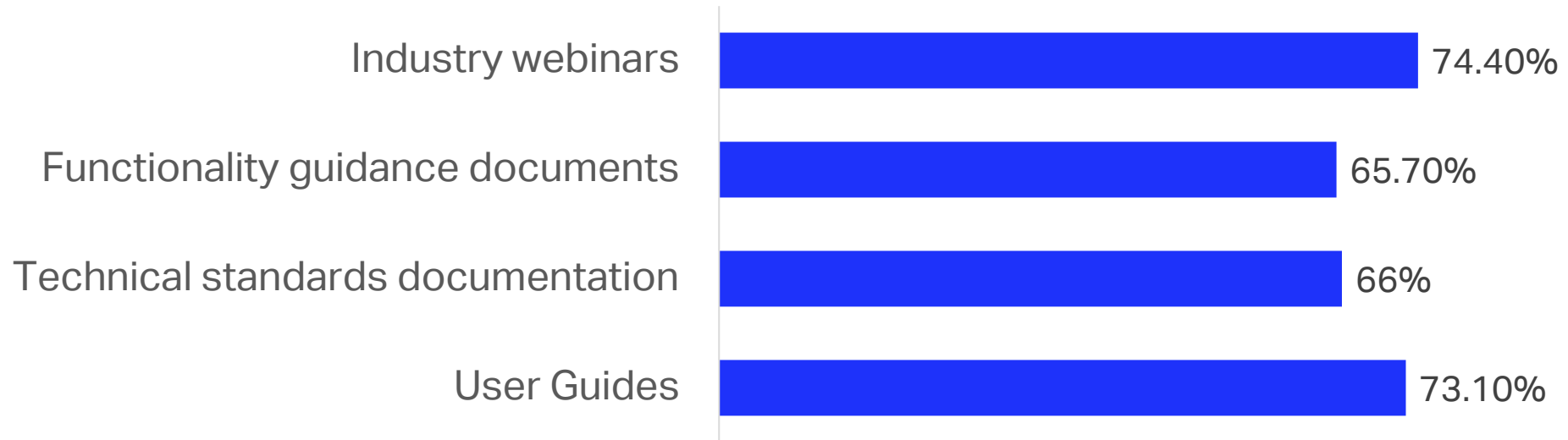
**Comments:**
- Users are great advocates of industry webinars (Educational ones in particular)
- Some users are requesting a revamp of SIS documentation for a simpler more visual guidance
- A request for SIS webinars in Spanish
- A need for ease access to resources and documentation

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# SIS Users Training Needs

## 22.2%

Of SIS users require additional training

## 77%

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

## Training Areas

IS-WEB Platform
Correspondence
Dispute Management
Reporting best practices

**Comments:**
- The introduction of a new SIS user base is better translated into the training need responses by users
- The training areas seems to be distributed across SIS modules and functionalities

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# Summary Overview

## Sample Insights

**Airline** Members represent **87%** of the sample while **Europe** and **ASPAC** sum up **63%** of participants in the survey.

**While mature users** represent the **most satisfied demographic with 87%.** New users remain an area of focus with **CES score of ~80%.**

Users appreciate the standardization capability of SIS (including new users) and the alignment it brings to the industry specially during the recovery phase.

## Key Areas of Focus

Focus segments would be new users to SIS – **Key action is delivery of training plan for new users in the next 6 months.**

Users are highly interested in **increasing life span of invoices within the system** and enhanced reporting capabilities to include contact details and audit trail of correspondences.

Users also highlighted an improvement opportunity for SIS documentation, including simplified, more visual guides with easy/one click access & an acronym/terms decoder.

**Further developments for SIS include:**

-Increase period for which documents/invoices are stored in SIS
-Special audit trail mode to view changes correspondence & changes to documents

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Thank you

# SR6: SIS Legal Compliance Update

Kirk Pereira

Head, Standardization Invoicing / IATA

29 September 2021

# 1. SIS Compliance Countries list of certified countries

# Compliance list

| | | | | | |
|---|---|---|---|---|---|
| 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 | | | | |

29 September 2021

# 2. Updates done in 2021

29 September 2021

# Hungary XML update – April 2021

- Real time invoice reporting being done since 2018

- XML update to version 3.0

- Enhanced the SIS email alert to include the transaction ID from the Hungarian tax authority system

# India E-Invoicing

- SIS went live with the India e-invoicing solution in October 2020

- Invoice data submitted to SIS is converted to a JSON file and uploaded to the Invoice Registration Portal (IRP)

- The signed QR code , Invoice registration number (IRN) received back from the portal is displayed on the SIS invoice

- Two customers currently using this solution for sending invoices

- Till date, SIS has successfully submitted more than 16,000 invoices to the IRP

- Solution self generation of QR code introduced in May 2021 for B2C.

# 3. SIS e-invoicing compliance roadmap for 2022-2023

# SIS e-Invoicing compliance road map

- **Saudi Arabia**

- Portugal

- Poland

- France

29 September 2021

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Thank you

# We'll start again in 10 minutes

BREAK

Grab a beverage and stretch!

29 September 2021

# A3: SIS SG Nominee Presentations (2 min each)

SIS Steering Group Nominees

29 September 2021

# SIS SG Nominee #1

**Mr. Pramod Kumar**

IndiGo Airlines (6E)

29 September 2021

# SIS SG Nominee #2

**Mrs. Jessica Travis**

American Airlines (AA)

# SIS SG Nominee #3

**Mrs. Kaihong Zhang**

Air China (CA)

# SIS SG Nominee #4

**Mr. Chris (Mengyuan) Fang**

Xiamen Airlines (MF)

# SIS SG Nominee #5

**Mr. Joao Feliciano**

TAP Air Portugal (TP)

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Thank you

# A4: Introduction to the New Online Voting System

Vivekh Pundit

Specialist, Industry e-Invoicing / IATA

29 September 2021

# Are you Ready to Vote?

**For those members that have not yet submitted voting delegates for this year's Industry Meetings, please first align internally within your organization and then fill out the online registration form (below) to indicate who are your Primary and Alternate delegates with voting rights.**

**https://www.surveymonkey.com/r/SISIBSOPSGM21**

Voting rights will be assigned based on your member registrations.

A **List of Eligible Voting Member Delegates** **(pdf)** for this year's Industry Meetings is published online for the community's reference. This list is regularly updated for the community's reference.

**IATA**

# Are you Ready to Vote?

**Eligible members must join the IATA Standard Setting Workspace ("SSW") Online Communities to be able to view, discuss and vote on the  Agenda Items.**

To obtain access to the IATA "SSW" platform you need to:
1. Register to the IATA Customer Portal;
2. Click on the "Request Access" option under "Favourite Services";
3. Select **"Standards Setting Workspace"** from the list of available services.
4. Contact Standards@iata.org for any assistance.

After you've gained access to the IATA Standards Setting Workspace (IATA "SSW"), please **search for and join the following online communities**:

- **Simplified Invoicing and Settlement (SIS) Voting Items**

- **Interline Billing and Settlement Operations Voting Items**

# 1. Accessing the IATA "SSW" Platform

29 September 2021

# Login to the IATA Customer Portal to access the Standards Setting Workspace

IATA Customer Portal: portal.iata.org/
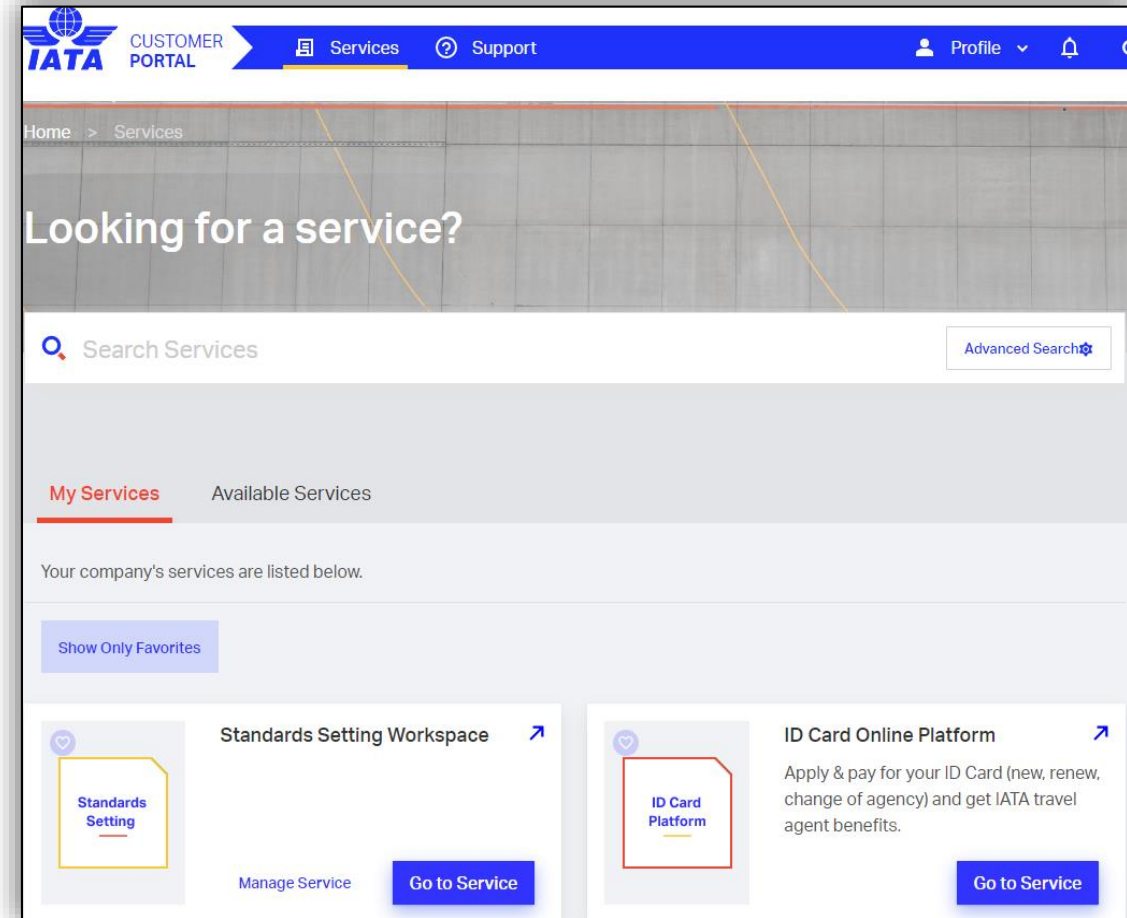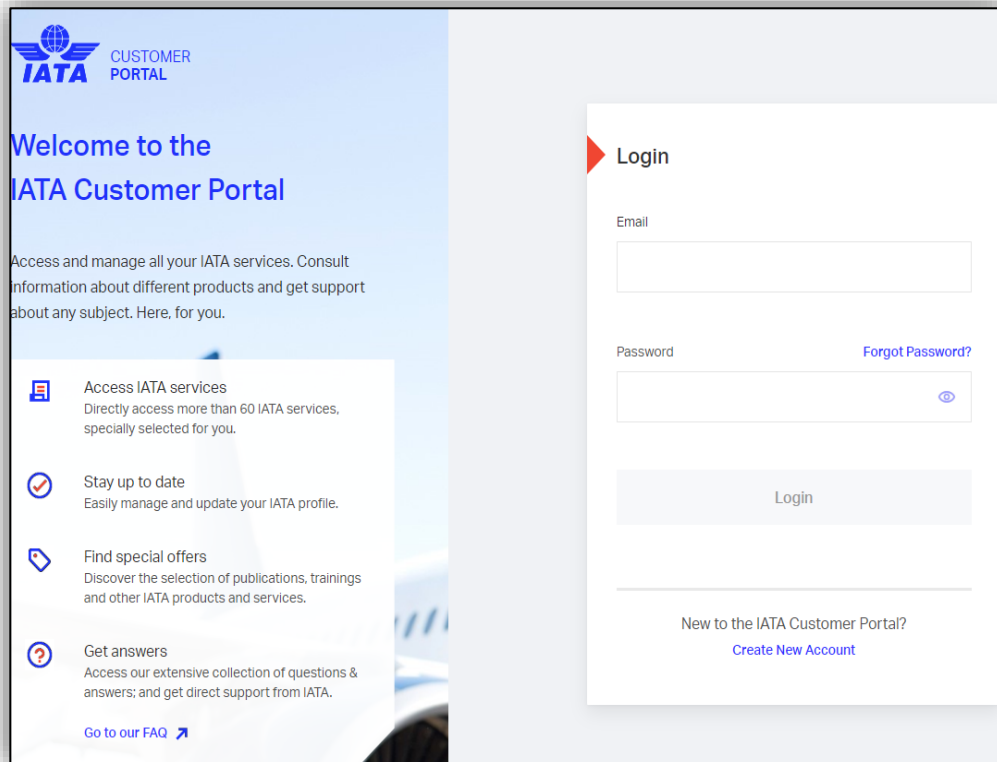
# Standards Setting Workspace Homepage

# 2. How to Set Email Alerts for Communities

29 September 2021

# Access your "Profile", Top-Right Corner

Click your user profile image, drop-down and select "Profile".

# Select "Community Notifications" under "My Account"
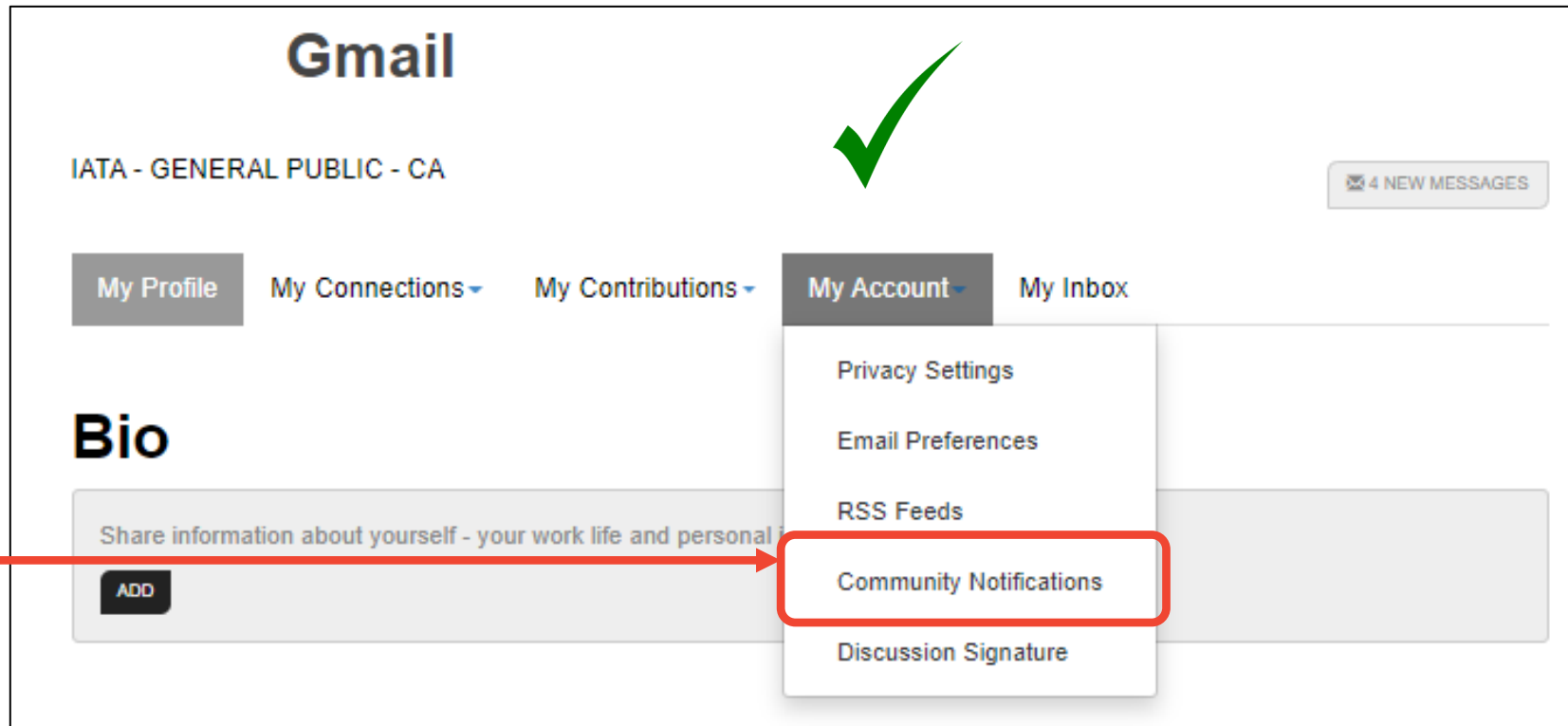
# Select the preference for your Communities

# 3. How to Participate in a Community Discussion

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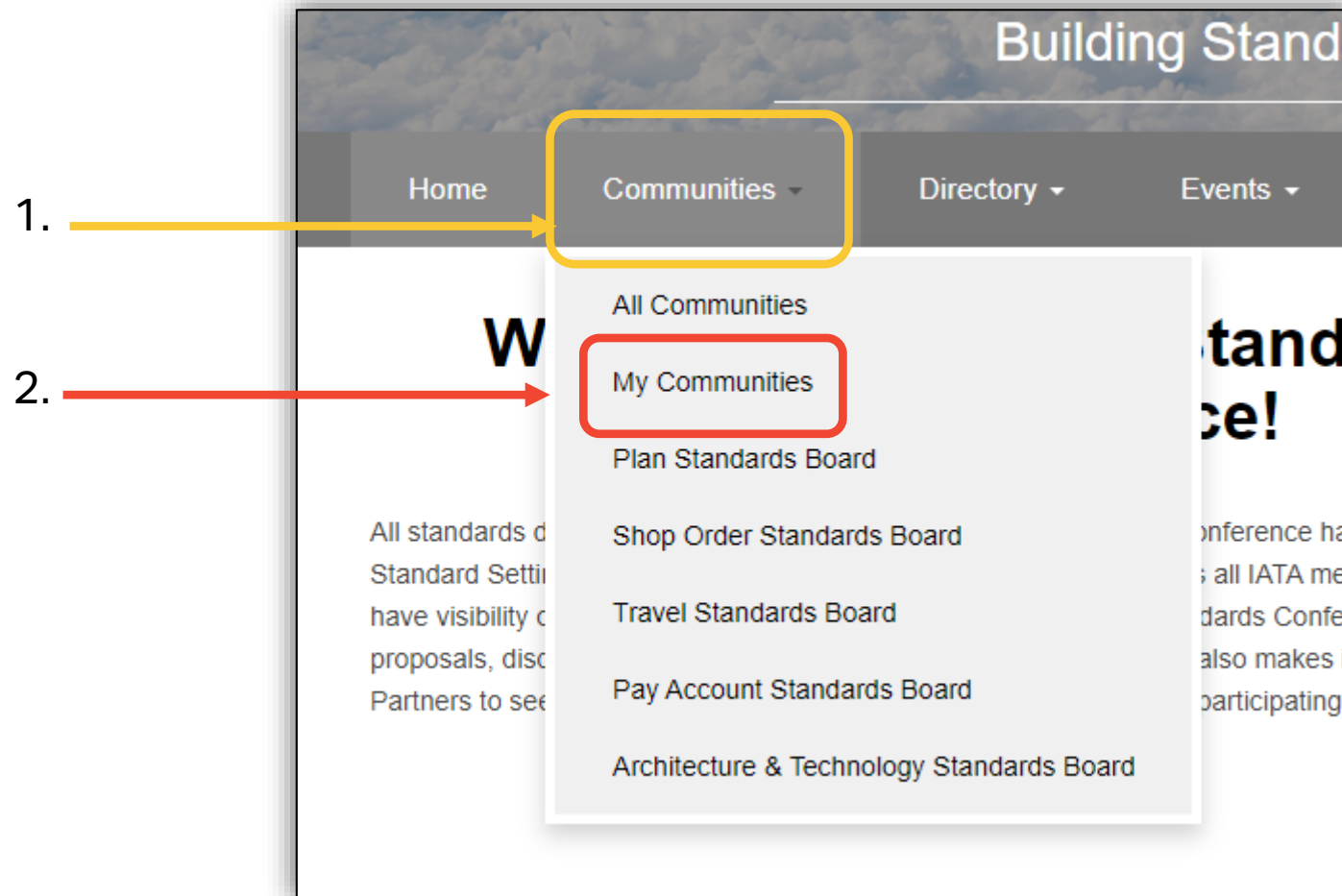
# Select the name of the group under "My Communities"



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

# On the communities home page - Discussion



Clicking on the "Discussion" tab will open the summary page of all discussion posts

Clicking on the title of the discussion post will open up that specific post

# On the communities home page - Discussion

Participants may respond to any discussion. Comments will be a part of a threaded conversation which all participants of the group will be able to view and comment on.



When participating in discussions, please be conscious of and adhere to IATA's Competition Law Guidelines.

# 4. How to Vote on Online Ballots

29 September 2021

# Select "Workspace" from the groups landing page

**Interline Billing and Settlement Operations Voting Items**

≔ Interline Billing and Settlement Operations

Community Home    Discussion 1    Discussion Documents 0    Events 0    Members 129    Workspace

**Simplified Invoicing and Settlement (SIS) Voting Items**

≔ Simplified Invoicing and Settlement Steering Group (SIS SG)

Community Home    Discussion 10    Discussion Documents 6    Events 0    Members 229    Workspace

# Select "Ballots" from the Workspace tab

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

29 September 2021

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# Select "Ballots" from the Workspace tab

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

29 September 2021

# Vote on the Open Ballots

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

- You have the option of commenting on your voting selection.

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

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

**Ballot Question**
Do you endorse this SIS GM Agenda Item?

Options

| ○ | **Yes** | Comment Optional | 0 | 0% |
| ○ | **No** | Comment Required | 0 | 0% |
| ○ | **Abstain** | Comment Required | 0 | |

You must choose exactly 1 option. You may change your vote at a later time, as long as the ballot is open. The results of your vote will be listed below and viewable by members of Test Community .

Comments
Select a Ballot Option first, then comment if permitted.
Voter comments are REQUIRED when voting "No" or "Abstain"
Voter comments are OPTIONAL when voting "Yes"

ATTACH DOCUMENT

VOTE

# Re-Vote on the Open Ballots

Below is an example of a ballot used to demonstrate how to re-vote on an "Open" ballot.

# Play the Video in IATA "SSW" for a Demo!



- **YouTube**
- **Youku**

# 5. Voting Protocols for 10th SIS General Meeting

# Voting Protocols – 10ᵗʰ SIS General Meeting

✓ Ballots for voting will be open **two (2) days after the SIS General Meeting**.

   ✓ Opens:     Friday 1ˢᵗ October 2021 at 09:00 EST

✓ Ballots will be eligible to vote for **two (2) weeks after ballots are opened**.

   ✓ Closes:     Friday 15ᵗʰ October 2021 at 09:00 EST

✓ **One vote counted per member**.

   ✓ Primary Voting Delegate's Vote <u>Supersedes</u> Alternate Voting Delegate's.

✓ **Up to the date and time when ballots close**, voters may (**at any time**):

   ✓ view live ballot results;

   ✓ change their vote as many times as preferred.

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# Need help?

# standards@iata.org

**IATA**

# A5: SIS GM Agenda Papers Introduction & Online Voting

Kirk Pereira

Head, Standardization Invoicing / IATA

29 September 2021

**IATA**

# Summary of Papers

We have 6 papers

| Paper | Description | Raised by |
|---|---|---|
| S1 | SIS Proposal- Error File of SIS Production Platform (*Withdrawn*) | CZ-784 "China Southern Airlines" |
| S2 | Enable to select multiple periods when searching Interline Billing Summary | NH-205 "ANA" |
| S3 | Implement a 'Back' button on Edit/View Miscellaneous Credit Note screen | NH-205 "ANA" |
| S4 | Correspondence Enhancement (SIS) | S7-421 "S7 Airlines" |
| S5 | Technical adjustment for fields with drop-down list | LH-220 "Lufthansa" |
| S6 | SIS ISPA Section 5.5 revision | IATA |

# Voting

✓ Ballots for voting will be open **two (2) days after the SIS General Meeting**.

   ✓Opens: <span style="color:green">Friday 1st October 2021</span> at 09:00 EST

   ✓Closes: <span style="color:red">Friday 15th October 2021</span> at 09:00 EST

✓ A paper needs 75% majority vote to pass

✓ If the paper passes it will go to the SIS Steering group who will then prioritize/decide when the change will be implemented depending on the cost and business benefit

IATA

# Please standby

We will be switching to the Agenda documentation

29 September 2021

# IATA WORLD FINANCIAL SYMPOSIUM

Thank you

# SR7: SIS New Features Roadmap

Bruno Roussel

Senior Manager, APPS Community / IATA

29 September 2021

# Agenda

1. SIS auto coding for invoice cost and tax accounting update

2. PDF listing for Cargo handling

3. SIS dispute improvement

4. Integration with CASS

29 September 2021

# Coding automation background

✓  We like to automate the booking of invoice in airline ERP providing them with data element that will allow automation.

✓  This is valid for Miscellaneous billing only

✓  This is valid for invoice and TAX / VAT automated posting

✓  Airline will have the possibility to enrich invoice with coding information at 3 levels for invoice posting and 2 levels for TAX/VAT posting:

- Invoice Header

- Invoice line item

- Invoice line item details

# Auto Coding matching rules

Based on for services:

- Supplier SIS code
- Location Code (optional)
- Charge category
- Charge Code (optional)
- Charge Code type (optional)
- Product ID (optional)
- Service description (optional)
- <mark>AWB Number (optional)</mark>

Based on for taxes additionally (5):

- TaxType
- TaxSubType
- TaxCategory
- TaxText (optional)
- TaxPercent (optional)

# New fields in IS-XML

Following the matching correspondence of the invoice data and the coding that airlines will maintain in SIS we will generate the following additional fields in IS-XML:

G/L account: CHAR 10
Company code: CHAR 4
Cost center: CHAR 10
Assignment: CHAR 18 (optional)
AddParameter@Name: CHAR 25  (optional)          1-10

```
            <TaxPercent>0</TaxPercent>
        </Tax>
        <TotalNetAmount>17810.52</TotalNetAmount>
        <GLAccount>CHAR10</GLAccount>
        <CompanyCode>CHAR4</CompanyCode>
        <CostCenter>CHAR10</CostCenter>
        <Assigment>CHAR18</Assigment>
        <AddParameter Name="Name">CHAR25</AddParameter>
    </LineItem>
```

# We need additional features

- Default coding in case a new supplier comes in
- Alert for new supplier not coded yet
- Alert if new supplier services not coded yet
- Master coding capacity to load all coding information from file (V2)
- Master coding manually, user with role can allocate codes
- Role management Super user coding, coder, users

# PDF listing for Cargo handling

More and more ground handlers join SIS to invoice airlines

In Cargo the cost reconciliation element is the AWB, but this element is not present on the PDF listing

Also, supplier present listing with different recapitulative break down per flight or services that we could consider in updating PDF listings

# SIS dispute improvement

Some improvement have been identified for the current dispute process

Pain points have been identified and a small group of airlines will be invited to review the proposed change

The idea is to get from user inputs in a way the dispute process is efficient and correct cumbersome process

# Integration with CASS 2.0

IATA is working on revamping the CASS industry platform.

One of the new feature that will be offered in CASS 2.0 is the capacity to issue legal invoice through SIS when required or decided by the participants

IATA
WORLD
FINANCIAL
SYMPOSIUM

Thank you

# SR8: Industry solutions using SIS: Postal Accounts Settlement System (PASS)

Camille Chan

Product Manager, CASS & PASS / IATA

# What is PASS?

A global digital platform to simplify billing and settlement between airlines and postal operators

SIS GM-2021

29 September 2021

# Click [here](#) to find out More about PASS!

SIS GM-2021

29 September 2021

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# From manual 1-to-1 to a digital, common and global platform



Automatic creation of improved quality bills due to data and duplicated invoice verification

Airlines

Billing data

Data validation

Payment

Accounting system

Service

PASS

Payment

Account reconciliation
Online disputes

Postal operators

Operational data

Invoice with supporting data

Accounting system

Standardized, structured invoices support streamlined data reconciliation resulting in minimal disputes

Payment validation and automation of settlements in preferred currency

# PASS – Offers

- **Standardization** and unique identification to the transactions and participants.

- **Centralized collection of billing data** from airlines **and operational data** from postal operators.

- **Automated data validation and verification**.

- Fixed timetable of reporting deadlines (x2 monthly) and **fixed schedule to generate regular invoices.**

- **Standard invoicing (using IATA SIS invoicing framework)** and data format.

- **Facilitated invoice reconciliation** for postal operators.

- **Payment validation** and easier settlement.

- **Automated online disputes** process.

- **Flexibility –** recognition of bilateral trading terms and conditions

29 September 2021

# Key Benefits

- **Increased efficiency**

  - Improved quality of invoices and data (reduced discrepancies and errors)
  - Standardization and automation save time in reconciliation
  - Consistent, accelerated and paperless processes support sustainability and reduce costs

- **Improved cash-flow**

  - Fewer disputes improve collection rates
  - Streamlined payment procedures = more on-time settlements

- **Stronger partnerships**

  - Global platform allowing access to airlines and postal operators worldwide
  - Centralized collaboration enables airlines and postal operators to better connect
  - Automation will free up resources to expand the business

29 September 2021

**IATA**

# Thank you

**For further information, visit www.iata.org/pass**

**And contact for the demo and trial run:**

Camille Chan (chanc@iata.org)

29 September 2021

IATA WORLD FINANCIAL SYMPOSIUM

Thank you

# SR9: Industry solutions using SIS: Aviation Carbon Exchange (ACE)

Michael Schneider

Assistant Director, Aviation Environment / IATA

# IATA Aviation Carbon

**ACE**

An IATA Solution powered by CBL

# Aviation's global climate strategy: goals and pillars of action

**GOAL 1**

1.5% AVERAGE ANNUAL FUEL EFFICIENCY IMPROVEMENT 2009-2020

*Pre-Covid-19 tracking above average at around 2% per annum*

**GOAL 2**

STABILISE NET AVIATION $CO_2$ EMISSIONS THROUGH CARBON-NEUTRAL GROWTH

*To be delivered for international aviation through the UN (ICAO CORSIA)*

**GOAL 3**

HALVE AVIATION'S NET $CO_2$ EMISSIONS BY 2050 (COMPARED WITH 2005): 325 Mt $CO_2$

NET ZERO $CO_2$ FROM AVIATION BY 2060/65, GLOBALLY?

**T**

**TECHNOLOGY**

*Investing trillions in researching, certifying, launching and purchasing new technology aircraft.*

*Including evolutionary designs and revolutionary new concepts such as electric, hybrid and hydrogen options.*

**O**

**OPERATIONS & INFRASTRUCTURE**

*Improving the operational performance of aircraft (cutting weight, retrofitting new technologies, working with flight crews to fly more efficiently).*

*Infrastructure efficiency such as streamlined air traffic management.*

**F**

**SUSTAINABLE AVIATION FUEL**

*Kick-starting an energy transition in aviation fuels away from fossil sources and towards fuels made from non-food crops, wastes and eventually from renewable electricity.*

**M**

**MARKET-BASED MEASURES (OFFSETTING)**

*Committing to world's first sectoral carbon-pricing mechanism (CORSIA) and, by 2050, offsetting likely in the form of carbon removal opportunities.*

# CORSIA Compliance Obligation

Only **specific carbon credits** that meet all environmental eligibility criteria under CORSIA can be used for compliance.

**= CORSIA Eligible Emissions Units**
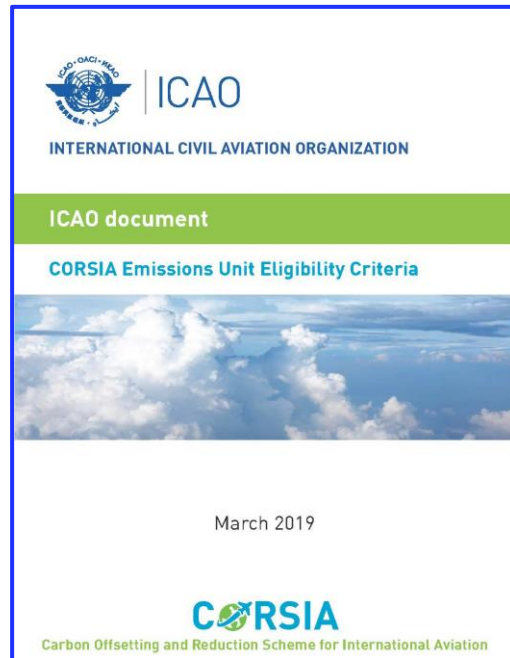


# Voluntary Commitments



More than 50 airlines (or airline groups) have made firm and public commitments to offset emissions

Additional Need:

- Voluntary passenger offset programs
- Offsetting business travel

29 September 2021

# Coping with Financial Risk

- Risk of engagement with unscrupulous carbon market provider.
- Limited understanding of the financial exposure.
- Transacting is technical & complex.
- Very limited price transparency.
- Limited access to larger portfolios.
- Disjointed carbon registry infrastructure.
- Risk of investing in credits that are worthless under CORSIA.
- Lack of carbon market intelligence.

IATA

# ACE addresses the challenge

- **Digital Contracts:** eliminates paper, special agreements and reduces cost.

- **Price transparency:** price per tonne by offset standard, type and location.

- **Market overview:** transparency in terms of availability of credits by project type.

- **Access:** to different project types and geographical location of choice.

- **Buy & Sell:** possibility to resell credits, e.g., in case of surplus or in case of price change opportunities.

- **Impactful:** contract directly with offset project developers, and more effective climate financing.

- **Reduce costs:** create your own portfolio, remove fees and markups.

- **IATA Clearing House Settlement:** eliminates financial risks.

29 September 2021

# Brief Overview

29 September 2021

# ORDER ENTRY:

Place Bid | Place Offer | Report Trade

## ORDER MANAGEMENT:

Hold All | Release All | Kill All

## DISPLAY CURRENCY:

Listed Currency ▼

## STANDARD:    All | None

- ☑ Verified Carbon Standard ◄
- ☑ Gold Standard
- ☑ Climate Action Reserve
- ☑ American Carbon Registry ◄
- ☑ Verified Carbon Standard (REPORTED) ◄

**Offset Standard** ⬅

## PROJECT TYPE:    All | None

- ☑ Agriculture ◄
- ☑ Alternative Energy ◄
- ☑ Emissions ◄
- ☑ Energy ◄
- ☑ Other ◄
- ☑ Forestry ◄
- ☑ Waste ◄
- ☑ Landfill ◄

**Project Type** ⬅

## VINTAGE:

From: 2010 ▼  To: 2020 ▼

**Project Vintage** ⬅

## COUNTRY:    All | None

- ☑ Asia ◄

---

## BIDS & OFFERS ▼

| Actions | | | Instrument | | Buy | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Actions | | Standard | Project Type | Country | B Vintage | B Project | Info | Bid Sum | A | X | Bid Vol | Bid | Ask1 ▲ | Ask Vol | Lift X |
| ▼ B S | | VCS-VCU | Energy Industries - renewable/non-renewable sources | Asia/China | | | | | | | | | USD 0.66 | 150,451 | |
| | | | | | | | | | | | | | USD 0.66 ↑↓ | 150,451 | L |
| | | | | | | | | | | | | | | ↓ 93,423 | L |
| | | | | | | | | | | | | | USD 0.94 ↑↓ | 98,245 | L |
| | | | | | | | | | | | | | USD 0.95 ↑↓ | 50,000 | L |
| | | | | | | | | | | | | | USD 1.00 ↑↓ | 40,474 | L |
| ▶ B S | | GS-VER | Wind | Asia/Turkey | | | | | | | | | USD 1.30 | 105,431 | |
| ▼ B S | | VCS-VCU | Manufacturing industries | Asia/India | | | | | | | | | USD 1.50 | 20,775 | |
| | | | | | | | | | | | | | USD 1.50 | 20,775 | |
| | | | Energy Industries - renewable/non-renewable sources | Asia/Turkey | | | | | | | | | USD 1.60 | 40,000 | |
| | | | | | | | | | | | | | USD 1.60 ↑↓ | 20,000 | L |
| | | | | | | | | | | | | | USD 1.60 ↑↓ | 20,000 | L |
| ▶ B S | | GS-VER | Biomass - Cogeneration | Asia/China | | | | | | | | | USD 1.60 | 6,633 | |
| ▶ B S | | GS-VER | Wind | Asia/India | | | | | | | | | USD 1.95 | 54,743 | |
| ▼ B S | | VCS-VCU | Waste handling and disposal | Asia/Thailand | | | | | | | | | USD 2.20 | 20,043 | |
| | | | | | | | | | | | | | USD 2.20 | 4,311 | L |
| | | | | | | | | | | | | | USD 2.20 | 10,530 | L |
| | | | | | | | | | | | | | USD 2.20 | 776 | L |
| | | | | | | | | | | | | | USD 2.20 | 4,426 | L |
| B S | | VCS-VCU | Energy Industries - renewable/non-renewable sources | Asia/India | | | | | | | | | USD 2.21 | 75,000 | |
| | | | | | | | | | | | | | USD 2.21 | 75,000 | L |
| | | | | | | | | | | | | | USD 2.60 | 405 | L |
| ▼ B S | | VCS-VCU | Forest Carbon | Latin America/Brazil | | | | | | | | | USD 2.50 | 350,714 | |
| | | | | | | | | | | | | | USD 2.50 ↑↓ | 13,498 | L |
| | | | | | | | | | | | | | USD 2.50 ↑↓ | 337,216 | |

**Available volume (t)** ⬅ (blue arrow)

**Price per tonne** ⬅ (blue arrow)

---

| LIVE ORDERS | ALL ORDERS | TRADES ▼ | | | | | ⬆ 🔍 📄 ⚙ 🗗 | | HOLDINGS | CASH | ▼ |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | der Ref | Amends | Date | Time In | Instrument Name | Instrument Mkt | Project ID | Type | Side | |
| No data is available. | | | | | | | | | | | |

| Actions | Firm | Account | Ext Account | Reg |
|---|---|---|---|---|
| ▼ | | Intern | INTERNATIO | |
| + − B S | | | WFB1131039 | |

## ORDER ENTRY:

Place Bid | Place Offer | Report Trade

## ORDER MANAGEMENT:

Hold All | Release All | Kill All

## DISPLAY CURRENCY:

Listed Currency ▾

## STANDARD: — All None

- ☑ Verified Carbon Standard ◀
- ☑ Gold Standard ◀
- ☑ Climate Action Reserve ◀
- ☑ American Carbon Registry ◀
- ☑ Verified Carbon Standard (REPORTED) ◀

## PROJECT TYPE: — All None

- ☑ Agriculture ◀
- ☑ Alternative Energy ◀
- ☑ Emissions ◀
- ☑ Energy ◀
- ☑ Other ◀
- ☑ Forestry ▾
  - ☑ Forest Carbon
  - ☑ Conservation-Based Forest Managem...
  - ☑ Improved Forest Management
  - ☑ Improved Forest Management - ARB C...
  - ☑ Reforestation
  - ☑ Reforestation - ARB Compliance
- ☑ Waste ◀
- ☑ Landfill ◀

## VINTAGE:

From: 2010 ▾  To: 2020 ▾

## COUNTRY: — All None

- ☑ Asia ◀
- ☑ Africa ▾
  - ☑ Algeria
  - ☑ Angola
  - ☑ Botswana
  - ☑ Burundi
  - ☑ Cameroon

**Detailed project selection**

**Select by country**

## BIDS & OFFERS ▾

| Actions | | Instrument | | | Buy | | | | | | | | | |
|---------|--|-----------|--|--|-----|--|--|--|--|--|--|--|--|--|
| Actions | Standard | Project Type | Country | B Vintage | B Project | Info | Bid Sum | A | X | Bid Vol | Bid | Ask1 ▲ |
| ▶ B S | VCS-VCU | Forest Carbon | Asia/China | | | | | | | | | USD 6.50 |
| ▶ B S | VCS-VCU | Manufacturing industries | Asia/Thailand | | | | | | | | | USD 3.20 |
| ▶ B S | VCS-VCU | Forest Carbon | Asia/Indonesia | | | | | | | | | USD 3.60 |
| ▶ B S | VCS-VCU | Forest Carbon | Asia/Cambodia | | | | | | | | | USD 5.50 |
| ▼ B S | VCS-VCU | Forest Carbon | Latin America/Guat | | | | | | | | | USD 6.25 |
| | | | | | | | | | | | | USD 6.50 |
| ▼ B S | VCS-VCU | Forest Carbon | Africa/Zimbabwe | | | | | | | | | USD 6.50 |
| | | | | | | | | | | | | USD 6.60 |
| | | | | | | | | | | | | USD 6.60 |
| | | | | | | | | | | | | USD 7.40 |
| ▼ B S | VCS-VCU | Forest Carbon | Africa/Congo - Braz | | | | | | | | | USD 7.10 |
| | | | | | | | | | | | | USD 7.10 |
| | | | | | | | | | | | | USD 7.10 |
| | | | | | | | | | | | | USD 7.10 |
| | | | | | | | | | | | | USD 7.10 |
| | | | | | | | | | | | | USD 8.10 |
| ▼ B S | VCS-VCU | Forest Carbon | Africa/Malawi | | | | | | | | | USD 7.50 |
| | | | | | | | | | | | | USD 7.50 |
| ▼ B S | VCS-VCU | Forest Carbon | Latin America/Peru | | | | | | | | | USD 7.50 |
| | | | | | | | | | | | | USD 7.50 |
| ▶ B S | GS-VER | Energy Efficiency | Latin America/Peru | | | | | | | | | EUR 9.10 |
| ▼ B S | VCS-VCU | Forest Carbon | Africa/Mozambique | | | | | | | | | USD 10.00 |
| | | | | | | | | | | | | USD 10.00 |
| ▶ B S | GS-VER | Energy Efficiency | Africa/Madagascar | | | | | | | | | USD 12.00 |
| ▶ B S | GS-VER | Energy Efficiency | Latin America/Guat | | | | | | | | | EUR 15.10 |

## LIVE ORDERS | ALL ORDERS | TRADES ▾

⤒ 🔍 📄 ⚙ ⧉

| Actions | Order Ref | Amends | Date | Time In | Instrument Name | Instrument Mkt | Project ID | Type | Side |
|---------|-----------|--------|------|---------|-----------------|----------------|-----------|------|------|
| No data is available. | | | | | | | | | |

No records  ◀◀ ◀ ▶ ▶▶

## HOLDINGS | CASH ▾

| Actions | Firm | Account |
|---------|------|---------|
| ▾ | Inter | INTERNATIO |
| + − B S | | |

| Actions | Instrument | | Buy | | | | | | Sell | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Actions | Standard | Project Type | Country | B Vintage | B Project | Info | Bid Sum | A | X | Bid Vol | Bid | Ask1 ▲ | Ask Vol | Lift | X | A | Ask Sum | Info | S Project | S Vinta |

**External Viewer** ✕

NEWS    PUBLIC REPORT ▼        OPEN AN ACCOUNT | LOGIN

127004 Hectares

**CCB Project Validator**
Spanish Association for Standardisation and Certification (AENOR)

**CCB Standard Edition**
CCB Third Edition

**Auditor Site Visit To and From Date**
28-Sep-2014 to 03-Oct-2014

Spanish Association for Standardisation and Certification (AENOR)

## VCS REGISTRATION DOCUMENTS

| Document Name | Date Updated |
|---|---|
| PROJ_DESC_1360_31JUL2015.pdf | 06/03/2018 |
| PP_REG_REP_1360_06MAY2015.pdf | 06/03/2018 |
| PP_REG_REP_1360_30APR2015.pdf | 06/03/2018 |
| VCS_Validation_Report_REDD_Ucayali_final.pdf | 06/03/2018 |
| VALID_REP_1360_04AUG2015.pdf | 06/03/2018 |

## VCS ISSUANCE DOCUMENTS

| Document Name | Date Updated |
|---|---|
| PP_ISS_REP_1360_01JUL2013_30JUN2017.pdf | 01/07/2019 |
| PP_ISS_REP_1360_01JUL2010_30JUN2013.pdf | 21/06/2019 |
| PP_ISS_REP_1360_01JUL2013_30JUN2017.pdf | 11/07/2019 |
| PP_ISS_REP_1360_01JUL2017_30JUN2018.pdf | 12/08/2019 |
| PP_ISS_REP_1360_01JUL2010_30JUN2013.pdf | 13/04/2018 |
| Ucayali_Issuance_Representation_2018-2019.pdf | 29/07/2020 |
| MONIT_REP_1360_01JUL2010_30JUN2013.pdf | 13/04/2018 |
| MONIT_REP_1360_01JUL2010_30JUN2013.pdf | 21/06/2019 |
| MONIT_REP_1360_01JUL2017_30JUN2018.pdf | 12/08/2019 |

Retrieve detailed project information and conduct your own project due diligence.

**Instrument / Bids table (left):**

| Actions | Standard | Project Type |
|---|---|---|
| ▼ B S | VCS-VCU | Forest Carbon |
| ▼ B S | VCS-VCU | Forest Carbon |
| ▼ B S | VCS-VCU | Forest Carbon |
| ▼ B S | VCS-VCU | Forest Carbon |
| ▼ B S | VCS-VCU | Forest Carbon |
| ▼ B S | VCS-VCU | Forest Carbon |
| ▼ B S | VCS-VCU | Forest Carbon |
| ▶ B S | GS-VER | Energy Efficiency |
| ▼ B S | VCS-VCU | Forest Carbon |
| ▶ B S | GS-VER | Energy Efficiency |
| ▶ B S | GS-VER | Energy Efficiency |

## LIVE ORDERS | ALL ORDERS | TRADES

| Actions | Order Ref | Amen | | Nett | Availabl |
|---|---|---|---|---|---|
| No data is available. | | | | | |

**BIDS & OFFERS ▾**

| Instrument | | | Buy | | | | | | | Sell | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Standard | Project Type | Country | B Vintage | B Project | Infc | Bid Sum | A | X | Bid Vol | Bid | Ask1 | Ask Vol | Lift | X | A | Ask Sum | Infc S Proj |
| VCS-VCU | Energy Industries - renewable/non-r | Asia/India | | | | | | | | | USD 2.50 | 20,000 | | | | 526,613 | |
| | | | | | | | | | | | USD 2.50 | 20,000 | L | | | | 173 |
| | | | | | | | | | | | USD 2.60 | 106,000 | L | | | | 173 |
| | | | | | | | | | | | USD 2.70 | 20,000 | L | | | | 1160 |
| | | | | | | | | | | | USD 2.70 | 181,808 | L | | | | 173 |
| | | | | | | | | | | | USD 2.80 | 199,000 | L | | | | 173 |
| | | | | | | | | | | | USD 4.00 | 205 | L | | | | 1486 |
| VCS-VCU | Energy Industries - renewable/non-r | Asia/Vietnam | | | | | | | | | USD 2.90 | 21,810 | | | | 21,810 | |
| | | | | | | | | | | | USD 2.90 | 21,810 | L | | | | 836 |

### Hit/Lift Orders ✕

| Reference: | Side: | Standard: | Project ID: | Project Type: | Country: | From: | | Quantity: | Ccy: | Price: | Account: | Sett Ccy: | Info... | Clear: |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 79707 | Buy / Sell | VCS-VCU-Voluntary | 426 | WASTE.DISPOSA | THA | 2012 | To | 776 | USD | 3 | INTERNATIO | USD | ⓘ | 🚫 |

+

Cancel · Submit

| | | | | | | |
|---|---|---|---|---|---|---|
| VCS-VCU | Manufacturing Industries | Asia/Thailand | | USD 3.75 | 1,000 | 1,000 |
| | | | | USD 3.75 | 1,000 | L | 403 |
| GS-VER | Wind | Asia/Turkey | | USD 4.00 | 500 | 5,500 |
| | | | | USD 4.00 | 500 | L | GS75 |
| | | | | USD 4.25 | 5,000 | L | GS90 |
| GS-VER | Biogas - Cogeneration | Europe/Bulgaria | | USD 5.98 | 1,196 | 11,196 |
| | | | | USD 5.98 | 1,196 | L | GS42 |
| | | | | USD 6.28 | 5,000 | L | GS42 |
| | | | | USD 6.28 | 5,000 | L | GS42 |

Allows for spot market transactions:
• Lift
• Bid
• Buying & Selling
• GEO - CORSIA Contracts

**LIVE ORDERS · ALL ORDERS · TRADES**

| Actions | Order Ref | Amends | Date | Time In | Instrument Name | Instrument Mkt | | Actions | Account | Ext Account | Instrument | Project ID | Vintage | External Tra |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| No data is available. | | | | | | | | | INTERNATIO | | | | | |

2009 · To: 2021

All None

# ACE integration with IATA SIS & ICH

- Central airline invoice bearing the ACE transactions details.
- Save & secure settlement of funds.
- Guaranteed delivery of credits to airline's dedicated carbon registry
- Guaranteed payment for credits sold.
- Reduces administrative burden & costs.
- T+2 settlement.
- Integration currently ongoing with pilot airline.

# The Importance of Carbon Finance



**ACE** removes the middlemen, enabling project developers to directly engage with airlines.

As a result, local communities linked to these projects benefitting to the maximum.

IATA

# Access & Costs:

- ACE is open to all airlines, IATA and non-IATA airlines.

- Participation is **free for IATA airlines** with **no trading obligation.**

- Cost is based on transaction fee - 5 cents per credit procured.

# Request access or demo here:
# Ace@iata.org

29 September 2021

# A6: Date and Place of Next General Meeting

Adina Minculescu

Head, Invoicing Services / IATA

29 September 2021

# SIS General Meeting 2022 Date and Location

Will be announced
during  WFS 2021
19$^{th}$ – 20$^{th}$ October 2021

28 September 2021

# A7: Any Other Business

Rob Huijsman

Chair, SIS Steering Group / KLM

Thank you

# Q&A

Post in Questions box

IATA

# Thank you

**!** The recording of this webinar along with the presentation and Q&A document will be sent via email to all participants and posted on the SIS website.

    1. www.iata.org/sis

    2. "SIS for Airlines"

    3. "Media" tab

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# A8: Close of Meeting

Rob Huijsman - Chair, SIS Steering Group / KL

Suresh Pereira – Vice Chair, SIS Steering Group / EK

Adina Minculescu - Head, Invoicing Services / IATA

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End of 10th SIS General Meeting
29th September 2021

Thank you!