IATA WORLD FINANCIAL SYMPOSIUM

10th SIS General Meeting
29 September 2021
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
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.
Let's Begin
SR1: Look into the Future
IATA Pay

Juan Antonio Rodriguez
Director, GDC / IATA
IATA Pay in a nutshell

Industry payment solution

Account-to-account

Instant payments

Request-to-Pay Open Banking

The best approach to Open Banking for the airline industry
High level flow

1. Purchase
2. Airline payment request
3. Real-time notification
4. Payment confirmation
5. Transaction approval
6. Real-time payment
7. Depending on market QR or RtP
8. IATA’s PISP Bank
9. IATA Pay platform
10. Ticket issue

Data flow:
- Payor
- IATA Pay platform
- IATA’s Clearing bank
- IATA Settlement Systems
- Customer bank
- Payment Initiation Service Provider (PISP) systems

Funds flow:
- Payor’s bank
- Payor’s bank
- IATA’s PISP Bank
- IATA Pay platform
- Airline systems
- Customer bank
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
- United Kingdom
- Austria
- Netherlands
- Belgium
- Spain
- Portugal
- Italy
- Finland
- Ireland
- Hong Kong
- India

2022-2025

More than 30 countries in scope
Start reaping the benefits for your airline

Please contact IATA Pay team
IATApay@iata.org
Thank you
SR2: SIS Steering Group Report

Rob Huijsman
Chair, SIS Steering Group / KLM
Agenda

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

- Role / Mandate of SIS Steering Group
  - Part of SIS Participation Agreement as Attachment C / “Governance”
  - Act as advisor to the Financial Advisory Committee, other relevant IATA bodies, and IATA Management, on matters related to SIS product (operations and further development of SIS service and associated processes)
  - E-Invoicing IS-XML standard review and updates to ensure the right standard in place to help industry to achieve savings through automation of processes
  - Area of activities detailed in ISPA Attachment C – Section 1.1
SIS Steering Group Membership

- SIS Steering Group consist of 15 members
- 12 IATA Members Airlines and 3 non-airlines, ex-officio members
  - 5 members appointed by the Financial Advisory Committee (FinAC) based on the results of the elections at the SIS General Meeting
  - 5 members with Account Payable expertise appointed by the Financial Advisory Committee based on members nomination
  - 5 Officials of IATA and ACH and other WGs (acting ex-officio)
    - Chair of the Interline Billing & Settlement Operations Working Group
    - Chair of the ATA Revenue Accounting Committee
    - Secretary/Treasurer of the Airlines Clearing House
    - IATA 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\textsuperscript{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\textsuperscript{th}, on 18\textsuperscript{th} Sep 2018
SIS Steering Group Members

• 5 Members appointed by FinAC

KL - Rob Huijsman – Chair

EK - Suresh Pereira – Vice Chair

CA - Kaihong Zhang – new member

CA - Chao Wang* (resigned)

DL - Lewis Moore

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
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 10\textsuperscript{th} 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
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:
  - 28th January
  - 24th February
  - 31st March
  - 25th & 26th May - face to face meeting converted to conf call
  - 16th June
  - 25th August
  - 14th September

- Next conf calls:
  - 17th & 18th November – conf call replacing the face-to-face meeting
  - 15th 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”

<table>
<thead>
<tr>
<th>SERIES NO.</th>
<th>DATE</th>
<th>TITLE</th>
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<tbody>
<tr>
<td>#05-2021</td>
<td>7-Jul-21</td>
<td>Working with SIS Files - IS XML and IS IDEC</td>
</tr>
<tr>
<td>#04-2021</td>
<td>2-Jun-21</td>
<td>Working with IS-WEB</td>
</tr>
<tr>
<td>#03-2021</td>
<td>5-May-21</td>
<td>Legal Compliance and Tax Reporting Capabilities in SIS</td>
</tr>
<tr>
<td>SIS &amp; IBS OPS Joint Webinar</td>
<td>24-Mar-21</td>
<td>Passenger Rejections and Interline Billings Best Practices</td>
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<td>2-Feb-21</td>
<td>Dispute Management</td>
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<td>27-Jan-21</td>
<td>Output Files &amp; Reports</td>
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<td>#04-2020</td>
<td>25-Nov-20</td>
<td>SIS Contact &amp; User Management</td>
</tr>
<tr>
<td>#03-2020</td>
<td>3-Nov-20</td>
<td>SIS Member Profile Management</td>
</tr>
</tbody>
</table>
SIS Steering Group Update

• 3 more Webinars to be conducted by end of 2021
SIS Steering Group Update

- All recordings and presentations are posted on SIS Website: https://www.iata.org/en/services/finance/sis/airlines/#tab-6

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.

<table>
<thead>
<tr>
<th>SERIES NO. &amp; DATE</th>
<th>TITLE</th>
<th>VIDEO</th>
<th>PRESENTATION</th>
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<tbody>
<tr>
<td>#05-2021</td>
<td>07-Jul-2021</td>
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<td>Working with IS-WEB</td>
<td>YouTube</td>
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<tr>
<td>#03-2021</td>
<td>05-May-2021</td>
<td>Legal Compliance and Tax Reporting Capabilities in SIS</td>
<td>YouTube</td>
</tr>
</tbody>
</table>
SIS General Meeting – Online Voting

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

• Due to time restrictions, will not be possible 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.
Thank you
SR3: IATA Economics - Latest Market Developments

Ezgi Gulbas
Senior Economist / IATA
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.

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.

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

Source: IATA Economics using data from the Airline Analyst

*sample of 40 airlines
Airlines need revenues but traffic recovery is slow

Int. RPKs -73.1%, domestic RPKs -16.1%, CTKs +8.8% (Jul 21 vs Jul 19)

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

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.

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

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**

- **Vietnam**: High risk & healthcare
- **Egypt**: High risk & healthcare
- **New Zealand**: High risk & healthcare
- **Mexico**: High risk & healthcare
- **Brazil**: High risk & healthcare
- **China**: High risk & healthcare
- **Australia**: High risk & healthcare
- **EU**: High risk & healthcare
- **US**: High risk & healthcare
- **Chile**: High risk & healthcare

Source: IATA using data from Airfinity (23rd July)
International travel restrictions remain high
Asia remains most stringent, Latin America and Europe improve

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

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

Source: IATA/Tourism Economics APF, July 2021
Losses forecast to be reduced to USD38bn in 2021
Regions with large domestic markets to lead improvement

Source: IATA Economics
Improvement is uneven across regions. Regions with large domestic markets forecast to perform better in 2021.

Source: IATA Economics Airline Industry Financial Forecast update, April 2021
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- Reports
- Charts
- Presentations
- Videos and more...

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Thank you
SR4: SIS General Update

Adina Minculescu
Head, Invoicing Services / IATA
SIS Scorecard 2020

Transactions processed: 78mil (-66%)

COMPANIES SENDING INVOICES: 626

Invoices processed: 1.2mil (-31%)

Total USD Value processed: $25bil (-67%)

COMPANIES RECEIVING INVOICES: 52

Unit Cost: 4.66 US Cents (165%)

COMPANIES RECEIVING INVOICES: 52

29 September 2021
SIS Agreements

### Membership Category

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

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

29 September 2021
## Billing Summary

### 2021 vs 2020 vs 2019

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>USD Value (in billions)</td>
<td>Count of Invoices</td>
<td>Count of Transactions</td>
<td>USD Value (in billions)</td>
<td>Count of Invoices</td>
</tr>
<tr>
<td>PAX</td>
<td>$5.38</td>
<td>220,224</td>
<td>33,752,857</td>
<td>$8.79</td>
<td>323,794</td>
</tr>
<tr>
<td>NON-TRANSP</td>
<td>$7.34</td>
<td>411,167</td>
<td>8,719,565</td>
<td>$9.58</td>
<td>471,319</td>
</tr>
<tr>
<td>CGO</td>
<td>$0.66</td>
<td>44,995</td>
<td>474,892</td>
<td>$0.56</td>
<td>53,626</td>
</tr>
<tr>
<td>UATP</td>
<td>$0.84</td>
<td>17,398</td>
<td>471,482</td>
<td>$1.25</td>
<td>18,066</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$14.22</td>
<td>693,784</td>
<td>43,418,796</td>
<td>$20.19</td>
<td>866,805</td>
</tr>
</tbody>
</table>

In comparison to 2020...
- invoice value decreased by **30%**
- invoice count decreased by **20%**
- transaction count decreased by **30%**
Billing Values and Counts by Category
Jan-Aug 2021 share of billing category in total

USD Value

Invoice Count

NON-TRANS
PAX
UATP
CGO

NON-TRANS
PAX
CGO
UATP

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29 September 2021
Billing Values through SIS - Overall

USD Value (in Mill) 2021 vs 2020 vs 2019

Overall

<table>
<thead>
<tr>
<th>Year</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2021 vs 2020</th>
<th>2021 vs 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>$1.478M</td>
<td>$6.260M</td>
<td>$6.178M</td>
<td>-76%</td>
<td>-76%</td>
</tr>
<tr>
<td>February</td>
<td>$1.238M</td>
<td>$5.286M</td>
<td>$5.128M</td>
<td>-77%</td>
<td>-77%</td>
</tr>
<tr>
<td>March</td>
<td>$1.422M</td>
<td>$3.778M</td>
<td>$3.572M</td>
<td>-62%</td>
<td>-62%</td>
</tr>
<tr>
<td>April</td>
<td>$1.530M</td>
<td>$1.106M</td>
<td>$1.050M</td>
<td>38%</td>
<td>45%</td>
</tr>
<tr>
<td>May</td>
<td>$1.574M</td>
<td>$613M</td>
<td>$613M</td>
<td>157%</td>
<td>162%</td>
</tr>
<tr>
<td>June</td>
<td>$1.915M</td>
<td>$876M</td>
<td>$876M</td>
<td>119%</td>
<td>119%</td>
</tr>
<tr>
<td>July</td>
<td>$2.474M</td>
<td>$1.085M</td>
<td>$1.085M</td>
<td>126%</td>
<td>126%</td>
</tr>
<tr>
<td>August</td>
<td>$2.586M</td>
<td>$1.182M</td>
<td>$1.182M</td>
<td>119%</td>
<td>119%</td>
</tr>
<tr>
<td>YTD</td>
<td>$14,216M</td>
<td>$20,185M</td>
<td>$20,185M</td>
<td>-30%</td>
<td>-72%</td>
</tr>
</tbody>
</table>

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29 September 2021
Billing Values by Billing Category - PAX

USD Value (in Mill) 2021 vs 2020 vs 2019

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 | -88%
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%
Billing Values by Billing Category - CGO

USD Value (in Mill) 2021 vs 2020 vs 2019

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

January 2021

SIS GM-2021

29 September 2021
Billing Values by Billing Category - UATP

USD Value (in Mill) 2021 vs 2020 vs 2019

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 | $155M | $15M | 977% | $643M | -74%
August | $157M | $12M | 1171% | $691M | -77%
YTD | $837M | $1,254M | -33% | $5,786M | -86%

29 September 2021
Number of Invoices through SIS - Overall

2021 vs 2020 vs 2019

Overall

<table>
<thead>
<tr>
<th>Month</th>
<th>2021</th>
<th>2020</th>
<th>2021 vs 2020</th>
<th>2019</th>
<th>2021 vs 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>89,571</td>
<td>153,746</td>
<td>-42%</td>
<td>147,046</td>
<td>-39%</td>
</tr>
<tr>
<td>February</td>
<td>84,737</td>
<td>148,908</td>
<td>-43%</td>
<td>133,534</td>
<td>-37%</td>
</tr>
<tr>
<td>March</td>
<td>85,166</td>
<td>130,950</td>
<td>-35%</td>
<td>154,408</td>
<td>-43%</td>
</tr>
<tr>
<td>April</td>
<td>86,326</td>
<td>95,905</td>
<td>-10%</td>
<td>144,703</td>
<td>-40%</td>
</tr>
<tr>
<td>May</td>
<td>83,575</td>
<td>81,833</td>
<td>2%</td>
<td>145,770</td>
<td>-43%</td>
</tr>
<tr>
<td>June</td>
<td>86,508</td>
<td>84,420</td>
<td>2%</td>
<td>149,794</td>
<td>-42%</td>
</tr>
<tr>
<td>July</td>
<td>91,810</td>
<td>88,576</td>
<td>4%</td>
<td>147,428</td>
<td>-38%</td>
</tr>
<tr>
<td>August</td>
<td>86,091</td>
<td>82,386</td>
<td>4%</td>
<td>144,832</td>
<td>-41%</td>
</tr>
<tr>
<td>YTD</td>
<td>693,784</td>
<td>866,805</td>
<td>-20%</td>
<td>1,167,515</td>
<td>-41%</td>
</tr>
</tbody>
</table>
Number of Invoices through SIS - PAX

2021 vs 2020 vs 2019

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 | 26,402 | 14% | 65,282 | -54%
YTD | 220,224 | 323,794 | -32% | 527,397 | -58%

62  SIS GM-2021  29 September 2021
Number of Invoices through SIS - MISC

2021 vs 2020 vs 2019

Non-Transp

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%

63 SIS GM-2021

29 September 2021
Number of Invoices through SIS - CGO

2021 vs 2020 vs 2019

CGO

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

2021 vs 2020 vs 2019

29 September 2021
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 | 4,302,334 | 109% | 22,354,356 | -60%
YTD | 43,418,796 | 61,803,196 | -30% | 153,907,131 | -72%
Count of Transactions through SIS - MISC

2021 vs 2020 vs 2019

Non-Transp

<table>
<thead>
<tr>
<th>Month</th>
<th>2021</th>
<th>2020</th>
<th>2021 vs 2020</th>
<th>2019</th>
<th>2021 vs 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>1,056,518</td>
<td>2,379,233</td>
<td>-56%</td>
<td>2,260,924</td>
<td>-53%</td>
</tr>
<tr>
<td>February</td>
<td>1,054,362</td>
<td>2,465,186</td>
<td>-57%</td>
<td>2,202,629</td>
<td>-52%</td>
</tr>
<tr>
<td>March</td>
<td>937,448</td>
<td>1,848,767</td>
<td>-49%</td>
<td>2,136,956</td>
<td>-56%</td>
</tr>
<tr>
<td>April</td>
<td>1,032,049</td>
<td>1,194,687</td>
<td>-14%</td>
<td>2,106,279</td>
<td>-51%</td>
</tr>
<tr>
<td>May</td>
<td>1,086,194</td>
<td>816,652</td>
<td>33%</td>
<td>2,283,097</td>
<td>-52%</td>
</tr>
<tr>
<td>June</td>
<td>1,054,401</td>
<td>928,906</td>
<td>14%</td>
<td>2,279,343</td>
<td>-54%</td>
</tr>
<tr>
<td>July</td>
<td>1,237,105</td>
<td>861,072</td>
<td>44%</td>
<td>2,244,751</td>
<td>-45%</td>
</tr>
<tr>
<td>August</td>
<td>1,261,488</td>
<td>1,143,739</td>
<td>10%</td>
<td>2,133,963</td>
<td>-41%</td>
</tr>
</tbody>
</table>

YTD       | 8,719,565| 11,638,242| -25%         | 17,628,142| -51%         |

29 September 2021
Count of Transactions through SIS - CGO

2021 vs 2020 vs 2019

CGO

<table>
<thead>
<tr>
<th>Month</th>
<th>2021</th>
<th>2020</th>
<th>2021 vs 2020</th>
<th>2019</th>
<th>2021 vs 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>59,659</td>
<td>110,331</td>
<td>-46%</td>
<td>119,099</td>
<td>-50%</td>
</tr>
<tr>
<td>February</td>
<td>50,441</td>
<td>100,062</td>
<td>-50%</td>
<td>111,375</td>
<td>-55%</td>
</tr>
<tr>
<td>March</td>
<td>66,336</td>
<td>93,426</td>
<td>-29%</td>
<td>121,239</td>
<td>-45%</td>
</tr>
<tr>
<td>April</td>
<td>60,389</td>
<td>48,422</td>
<td>-25%</td>
<td>112,711</td>
<td>-46%</td>
</tr>
<tr>
<td>May</td>
<td>58,897</td>
<td>50,106</td>
<td>18%</td>
<td>119,783</td>
<td>-51%</td>
</tr>
<tr>
<td>June</td>
<td>59,629</td>
<td>51,918</td>
<td>15%</td>
<td>122,713</td>
<td>-51%</td>
</tr>
<tr>
<td>July</td>
<td>60,992</td>
<td>50,655</td>
<td>20%</td>
<td>123,992</td>
<td>-51%</td>
</tr>
<tr>
<td>August</td>
<td>58,549</td>
<td>55,969</td>
<td>5%</td>
<td>123,741</td>
<td>-53%</td>
</tr>
<tr>
<td>YTD</td>
<td>474,892</td>
<td>560,890</td>
<td>-15%</td>
<td>954,653</td>
<td>-50%</td>
</tr>
</tbody>
</table>

69  SIS GM-2021

29 September 2021
Count of Transactions through SIS - UATP

2021 vs 2020 vs 2019

<table>
<thead>
<tr>
<th>Month</th>
<th>2021</th>
<th>2020</th>
<th>2021 vs 2020</th>
<th>2019</th>
<th>2021 vs 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>53,605</td>
<td>145,227</td>
<td>-63%</td>
<td>133,253</td>
<td>-60%</td>
</tr>
<tr>
<td>February</td>
<td>48,385</td>
<td>140,137</td>
<td>-65%</td>
<td>125,448</td>
<td>-61%</td>
</tr>
<tr>
<td>March</td>
<td>53,188</td>
<td>94,731</td>
<td>-44%</td>
<td>135,761</td>
<td>-61%</td>
</tr>
<tr>
<td>April</td>
<td>54,224</td>
<td>34,788</td>
<td>56%</td>
<td>127,475</td>
<td>-57%</td>
</tr>
<tr>
<td>May</td>
<td>57,447</td>
<td>31,450</td>
<td>83%</td>
<td>143,803</td>
<td>-60%</td>
</tr>
<tr>
<td>June</td>
<td>65,288</td>
<td>39,135</td>
<td>67%</td>
<td>136,952</td>
<td>-52%</td>
</tr>
<tr>
<td>July</td>
<td>72,509</td>
<td>51,888</td>
<td>40%</td>
<td>122,585</td>
<td>-41%</td>
</tr>
<tr>
<td>August</td>
<td>66,836</td>
<td>53,663</td>
<td>25%</td>
<td>140,778</td>
<td>-53%</td>
</tr>
</tbody>
</table>

YTD 471,482 590,999 -20% 1,066,055 -56%
MISC/Non-Transp. Bilateral Invoices

2021 vs 2020 vs 2019

Inv. Value (in Mill)

Invoice Count

29 September 2021
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 2021 activity, 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 2021 compared 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

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

**System Performance**
- 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.

**HelpDesk Availability**
- Web based contact tool available 24/7.

**HelpDesk Performance**
- 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
Planned downtime in 2021 decreased by 31% compared to 2020, since there were no Major Releases this year.
Overall System Availability

- System Uptime (Monthly)
- System Uptime (Rolling Annual Avg.)
- Rolling Annual Avg. Target

DR Switchover


System Uptime (Monthly):
- Sep-20: 99.86%
- Oct-20: 99.90%
- Nov-20: 99.86%
- Dec-20: 99.91%
- Jan-21: 99.93%
- Feb-21: 99.86%
- Mar-21: 99.73%
- Apr-21: 99.84%
- May-21: 100%
- Jun-21: 99.89%
- Jul-21: 99.86%
- Aug-21: 99.89%

System Uptime (Rolling Annual Avg.):
- Sep-20: 99.84%
- Oct-20: 99.84%
- Nov-20: 99.85%
- Dec-20: 99.86%
- Jan-21: 99.86%
- Feb-21: 99.86%
- Mar-21: 99.84%
- Apr-21: 99.85%
- May-21: 99.88%
- Jun-21: 99.88%
- Jul-21: 99.88%
- Aug-21: 99.88%

Rolling Annual Avg. Target:
- Overall System Availability: 99.84%

SIS GM-2021  29 September 2021
# System Availability 2020

<table>
<thead>
<tr>
<th>Month</th>
<th>Planned Downtime</th>
<th>Unplanned Downtime</th>
<th>System Uptime</th>
<th>System Uptime (excl. Planned Downtime)</th>
<th>Rolling Annual Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan 2020</td>
<td>0h40m</td>
<td>0h00m</td>
<td>99.91%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Feb 2020</td>
<td>0h45m</td>
<td>0h00m</td>
<td>99.89%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Mar 2020</td>
<td>0h35m</td>
<td>0h00m</td>
<td>99.92%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Apr 2020</td>
<td>0h35m</td>
<td>0h00m</td>
<td>99.92%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>May 2020</td>
<td>3h55m</td>
<td>0h00m</td>
<td>99.47%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>June 2020</td>
<td>0h45m</td>
<td>0h00m</td>
<td>99.9%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>July 2020</td>
<td>0h35m</td>
<td>0h00m</td>
<td>99.92%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Aug 2020</td>
<td>0h55m</td>
<td>0h00m</td>
<td>99.88%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Sep 2020</td>
<td>1h00m</td>
<td>0h00m</td>
<td>99.86%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Oct 2020</td>
<td>0h45m</td>
<td>0h00m</td>
<td>99.90%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Nov 2020</td>
<td>1h10m</td>
<td>0h00m</td>
<td>99.86%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Dec 2020</td>
<td>1h09m</td>
<td>0h00m</td>
<td>99.85%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Total YTD</td>
<td>12h49m</td>
<td>0h00m</td>
<td>99.86%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
## System Availability 2021

<table>
<thead>
<tr>
<th>Month</th>
<th>Planned Downtime</th>
<th>Unplanned Downtime</th>
<th>System Uptime</th>
<th>System Uptime (excl. Planned Downtime)</th>
<th>System Uptime</th>
<th>System Uptime (excl. Planned Downtime)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 2021</td>
<td>0h40m</td>
<td>0h00m</td>
<td>99.91%</td>
<td>100%</td>
<td>99.86%</td>
<td>100%</td>
</tr>
<tr>
<td>Feb 2021</td>
<td>0h30m</td>
<td>0h00m</td>
<td>99.93%</td>
<td>100%</td>
<td>99.86%</td>
<td>100%</td>
</tr>
<tr>
<td>Mar 2021</td>
<td>2h00m</td>
<td>0h00m</td>
<td>99.73%</td>
<td>100%</td>
<td>99.80%</td>
<td>100%</td>
</tr>
<tr>
<td>April 2021</td>
<td>0h00m</td>
<td>0h00m</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>May 2021</td>
<td>0h50m</td>
<td>0h00m</td>
<td>99.89%</td>
<td>100%</td>
<td>99.88%</td>
<td>100%</td>
</tr>
<tr>
<td>June 2021</td>
<td>1h00m</td>
<td>0h00m</td>
<td>99.86%</td>
<td>100%</td>
<td>99.88%</td>
<td>100%</td>
</tr>
<tr>
<td>July 2021</td>
<td>0h30m</td>
<td>0h00m</td>
<td>99.93%</td>
<td>100%</td>
<td>99.88%</td>
<td>100%</td>
</tr>
<tr>
<td>Aug 2021</td>
<td>0h30m</td>
<td>0h00m</td>
<td>99.93%</td>
<td>100%</td>
<td>99.89%</td>
<td>100%</td>
</tr>
<tr>
<td>Total YTD</td>
<td>6h00m</td>
<td>0h00m</td>
<td>99.90%</td>
<td>100%</td>
<td>99.87%</td>
<td>100%</td>
</tr>
</tbody>
</table>
System Performance YTD 2021

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.
## File Loading Performance

<table>
<thead>
<tr>
<th>Month</th>
<th>Files Processed</th>
<th>Average Processing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep-20</td>
<td>33,414</td>
<td>0:00:50</td>
</tr>
<tr>
<td>Oct-20</td>
<td>79,447</td>
<td>0:03:30</td>
</tr>
<tr>
<td>Nov-20</td>
<td>32,057</td>
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</tr>
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<td>0:00:49</td>
</tr>
<tr>
<td>Mar-21</td>
<td>44,778</td>
<td>0:01:03</td>
</tr>
<tr>
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<td>33,854</td>
<td>0:01:04</td>
</tr>
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<td>May-21</td>
<td>39,696</td>
<td>0:00:52</td>
</tr>
<tr>
<td>Jun-21</td>
<td>35,867</td>
<td>0:01:13</td>
</tr>
<tr>
<td>Jul-21</td>
<td>42,387</td>
<td>0:00:59</td>
</tr>
<tr>
<td>Aug-21</td>
<td>38,014</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>Files Processed</th>
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<tr>
<td>Sep-20</td>
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</tr>
<tr>
<td>Oct-20</td>
<td>79,447</td>
<td>0:03:30</td>
</tr>
<tr>
<td>Nov-20</td>
<td>32,057</td>
<td>0:01:56</td>
</tr>
<tr>
<td>Dec-20</td>
<td>34,743</td>
<td>0:03:27</td>
</tr>
<tr>
<td>Jan-21</td>
<td>36,631</td>
<td>0:00:51</td>
</tr>
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<td>33,923</td>
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<td>Mar-21</td>
<td>44,778</td>
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</tr>
<tr>
<td>Jun-21</td>
<td>35,867</td>
<td>0:01:13</td>
</tr>
<tr>
<td>Jul-21</td>
<td>42,387</td>
<td>0:00:59</td>
</tr>
<tr>
<td>Aug-21</td>
<td>38,014</td>
<td>0:01:19</td>
</tr>
</tbody>
</table>

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84 SIS GM-2021 29 September 2021
# File Loading Performance 2020

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Files Received</th>
<th>Total Files Processed</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Within 4h</td>
<td>Between 4h and 24h</td>
</tr>
<tr>
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<td>45,432</td>
<td>45,432</td>
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</tr>
<tr>
<td>February 2020</td>
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<tr>
<td>April 2020</td>
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<tr>
<td>September 2020</td>
<td>33,414</td>
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</tr>
<tr>
<td>November 2020</td>
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<tr>
<td>November 2020</td>
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<tr>
<td><strong>Total YTD</strong></td>
<td><strong>496,237</strong></td>
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</table>
## File Loading Performance 2021

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Files Received</th>
<th>Total Files Processed</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Within 4h</td>
<td>Between 4h and 24h</td>
</tr>
<tr>
<td>January 2021</td>
<td>36,631</td>
<td>36,631</td>
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</tr>
<tr>
<td>February 2021</td>
<td>33,923</td>
<td>33,923</td>
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<tr>
<td>March 2021</td>
<td>44,778</td>
<td>44,778</td>
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<tr>
<td>April 2021</td>
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<td>May 2021</td>
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<tr>
<td>August 2021</td>
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<td>38,014</td>
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<tr>
<td>Total YTD</td>
<td>305,150</td>
<td>305,151</td>
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</tr>
</tbody>
</table>
Web Response Performance

Due to an Oracle component upgrade in March, no data was collected for web response performance for April 2021.
### Web Response Performance 2020

<table>
<thead>
<tr>
<th>Month</th>
<th>Total requests received</th>
<th>Total requests responded</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Within 3s</td>
<td>Over 3s</td>
</tr>
<tr>
<td>January 2020</td>
<td>7,260,804</td>
<td>7,201,919</td>
<td>58,885</td>
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<tr>
<td>February 2020</td>
<td>5,096,935</td>
<td>5,032,223</td>
<td>64,712</td>
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<tr>
<td>March 2020</td>
<td>5,803,894</td>
<td>5,730,066</td>
<td>73,828</td>
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<td>5,062,211</td>
<td>60,487</td>
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<tr>
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<td>4,691,009</td>
<td>4,616,727</td>
<td>74,282</td>
</tr>
<tr>
<td>June 2020</td>
<td>5,392,044</td>
<td>5,327,299</td>
<td>64,745</td>
</tr>
<tr>
<td>July 2020</td>
<td>5,736,688</td>
<td>5,673,615</td>
<td>63,073</td>
</tr>
<tr>
<td>August 2020</td>
<td>5,055,304</td>
<td>4,994,202</td>
<td>61,102</td>
</tr>
<tr>
<td>September 2020</td>
<td>5,617,542</td>
<td>5,552,464</td>
<td>35,477</td>
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<tr>
<td>October 2020</td>
<td>5,373,549</td>
<td>5,313,180</td>
<td>60,369</td>
</tr>
<tr>
<td>November 2020</td>
<td>4,969,580</td>
<td>4,925,555</td>
<td>44,025</td>
</tr>
<tr>
<td>December 2020</td>
<td>4,938,002</td>
<td>4,895,070</td>
<td>42,932</td>
</tr>
<tr>
<td><strong>Total YTD</strong></td>
<td><strong>65,058,049</strong></td>
<td><strong>64,324,531</strong></td>
<td><strong>703,917</strong></td>
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</tbody>
</table>
## Web Response Performance 2021

<table>
<thead>
<tr>
<th>Month</th>
<th>Total requests received</th>
<th>Total requests responded</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Within 3s</td>
<td>Over 3s</td>
</tr>
<tr>
<td>January 2021</td>
<td>4,642,416</td>
<td>4,577,198</td>
<td>65,218</td>
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<td>4,404,823</td>
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<td>March 2021</td>
<td>4,673,147</td>
<td>4,614,964</td>
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<td><em>April 2021</em></td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>May 2021</td>
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<td>3,749,597</td>
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<td>June 2021</td>
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<td><strong>Total YTD</strong></td>
<td><strong>28,979,863</strong></td>
<td><strong>28,592,333</strong></td>
<td><strong>387,530</strong></td>
</tr>
</tbody>
</table>

*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 1 queries 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.
Query & Incident Management
YTD 2021

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.

918 Queries received
54 Incidents resolved
88.70% Customer Satisfaction YTD
<table>
<thead>
<tr>
<th>Month</th>
<th>Queries</th>
<th>Incidents</th>
<th>Total</th>
<th>Within SLA</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Showstopper</td>
<td>Major</td>
<td>Minor</td>
<td>Trivial</td>
</tr>
<tr>
<td>January 2020</td>
<td>127</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
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<td>0</td>
<td>16</td>
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</tr>
<tr>
<td>March 2020</td>
<td>147</td>
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<td>1</td>
<td>9</td>
<td>0</td>
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<tr>
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<td>133</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>May 2020</td>
<td>129</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>0</td>
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<tr>
<td>June 2020</td>
<td>137</td>
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<td>0</td>
<td>8</td>
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</tr>
<tr>
<td>July 2020</td>
<td>108</td>
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<td>1</td>
<td>9</td>
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<tr>
<td>August 2020</td>
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<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>September 2020</td>
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<td>9</td>
<td>0</td>
</tr>
<tr>
<td>October 2020</td>
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<td>0</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>November 2020</td>
<td>127</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>December 2020</td>
<td>109</td>
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<td>0</td>
<td>7</td>
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</tr>
<tr>
<td>Total YTD</td>
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<td>3</td>
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</table>
## Query & Incident Management 2021

<table>
<thead>
<tr>
<th>Month</th>
<th>Queries</th>
<th>Incidents*</th>
<th>Total</th>
<th>Within SLA</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Showstopper</td>
<td>Major</td>
<td>Minor</td>
<td>Trivial</td>
</tr>
<tr>
<td>January 2021</td>
<td>97</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>February 2021</td>
<td>121</td>
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<td>0</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>March 2021</td>
<td>163</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>April 2021</td>
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<tr>
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</tr>
<tr>
<td>June 2021</td>
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<td>0</td>
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</tr>
<tr>
<td>July 2021</td>
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<td>0</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>August 2021</td>
<td>121</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Total YTD</td>
<td>972</td>
<td>0</td>
<td>0</td>
<td>54</td>
<td>0</td>
</tr>
</tbody>
</table>

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

- Queries & Incidents:
  - Sep-20: 185 Queries, 9 Incidents
  - Oct-20: 137 Queries, 13 Incidents
  - Nov-20: 127 Queries, 6 Incidents
  - Dec-20: 109 Queries, 7 Incidents
  - Jan-21: 97 Queries, 7 Incidents
  - Feb-21: 121 Queries, 3 Incidents
  - Mar-21: 163 Queries, 6 Incidents
  - Apr-21: 121 Queries, 6 Incidents
  - May-21: 125 Queries, 8 Incidents
  - Jun-21: 126 Queries, 11 Incidents
  - Jul-21: 98 Queries, 6 Incidents
  - Aug-21: 121 Queries, 7 Incidents

- Customer Satisfaction:
  - Sep-20: 93.08%
  - Oct-20: 82.86%
  - Nov-20: 96.25%
  - Dec-20: 95.00%
  - Jan-21: 95.45%
  - Feb-21: 95.38%
  - Mar-21: 88.57%
  - Apr-21: 93.33%
  - May-21: 95.45%
  - Jun-21: 87.50%
  - Jul-21: 78.00%
  - Aug-21: 86.15%
SIS 2021 Customer Satisfaction Survey
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).
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”
Respondents Profile

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

**Region**
- Africa & Middle East: 39%
- Americas: 25%
- Asia Pacific: 57%
- Europe: 52%
- North Asia: 2%

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

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

Mature users represent +60% of SIS users
Key Experience Metrics

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

- **Overall Satisfaction**: 82.5% (2021) vs. 81.5% (2020)
  - Suppliers: 80.1% (2021) vs. 76% (2020)
- **Customer Effort Score (CES)**: 82.6% (2021) vs. 80.8% (2020)
  - New Users: 80% (2021) vs. 81.9% (2020)
- **NPS**: 46 (2021) vs. 34 (2020)
- **Satisfaction with SIS Platform**: 84.1% (2021) vs. 81.9% (2020)
- **Contribution to Business Success**: 98% (2021) vs. 96.1% (2020)

29 September 2021
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
# Satisfaction with SIS Platform

## 2021 Satisfaction w/ SIS platform

<table>
<thead>
<tr>
<th>Category</th>
<th>2021 Satisfaction</th>
<th>2020 Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS-WEB Performance (web response times, file loading times, etc.)</td>
<td>85.7%</td>
<td>81.9%</td>
</tr>
<tr>
<td>SIS User Resources (i.e. user and contact management, member profile management, system notifications, etc.)</td>
<td>77.1%</td>
<td></td>
</tr>
<tr>
<td>SIS Reports and Output Files (i.e. usefulness of reports and files, scope of data, ease of accessing reports and files)</td>
<td>85.1%</td>
<td></td>
</tr>
<tr>
<td>Invoice Management (i.e. Payable/Receivable screens, Invoice/File processing and Validation Error Correction screens, etc.)</td>
<td>85.2%</td>
<td></td>
</tr>
</tbody>
</table>

## 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
SIS Support level of service

2021 Satisfaction w/ SIS Support

- 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%

2020 Satisfaction w/ SIS Support

- 83.8%

Comments:
- The user's improvement suggested comments are focused around having a hot-line/direct contact with SIS team for support
Satisfaction with SIS User Resources

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
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
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
Thank you
SR6: SIS Legal Compliance Update

Kirk Pereira
Head, Standardization Invoicing / IATA
1. SIS Compliance Countries list of certified countries
## Compliance list

<table>
<thead>
<tr>
<th>Austria</th>
<th>Australia</th>
<th>Belgium</th>
<th>Bulgaria</th>
<th>Canada</th>
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<td>USA</td>
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</tr>
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</table>

29 September 2021
2. Updates done in 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
Thank you
We’ll start again in 10 minutes

Grab a beverage and stretch!
A3: SIS SG Nominee Presentations (2 min each)

SIS Steering Group Nominees
SIS SG Nominee #1

Mr. Pramod Kumar
IndiGo Airlines (6E)
Mrs. Jessica Travis
American Airlines (AA)
Mrs. Kaihong Zhang
Air China (CA)
Mr. Chris (Mengyuan) Fang
Xiamen Airlines (MF)
SIS SG Nominee #5

Mr. Joao Feliciano
TAP Air Portugal (TP)
Thank you
A4: Introduction to the New Online Voting System

Vivekh Pundit
Specialist, Industry e-Invoicing / IATA
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.
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
Login to the **IATA Customer Portal** to access the Standards Setting Workspace

IATA Customer Portal: portal.iata.org/
Welcome to the IATA Standard Setting Workspace!

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

PSC Management Boards

- Passenger Standards Conference
- Plan Standards Board
- Shop Caster Standards Board
- Pay-Account Standards Board
- Architecture and Technology Strategy Board
2. How to Set Email Alerts for Communities
Access your “Profile”, Top-Right Corner

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

[Image of a website interface showing a profile page with an arrow pointing to a dropdown menu where “Profile” is highlighted]
Select “Community Notifications” under “My Account”
Select the preference for your Communities

Community Notifications
Community notification will be delivered to your primary address:

To receive specific community notifications at an address other than your primary, set override(s) where desired.

Discussion Emails
You have no override email addresses for discussion emails. [add override addresses]

Notification Settings
Community       Discussion Email
Test Community   NO EMAIL

- Real Time
- Daily Digest
- No Email
3. How to Participate in a Community Discussion
Select Communities >> My Communities

1. Click on "Communities".
2. Select "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.
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
Select “Workspace” from the groups landing page
Select “Ballots” from the Workspace tab

Below is an example of a ballot used to demonstrate how to vote.
Select “Ballots” from the Workspace tab

Below is an example of a ballot used to demonstrate how to vote.
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.
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
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 **Supersedes** 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.
Need help?

standards@iata.org
IATA WORLD FINANCIAL SYMPOSIUM

Thank you
### Summary of Papers

We have 6 papers

<table>
<thead>
<tr>
<th>Paper</th>
<th>Description</th>
<th>Raised by</th>
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<tbody>
<tr>
<td>S1</td>
<td>SIS Proposal- Error File of SIS Production Platform (Withdrawn)</td>
<td>CZ-784 &quot;China Southern Airlines&quot;</td>
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<td>S2</td>
<td>Enable to select multiple periods when searching Interline Billing Summary</td>
<td>NH-205 &quot;ANA&quot;</td>
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<td>S3</td>
<td>Implement a ‘Back’ button on Edit/View Miscellaneous Credit Note screen</td>
<td>NH-205 &quot;ANA&quot;</td>
</tr>
<tr>
<td>S4</td>
<td>Correspondence Enhancement (SIS)</td>
<td>S7-421 &quot;S7 Airlines&quot;</td>
</tr>
<tr>
<td>S5</td>
<td>Technical adjustment for fields with drop-down list</td>
<td>LH-220 &quot;Lufthansa&quot;</td>
</tr>
<tr>
<td>S6</td>
<td>SIS ISPA Section 5.5 revision</td>
<td>IATA</td>
</tr>
</tbody>
</table>
Voting

✓ Ballots for voting will be open **two (2) days after the SIS General Meeting.**
  ✓ Opens: **Friday 1st October 2021 at 09:00 EST**
  ✓ Closes: **Friday 15th October 2021 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
Please standby

We will be switching to the Agenda documentation
Thank you
SR7: SIS New Features Roadmap

Bruno Roussel
Senior Manager, APPS Community / IATA
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
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)
- AWB Number (optional)

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)
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.
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.
Click **here** to find out More about PASS!
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
- Service
- Payment
- Data validation
- Account reconciliation
- Online disputes
- Operational data
- Invoice with supporting data
- Payment validation and automation of settlements in preferred currency

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

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

And contact for the demo and trial run:
Camille Chan (chanc@iata.org)
Thank you
SR9: Industry solutions using SIS: Aviation Carbon Exchange (ACE)

Michael Schneider
Assistant Director, Aviation Environment / IATA
Aviation’s global climate strategy: goals and pillars of action

**Goal 1**
1.5% Average Annual Fuel Efficiency Improvement 2009-2020

**Goal 2**
Stabilise Net Aviation CO₂ Emissions Through Carbon-Neutral Growth

**Goal 3**
Halve Aviation’s Net CO₂ Emissions by 2050 (Compared with 2005): 325 Mt CO₂

**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.

**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.

**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.

**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
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.
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.
Brief Overview
<table>
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<tr>
<th>Instrument</th>
<th>Actions</th>
<th>Project Type</th>
<th>Country</th>
<th>B Vintage</th>
<th>B Project</th>
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</table>

**Price per tonne**
- USD 0.66
- USD 1.00
- USD 1.50
- USD 2.20

**Available volume (t)**
- 93,423
- 143,278
- 350,714
- 38,947

**Offset Standard**
- Verified Carbon Standard
- Gold Standard
- Climate Action Reserve
- American Carbon Registry
- Verified Carbon Standard (REPORTED)

**Project Type**
- Agriculture
- Alternative Energy
- Emissions
- Energy
- Other
- Forestry
- Waste
- Landfill

**Project Vintage**
- From 2010 to 2020

No data is available.
### Detailed project selection

- Agriculture
- Alternative Energy
- Emissions
- Energy
- Other
- Forestry
- Forest Carbon
- Conservation-Based Forest Management
- Improved Forest Management
- Improved Forest Management - AFRICAN COMMISSION
- Reforestation
- Reforestation - AFRICAN COMMISSION

### Select by country

- Asia/China
- Asia/Thailand
- Asia/Indonesia
- Asia/Cambodia
- Latin America/Guatemala
- Africa/Zimbabwe
- Africa/Congo - DR
- Africa/Malawi
- Africa/Mozambique
- Latin America/Peru
- Latin America/Peru
- Africa/Madagascar
- Latin America/Guatemala

### BIDS & OFFERS

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<td>Latin America/Guatemala</td>
<td>EUR 15.10</td>
</tr>
</tbody>
</table>

**Notes:**

- Standard: Verified Carbon Standard
- Project Type: Forest Carbon
- Country: Asia/China, Asia/Thailand, Asia/Indonesia, Asia/Cambodia, Latin America/Guatemala, Africa/Zimbabwe, Africa/Congo - DR, Africa/Malawi, Latin America/Guatemala, Latin America/Peru, Africa/Mozambique, Africa/Madagascar, Latin America/Guatemala
- Buy: USD values vary across different entries.
Retrieve detailed project information and conduct your own project due diligence.
Allows for spot market transactions:
- Lift
- Bid
- Buying & Selling
- GEO - CORSIA Contracts
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.

29 September 2021
SIS GM-2021
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.
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
Thank you
A6: Date and Place of Next General Meeting

Adina Minculescu
Head, Invoicing Services / IATA
SIS General Meeting 2022
Date and Location

Will be announced during WFS 2021
19th – 20th October 2021
A7: Any Other Business

Rob Huijsman
Chair, SIS Steering Group / KLM
Thank you

Q&A

Post in Questions box

29 September 2021
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
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
End of 10th SIS General Meeting
29th September 2021

Thank you!