As you are aware, the Interline Billing and Settlement Operations is an amalgamation of the old ICH User Group and the Revenue Accounting Working Group. As the Agenda contains both ICH and Revenue Accounting Items, we will be interspersing Agenda items throughout the meeting.

Don't miss the opportunity to come to Miami and learn more about:

- Financial and Distribution Services Update
- IBS OPS Chairman’s Report on IBS OPS WG Activities
- Airline Distribution Standards Industry Update
- RATD and TTBS Update
- Settlement with Orders Project Update
- The Year in ICH
- Bankruptcy and Special Clearance Update

In order to vote on changes to the Revenue Accounting Manual, a carrier must be in attendance and an IATA Member Airline. There is no proxy voting. Changes to the Revenue Accounting Manual can be approved by a majority vote of IATA airline representatives voting on the proposed change provided that the change is not opposed by 15% or more of those airline representatives voting on the proposed change. One vote per IATA airline member is permitted. Abstentions will not be considered in assessing the result of the voting procedure.

**IBS OPS BREAK-OUT SESSIONS**

23 September 2019 | 13:00 – 15:00

This year we will be again hosting Break-out Sessions! With interesting topics addressing the important areas of Interline Billing and Settlement, and SIS invoicing. This year we will have 4 break-out session each day so that you may be able to join them all. Below are the topics for Day 1 – IBS OPS GM:

- BS1-Involuntary Interline TFC Problem and Solution
- BS2-Chart 2 and Impact on Passenger Revenue Accounting
- BS3-Lowest Applicable Fare
- BS4-Interline Settlement Best Practices (Passenger and Cargo), including Q&A about new RAM Involuntary Rerouting and Planned Scheduled Change Settlement Rules (RAM A2 Paragraph 2.5 &2.6)

**8th SIMPLIFIED INVOICING AND SETTLEMENT (SIS) GENERAL MEETING**

24 September 2019 | 09:30 – 17:30

Come to the 8th SIS General Meeting and participate in discussions on efficiently using the system, cost control opportunities, best practices and data quality and find out about latest SIS functionalities implemented. Signatories to the SIS Participation Agreement will have the opportunity to vote on items for system enhancements, discuss billing rule changes that impact SIS, as well as share their experience using SIS with the entire SIS community.

Make sure you involve and bring along your Accounts Payable colleagues especially for **Miscellaneous / Non-Transportation invoice types**. There will be discussions about supplier invoices and how best to use the system to take advantage of the new features.

The SIS Team will be present onsite to assist all SIS Participants with any questions they have, so don't forget to bring examples and block the time in your schedule for some exclusive one-on-one discussions. Be sure not to miss out on the extremely popular (and generous) Vendor Prize Draws, taking place on 24 September following the SIS General Meeting.

**SIS BREAK-OUT SESSIONS**

24 September 2019 | 13:00 – 15:00

This year again we will be hosting Break-out Sessions! With interesting topics addressing the important areas of Interline Billing and Settlement, and SIS Invoicing. This year we will have 4 break-out session each day so that you may be able to join them all. Below are the topics for Day 2 – SIS GM:

- BS1-SIS New Functionalities and Best Practices
- BS2-SIS Extended benefits
- BS3-Are you contributing to the adoption of e-Invoicing using SIS in the industry?
- BS4-Are you making the best use of MISC/NON – Transportation SIS features?
IATA is publishing these Competition Law Guidelines to ensure that IATA Industry Meetings are conducted in full compliance with all applicable competition laws.

Statement of Policy
IATA Industry Meetings shall be conducted in full compliance with United States antitrust laws, the competition rules of the European Union, and the competition laws of all other relevant jurisdictions.

Procedural Guidelines
IATA Industry Meetings shall be conducted pursuant to the following procedures in order to ensure compliance with all relevant competition laws:

1. All discussions or conversations among meeting participants, including during breaks and scheduled or non-scheduled social activities connected with the meetings must follow these Guidelines.
2. Meetings shall be conducted in accordance with written agendas that are reviewed in advance by IATA counsel familiar with the competition laws of the United States, the European Union and all other relevant jurisdictions to assure that the agenda items are in compliance with these laws.
3. All presentations shall be reviewed and approved in advance by IATA’s competition compliance attorney.

Prohibited Agreements and Activities
1. Unless attendees of IATA Meetings are advised to the contrary by competition counsel, the following types of agreements, whether express or implied, are STRICTLY PROHIBITED:
   a. Any collective agreement concerning prices or charges for airline services;
   b. Any collective agreement allocating markets, territories, customers, suppliers or agents;
   c. Any collective agreement relating to prices or charges to be paid to suppliers, and any other agreement that is intended to, or that in operation is likely to, harm non-participants, including without limitation any agreement that is intended to, or in operation is likely to, exclude a non-participants from any market; and
   d. Any agreement that is intended to, or in operation is likely to induce airlines or their suppliers or agents to engage in collective anticompetitive behaviour, or to collectively punish any business enterprise for its exercise of independent business judgment.

2. Recognizing that the existence of an unlawful agreement or concerted practice may be inferred from circumstances, including the exchange of information by competitors, discussions or disclosures of the following types of information, are also PROHIBITED, except when such information has otherwise been made public or IATA competition counsel advises that such discussions are legally permissible
   a. Individual airline rates, charges or surcharges;
   b. Individual airline costs;
   c. An individual airline’s intentions regarding increasing, reducing or reallocating aircraft capacity (including entering or exiting routes);
   d. An individual airline’s intentions regarding charging for certain products or services or changes to the existing charges for such products or services;
   e. Information on individual airlines customers; and
   f. Any other sensitive commercial or proprietary information that the company would not disclose in the absence of an express or implied agreement to exchange such information for the purpose of reducing or restricting competition in the airline industry.

The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announce participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited.
New Distribution Capability, ONE Order and Settlement with Orders

NDC, One Order (OO) and Settlement with Orders (SwO) are important IATA Projects that will have an impact on passenger revenue accounting. Check out some brief information about those projects. Settlement with Orders Project update will be also presented with more details during the IBS OPS General Meeting.

- **NDC: Settlement with Orders** featuring Thibaut Ruy, Head Settlement with Orders Program
- **New Distribution Capability and ONE Order** featuring Shaunelle Harris Drake, Head Implementation Industry Distribution Programs

**WFS - FINDEV BREAKFAST – FUTURE OF FINANCIAL SERVICES FORUM**

Global digital retailers have raised customers’ expectations with personalized offers, real-time information and frictionless payments. In this context, the Financial Services Development Working Group (FinDev), composed of 12 carriers, is exploring opportunities to streamline, enhance, or disrupt airline financial processes. Come and hear from the FinDev members what the industry is up to for some topics such as VAT for ancillaries, Blockchain, Artificial Intelligence, or the impact of Digital retailers on airlines business processes. Breakfast will be served. This session is limited to the first 50 registrants.

Held on Tuesday 24 September, from 8:00 to 09:15 am for Airline Representatives.

Register [here](#)

**WFS INDUSTRY MEETINGS – CONTACT INFORMATION**

For any queries and questions contact us at wfsim@iata.org
Industry Meetings
Miami, 23-24 September 2019
AGENDA

Administration Items: 23/24 September 2019

A1 Opening of Meeting
A2 Competition Law Guidelines for IATA Industry Meetings
A3 Welcome Presentation and Delegate Introductions
A4 Principal and Primary Vendor Introductions
A5 Approval of the Minutes from the 2018 Industry Meetings:
   • 4th Interline Billing and Settlement General Meeting (Madrid)
   • 7th SIS General Meeting (Madrid)
A6 Introduction of the Electronic Voting System
A7 Date and Place Next General Meeting
A8 Any Other Business
A9 Vendor Prize Draws
A10 Close of Meeting

5th IBS OPS GM Updates and Reporting items: 23 September 2019

IR1 Financial and Distribution Services Update
IR2 IBS OPS Chairman’s Report on IBS OPS WG Activities
IR3 Airline Distribution Standards Update
IR4 RATD and TTBS Update
IR5 Settlement with Orders Project Update
IR6 The Year in ICH
IR7 Bankruptcy and Special Clearance Update

8th SIS GM Updates and Reporting items: 24 September 2019

SR1 IATA GDC Vision and Strategy
SR2 Report from the SIS Steering Group
SR3 Industry Economic Performance Update
SR4 SIS GM7 Action items – Review of published Report
SR5 SIS General Update
SR6 SIS Legal Compliance Update
SR7 Supplier to Airlines e-Invoicing Update
SR8 ATPCO Updates
SR9 SIS Solution Update
### Agenda Items
to be presented and discussed at the IBS OPS General Meetings:
23 September 2019

<table>
<thead>
<tr>
<th>RAM Chapter/Paragraph</th>
<th>Subject</th>
<th>From</th>
<th>Impacts:</th>
</tr>
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<tbody>
<tr>
<td>P1</td>
<td>Multi Housekeeping (Title Change)</td>
<td>Secretary</td>
<td>✓</td>
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<tr>
<td>P2</td>
<td>Intro. 1.3 RAM Effective Date</td>
<td>Editor Group</td>
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<tr>
<td>P3</td>
<td>A2 1.1.1 Discount Codes</td>
<td>IBS OPS WG</td>
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<td>P4</td>
<td>A2 1.1.3.1 Billing Passenger Flight Coupons</td>
<td>Etihad Airways</td>
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<td>A2 1.8.2.2 Involuntary TFCs</td>
<td>IBS OPS WG</td>
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<td>A2 1.8.2.2 Note 1 Involuntary TFCs To Be Billed</td>
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<td>A2 1.8.3 TFCs-Amount To Be Billed</td>
<td>Etihad Airways</td>
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<td>A2 2.2 Exchange Billing Rules (Under/Over Collections)</td>
<td>Etihad Airways</td>
<td>✓</td>
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<td>P9</td>
<td>A2 2.2.1 Rerouting Billing Rules</td>
<td>Editor Group</td>
<td>✓</td>
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<tr>
<td>P10</td>
<td>A2 3 Discounts</td>
<td>IBS OPS WG</td>
<td>✓</td>
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<tr>
<td>P11</td>
<td>A3 1.1 Supporting documents for SC 95 and 96</td>
<td>IBS OPS WG</td>
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<td>A4 2.1.1 Involuntary Rerouting, Refund Adjustment</td>
<td>Air China</td>
<td>✓</td>
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<td>A10 4.1.3/5.2.1.2 Rejection Memo</td>
<td>IBS OPS WG</td>
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<td>P14</td>
<td>A10 1.5 Proration Slip for Rejection</td>
<td>China Southern</td>
<td>✓ ✓</td>
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<tr>
<td>P15</td>
<td>A12 1.4.3/1.5 Currency Conversion Rounding Off</td>
<td>Xiamen Airlines</td>
<td>✓</td>
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<tr>
<td>P16</td>
<td>A12 Multi New IATA Currency Resolution (information)</td>
<td>IATA Currency Team</td>
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<tr>
<td>P17</td>
<td>B Addition ATPCO Automated Tax Data</td>
<td>IBS OPS WG</td>
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<tr>
<td>P18</td>
<td>B9 Multi Remove IATA Resolution 735d References</td>
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<td>P19</td>
<td>B 13 UATP</td>
<td>IBS OPS WG</td>
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<td>C1</td>
<td>A8 5.1 Original Billing, Rejection and Correspondence</td>
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### Agenda Items
To be presented and discussed at the SIS General Meeting:
24 September 2019

<table>
<thead>
<tr>
<th>SIS Item</th>
<th>Subject</th>
<th>From</th>
<th>Impacts:</th>
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<tbody>
<tr>
<td>S1</td>
<td>Add New Correspondence Search Criteria to Search Correspondence by Charge Category</td>
<td>Air China</td>
<td>✓</td>
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<tr>
<td>S2</td>
<td>Flexible Alert on Correspondence</td>
<td>Air China</td>
<td>✓</td>
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<tr>
<td>S3</td>
<td>Implement 'Initiate Correspondence&quot; / &quot;Billing Memo&quot; buttons on Audit Trail screen</td>
<td>All Nippon Airways</td>
<td>✓</td>
</tr>
<tr>
<td>S4</td>
<td>Display error details for Sanity Check process on SIS</td>
<td>All Nippon Airways</td>
<td>✓</td>
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<tr>
<td>S5</td>
<td>Requirement for Direct Correspondence Contact</td>
<td>China Eastern</td>
<td>✓</td>
</tr>
<tr>
<td>S6</td>
<td>Function in IS–WEB: Add the correspondence initiator as correspondence recipient as well</td>
<td>China Southern Airlines</td>
<td>✓</td>
</tr>
<tr>
<td>S7</td>
<td>Remove the outdated search results of source code 74/75/76</td>
<td>China Southern Airlines</td>
<td>✓</td>
</tr>
<tr>
<td>S8</td>
<td>Add SIS bulletins to &quot;Message&quot; column on ISWEB.</td>
<td>China Southern Airlines</td>
<td>✓</td>
</tr>
<tr>
<td>S9</td>
<td>Extend the session active time</td>
<td>China Southern Airlines</td>
<td>✓</td>
</tr>
<tr>
<td>S10</td>
<td>Introduce new validation for the redemption amount</td>
<td>TAP</td>
<td>✓</td>
</tr>
<tr>
<td>S11</td>
<td>Adding a language choice column to SIS</td>
<td>Xiamen Airlines</td>
<td>✓</td>
</tr>
<tr>
<td>S12</td>
<td>Supplier Product ID - Make field recommended</td>
<td>SIS Operations</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>S13</td>
<td>YQ/YR Blocking Report</td>
<td>Delta Air Lines</td>
<td>✓</td>
</tr>
<tr>
<td>S14</td>
<td>Alignment of IS-XML fields ContactName and Recipient</td>
<td>SIS Operations</td>
<td>✓</td>
</tr>
</tbody>
</table>
Subject: Title Change in RAM (Housekeeping)

Submitted by: Secretary

Background/Problem:

The title “Manager, Airline Distribution Standards (Pay/Account Vertical)” in the manual is no longer relevant as the position is now titled “Senior Manager, Pay-Account Standards”.

Proposed solution:

RAM Editor Group to update the Revenue Accounting Manual accordingly:

1. Preface

2. Introduction & Admin:
   3.1,
   4.2(c),
   4.2
   4.3
   4.4

3. RAM Chapter A1:
   1.1.1
   1.2.2
   1.4

4. RAM Chapter B1:
   6.1
   6.2
   6.2.1
   6.2.1, Example
   6.2.1, Note
   6.3, Note 2
   6.6

5. RAM Chapter B11:
   12.1
   12.5

6. RAM Chapter B16:
   1.2.1 (b)
Subject: RAM Effective Date

Submitted by: RAM Editor Group

Background/Problem:

Senior Manager, Pay-Account Standards/IATA and the IBS OPS WG are frequently asked to which invoices or billing month a change to, or a new issue of the Revenue Accounting Manual applies.

Proposed Solution:

RAM Editor Group proposes the following re-wording:

Introduction and Administration

1.3 Amendments or additions will be effective from the first day of the second month after the issue date shown at the bottom of the page concerned unless otherwise stated.

For invoices settled within the Clearing House (ICH), amendments or additions shall become effective with transactions invoiced from the first period (P1) of the month indicated at the bottom of each RAM page, unless otherwise indicated.

For invoices settled outside of the Clearing House (non-ICH), amendments or additions become effective with transactions invoiced from the 1st of the month indicated at the bottom of each RAM page, unless otherwise indicated.
Subject: RAM A2 Paragraph 1.1.1 (Discount Codes)

Submitted by: IBS OPS WG

Background:

Last year in Madrid, Xiamen Airlines presented paper P8 which sought to clarify the billing rules for tickets displaying certain discount codes. The paper was unsuccessful, but it raised awareness that the RAM does not mention discount when determining the amount to be billed.

Problem:

Whilst Resolution 728 sets out the various permitted discounts that can be applied to a published fare, the RAM does not include a reference to this in Chapter A2 paragraph 1.1. The working group fear that without the correct reference, airlines might attempt to apply discounts to billings which may not be supported by resolution. This could cause unnecessary disputes and rejections.

Proposed Solution:

The working group propose to add the following words to the end of the first paragraph of A2 1.1.1:

“When the ticket is issued with passenger type codes eligible for discount listed in IATA Resolution 728 Para.1.5 (Fare and Passenger Type Codes), the applicable discount shall be applied.”
Subject: RAM Chapter A2 Paragraph 1.1.3.1

Submitted by: Etihad Airways

Background:

Presently, RAM A2, paragraph 1.1.3.1, it regulates how recalculation of fare and charges to be made for voluntary reissue ticket only in the event of a change to the first sector in the journey. However, it doesn’t have clarity on the term ‘change to first sector’. This results into disputes between airlines.

1.1.3.1 Only in the event of a voluntary change to the first sector in the journey, the fare and charges for the passenger journey shall be recalculated in accordance with the fare and charges effective on the date on which the change is made and is reflected on the ticket.

Problem:

Different airlines have the different understanding of change to first sector in routing resulting difference in fare section, ROE application in revenue accounting process.

Therefore, it is necessary to have clear definition of change to first sector means.

Proposed Solution:

Amend the RAM A2 paragraph 1.1.3.1 as per below:

Only in the event of a voluntary change to the first sector in the journey, the fare and charges for the passenger journey shall be recalculated in accordance with the fare and charges effective on the date on which the change is made i.e. date of issue of voluntary reissue ticket and is reflected on the ticket.

Change to first sector means all the changes which affect the ticket pricing i.e. change to sector (from airport & to airport), Carrier, RBD, Flight date, Flight no. and Fare basis.
Subject: RAM Chapter A2 Paragraph 1.8.2.2

Submitted by: IBS OPS WG

Background:

Last year in Madrid, Emirates and British Airways presented paper P4 as a solution to the problems many airlines face when billing taxes on involuntary rerouted tickets. The paper won a majority, but not quite enough to reach the 85% required to be adopted to the RAM.

This year, the IBSOPSWG has given the proposal its full, unanimous support. This paper is also supported by a series of break-out sessions during the meeting. We hope airlines find these sessions helpful. We ask airlines to support this paper and help our industry simplify the business of billing tax.

Problem:

Currently the taxes to be billed following involuntary reroute are determined by a comparison of old and new journeys, the taxes originally applicable, new arising taxes, and a cap on the value to be billed. The comparison is further complicated when the new routing contains more sectors than the original routing, several sectors for which the same tax applies; or different origin, destination, or via points to the original routing.

Using new Source Code 31 data, the SIS team have evidence that the current tax rules caused 66% of rejections between May-18 and March-19. Our industry is struggling with rules that cause rejections and are expensive to implement.

Proposed Solution:

The Working Group propose a simplification of billing rules for involuntary re-routes insofar as the taxes which arise for the new routing shall be applicable for billing regardless of collection. The working group propose that all wording, notes and examples of the current 1.8.2.2 be deleted and replaced with the following rule effective 1st April 2020:

1.8.2.2 For involuntary changes, the TFC amounts published in the IATA Revenue Accounting Tax Database (RATD) arising from the revised routing shall be deemed applicable. Furthermore, exemptions filed in the RATD relating to involuntary changes shall be applied irrespective of the reason. The determination of applicable TFC must be based on the complete ticket data of the revised routing, including both the “From/To” panel and “Good for Passage” sections, and the “Fare calculation” area, if available.
Subject: RAM Chapter A2 Paragraph 1.8.2.2 Note 1

Submitted by: IBS OPS WG

Background:

At the WFS 2018 it was agreed to apply published TFC exemptions in case of involuntary rerouting. As a result, the below sentence in Note 1 of A2, 1.8.2.2 was deleted.

Problem:

Using ticket data alone, Revenue Accountants are unable to determine the cause of an involuntary reroute. Yet, so often TFC exemptions published in the RATD are very specific to the reason for involuntary rerouting.

For the sake of simplicity and to avoid interline disputes the IBS OPS WG proposes to make the rule clear that the reason for involuntary rerouting shall not be considered when applying a TFC exemption published in the RATD.

Proposed Solution:

Add the following wording to Note 1 in RAM A2, 1.8.2.2:

Note 1: Any TFCs code arising from the revised routing which were applicable to the original routing shall be billed for the published TFC amount applicable to the revised routing but may not exceed the applicable TFC amount for the original itinerary. Exemptions filed in the RATD for involuntary rerouting shall be applied irrespective of the reason for involuntary rerouting.
Subject: RAM Chapter A2 Paragraph 1.8.3

Submitted by: Etihad Airways

Background:

Presently, RAM A2, paragraphs 1.8 does not specify about tax application of point of turnaround (POT) sector.

1.8.3 Amount to be Billed

Billing of TFCs shall be based upon the amount published in the applicable IATA Industry Revenue Accounting Tax Database (Enhanced RATD) which is the single source for billing interlineable TFCs. The Enhanced RATD to be used is the one applicable to the month of original billing of the coupon(s).

The TFC amount to be billed shall be based upon the amount published at the date of ticket issuance as applicable for the ticketed travel date. For open sectors the date of ticket issuance shall be used as the ticketed travel date.

Open sectors are considered non-connecting and transit/transfer exemptions do not apply.

Passenger and Excess Baggage Billing Rules—A2

TFCs are to be based on the original ticketed data, ignoring information appearing on revalidation stickers in the paper environment.

*Note:* Date of ticket issuance means the issue date on the coupon uplifted/billed for original sales and voluntary reissues/exchanges.

Problem:

As RAM A2, paragraph 1.8 doesn't describe about tax application of point of turnaround (POT) sector tax is getting exempted where transit/transfer time is less than exemption mentioned in Enhance RATD or transit/transfer amount getting billed instead of stopover amount.

E.g. In below scenario AUH is transfer within 24hrs hence AE, TP taxes are getting exempted as there is an exemption of 'NO STOPOVER TRANSIT/TRANSFER PASSENGERS 24 HOURS' mentioned Enhance RATD.

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<th>TO</th>
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<th>DEPART TIME</th>
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<td>22-May-19</td>
<td>0740</td>
<td>22-May-19</td>
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</table>
Proposed Solution:

Taxes should apply for point of turnaround (POT) sector and RAM A2, paragraph 1.8.3 should amend as per below:

1.8.3

Billing of TFCs shall be based upon the amount published in the applicable IATA Industry Revenue Accounting Tax Database (Enhance RATD) which is the single source for billing interlineable TFCs. The Enhance RATD to be used is the one applicable to the month of original billing of the coupons(s).

The TFC amount to be billed shall be based upon the amount published at the date of ticket issuance as applicable for the ticketed travel date. For open sectors the date of ticket issuance shall be used as the ticketed travel date. Open sectors are considered non-connecting and transit/transfer exemptions do not apply.

Irrespective of connecting time, point of turnaround (POT) sector to be treated as stopover and accordingly perform the TFCs application or exemption.

TFCs are to be based on the original ticket data, ignoring information appearing on revalidation stickers in the paper environment.

Note: Date of ticket issuance means the issue date on the coupon uplifted/billed for original sales and voluntary reissues/exchanges.
Subject: RAM Chapter A2 Paragraph 2.2

Submitted by: Etihad Airways

Background:

Presently, RAM A2, paragraph 2.2.1, it specify about only for ‘Exchange Billing Involving Under/Over Collections and there is no reference in RAM for billing of other carrier (OC) coupon(s) exchanged on Self (Reissue carrier stock) except A9 Attachment G-Passenger source code.

2. REROUTING BILLING RULES (ORIGINAL COUPONS, EXCHANGES/REISSUES)

2.1 Adjustments of Amounts due to/from Passenger

The rules for calculating the amounts which have to be settled with the passenger in the case of reroutings are given in IATA Resolution 735d and 736.

2.2 Exchange Billings Involving Under/Over Collections

2.2.1 Except for UATP transactions, the other airlines flight coupons lifted by the rerouting airline shall be billed for their (prorate) value on the basis of the correct fare which should have been collected originally. Any under-collection in the fare of the re-calculated portion of the routing will then be deducted from their (prorate) value. Any over-collection in the fare of the re-calculated portion of the routing will be added to their (prorate) value to the extent that such over-collection is utilised against the issue of a new ticket.

Attachment G—PASSenger SOURCE CODES

1. Lifted Passenger Coupons
2. Exchanged Passenger Coupons
3. Refunded Passenger Coupons

Problem:

Due to non-availability of defined process there is a difference in revenue allocation for source code 2 billing for coupon(s) where no bi-lateral agreement between carriers & coupon(s) billed on MPA. Particularly when OC stock and reissue coupon, operating carrier is same due to residual adjustment.

This results into increase in rejections between airlines and revenue loss to outward billing carrier.

Scenario 1: Under billing

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<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>AAA</td>
<td>BBB</td>
<td>YY</td>
<td>Uplift</td>
<td>SPA</td>
<td>200</td>
<td>2492</td>
<td>220.23</td>
<td>200</td>
<td>Correct value as per SPA.</td>
</tr>
<tr>
<td>BBB</td>
<td>CCC</td>
<td>YY</td>
<td>Uplift</td>
<td>SPA</td>
<td>400</td>
<td>3898</td>
<td>344.48</td>
<td>400</td>
<td>Correct value as per SPA.</td>
</tr>
<tr>
<td>CCC</td>
<td>DDD</td>
<td>XX</td>
<td>Reissue</td>
<td>MPA</td>
<td>-</td>
<td>569</td>
<td>50.29</td>
<td>15</td>
<td>MPA value 50.29 is applicable but residual value 15 is applied.</td>
</tr>
</tbody>
</table>
In above example there is an under billing of 35.29. When SPA amounts are more than ATBP amount Final value is less than zero.

Scenario 2: Over billing

<table>
<thead>
<tr>
<th>ATBP Amount</th>
<th>OPERATING CARRIER</th>
<th>UTILIZATION</th>
<th>SETTLEMENT TYPE</th>
<th>SPA VALUE</th>
<th>PFM</th>
<th>MPA VALUE</th>
<th>FINAL BILLING VALUES</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>FROM</td>
<td>TO</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AAA</td>
<td>BBB</td>
<td>YY</td>
<td>Uplift</td>
<td>SPA</td>
<td>200</td>
<td>2492</td>
<td>429.72</td>
<td>200</td>
</tr>
<tr>
<td>BBB</td>
<td>CCC</td>
<td>YY</td>
<td>Uplift</td>
<td>SPA</td>
<td>400</td>
<td>3898</td>
<td>672.17</td>
<td>400</td>
</tr>
<tr>
<td>CCC</td>
<td>DDD</td>
<td>XX</td>
<td>Reissue</td>
<td>MPA</td>
<td>-</td>
<td>569</td>
<td>98.11</td>
<td>600</td>
</tr>
</tbody>
</table>

In above example there is an over billing of 600.

**Proposed Solution:**

Add a para in A2, 2.2 as per below:

2.2.2: Other airlines flight coupon(s) exchange by reissue/rerouting carrier where there is no bi-lateral agreement shall be billed as per MPA for their prorate value.
Subject: RAM Chapter A2 Paragraph 2.2.1

Submitted by: RAM Editor Group

Background:

Whilst reviewing the RAM last year, the RAM Editor Group identified that this paragraph needed simplification and improvement. The purpose of the paragraph is to explain how a rerouting airline – after it has issued new tickets for a rerouting – shall bill the original coupons to the ticket issuing carrier. These original coupons will have been exchanged in order to allow the issue of the new rerouted tickets.

Problem:

Whilst the first sentence of the paragraph correctly states that this billing shall be “…the correct fare which should have been collected originally” there is no reference to chapter A2 paragraph 1.1.1 (which states exactly how such billings should be made).

The RAM Editor Group also feels the second and third paragraphs, which describe adding or deducting an over/under collection from a prorate, is confusing, misleading and imply an incorrect procedure.

Proposed Solution:

The RAM Editor Group proposes the following re-wording to align the billing of original coupons to the correct procedure:

Except for UATP transactions, the other airlines flight coupons lifted by the rerouting airline shall be billed for their (prorate) value on the basis of the correct fare which should have been collected originally. Any under-collection in the fare of the re-calculated portion of the routing will then be deducted from their (prorate) value. Any over-collection in the fare of the re-calculated portion of the routing will be added to their (prorate) value to the extent that such over-collection is utilised against the issue of a new ticket.

Except for UATP transactions, original flight coupons exchanged by the rerouting airline shall be billed on the basis of the correct fare determined in accordance with Chapter A2 1.1.1
Subject: RAM Chapter A2 Paragraph 3

Submitted by: IBS OPS WG

Background:

In recent years, some airlines have a system of discounts on private fares. When the receiving carrier bills the lowest fare, the issuing carrier rejects it, expecting the discount level of its private fare to be deducted from the lowest fare.

Problem:

Aside from creating unnecessary rejections and confusion, this practice is not supported by the Revenue Accounting Manual. Paragraph 3 does not provide for a private fare discount to be carried-over and applied to the actual lowest applicable fare used for billing.

Proposed Solution:

IBS OPS WG proposes to add the following note to RAM A2 paragraph 3:

"Note 2: Except for passenger types CH and IN, no discount arising from a private fare type may be applied to the lowest applicable fare."

The current "Note" will be re-named "Note 1"
Subject: Supporting documents for source code 95 and 96

Submitted by: IBS OPS WG

Background:

Following review of the passenger interline billing source codes and the requirement to provide supporting documents justifying the billing, it appeared that the rules are unclear for source codes 90, 95 and 96.

Source code 90  frequent flyer prime coupon billing
Source code 95  exchanged frequent flyer coupons
Source code 96  refunded frequent flyer coupons

Problem:

Source codes 90, 95 and 96 are referenced as optional source codes for bilateral use. The need for supporting documents should therefore be specified in the relevant Chapter in part B as explicated in the note in chapter A3 1.1:

Note: Supporting document requirements for optional settlement procedures published in Part B are outlined in those specific agreements.

The relevant chapter in part B for frequent flyer billing is Chapter B10 : Frequent flyer redemption billing.

Proposed Solution:

A3 1.1 Original Billings

Interline invoices for billing source codes 1, 2, 3, 23, 25, 26 and 27, do not require supporting documents to substantiate billings.

Add source code 95 and 96 to the note in chapter B10 2:

B10 2. Prime coupon billing

Note: No supporting documents are required to substantiate billings under Source Code 90, 95 and 96.
Subject: Refund Adjustment for Involuntary Downgrades

Submitted By: Lufthansa (LH)

Background:

RAM Chapter A4 Paragraph 2.1.1 stipulates when a refund adjustment may be performed:

2.1 Refund Adjustment Process

2.1.1 A Refund Adjustment may be performed to cover refund transactions involving retroactive application of:

- a change in the entitled class of service (cabin of travel)
- and for refund transactions resulting from the receiving carrier having made and ticketed a new sale to the customer as a result of the original ticket being:
  - Mislaid (in the case of paper documents)
  - Unavailable for travel—where an electronic ticket is valid for travel, and has previously been made available by the issuing carrier, but where the receiving carrier is unable to retrieve or accept it.

Example 1:

(a) BA issues an electronic ticket with the routing:

  Coupon 1 LON-JFK (BA)
  Coupon 2 JFK-RDM (AA)

(b) The ticket has been issued correctly, all sectors are confirmed and all coupons are available for airport control.

(c) The ticket is issued with a promotional fare that would entitle AA to a prorate share of USD 200 for carriage between JFK and RDM.

(d) In JFK AA are unable to retrieve or gain airport control of coupon 2. JFK-RDM is still booked as confirmed. AA issues a new ticket for travel JFK-RDM, for travel on AA, using a full sector fare (USD750). The customer travels on this new ticket.

(e) Following contact with the customer, BA approaches AA to claim a retroactive adjustment of USD550 calculated by the difference between the value AA earned from the sale of its new ticket and the value AA would have received if it had uplifted and billed coupon 2 of the original BA ticket.

Example 2:

(a) A passenger purchases a TG ticket BKK/HKG/TYO/BKK via TG.

(b) At TYO the TYO/BKK coupon cannot be retrieved/is not in the system and the passenger purchases from KLM a replacement ticket TYO/BKK.

(c) The passenger subsequently applies for a refund for the replacement ticket. TG could without prior reference to KLM refund the coupon value of the original TG TYO/BKK coupon plus any difference between the replacement fare TYO/BKK paid to KLM and the value of the original TG TYO/BKK coupon.

(d) TG would bill KLM by means of a Refund Adjustment Form for this difference along with the Interline Service Charge on the value of the “lost” TG coupon.

(e) Where applicable, KLM will subsequently bill the actual carrying airline for the difference.
Problem:

The examples only refer to refund adjustments related to “Unavailable for travel” scenarios and in Paragraph 3.2.2 only refers to refund adjustments in case of a voluntary downgrade. There is no indication or example about how to calculate a refund adjustment for an involuntary change in the entitled class of service.

Proposed Solution:

We propose to add an additional paragraph to close the gap for involuntary downgrades:

3.2.3. The amount of an interline adjustment which arises due to involuntary downgrading shall be the difference between:

- The official fare or prorated portion thereof of the original coupon in the purchased class of service according to RAM Chapter A2 Paragraph 1.1. and,
- The lowest applicable published fare or prorated portion thereof of the new coupon(s) in the performed class of service and original routing according to RAM Chapter A2 Paragraph 3

The adjustment shall be processed as per RAM Chapter A4 Paragraph 2.1.2.

Example:

(a) Airline XX issues an electronic ticket with the following routing:
   Coupon 1 AAA-BBB (XX) Business Class
   Coupon 2 BBB-CCC (ZZ) Business Class

(b) XX carries the passenger as planned in Business Class

(c) Due to overbooking, ZZ downgrades the passenger on BBB-CCC

(d) ZZ charges XX for the original sector BBB-CCC based on the ticketed Business Class fare

(e) Passenger is claiming a compensation for the difference in class of service to XX

(f) XX as original issuing airline refunds the class difference to the passenger

(g) XX adjusts the billed value via interline and charges ZZ via billing memo for the interline adjustment as per RAM A4-3.2.3. and RAM A4-3.2.4.

Calculation:

Collected published Business Class Fare: USD 1,000

Lowest applicable Economy Class Fare: USD 200

<table>
<thead>
<tr>
<th></th>
<th>Prorate Factors</th>
<th>Original Billing Value</th>
<th>New Billing Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAA-BBB</td>
<td>800</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>BBB-CCC</td>
<td>200</td>
<td>USD 200</td>
<td>USD 40</td>
</tr>
</tbody>
</table>

Billing Adjustment: USD 160

The current Paragraph 3.2.3 shall be renumbered as 3.2.4
Subject: RAM A10, 4.1.3 and 5.2.1.2

Submitted by: IBS OPS WG

Background:
The IBS OPS WG received a request for clarification regarding the application of RAM articles A10, 4.1.3 and A10, 5.2.1.2 which allow multiple coupons on a single rejection memo and correspondence letter when the amount to be prorated are the same.

Some members believed the relevant articles were limited to identical coupons on multiple tickets where the routing, carrying airlines and the amount to be prorated were the same. Others interpreted the articles to allow for multiple coupons of the same ticket where the routing, carrying airlines and the amount to be prorated were the same.

Below is an example to illustrate;
AAA XX BBB XX CCC XX DDD m1000.00

A rejection memo for prorate difference on coupons BBB-CCC of multiple tickets is clearly permitted. However, is a rejection for prorate difference on AAA-BBB and BBB-CCC of the same ticket permitted? Regardless of the correct interpretation, the WG concluded further clarification should be provided.

Problem:
The common scenario is that rejection memos have a 1:1 relationship with coupons being rejected. Looking into this further, it is noteworthy that IS-WEB functionality provides the flexibility of both scenarios shown above. While it is uncommon for a single rejection memo to contain multiple coupons of the same ticket the need arises for exceptional cases such as coupons billed in error, subsequent refund claims or manual audits. The IBS OPS WG believed it was not problematic to allow for the flexibility and this should not cause any reason for concern. As such, the WG concluded additional wording should be added to the relevant articles for clarification.

Proposed Solution:

Amend paragraphs A10, 4.1.3 and 5.2.1.2 as follows:

4.1.3- When a rejection memo is raised for the reason of prorate difference, one rejection memo may contain more than one item provided the routing, carrying airlines and the amount to be prorated are the same. This applies whether the coupons rejected are on multiple tickets or the same ticket.

5.2.1.2- No more than one item may be included in each letter unless all items in dispute are for exactly the same reason and the same reason code. Furthermore, in the case of “prorate difference”, one letter may reference multiple coupons provided the routing, carrying airlines and the amount to be prorated are the same. This applies whether the coupons rejected are on multiple tickets or the same ticket.
Subject: Proration Slip for Rejection, RAM Chapter A10, Paragraph 1.5

Submitted by: China Southern Airlines

Background:

In RAM 2018, Chapter A10, Paragraph 1.5 states “Support the rejection with electronic attachments containing new information that will assist the other airline evaluate the charge. (E.g. ticket image, prorate slip etc.)”

In SIS Participation Guide March 2019, Chapter 9, Paragraph 2.1 states “The Passenger IS-IDEC/IS-XML provides up to fifty occurrences of 80-character free text area record elements. This free text area can be used to provide the prorate slip information.

An example of how to organize the data is shown below.

A clear prorate slip is very important and helpful for airlines to figure out how the proration was done by other airlines and quickly to judge whether the original billing or the rejection is correct.

Problem:

Some airlines put both supplementary explanation and prorate slip into “Rejection remarks” area when rejecting for prorate difference, which makes it hard for other airlines to locate relevant information quickly. Worse still, since the length of the “Rejection remarks” area is limited, rejections may increase for insufficient or incomplete supporting document if airlines put the prorate slip into remarks area.

Proposed Solution:

In order to reduce rejections caused by unclear prorate slip, we propose to add supplementary statement in the Chapter A10, Paragraph 2.3.2:

“In case of rejecting as "prorate difference", a supporting document or prorate slip with the amount to be prorated, prorated sectors, prorate factor and other proration details shall be provided. Proration details shall not be added to the rejection remarks field.”
Subject: A12 Currency 1.4.3 Conversion for other than Original Billings & 1.5 Rounding Off

Submitted by: Xiamen Airlines

Background:
According to the 1.5 & 1.4.3 from A12 in the RAM, the example in 1.4.3, which indicates an example of currency conversion between BHD, USD and EUR, shows that fractions should be disregarded regardless they are less or more than half unit. However, in 1.5, it indicates the rounding off rule which is the other way from the example in 1.4.3. The rounding off rule should consider the fractions in detail.

Problem:
If we use the Rounding Off rule in 1.5 to calculate the example in 1.4.3, it will come up with a different amount. Same scenario in Cargo part which are 2.5 and 2.4.3. Thus, contradiction exists between the examples and texts.

Proposed solution:
We suggest we use the rounding off rule in 1.5 to alter the amount in the example of 1.4.3.

For original billing: 100 BHD @ 0.37610 will be 265.886732252 USD, by using the rounding off rule stated in 1.5, it should be 265.89 USD.

For rejection billing: 265.89 USD @ 0.76222 will be 202.67 EUR and the value converted back to the invoice amount will be 265.89 USD.

Same changes should be made in cargo part, 2.5 & 2.4.3.
Subject: RAM Chapter A12 Reference to the new IATA Currency Resolution (Information)

Submitted by: IATA Currency Team

Background:

RAM chapter A12 includes information on the usage of the Five Day Rate (FDR) currency exchange rate file, however the file definitions are not included in IATA Passenger Composite Resolutions (there is reference to the FDR file in the Cargo Tariffs Resolutions but not a complete file definition) and RAM as well.

In comparison, the ICER (BSR) and IROE (NUC) exchange rate files used in pricing and ticketing for fare construction and payment are included in the various ticketing publications as well as the Passenger Composite 024 series Resolutions. Inclusion in the IATA Resolutions provides a precise reference for the file definitions and helps to facilitate amendments when required by the working groups and conferences.

Problem:

There is no IATA Resolution to cover the Five Day Rate (FDR), Call Day Rate (CDR), and Monthly Mean Rate (MMR) exchange rate file definitions, similar to the IROE and ICER Resolutions in the PTC COMP 024 series. (please see the attachment to this agenda item, specifically Resolution 024c for IROE and Resolution 024e for ICER).

The proposed IATA Resolution text would cover the FDR, CDR, and MMR file definitions:

- When the exchange rates are used (for what type of transactions)
- How calculations are processed using the exchange rates
- The specifications of each file, for example – “the rates in the FDR file are averaged over the 5 banking days ending on the 25th of the month”
- The frequency and effectiveness of each file

To be determined later:
- The exact Resolution text.
- Where the Resolution would reside (Passenger Composite 024 series or another location.
- The Cargo Tariffs Resolutions would also be updated where required).

This will be a governance tidy up and the Resolution will not change anything but just document how the FDR and MMR is prepared so that airlines have full transparency and ownership.

Proposed Solution:

RAM Editor Group will amend RAM Chapter A12 by adding the necessary references for the new IATA Currency Resolution in case the new IATA Currency Resolution will be approved during the PSC in mid-October 2019.

Please note that RAM Chapter A12 would continue to be a main source of information on the currency billing processes and currency rules in RAM will not change. The IATA Resolution would support RAM Chapter A12 and help to provide a complete picture of all exchange rate files used through the entire currency process (from pricing and ticketing through to billing).
Subject: New RAM Chapter B: Using ATPCO RATD X1 record for update of tax referential data

Submitted by: IBS OPS WG

Background:

In Chapter A2, 1.8.2.1, it is defined that taxes to be billed for interline settlement are published in the Revenue Accounting Tax Database (Enhanced RATD).

However, the way that airlines access the data and use it to update their tax calculation tools is not described anywhere and is generally a manual process. Manual update of referential data can have many drawbacks: coding errors, errors in interpretation of the data, delayed update… This can be a source of differences in tax calculations for interline billing and results in rejections. In today’s world, automation is the key to have timely and reliable data.

ATPCO produces a machine-readable file, X1, based on the contents of the new Enhanced RATD. This file can be used as a source of data to update airline tax referential data ensuring that the information and rules used to calculate the taxes for interline billing is correct and updated in a timely and reliable manner.

ATPCO also produces a TCN file containing the detailed tax amount per tax code and per coupon. These tax amounts can be used for interline billing.

Furthermore, as concerns ticketing and distribution, Recommended Practice 1723 recommends use of automated tax data for pricing systems.

RECOMMENDED PRACTICE 1723-AUTOMATED TAX DATA

WHEREAS, Resolution 785 requires that the IATA “Ticket Tax Box Service” shall be the industry reference for taxes, fees, and charges collected on a ticket; and WHEREAS automation of tax calculation and application adds value to the industry in ensuring efficiency and consistency, reducing errors and minimizing disputes between parties. IT IS RECOMMENDED that:

1. Automated tax data is used within pricing systems to support automated tax calculation.
2. ATPCO’s Tax data subscription is currently the industry source of automated data of information published by the IATA Ticket Tax Box Service

IBS OPS feel that Revenue Accounting should make a similar recommendation to encourage airlines to move towards automation of their tax referential data.

Proposed Solution:

Authorize the RAM Editor Group to create a RAM B Chapter encouraging airlines to use, for interline billing purposes;

The Enhanced RATD X1 file as a source of tax referential data to update their systems in an automated way

Or;

The ATPCO TCN record with detailed tax calculation amounts per tax code and per coupon.
Subject: Deleting IATA Resolution 735d references from RAM Chapter B9

Submitted by: RAM Editor Group

Background:

The references in Resolution 735d to FIMs are no longer valid since there is no longer a standard for acceptance of FIMs in IATA Resolutions. There were all removed as a part of the “paper out” project.

Proposed solution:

Authorize RAM Editor Group to remove IATA Resolution 735d references in RAM Chapter B9.
Subject: UATP Discounts to be included in Prime Billings

Submitted by: IBS OPS WG

Background:

Last year in Madrid, rejection reduction Group presented this paper P28 however although the paper won a majority unfortunately defeated by just %15.5 in IBS OPS GM and could not reach the 85% required to be adopted to the RAM.

IBS OPS WG discussed this and agreed that this is already the rule however some system providers have not developed this function. Therefore, IBS OPS WG agreed to resubmit P28 next year as an IBS OPS WG paper by making it clear that this is already the current rule however the aim is just to make it crystal clear.

The use of the UATP discount field was introduced in SIS in 2011 for use by the airlines to include UATP discounts on prime billings. It was designed to facilitate the application of discounts on prime billings for travel documents with UATP form of payment (FOP), similar to the concept of the Interline Service Charge (ISC).

Problem:

It has been found that not all Passenger Revenue Accounting Systems (PRAS) have been developed to apply UATP discounts on processed prime billings, given data quality issues and system limitations although this is the rule. The result ended up being the use of rejection memos by billed carriers to reclaim UATP discounts from the billing carriers.

According to IATA’s Rejection Memo Reduction progress report for 2018 (billings following RAM billing rules), UATP reclaim ranks 4th place in most volumetric 1st stage rejections and represents the reason code with the largest increase of 1st stage rejection memos of 175% from 2015 to 2018. It also ranks 8th place in most volumetric 2nd stage rejections with an increase of 191% from 2015 to 2018.

Proposed solution:

This paper proposes to clarify the mandatory use of the available UATP discount field in all prime billings. Authorize RAM Editor Group to determine the appropriate RAM Chapter and section for inclusion.
C1-Subject: Original Billing, Rejection and Correspondence Stages - RAM Chapter A8, Paragraph 5.1

Submitted by: China Southern Airlines

**Background:**

RAM Chapter A8 paragraph 5.1 explains the billing of each rejection stage should be included in Clearance not later than the fourth period of the 6th Clearance Month after that in which original billing or the previous rejection is included.

**Problem:**

When the transaction month of an AWB is in April or the later month, the billing of third rejection could be made in January the year after next year if original billing is completed in 4th month following the transaction date, and first and second rejection is made in the 6th Clearance Month. It means that the settlement of an AWB will last three years. As time goes on, providing supporting documents will be more difficult especially for paper documents such as AWB copies and cargo manifests, and other electronic attachments like emails containing bilateral confirmation. CZ has checked interline settlement records from January 2018 to March 2019 and found more than 90% AWB could be adjusted within 5 months by CZ’s cargo interline partners.

In addition, IATA is striving to promote E-freight program, so in the future the usage of e-AWB will be improved, which will enhance the efficiency of revenue accounting. In accordance with e-AWB report of February 2019 published on IATA website, e-AWB penetration by region of origin from Africa, Asia Pacific, Europe, Middle East, North Asia and USA is more than 50%.

**Proposed solution:**

We propose to change the time limits for rejection stages to 5 months and amend RAM A8, Paragraph 5.1 as follow:
<table>
<thead>
<tr>
<th>Stage</th>
<th>Example</th>
<th>IATA Clearing House Settlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Billing</td>
<td>Airline A bills Airline B.</td>
<td>Billing to be included in Clearance not later than the fourth Clearance Period closing in the 4&lt;sup&gt;th&lt;/sup&gt; month following the transaction date. The transaction month is counted as the first month. Example: transactions from 1&lt;sup&gt;st&lt;/sup&gt; to 31&lt;sup&gt;st&lt;/sup&gt; July 2015 are billed at the latest by period 4 of October 2015 Clearance, closing 7&lt;sup&gt;th&lt;/sup&gt; November 2015.</td>
</tr>
<tr>
<td>First Rejection</td>
<td>Airline B cannot accept above billing and re-debits A.</td>
<td></td>
</tr>
<tr>
<td>Second Rejection</td>
<td>Airline A submits a further bill to Airline B giving reason for debit.</td>
<td>Billing to be included in Clearance not later than the fourth period of the 6&lt;sup&gt;th&lt;/sup&gt; 5&lt;sup&gt;th&lt;/sup&gt; Clearance Month after that in which original billing is included. Example: Original billing period 4 of May 2015 Clearance. Include first rejection at the latest by period 4 of November October 2015 Clearance, closing 7&lt;sup&gt;th&lt;/sup&gt; December November 2015.</td>
</tr>
<tr>
<td>Third Rejection</td>
<td>Airline B still unable to accept, so again re-debits Airline A.</td>
<td>Billing to be included in Clearance not later than the fourth period of the 6&lt;sup&gt;th&lt;/sup&gt; 5&lt;sup&gt;th&lt;/sup&gt; Clearance Month after that in which first rejection is included. Example: First rejection in period 3 of November 2015 Clearance. Include second rejection at the latest by period 4 of May April 2016 Clearance, closing 7&lt;sup&gt;th&lt;/sup&gt; June May 2016.</td>
</tr>
<tr>
<td>Correspondence</td>
<td>Airline A initiates correspondence.</td>
<td>Billing to be included in Clearance not later than the fourth period of the 6&lt;sup&gt;th&lt;/sup&gt; 5&lt;sup&gt;th&lt;/sup&gt; Clearance Month after that in which second rejection is included. Example: Second rejection in period 3 of May 2016 Clearance. Include third rejection at the latest by period 4 of November October 2016 Clearance, closing 7&lt;sup&gt;th&lt;/sup&gt; December November 2016.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First letter shall be initiated through IS-WEB not later than 6 months after the closure Date of the fourth period of the Clearance Month in which the third rejection was included. Example: Third rejection included in period 1 of November 2016 Clearance. Period 4, November 2016 Clearance, closes 7&lt;sup&gt;th&lt;/sup&gt; December 2016, submit letter on IS-WEB by 7&lt;sup&gt;th&lt;/sup&gt; June 2017.</td>
</tr>
<tr>
<td>Stage</td>
<td>Example</td>
<td>Non Clearing House Settlement</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Original Billing</td>
<td>Airline A bills Airline B</td>
<td>Item to be billed not later than 4 months after the month of transaction e.g. July 2015 transactions to be invoiced by 30&lt;sup&gt;th&lt;/sup&gt; November 2015.</td>
</tr>
<tr>
<td>First Rejection</td>
<td>Airline B cannot accept original billing and re-debits A.</td>
<td>Rejection to be billed not later than 4&lt;sup&gt;th&lt;/sup&gt; 5 months after date of successful submission of original billing to SIS, e.g. original billing accepted and loaded by SIS on 30&lt;sup&gt;th&lt;/sup&gt; June 2015. First rejection billing to be invoiced not later than 31&lt;sup&gt;st&lt;/sup&gt; December 30&lt;sup&gt;th&lt;/sup&gt; November 2015.</td>
</tr>
<tr>
<td>Second Rejection</td>
<td>Airline A submits a bill to Airline B giving reason for debit.</td>
<td>Rejection to be billed not later than 4&lt;sup&gt;th&lt;/sup&gt; 5 months after date of successful submission of first rejection to SIS, e.g. first rejection accepted and loaded by SIS on 15&lt;sup&gt;th&lt;/sup&gt; December 2015. Second rejection billing to be invoiced not later than 15&lt;sup&gt;th&lt;/sup&gt; June May 2016.</td>
</tr>
<tr>
<td>Third Rejection</td>
<td>Airline B unable to accept and re-debits Airline A.</td>
<td>Rejection to be billed not later than 4&lt;sup&gt;th&lt;/sup&gt; 5 months after date of successful submission of second rejection to SIS, e.g. first rejection accepted and loaded by SIS on 05&lt;sup&gt;th&lt;/sup&gt; June 2015. Third rejection billing to be invoiced not later than 05&lt;sup&gt;th&lt;/sup&gt; December November 2016.</td>
</tr>
<tr>
<td>Correspondence</td>
<td>Airline A initiates correspondence.</td>
<td>First letter shall be initiated through IS-WEB not later than 6 months after the date of successful submission of the third rejection to SIS, e.g. third rejection accepted and loaded by SIS on 04&lt;sup&gt;th&lt;/sup&gt; December 2016, submit letter on IS-WEB by 04&lt;sup&gt;th&lt;/sup&gt; June 2017.</td>
</tr>
</tbody>
</table>
SIMPLIFIED INVOICING AND SETTLEMENT GENERAL MEETING
TUESDAY | 24 SEPTEMBER

Administration Items:

A1 Opening of Meeting
A2 Competition Law Guidelines for IATA Industry Meetings
A3 Delegate Introductions
A5 Approval of the Minutes from the 7th SIS General Meeting
A6 Introduction of the Electronic Voting System
A7 Date and Place Next General Meeting
A8 Any Other Business
A9 Vendor Prize Draws
A10 Close of Meeting

SIS GM Updates and Reporting items:

SR1 IATA GDC Vision and Strategy
SR2 Report from the SIS Steering Group
SR3 Industry Economic Performance Update
SR5 SIS General Update
SR6 SIS Legal Compliance Update
SR7 Supplier to Airlines e-Invoicing Update
SR8 ATPCO Updates
SR9 SIS Solution Update

SIS Agenda Items and Carrier Papers:

<table>
<thead>
<tr>
<th>SIS Item</th>
<th>Subject</th>
<th>From</th>
<th>Impacts:</th>
<th>RAM</th>
<th>SIS</th>
<th>ICH</th>
</tr>
</thead>
<tbody>
<tr>
<td>S1</td>
<td>Add New Correspondence Search Criteria to Search Correspondence by Charge Category</td>
<td>Air China</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S2</td>
<td>Flexible Alert on Correspondence</td>
<td>Air China</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S3</td>
<td>Implement 'Initiate Correspondence&quot; / &quot;Billing Memo&quot; buttons on Audit Trail screen</td>
<td>All Nippon Airways</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S4</td>
<td>Display error details for Sanity Check process on SIS</td>
<td>All Nippon Airways</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S5</td>
<td>Requirement for Direct Correspondence Contact</td>
<td>China Eastern</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S6</td>
<td>Function in IS - WEB: Add correspondence initiator as correspondence recipient as well</td>
<td>China Southern Airlines</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S7</td>
<td>Remove the outdated search results of source code 74/75/76</td>
<td>China Southern Airlines</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S8</td>
<td>Add SIS bulletins to &quot;Message&quot; column on ISWEB.</td>
<td>China Southern Airlines</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S9</td>
<td>Extend the session active time</td>
<td>China Southern Airlines</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S10</td>
<td>Introduce new validation for the redemption amount</td>
<td>TAP</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S11</td>
<td>Adding a language choice column to SIS</td>
<td>Xiamen Airlines</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S12</td>
<td>Supplier Product ID - Make field recommended</td>
<td>SIS Operations</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>S13</td>
<td>YQ/YR Blocking Report</td>
<td>Delta Air Lines</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>S14</td>
<td>Alignment of IS-XML fields ContactName and Recipient</td>
<td>SIS Operations</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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For your information, below is an extract from the SIS Participation Agreement (ISPA) outlining the steps to perform amendments to SIS.

6. MODIFICATIONS

6.1 Amendments to System functionality may be submitted as a proposal to the SIS General Meeting duly convened in accordance with paragraph 5.2 and shall be referred initially to the SIS Steering Group for review. If accepted by the SIS Steering Group they will be referred to SIS Operations (as defined in Attachment C) for analysis and costing. SIS Operations shall develop the specifications and, at their discretion, confirm them with the SIS Steering Group (as defined in Attachment C). The final agreed proposal shall be submitted to the SIS Steering Group for approval. Changes to system functionality may be proposed by the Participants at any time before the deadline of the SIS General Meeting. Major changes to system functionality must be approved by IATA to ensure operational efficiency.

6.2 Amendments to System functionality as a result of industry mandated changes shall be initiated by the SIS Steering Group and referred to SIS Operations for review and costing. SIS Operations shall develop the specifications and, at their discretion, confirm them with the SIS Steering Group. The final agreed proposal shall be submitted to the SIS Steering Group for approval.

6.3 Amendments to the then current Agreement which are accepted by IATA and agreed by seventy five percent (75%) of those present at the SIS General Meeting, duly convened in accordance with paragraphs 5.2 and 5.3 shall become effective and shall be applied by all SIS Participants, as from a date which shall be determined by the SIS Participants present and entitled to vote at the SIS General Meeting.

6.4 To be eligible to vote for changes to this Agreement with Attachments, the Participant must be transmitting and receiving invoices through the Service.

6.5 Where changes to the RAM, ACH Manual of Procedure, or other industry rulings require changes to this Agreement, the SIS Steering Group is empowered to agree to the appropriate amendments to this Agreement. The SIS Steering Group shall notify the Participants of all amendments, giving their date of effectiveness.

6.6 In addition, when IATA’s review of an operational and/or individual Participant problem suggests that an editorial change would improve understanding, IATA may make editorial amendments provided they do not change the intent of the Agreement and/or procedures. Editorial amendments that do not change the intent of the Agreement and/or procedures will be notified via the RAM. IATA will notify the ACH Secretary-Treasurer.

6.7 All changes and amendments made in accordance with paragraphs 6.5 and 6.6 above will be submitted to the next SIS General Meeting for final ratification.
Subject: Add New Correspondence Search Criteria to Search Correspondence by Charge Category

Submitted by: Air China

Background:

Generally, the correspondence work is assigned to the audit staff by charge category. The staff often needs to find non-replied correspondence they are responsible for on IS-WEB. Currently, the Correspondence Search Criteria are as below:

<table>
<thead>
<tr>
<th>Correspondence Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Date</td>
</tr>
<tr>
<td>To Date</td>
</tr>
<tr>
<td>Correspondence Ref. No.</td>
</tr>
<tr>
<td>Correspondence Status</td>
</tr>
<tr>
<td>Correspondence Sub-Status</td>
</tr>
<tr>
<td>Correspondence Status</td>
</tr>
<tr>
<td>Correspondence Ref. No.</td>
</tr>
<tr>
<td>Correspondence Sub-Status</td>
</tr>
<tr>
<td>Correspondence Status</td>
</tr>
<tr>
<td>Correspondence Ref. No.</td>
</tr>
<tr>
<td>Correspondence Sub-Status</td>
</tr>
<tr>
<td>Correspondence Status</td>
</tr>
</tbody>
</table>

Search  Erase

Problem:

With the current correspondence search criteria, IS-WEB will display the non-replied correspondence in all categories. As the total number of correspondence grows, the audit staff has to spend much time on selecting the desirable correspondence in certain category from all the displayed items manually. So it is essential to search correspondence by charge category.

Proposed Solution:

Create a “Charge Category” selective option under Correspondence Search Criteria to improve the search efficiency.
Subject: Flexible Alert on Correspondence
Submitted by: Air China

Background:
If the billed member has dispute with the rejection invoice, they need to create a correspondence on IS-WEB to the billing member and state the reason of disagreement. The billed member can only adjust the invoice after getting authorization from the billing member within 90 days.

Problem:
IS-WEB will send an alert email automatically to the billing member when the correspondence is newly created or nearly to expiry (90 days from receiving). If the billing member does not login IS-WEB regularly or even forgets to reply, the dispute may be lag processed until the final alert is sent, which causes a low-efficient invoice dealing procedure.

Proposed Solution:
Put up a new button triggered by the billed member on IS-WEB Correspondence to send an alert email to the billing member at any time or certain time.
Subject: Implement 'Initiate Correspondence / Billing Memo' buttons on Audit Trail screen

Submitted by: All Nippon Airways

Background:

In 2017, SIS General Meeting at Dublin approved the Agenda item S5 to implement the 'Reply' button when viewing Audit Trail screen of Correspondence. This additional functionality enables users to reply directly from that screen with no necessity to return to the Billing History and Correspondence screen. As a result of this implementation, users receive a significant benefit of reducing the workload and increasing the efficiency of replying a correspondence.

Problem:

On the other hand, in case of creating a “First Correspondence” against 3rd Rejection Memo or a “Billing Memo” to bill the authorized value, there is no ‘Initiate Correspondence’ or ‘Initiate Billing Memo’ option on Audit Trail screen. Therefore, users are always forced to go back to the Billing History and Correspondence screen to raise a memo.

Proposed Solution:

We propose to implement 'Initiate Correspondence' and 'Initiate Billing Memo' buttons on Audit Trail screen to directly raise a memo as well as the 'Reply' button approved in 2017. This proposed solution is only adds such buttons and do not replace the existing functionality to 'initiate Correspondence' / 'initiate Billing Memo' buttons on the Billing History / Correspondence screen. Therefore, a memo can be raised in the same manner as before. In that sense, users can initiate a memo with either new or existing buttons. However, to avoid creating memos in duplicate, permitted only a single user to initiate a memo with "exclusive mode" on SIS. The user receives an error message if more than one user attempts to do it.

3rd Rejection Memo Audit Trail:
Correspondence Audit Trail:

<table>
<thead>
<tr>
<th>From Member</th>
<th>To Member</th>
<th>Correspondence Date</th>
<th>Correspondence Ref. No.</th>
<th>Correspondence Stage</th>
<th>Source Code</th>
<th>Authority To Bill</th>
<th>Amount to be Settled</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>205-NH-ALL NIPPON AIRWAYS CO. LTD</td>
<td>29-Mar-19</td>
<td></td>
<td>6</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Correspondence Details:
Subject: Display error details for Sanity Check process on SIS

Submitted by: All Nippon Airways

Background:

Transferring the xml files to SIS and the error has occurred during Sanity Check time, the alert report named R2 from Sanity Check process provides to users only error description and the number of errors. These items cannot be used to identify what type of error has occurred. It is written the definition of sanity check on IATA ISPG Chapter 3.3.2/4.3.2; however it does not help to find the relevancy between actual factors of the error and defined check process.

Problem:

When the particular error has occurred during the Sanity Check on SIS, it takes a long time to recognize why the errors occur due to the insufficient information on the alert report. This is much time consuming and highly workload. Once users could find the specific error type right away, it makes possible to forward following process finally.

Proposed Solution:

Display the information which could identify the error data, such as “error characters” & “line number” on the alert report named R2.
Subject: Requirement for Additional Direct Correspondence Contact

Submitted by: China Eastern Airlines

**Background:**

Currently in SIS - Passenger - Billing History and Correspondence - view correspondence, the only provides interline partner liaisons are designative email IDs for both parties. When these liaisons receive replying emails that are irrelevant to their correspondences, they are obliged to allocate to the corresponding senders.

**Problem:**

It is inefficient and time consuming to forward the emails one by one to the senders, which may slow down the correspondence process.

**Proposed Solution:**

SIS should show the sender’s contact information on interface and enable the receivers reply directly to both the liaisons’ IDs and the sender’s ID.

It is not to change the current procedure, but to add another contact email which is the correspondence sender to the email addresses along with the designated/assigned correspondence contacts.
Subject: Function in IS-WEB - the correspondence initiator can be added as correspondence recipient by SIS automatically when the correspondence is replied

Submitted By: China Southern Airlines

Background:

IS-web Correspondence Search Criteria helps users to search the detail of the history correspondence.

Problem:

When user queries his/her name in “correspondence owner”, he/she can only search the correspondence which status is "open" or "expired". And not until the user is added in the member profile’s contacts can he/she receive the correspondences reply. However most of the time, the one being assigned as contacts and in charge of receiving all of the email alert is not the one who initiate the correspondence. Therefore it become difficult for the correspondence initiator to manage his/her own correspondence and track their updates.

Proposed Solution:

To make it more user-friendly and improve the working efficiency, we propose that aside from the assigned contact, the correspondence initiator can be added as correspondence recipient by SIS automatically when the correspondence is replied, it may become easier for the correspondence initiator to know the detail of the correspondences they have initiated and the updates.
Subject: Remove the outdated search results of source code 74/75/76

Submitted by: China Southern Airlines

Background:
Passenger source code of 74/75/76 has been changed from Optional Source Codes for Bilateral Use to Billing Memo Rejection use since IATA RAM2017, which effected on 1 January 2017.

Problem:
When we search source code 74/75/76 in Billing History Area, it shows up two results, “74/75/76 BILATERAL BILLING MEMO SOURCE CODE” and “74/75/76 REJECTED BILLING MEMOS-1ST/2nd/3rd REJECTION”. By April 2019, the oldest billing year/month we can search in Billing History Area is 2018-May. Search result of “74/75/76 BILATERAL BILLING MEMO SOURCE CODE” is no longer valid.

Proposed Solution:
We propose to remove the outdated search results of source code 74/75/76 BILATERAL BILLING MEMO SOURCE CODE.
Subject: Add SIS bulletins to “Message” column on ISWEB.

Submitted by: China Southern Airlines

Background:

Some of users could receive SIS bulletins containing SIS GM agenda or SIS system new changes sent by SIS@iata.org and all users could search SIS bulletins on IATA website.

Problem:

SIS users will receive SIS bulletins after applying to SIS by sending their names and email contacts. However, some SIS users who are in recipient list for SIS bulletins may receive bulletins unsuccessfully because of mail settings and network problems. In addition, to update recipient list for SIS bulletins, both members and SIS service center may spend time for communication.

Another method to acquire SIS bulletins is to search on IATA website, but members need to check by themselves regularly. Missing bulletins may lead to serious problems such as airlines’ revenue accounting system could not match SIS system new changes or SIS members submit IBS OPS GM agenda proposals overtime.

Proposed solution:

ISWEB is the access for SIS invoices and correspondence, which is the website members will visit frequently. In order to ensure all SIS users receive SIS bulletins timely, we propose to add SIS bulletins to “Message” column on ISWEB.
Subject: Extend the session active time

Submitted by: China Southern Airlines

Problem:

In the working environment, when we do the settlement or others always need to log in different systems at the same time, and switch different pages on computer. So this working requirement appeal to the system stay active for a long time. But so far, the SIS system will expire the session in a very short time (about 10 minutes), which forces user to log in again if he failed to click the option of “Yes” timely to extent the session time. That's quite troublesome and inconvenient.

Proposed Solution:

In order to optimize the user experience, we suggest SIS working group to extend the session response time to 30 minutes so that gives users much more time. Otherwise don’t have the setting of time restriction, if user is logged in and doesn’t operate to log off, the system should always keep working. This will help users avoid frequent login, which can improve work efficiency indeed.
Subject: Introduce new validation for the redemption amount

Submitted by: TAP Air Portugal

Background:

Currently, as per ISPG rules, the frequent flyer data is provided through reference fields. These fields are free format and should be populated as described in ISPG.

<table>
<thead>
<tr>
<th>Data Element /Size</th>
<th>IS-IDEC Field Name/Size (Coupon Record)</th>
<th>IS-XML Field Name/Size (LineItemDetails/CouponDetails)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mileage Value / 6 N</td>
<td>Reference Data 1 / 10 AN</td>
<td>ReferenceData10AN / 10 AN</td>
</tr>
<tr>
<td>Reservation Booking Designator / 1 A</td>
<td>Reference Data 2 / 10 AN</td>
<td>ReferenceData10AN / 10 AN</td>
</tr>
<tr>
<td>Data of Issue / 8 N</td>
<td>Reference Data 3 / 10 AN</td>
<td>ReferenceData10AN / 10 AN</td>
</tr>
<tr>
<td>FF Mileage Redemption Amount / 8,2 N</td>
<td>Reference Data 4 / 10 AN</td>
<td>ReferenceData10AN / 10 AN</td>
</tr>
<tr>
<td>Fare Basis Ticket Designator / 20 AN</td>
<td>Reference Data 5 / 20 AN</td>
<td>ReferenceData20AN / 20 AN</td>
</tr>
</tbody>
</table>

Problem:

As these are free text fields and optional ones, SIS does not do any validation on these fields. The billing amount calculated for redemption should be entered in Reference Data 4 however, since there is no validation, the carriers are able to issue invoices under source code 90 with incorrect redemption amounts (higher than gross amount) or without any amount. This problem increases manual work, or with automation processes, due to bad information, leads to a rejection, once the redemption amount will be incorrectly calculated.

Proposed Solution:

Put a validation for Reference Data 4 for the redemption amount. These fields should be mandatory, for source codes 90, 91, 92, 93, 94, 95 and 96.

There should also be a validation introduced against the redemption amount, to ensure this field to be greater than zero and less or equal to the gross fare amount.
Subject: SIS - Language selection on IS-WEB

Submitted by: Xiamen Airlines

Background:

Currently, airlines could find the acceptance of language other than English for correspondence on RAM A3-2.

Problem:

However, updating the language other than English on RAM takes times and usually it published once per year with other changes together. Also, RAM could only list limited companies on the limited pages.

Proposed solution:

We propose the IS-WEB add a new column called "Language", allows user to select their acceptable language other than English for correspondence on the “Member Profile” page next to the location.
Subject: Make field ‘Product ID’ a Recommended field for all SIS invoices charge category and codes

Submitted by: SIS Operations

Background:

As you know we have defined charge categories charge code to identify at the industry level the detailed nature of the service invoiced. Despite this, some airlines still requires supplier’s product ID to be provided to reconcile their invoices and payments.

Problem:

Today, suppliers do not always provide the product ID in their invoices and airlines continually resort to requesting the product ID from the supplier at the last stage of migration when test invoices have been issued or supplier went live.

Proposed Solution:

Amend RAM chapter A13 to make supplier product ID’s a ‘Recommended’ field for all SIS invoices charge category and codes.
Subject: YQ/YR Blocking Report

Submitted by: Delta Air Lines

Background:

In May 2019, SIS launched a new enhancement that allows airlines to block interline partners from billing YQ/YR without agreement to do so.

Problem:

Upon being advised by the validating carrier, SIS sends an email to the blocked airline. While this is fine, it would be nice for airlines to have the ability to extract a report of blocked YQ/YR airlines. The view of this report should be from the perspective of the validating carrier or the billing carrier and provide effective dates as well as discontinue dates.

Proposed Solution:

Create YQ/YR Blocking Report. The format might look like the below but we defer to the SIS team for the presentation.

The discontinue date is the Clearance Period that permits billing YQ/YR.

BILLING AIRLINE - DL

<table>
<thead>
<tr>
<th>Blocking Airline</th>
<th>Effective Date</th>
<th>Discontinue Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>YY</td>
<td>May 2019, P1</td>
<td></td>
</tr>
<tr>
<td>XX</td>
<td>May 2019, P1</td>
<td>August 2019, P1</td>
</tr>
<tr>
<td>ZZ</td>
<td>August 2019, P1</td>
<td></td>
</tr>
</tbody>
</table>

VALIDATING AIRLINE - DL

<table>
<thead>
<tr>
<th>Blocked Airline</th>
<th>Effective Date</th>
<th>Discontinue Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>YY</td>
<td>May 2019, P1</td>
<td></td>
</tr>
<tr>
<td>XX</td>
<td>May 2019, P1</td>
<td>August 2019, P1</td>
</tr>
<tr>
<td>ZZ</td>
<td>August 2019, P1</td>
<td></td>
</tr>
</tbody>
</table>
Subject: Alignment of IS-XML fields ContactName and Recipient.

Submitted by: SIS Operations

**Background:**

Many systems use a common table to store contact and recipient names. However in SIS we have a difference in character length in the contact and recipient fields.

**Problem:**

The ContactName field in the IS-XML standard is 50 characters Alphanumeric. However the recipient field is only 30 alphanumeric. There are some members who’s files fail validation as they have names with more than 30 characters in the recipient field.

**Proposed solution:**

Increase the length of the recipient field in the IS-XML standard to 50 alphanumeric and align it with the ContactName field.