IATA SIMPLIFIED INVOICING & SETTLEMENT
GENERAL MEETING

Chicago, USA
24 October 2023

A1- Opening of Meeting

Suresh Pereira
Chair, 12th SIS General Meeting (EK)

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Welcome to the 12th Annual SIS General Meeting

Chicago, USA

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A3- Delegate Introductions

Suresh Pereira
Chair, 12th SIS General Meeting (EK)

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SR1- IATA GDC – Global Delivery Center, Updates

Juan Antonio Rodriguez
Director, GDC (IATA)

2023 Results

Update OCT 23

12th SIS General Meeting – 24 October 2023

GDC 2023- SEPTEMBER YTD RESULTS

Description		BSP 2023 Target	BSP 2023 YTD Status	CASS 2023 Target	CASS 2023 YTD Status	ICH 2023 Target	ICH 2023 YTD Status
BSP CASS ICH	Average operating fee	1.50 c$	-3.02 c$ (8+4 FC)	1.44 c$	-10.05 c$ (8+4 FC)		
	Transaction volumes (CASS YTD AUG 23; others SEPT 23))	602.0 M	511.12 M	17.335 M	12.72 M	773.41 K*	731.08 K
	On time settlement (BSP&CASS together, YTD AUG 23; ICH YTD SEPT 23)	99.98 %	100 %	99.98 %	100 %	100 %	100 %
	Agent unrecovered amounts – Overall 0.011% SEPT 23	0.010 %	0.011%	0.010 %	0.009 %	0.010 %	0.000 %
	Collections - % Accounts Receivable under 90 days (from due date) - BSP & CASS together	95 %	96.16 %	95 %	96.16 %		
	Delta Agents YTD 2023 vs Dec 2022	56,300*	1784	18,292**	425		

* 2022 results
** 2022 CASS Agents & CASS Associates

Description		2023 Target	2023 YTD Status		Description	2023 Target	2023 YTD Status
SIS	Average operating fee	1.85 c$	1.66 c$ (8+4 FC)	IATA Pay	Number of markets	28 cumulative	27
	Transaction volumes	185.190 M	163.8 M		Number of airlines	20 cumulative	23

Description		BSP	CASS	ICH Airlines	ICH suppliers	SIS Airlines	SIS suppliers
		2023 YTD Status		2023 YTD Status		2023 YTD Status	
Airlines & Suppliers	Number of suspended airlines	8		14***		9***	8***
	Number of new airlines joining	9	3	17	30	19	34

***suspensions, withdrawals and terminations

***suspensions, withdrawals and terminations

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2024 Budget

BSP/CASS Highlights

Zero

Transactional Unit cost for BSP and CASS

99.99%

Settlement on Time

0.01%

Unrecovered Amounts

2024 Budget

Covering the project expense amount which includes:

1. Transformation project
2. Data Processing Center Revamp
3. Finalizing CASS 2.0

IATA Pay

Update Sept 23

Account-to-account leading solution

IATA Pay

22 Airlines Live

29 In the Pipeline

Industry Solution

133

IATA Pay Community members

Global footprint leaders

🔴 LIVE

Germany	Brazil	France
United Kingdom	Mexico	Italy
Austria	Malaysia	Lithuania
Netherlands	Hong Kong	Estonia
Belgium	India	Latvia
Spain	Thailand	Ireland
Portugal	Vietnam	Luxembourg
Finland	Indonesia	iDeal (NL)
Ghana	Philippines	Bizum (ES)

Roadmap 2023 -2024

Colombia	Singapore	Denmark	Jordan
USA	UAE	Romania	Australia
Argentina	Norway	Greece	Türkiye
Indonesia	Sweden	South Korea	Japan

Transactions
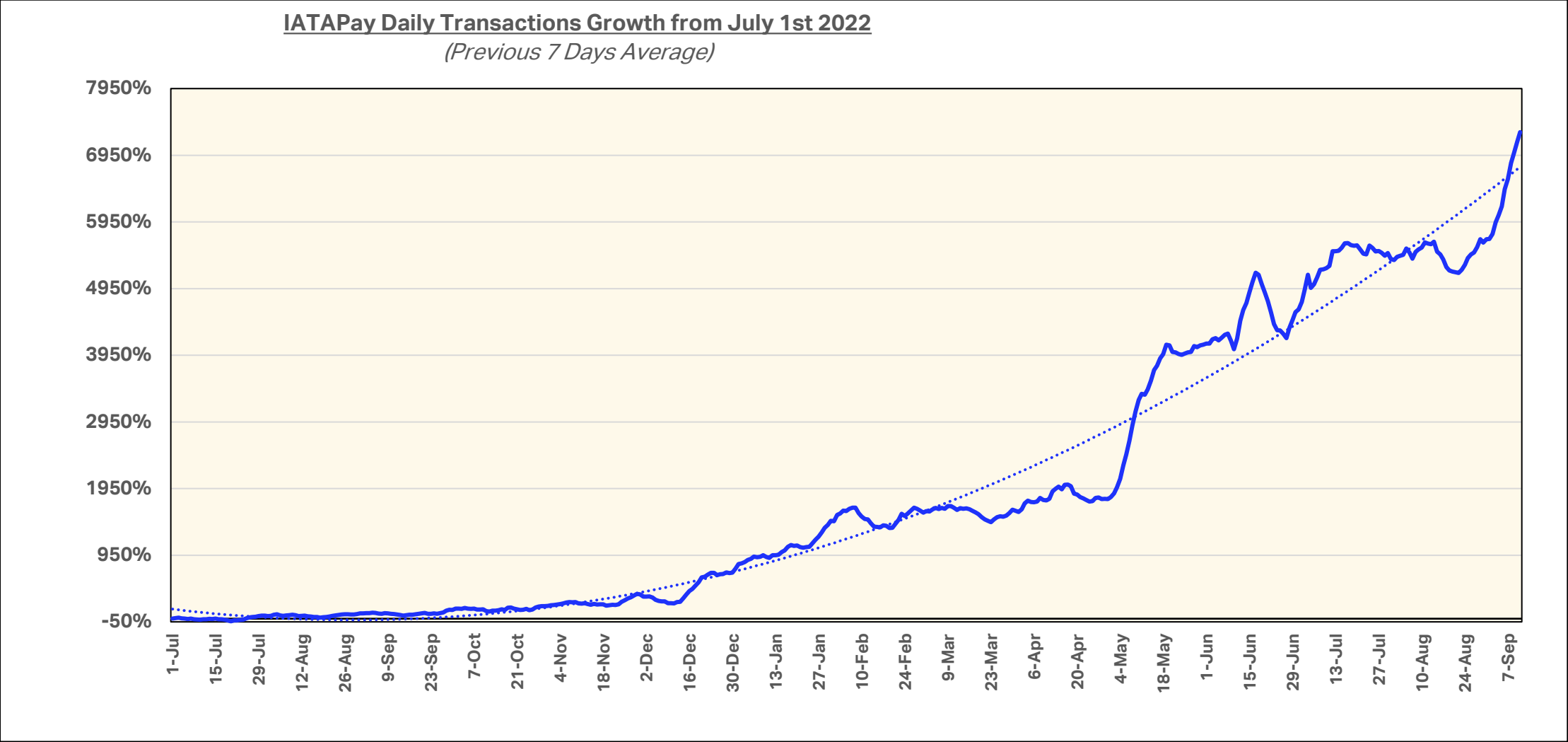
IATAPay Daily Transactions Growth from July 1st 2022
(Previous 7 Days Average)

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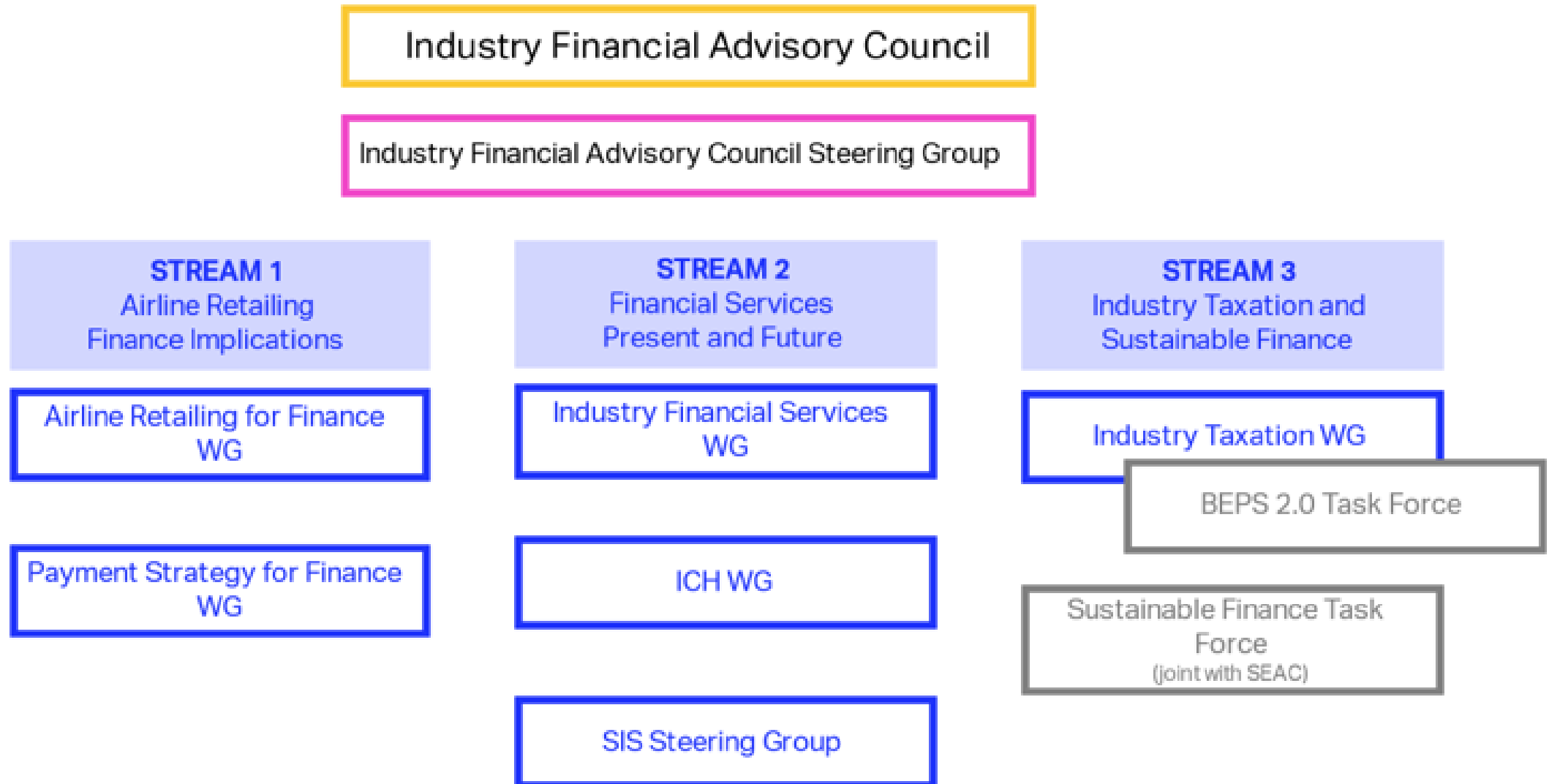IATA

SR2- Report from the SIS Steering Group

Suresh Pereira
Chair, 12th SIS General Meeting (EK)

Agenda

❖ Mandate of SIS Steering Group

❖ SIS Steering Group Members

❖ SIS Steering Group Meetings Agenda

IFAC WG and TF Structure

Industry Financial Advisory Council

Industry Financial Advisory Council Steering Group

STREAM 1
Airline Retailing
Finance Implications

STREAM 2
Financial Services
Present and Future

STREAM 3
Industry Taxation and
Sustainable Finance

Airline Retailing for Finance WG

Industry Financial Services WG

Industry Taxation WG

BEPS 2.0 Task Force

Payment Strategy for Finance WG

ICH WG

Sustainable Finance Task Force
(joint with SEAC)

SIS Steering Group

Mandate of SIS Steering Group

- **Mandate** of SIS Steering Group

  - The SIS Steering Group (SIS SG) shall provide technical guidance to Industry Financial Advisory Council (IFAC) and IATA Management on matters related to the Simplified Invoicing and Settlement (SIS) product.

    - SIS SG Terms of Reference and Mandate are included in SIS Participation Agreement (ISPA), Attachment C / "Governance"

    - 10 areas of activities included in the SIS SG Mandate and are detailed in SIS Participation Agreement (ISPA), Attachment C / "Governance" – Section 1.1

    - 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

Mandate of SIS Steering Group

Areas of activities include:

a) Maintaining global oversight of the ongoing SIS operation and development to ensure that SIS provides cost effective, high quality settlement services that are relevant to IATA members' needs.

b) Providing a consultative forum between IATA management and Member airlines on the efficient operation of the service.

c) Advising IATA management on prioritization of developments and changes to functionalities of the Simplified Invoicing and Settlement System as proposed by the user communities or the service providers and supporting any system testing as requested by IATA.

d) Providing guidance to IATA management in respect of the pricing policies for the operation of the service.

e) Reviewing any audit risk and risk issues associated with the service.

f) Proposing changes to electronic invoicing processes and standards, in particular management of the IS-XML standard for electronic invoicing, determination of e-invoicing formats, submission methods, electronic documentation requirements, and changes to mandatory fields.

g) Reviewing proposed changes in billing rules or transaction processes arising from Industry meetings and consider their implications on service delivery.

h) Drafting and proposing any changes that may be required to the IATA Revenue Accounting Manual after considering inputs from SIS participants.

i) Coordinating with other IATA Industry e-invoicing Services with regards to interfaces between the services.

j) Coordinating with the XML Working Group wherever a common approach to standards may benefit the industry.

SIS Steering Group Members

- 3 years Mandate (renewable once)

- Current SIS SG Mandate: 1st December 2022 to 31st December 2025

- Chair and Vice-Chair appointed by IFAC for a 3 years mandate:

  - SIS SG Chair: Brenda Fullmer – AA / American Airlines

  - SIS SG Vice-Chair: Mengyuan (Chris) Fang – MF / Xiamen Airlines

SIS Steering Group Members

- SIS Steering Group consist of 15 members

- 12 IATA Members Airlines and 3 non-airlines, ex-officio members

  - 5 members appointed by the Industry Financial Advisory Council (IFAC) based on the results of the elections at the SIS General Meeting

  - 5 members with Accounts Payable expertise appointed by the Industry Financial Advisory Council (IFAC) based on members nomination

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

    - Chair of the Airline Billing and Settlement Working Group (ABS WG) *(new group under PSC replacing IBS OPS WG)*
    - Chair of the ACH Revenue Accounting Committee
    - Secretary/Treasurer of the Airlines Clearing House
    - IATA's Director of the Global Delivery Centre
    - IATA's Senior Manager Pay - Account Standards

SIS Steering Group Members

- New SIS SG – 15 members effective 1st December 2022 to 31st December 2025

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

  - 6E - Pramod Kumar
  - CA - Kaihong Zhang
  - MF - Mengyuan (Chris) Fang – **Vice-Chair**
  - TP - Joao Feliciano
  - AC - Sandi Girard*

  * New member - from August 2023

- 5 Members appointed by IFAC – 1st Dec 2022

  - AA – Brenda Fullmer - **Chair**
  - EK - Suresh Pereira
  - KL - Rob Huijsman
  - LH - Guido Baldus
  - QF – David Vaughan

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SIS Steering Group Members

- 5 Ex-officio members

  - Benaifer Bhathena, WestJet (WS) - > Chair of the new Airline Billing and Settlement Working Group (ABS WG)

  - Jerry Fonacier, Hawaiian Airlines (HA) -> Chair of the ACH Revenue Accounting Committee,

  - Lori Tully, Airline Clearing House (ACH) -> Secretary/Treasurer of the Airlines Clearing House,

  - Juan Antonio Rodriguez, IATA -> Director of the Global Delivery Centre

  - Altug Meydanli, IATA -> Senior Manager Pay - Account Standards

- Secretary of the SIS SG:

  - Adina Minculescu, IATA -> Head, Invoicing Services

SIS SG meetings and calls

- Generally, 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 2023, 2 face-to-face meetings:

  - 19th – 20th April 2023 – Montreal

  - 22nd October 2023 - Chicago

- 6 conference calls:

  - 25th January
  - 1st March
  - 7th June
  - 12th July
  - 6th September
  - 11th October

- Next conf calls in 2023:

  - 29th – 30th November – conf call replacing face to face meeting

SIS Steering Group Meetings Agenda

- SIS Operational performance
  - SLA & KPIs
  - Customer Satisfaction Survey
- SIS Financials
  - Review volumes and work with IATA team to reduce cost and prevent a deficit
- Prioritizations of SIS Enhancements
- Supplier Onboarding
- Data Quality
- SIS Audit - SOC2 Certification
- E-Invoicing Legal Compliance
- SIS Industry Webinars series - 4 Webinars held in 2023
- SIS New Functionalities:
  - SIS Bilateral invoices Optional Settlement - SMI B to ICH & ACH
    - In collaboration with ICH WG
  - Passenger flown coupons billed in P1 - speed up the cash flow
    - In collaboration with ICH WG & ABS WG

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Global economic activity has moderated
And appears to have stabilized at around its long-run average rate

Per cent growth (yoy)

Legend: Global GDP growth — Advanced economies — Emerging economies

4.0
3.0
1.5

Source: IMF

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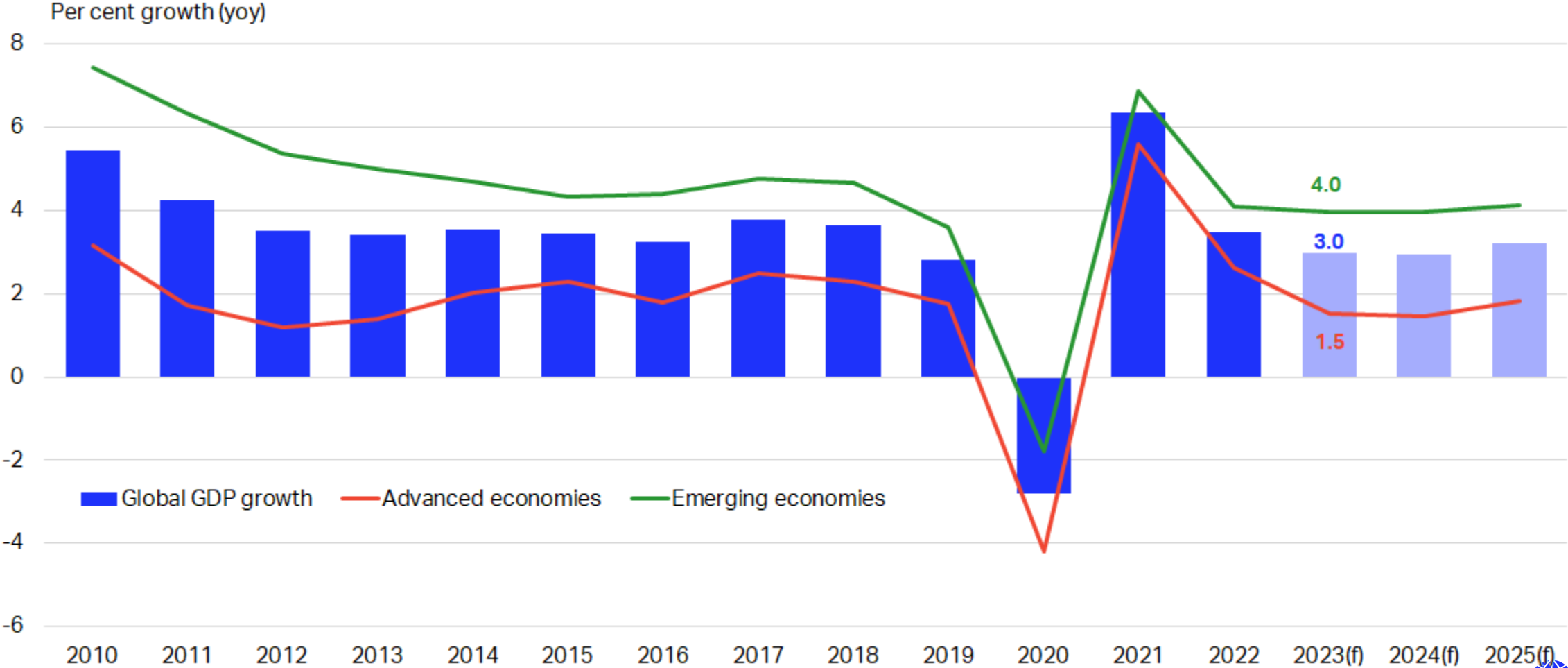
A positive global economic growth outlook for 2024

Legend: ● 6% or more ● 3% - 6% ● 0% - 3% ● -3% - 0 ● less than -3% ● no data
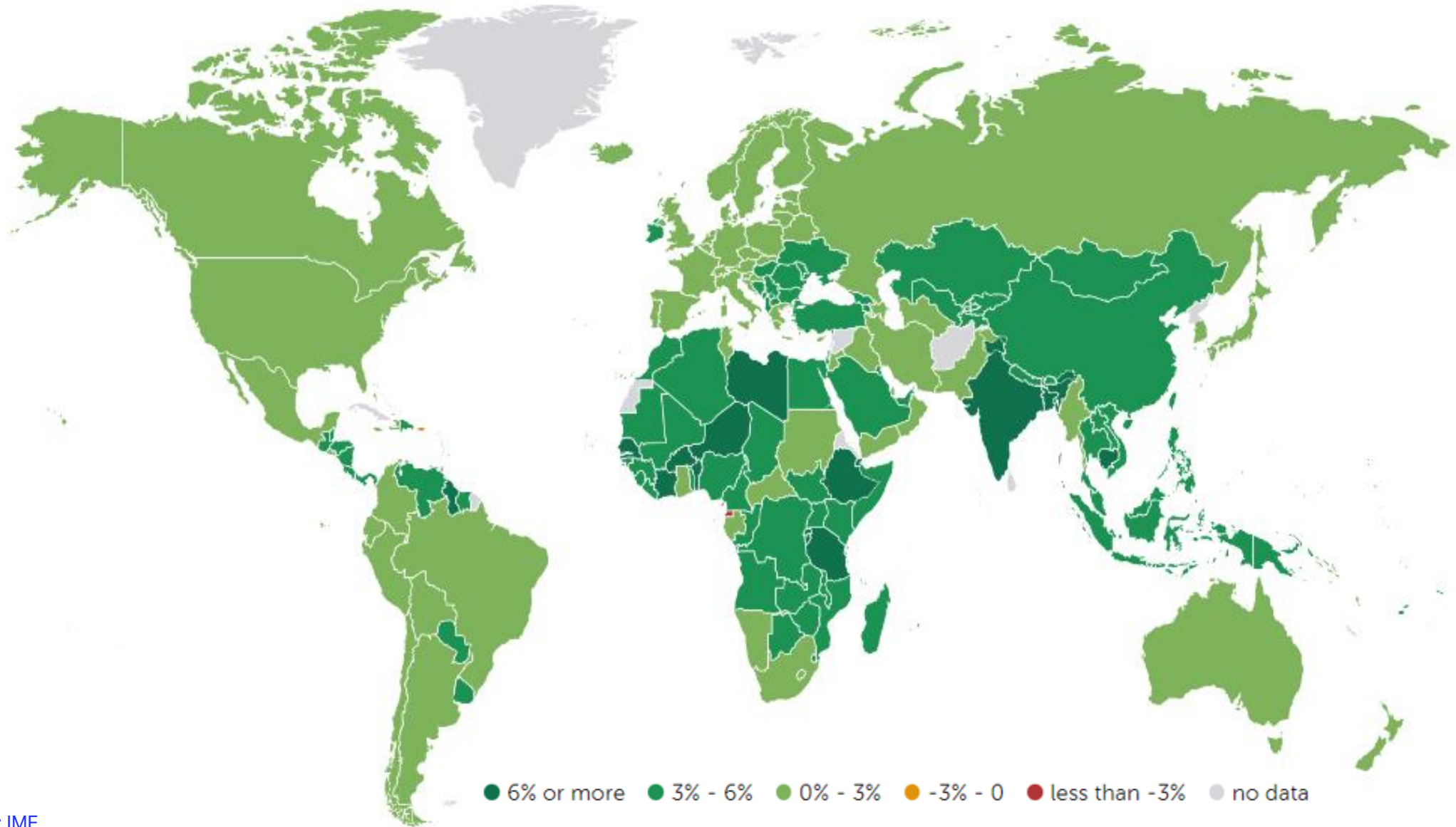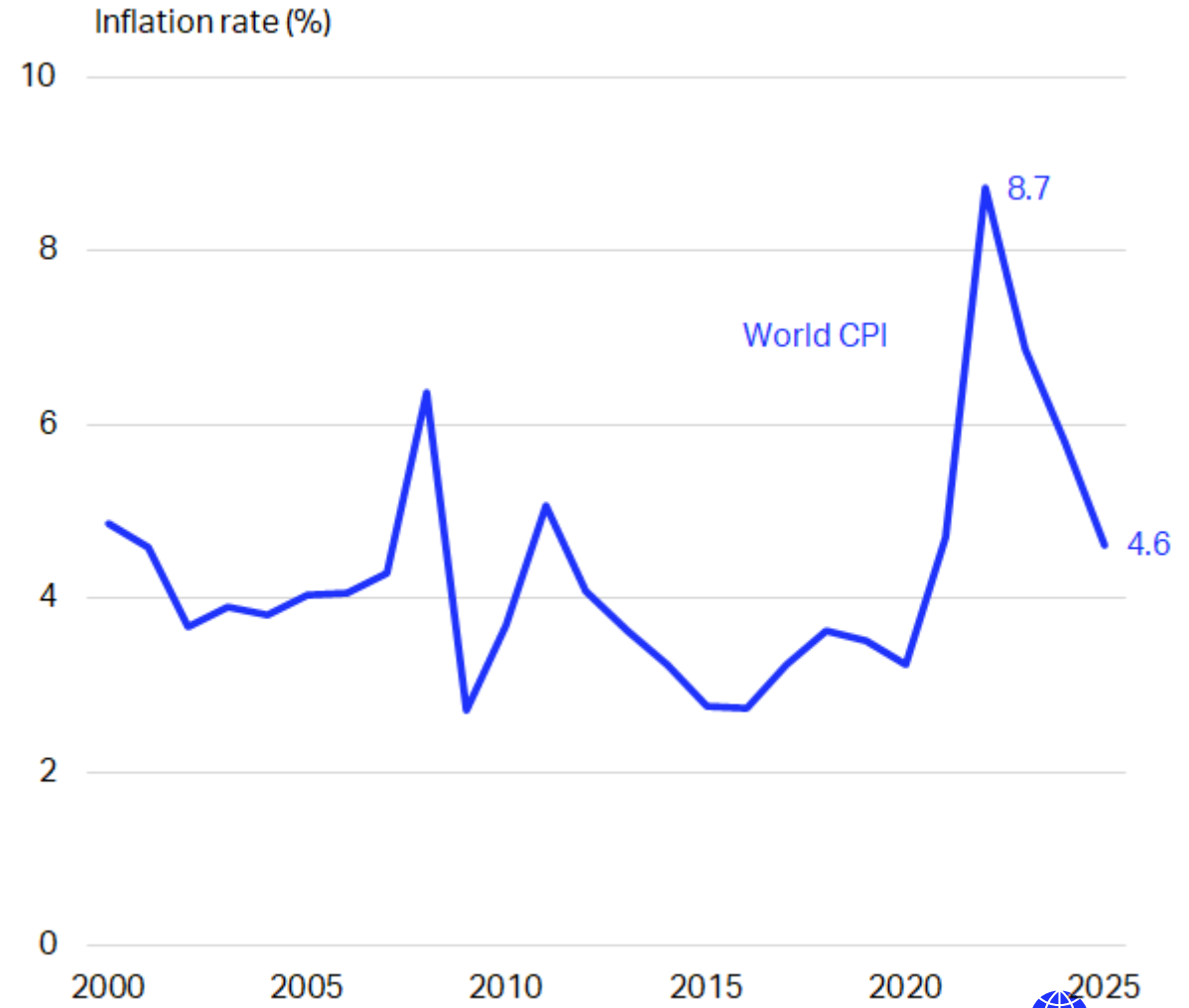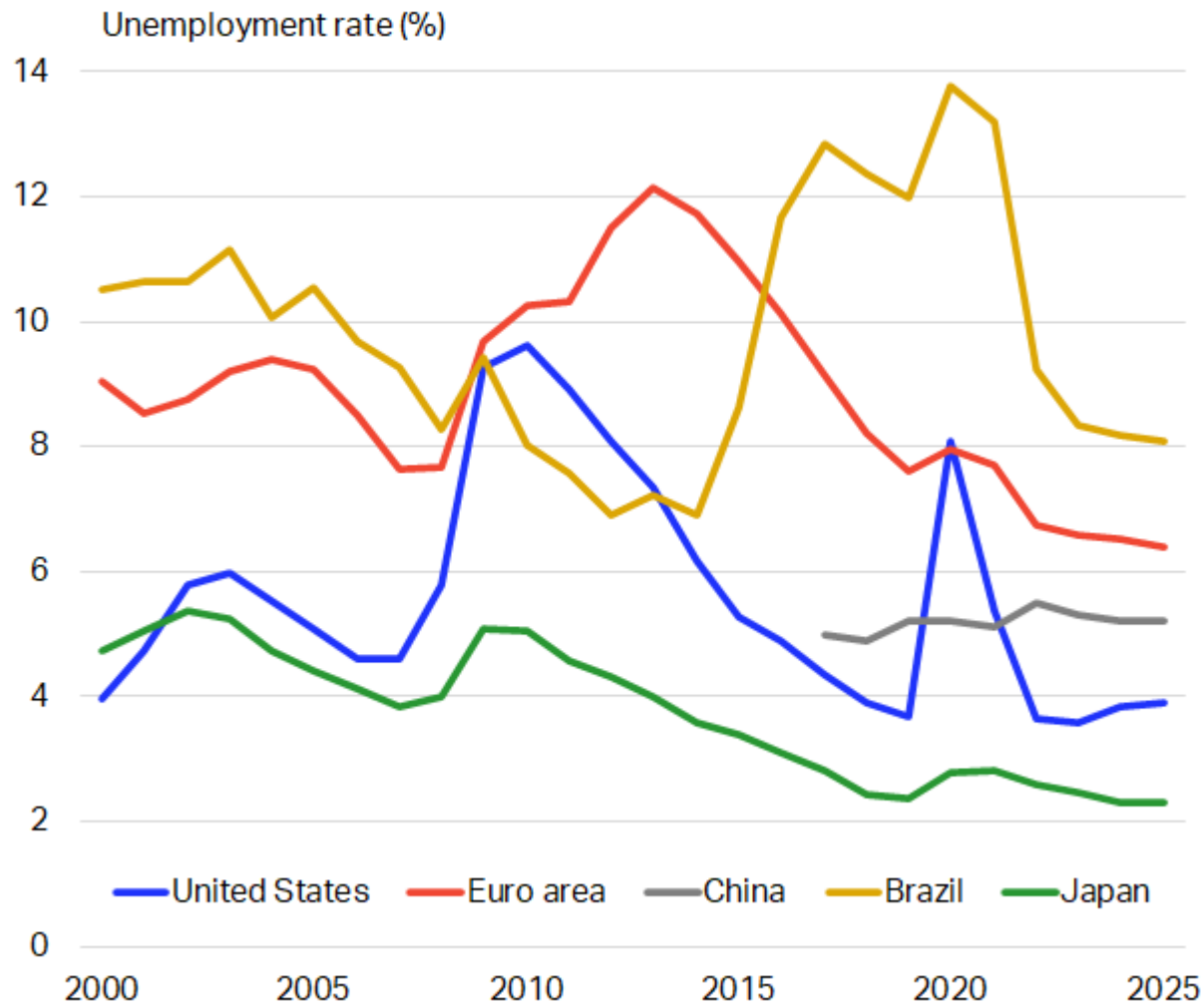
Source: IMF

Labor markets remain robust, supporting demand
While inflation – but not necessarily interest rates – has likely peaked

Unemployment rate (%)

Legend: United States, Euro area, China, Brazil, Japan

Inflation rate (%)

World CPI — 8.7, 4.6

Source: IMF

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Oil prices are rising again
And the crack spread is also (re)widening, adding to fuel costs

Jet Fuel Price vs Crude Oil Price

USD/bbl

Legend: Crack Spread | Jet Fuel Price | Dated Brent
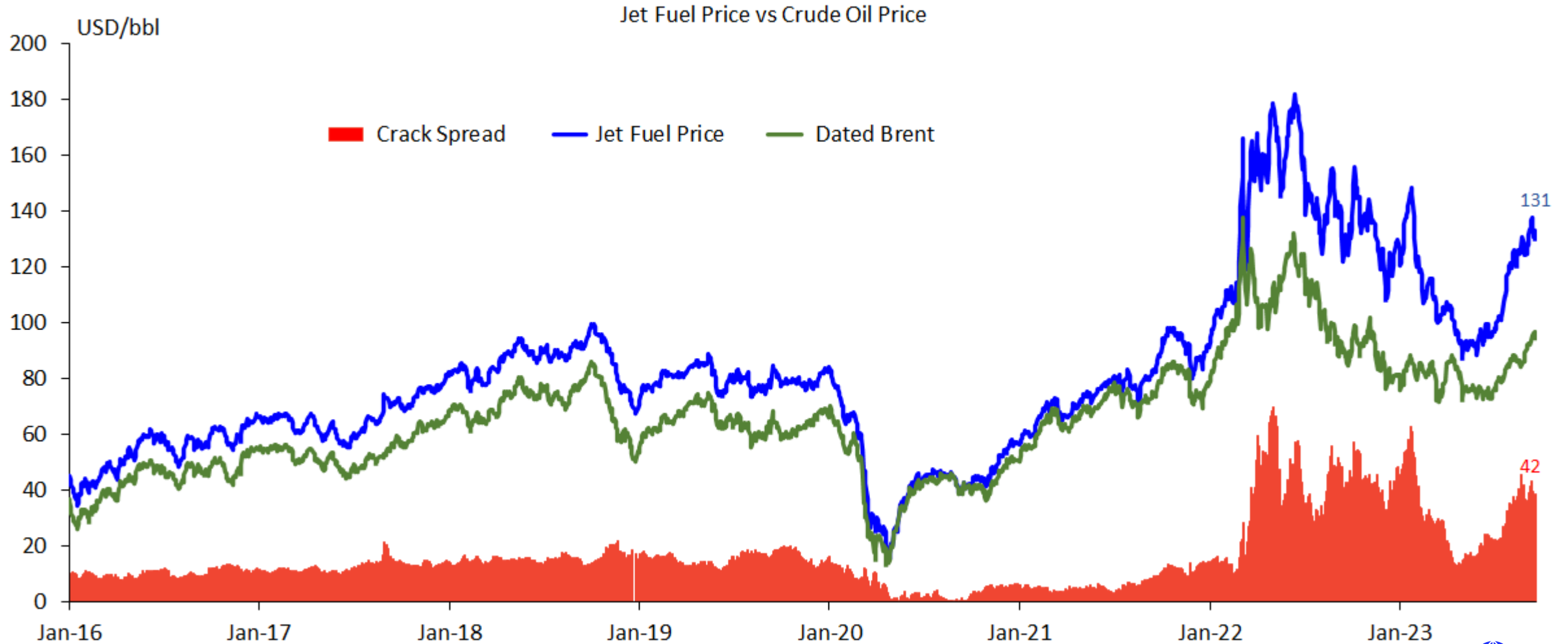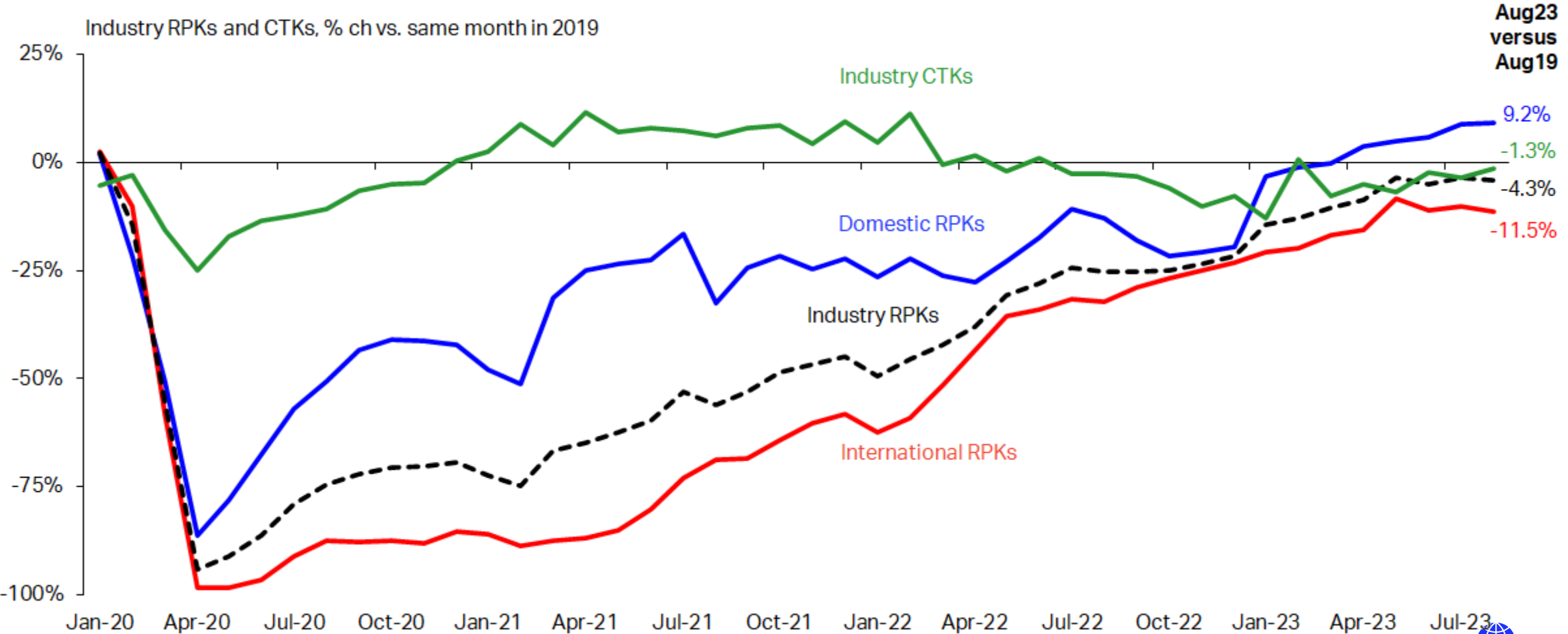
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Total passenger traffic is just 4.3% short of 2019 level
Domestic RPKs have been above 2019 levels since April

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

Aug23 versus Aug19

Industry CTKs

Domestic RPKs

Industry RPKs

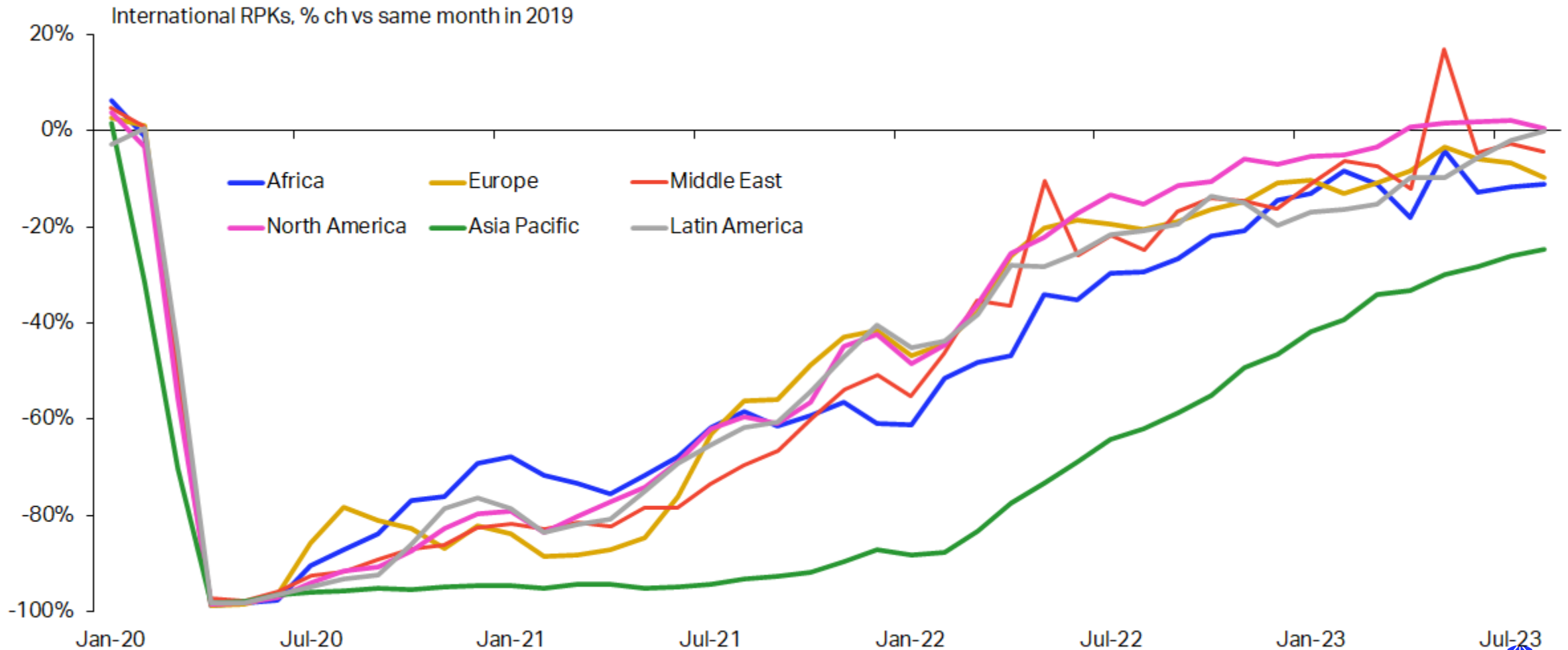International RPKs

9.2%
-1.3%
-4.3%
-11.5%

Source: IATA Sustainability & Economics

The international travel recovery is well-established
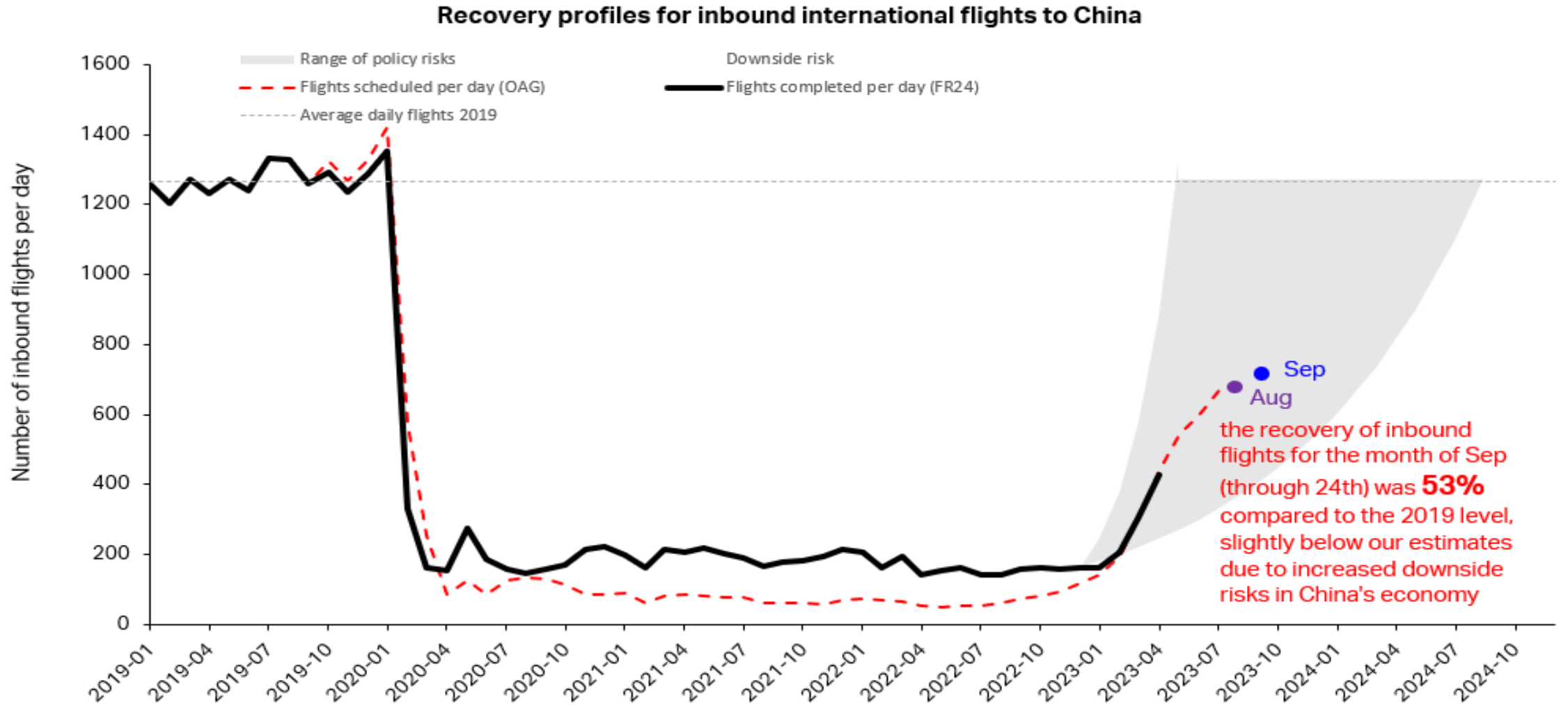## Market re-openings give 'catch-up' momentum to Asia

International RPKs, % ch vs same month in 2019

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

Source: IATA Sustainability & Economics

A strong initial outturn for China's INT recovery
But some recent evidence of moderation

Recovery profiles for inbound international flights to China

Legend:
- Range of policy risks
- Flights scheduled per day (OAG)
- Average daily flights 2019
- Downside risk
- Flights completed per day (FR24)

Sep
Aug

the recovery of inbound flights for the month of Sep (through 24th) was **53%** compared to the 2019 level, slightly below our estimates due to increased downside risks in China's economy
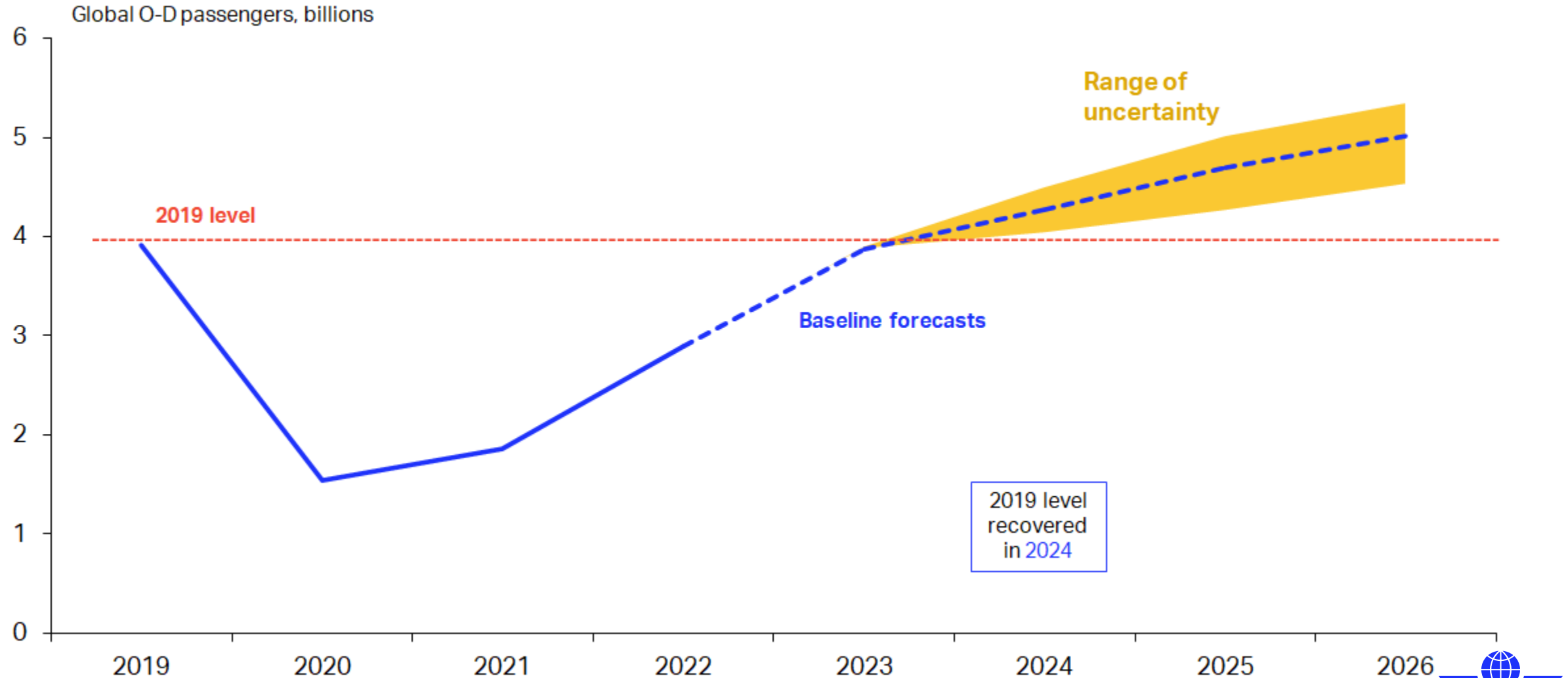
Source: IATA Sustainability & Economics using FlightRadar24 under license, OAG data

Passenger traffic expected to recover in 2024
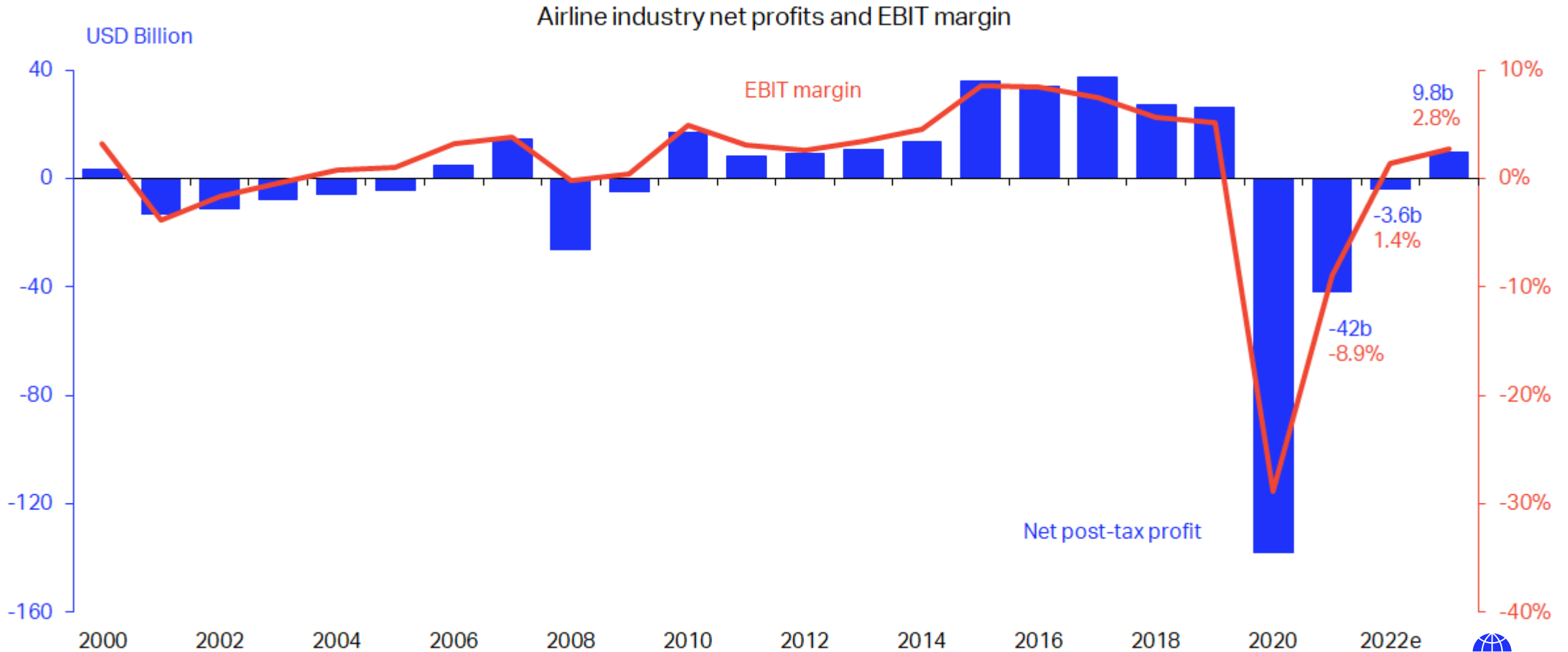## Risks are now more balanced, but still tilted to the downside

Global O-D passengers, billions

Range of uncertainty

2019 level

Baseline forecasts

2019 level recovered in 2024

Financial performance has rebounded strongly
Industry to return to profitability in 2023, led by NthAm, Europe, ME

Airline industry net profits and EBIT margin

USD Billion

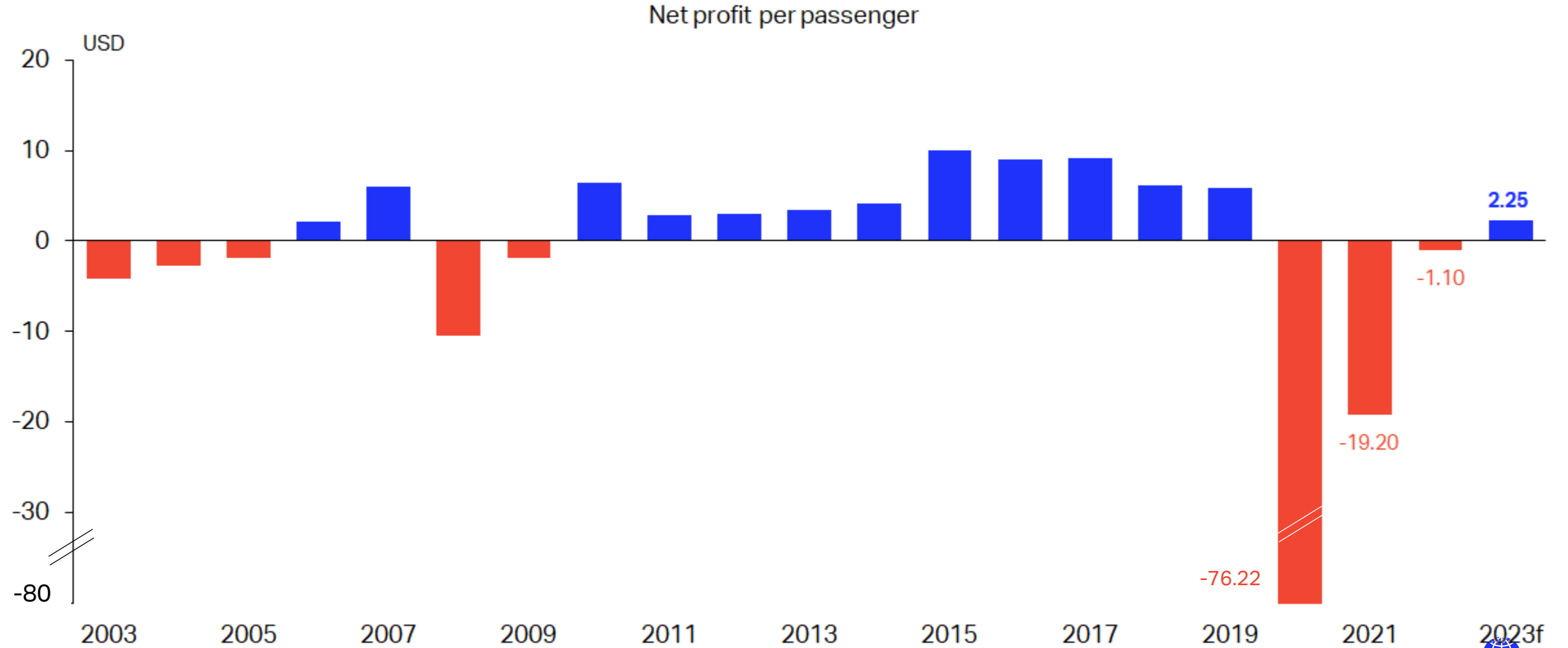EBIT margin

Net post-tax profit

9.8b
2.8%

-3.6b
1.4%

-42b
-8.9%

Source: IATA Sustainability & Economics.

A remarkable financial turnaround...
But profits remain slim at just $2.25 per passenger

Net profit per passenger

USD

Source: IATA Sustainability & Economics

Industry confidence upbeat for the passenger segment
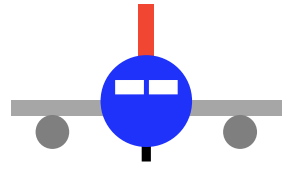## ...but a more challenging operating environment expected for cargo

Weighted score (50 = no change)

Pax volumes - next 12 months

Cargo volumes - next 12 months
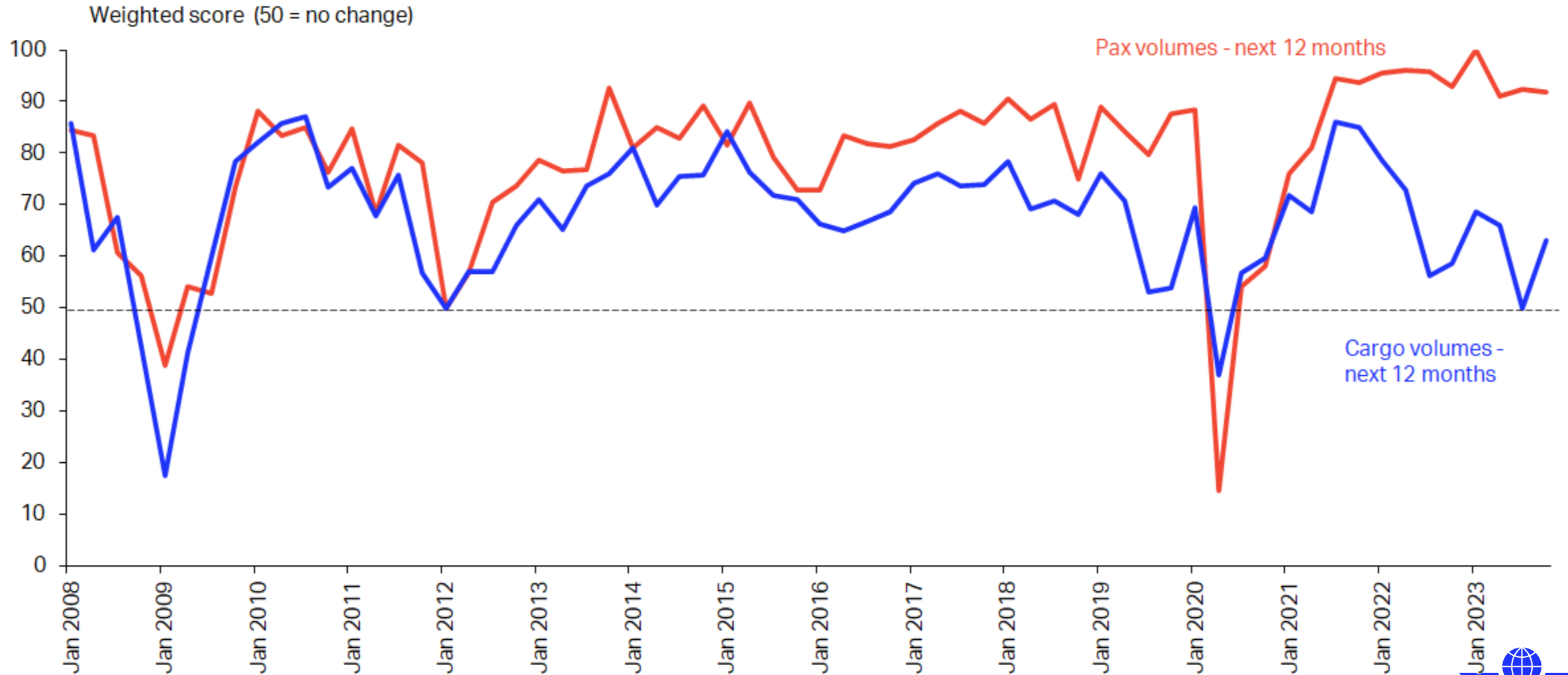
Source: IATA

*Quarterly data

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Key risks

- As always, there are both upside & downside risks around the near-term outlook.

These include:
- Geopolitical risks

    - Including oil prices

- Macro-economic headwinds

    - softer growth, persistent inflation, possibility of recession

- Labour markets – unemployment rates are low which supports demand

    - but labour & skill shortages are raising costs and impacting operations

- Pent-up demand helps to overcome cost pressures, but this impact is temporary

- Costs of the sustainability transition and regulatory intervention

Contact the team at:

economics@iata.org

www.iata.org/economics

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SR4- SIS General Update

Kirk Pereira
Head, Standardization Invoicing (IATA)

170mil
(+109%)
Transactions processed

1.4mil
(20%)
Invoices processed

37
New Suppliers signature

$57bil
(+120%)
Total USD Value processed

100,273
Companies receiving invoices

620
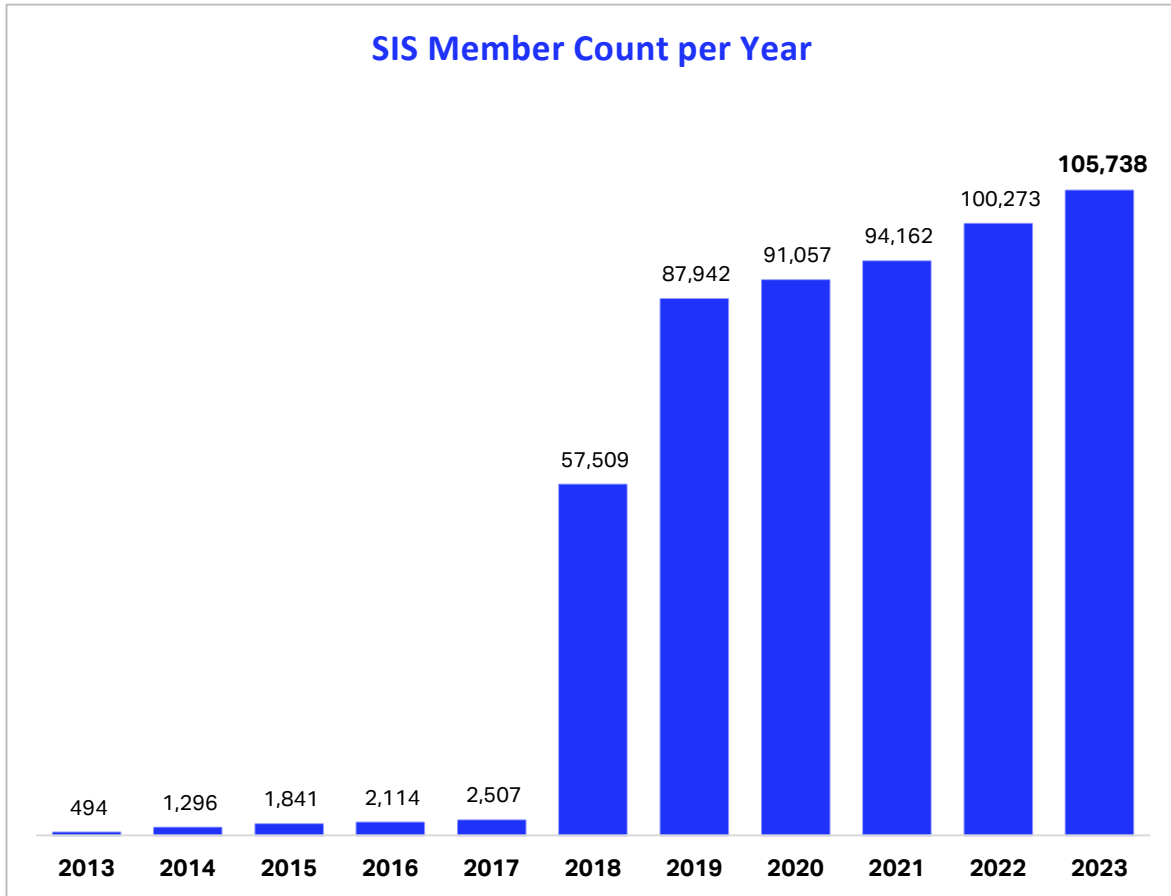Companies sending invoices

1.72 US Cents
Unit Cost (-57%)

+6%
Bilateral Invoice Growth

SIS Scorecard 2022

12th SIS General Meeting – 24 October 2023

SIS Agreements

SIS Member Count per Year

Year	Count
2013	494
2014	1,296
2015	1,841
2016	2,114
2017	2,507
2018	57,509
2019	87,942
2020	91,057
2021	94,162
2022	100,273
2023	105,738

Membership Category	September 2023	2022	% Change
ISPA Airline	461	449	3%
ISPA Supplier	104	106	-2%
ISUA Airline	5	6	-17%
ISUA Supplier	197	173	14%
ISUA Agent UATP	9	7	29%
E&F Customers	96	94	2%
IATA Offices	19	19	0%
TOU	2,145	2,088	3%
TOU UATP USS MERC.	51	0	-
Sub Total	3,087	2,942	5%
TOU Agents*	102,651	97,331	5%
TOTAL	105,738	100,273	5%

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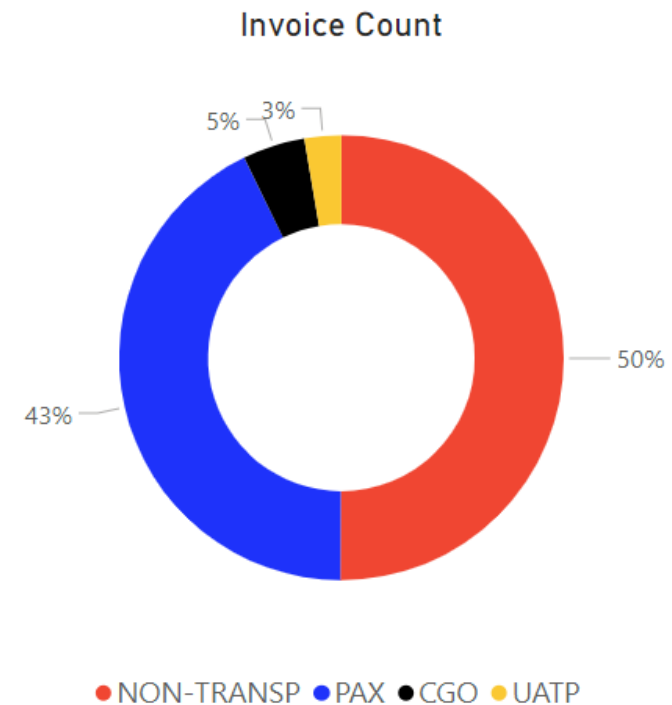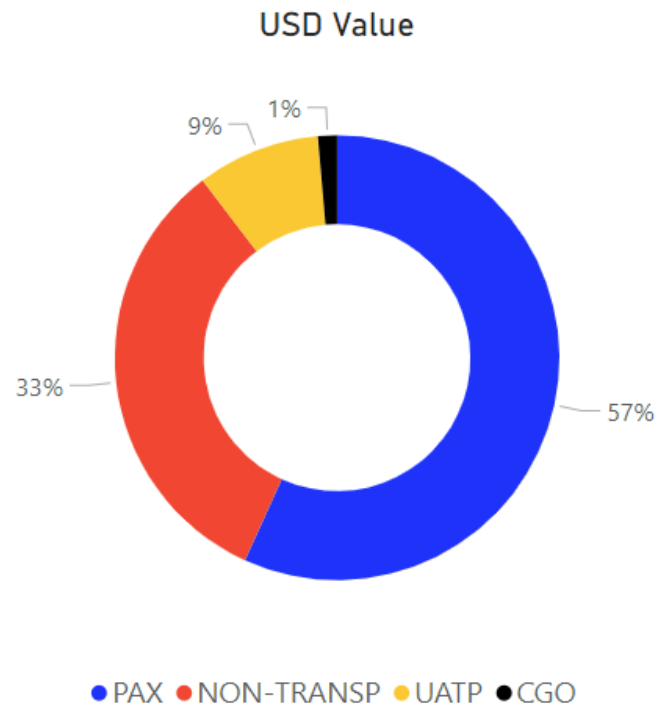
Billing Summary

2023 vs Previous Years

In comparison to 2022...
invoice value increased by **40%**
invoice count increased by **14%**.
transaction count increased by **34%**

Billing Type	Jan - Sep 2023			Jan - Sep 2022			Jan - Sep 2019		
	USD Value (in billions)	Count of Invoices	Count of Transactions	USD Value (in billions)	Count of Invoices	Count of Transactions	USD Value (in billions)	Count of Invoices	Count of Transactions
PAX	$32.79	464,323	142,886,487	$22.38	372,446	104,530,005	$29.18	591,401	151,238,764
NON-TRANSP	$19.02	539,910	19,195,636	$14.36	504,570	16,076,378	$20.87	600,785	19,773,864
CGO	$0.82	50,591	616,569	$0.89	46,492	532,702	$0.81	89,724	1,074,003
UATP	$5.02	29,781	1,102,482	$3.45	26,193	916,000	$6.46	28,292	1,202,370
TOTAL	**$57.65**	**1,084,605**	**163,801,174**	**$41.08**	**949,701**	**122,055,085**	**$57.31**	**1,310,202**	**173,289,001**

Billing Type	2023 vs 2022			2023 vs 2019		
	% Change USD Value	% Change Invoice Count	% Change Transactions	% Change USD Value	% Change Invoice Count	% Change Transactions
PAX	47%	25%	37%	12%	-21%	-6%
NON-TRANSP	32%	7%	19%	-9%	-10%	-3%
CGO	-8%	9%	16%	2%	-44%	-43%
UATP	46%	14%	20%	-22%	5%	-8%
TOTAL	**40%**	**14%**	**34%**	**1%**	**-17%**	**-5%**

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Billing Values and Counts by Category
Jan-Sep 2023 share of billing category in total

USD Value

1%
9%
33%
57%

● PAX ● NON-TRANSP ● UATP ● CGO

Invoice Count

3%
5%
50%
43%

● NON-TRANSP ● PAX ● CGO ● UATP

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Billing Values through SIS - Overall
USD Value (in Mil.) 2023 vs Previous Years

Overall
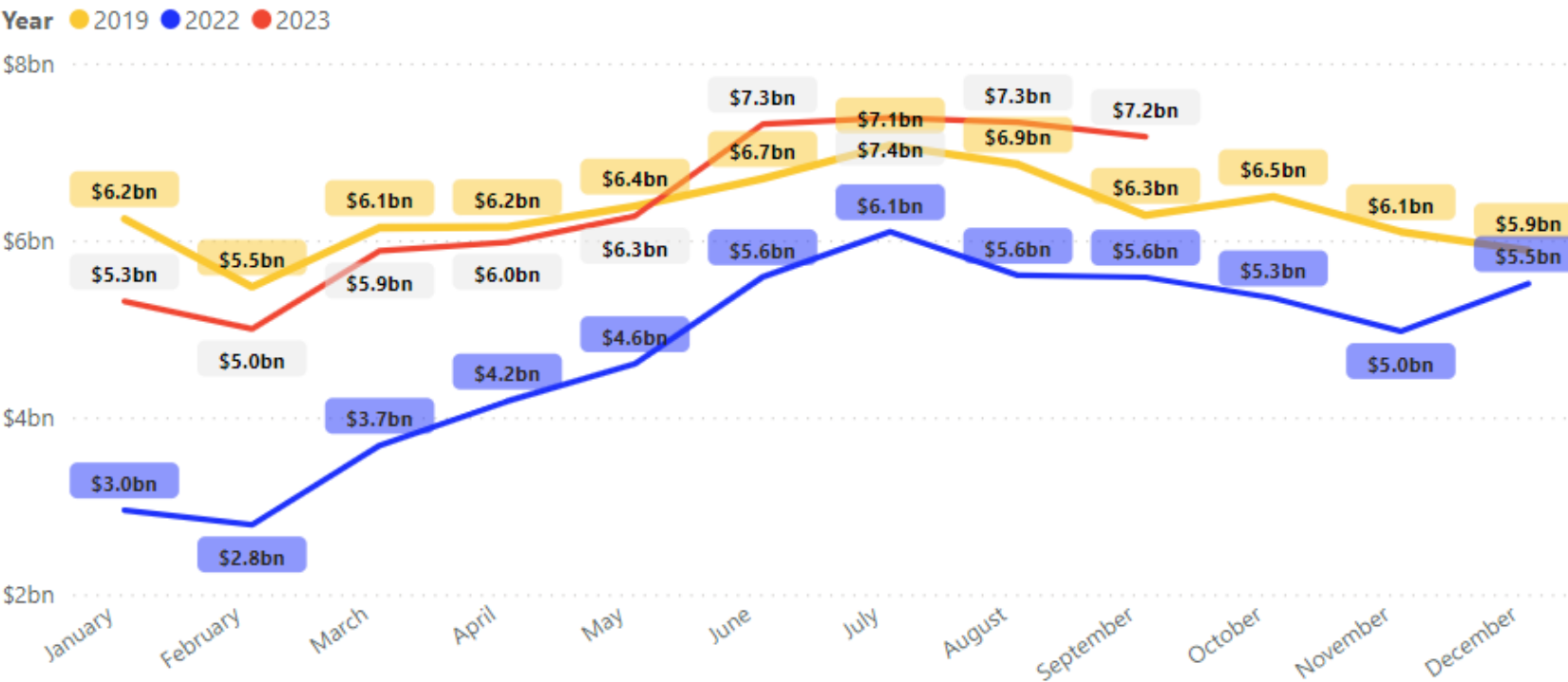
Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	$5,312M	$2,953M	80%	$6,244M	-15%
February	$5,001M	$2,786M	80%	$5,473M	-9%
March	$5,880M	$3,683M	60%	$6,144M	-4%
April	$5,980M	$4,183M	43%	$6,154M	-3%
May	$6,275M	$4,606M	36%	$6,386M	-2%
June	$7,312M	$5,588M	31%	$6,697M	9%
July	$7,384M	$6,097M	21%	$7,076M	4%
August	$7,336M	$5,604M	31%	$6,858M	7%
September	$7,171M	$5,583M	28%	$6,282M	14%
YTD	**$57,651M**	**$41,083M**	**40%**	**$57,314M**	**1%**

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Billing Values by Billing Category - PAX
USD Value (in Mill) 2023 vs Previous Years

PAX
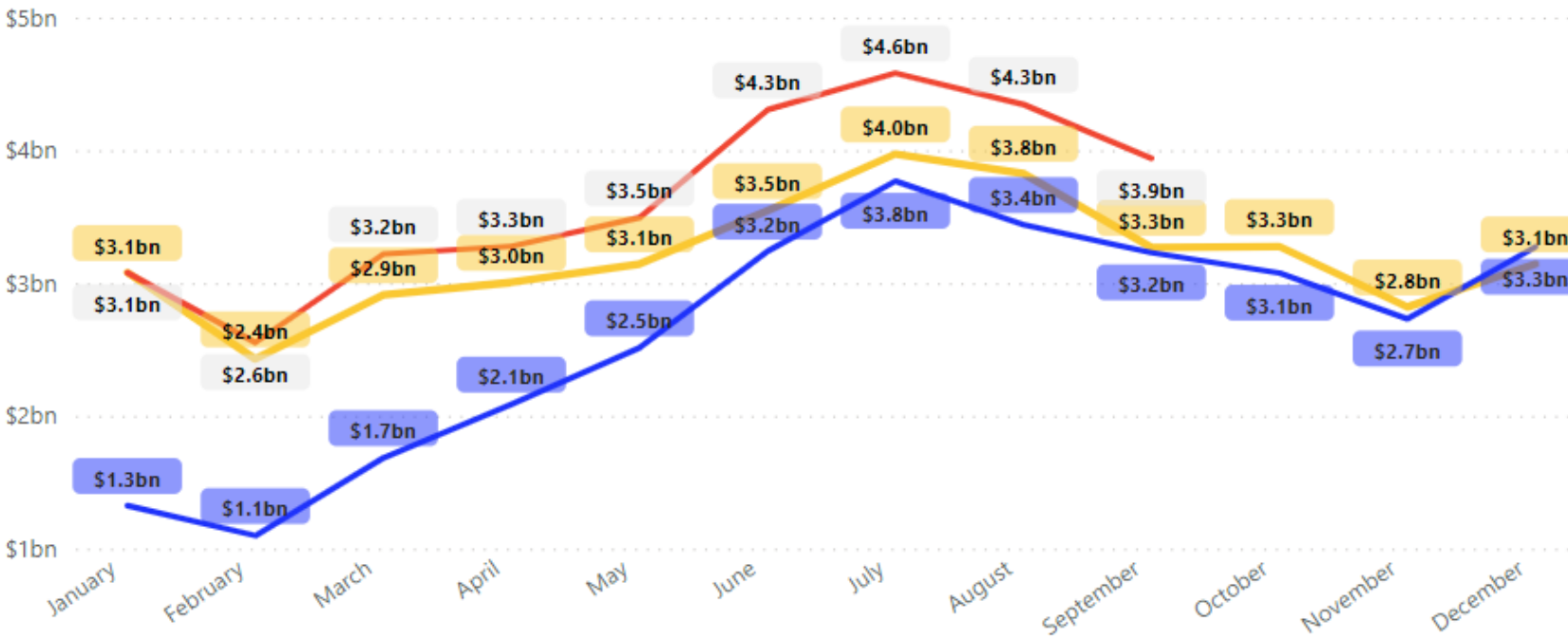
Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	$3,080M	$1,324M	133%	$3,079M	0%
February	$2,553M	$1,098M	132%	$2,429M	5%
March	$3,219M	$1,685M	91%	$2,911M	11%
April	$3,277M	$2,088M	57%	$3,005M	9%
May	$3,492M	$2,512M	39%	$3,144M	11%
June	$4,304M	$3,239M	33%	$3,545M	21%
July	$4,581M	$3,768M	22%	$3,971M	15%
August	$4,346M	$3,440M	26%	$3,826M	14%
September	$3,940M	$3,229M	22%	$3,269M	21%
YTD	**$32,792M**	**$22,383M**	**47%**	**$29,179M**	**12%**

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Billing Values by Billing Category - MISC
USD Value (in Mill) 2023 vs Previous Years

Non-Transp
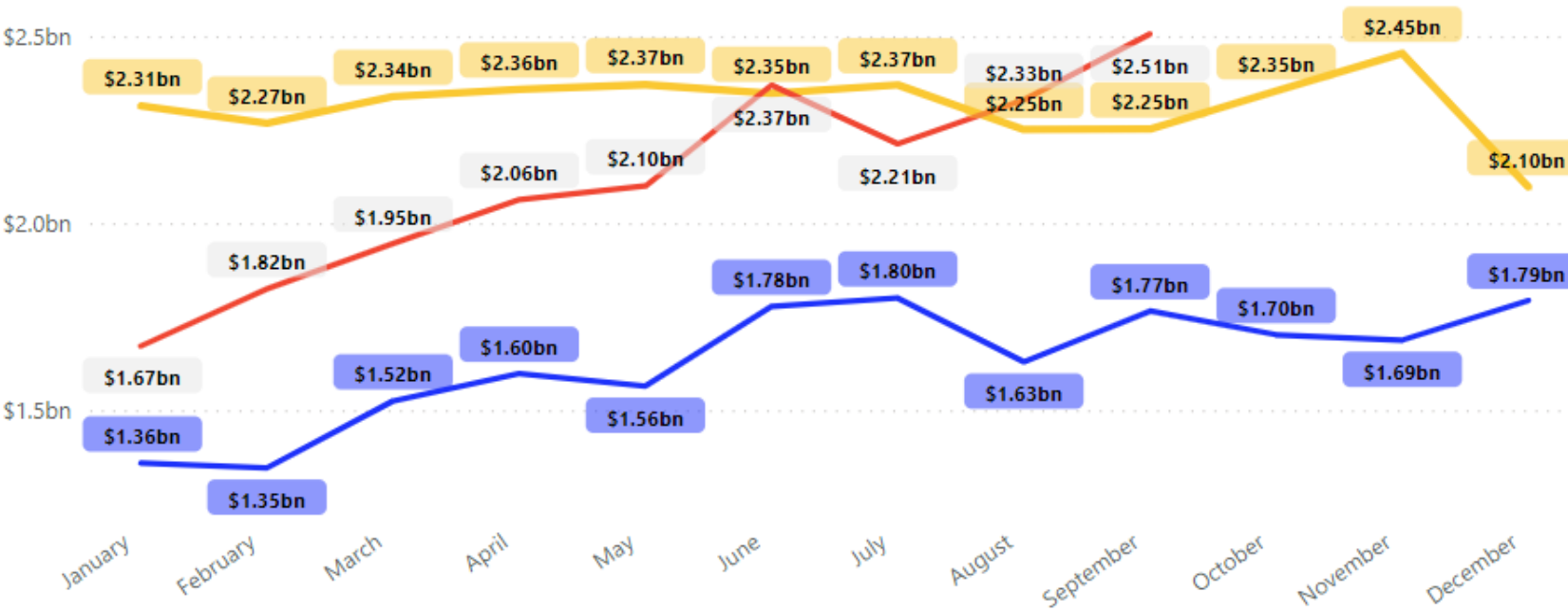
Year ● 2019 ● 2022 ● 2023

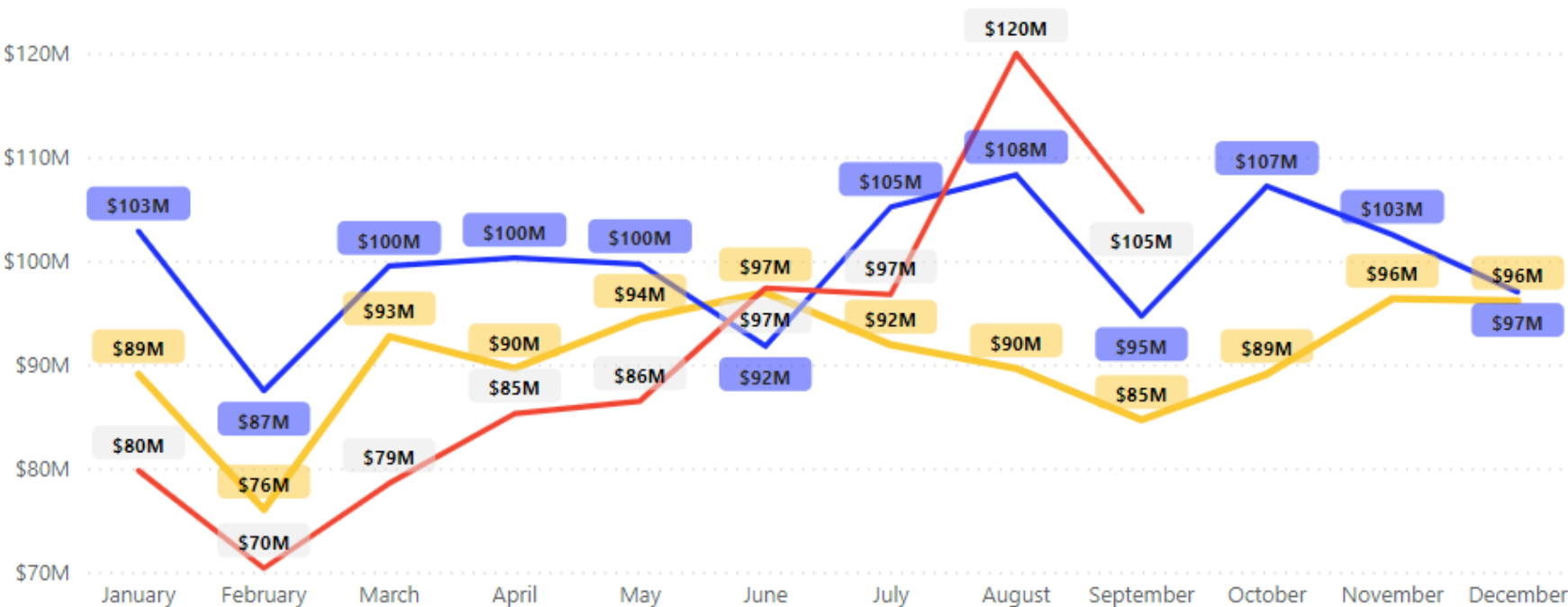| Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	$1,672M	$1,359M	23%	$2,314M	-28%
February	$1,825M	$1,346M	36%	$2,267M	-20%
March	$1,946M	$1,525M	28%	$2,339M	-17%
April	$2,063M	$1,598M	29%	$2,358M	-13%
May	$2,100M	$1,565M	34%	$2,370M	-11%
June	$2,369M	$1,777M	33%	$2,347M	1%
July	$2,212M	$1,800M	23%	$2,370M	-7%
August	$2,329M	$1,629M	43%	$2,251M	4%
September	$2,506M	$1,765M	42%	$2,252M	11%
YTD	$19,021M	$14,364M	32%	$20,867M	-9%

IATA

Billing Values by Billing Category - CGO

USD Value (in Mill) 2023 vs Previous Years

CGO

Year ● 2019 ● 2022 ● 2023

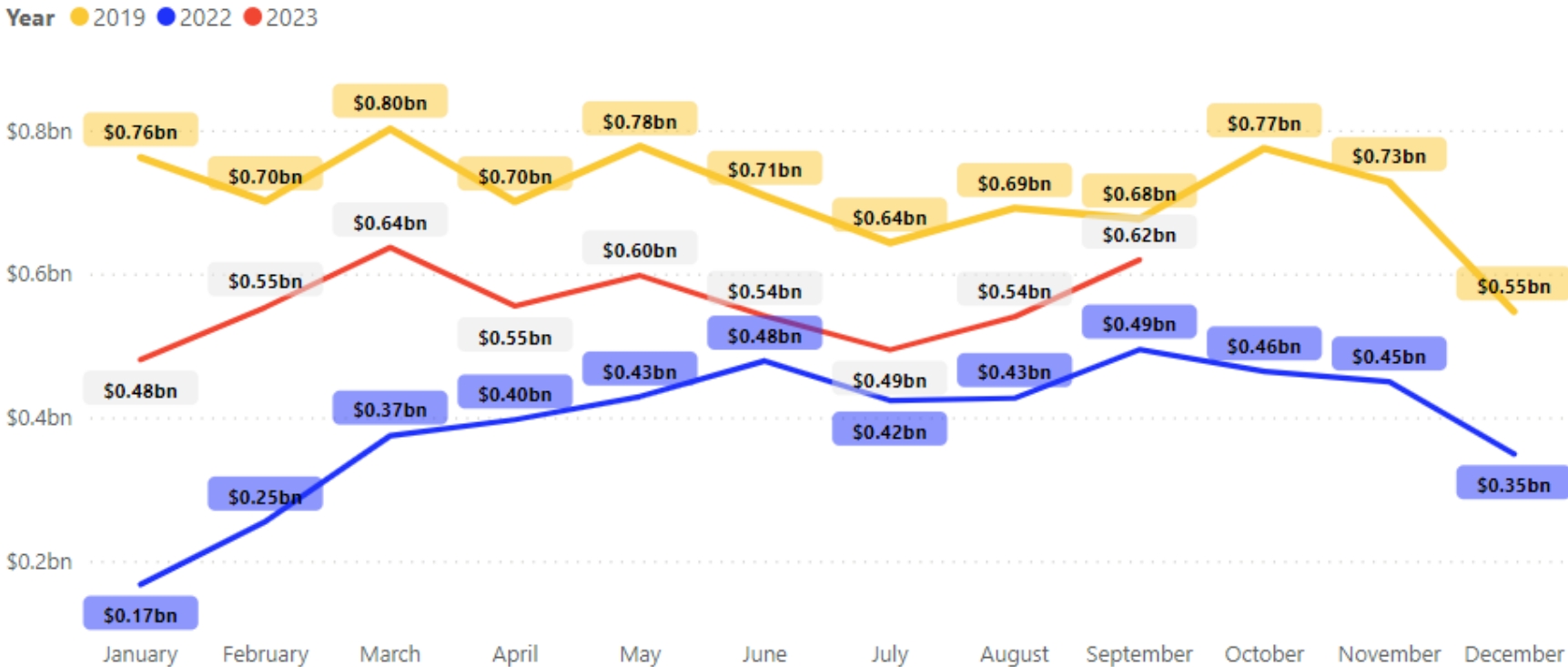| Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	$80M	$103M	-22%	$89M	-10%
February	$70M	$87M	-20%	$76M	-7%
March	$79M	$100M	-21%	$93M	-15%
April	$85M	$100M	-15%	$90M	-5%
May	$86M	$100M	-13%	$94M	-8%
June	$97M	$92M	6%	$97M	0%
July	$97M	$105M	-8%	$92M	5%
August	$120M	$108M	11%	$90M	34%
September	$105M	$95M	11%	$85M	24%
YTD	**$819M**	**$890M**	**-8%**	**$805M**	**2%**

IATA

Billing Values by Billing Category - UATP
USD Value (in Mill) 2023 vs Previous Years

UATP

Year ● 2019 ● 2022 ● 2023

Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	$481M	$167M	188%	$762M	-37%
February	$554M	$255M	117%	$701M	-21%
March	$637M	$375M	70%	$802M	-21%
April	$555M	$397M	40%	$701M	-21%
May	$598M	$429M	39%	$777M	-23%
June	$541M	$479M	13%	$708M	-24%
July	$494M	$424M	17%	$643M	-23%
August	$540M	$427M	27%	$691M	-22%
September	$620M	$494M	25%	$677M	-8%
YTD	**$5,018M**	**$3,446M**	**46%**	**$6,463M**	**-22%**

IATA

Number of Invoices through SIS - Overall

2023 vs Previous Years

Overall
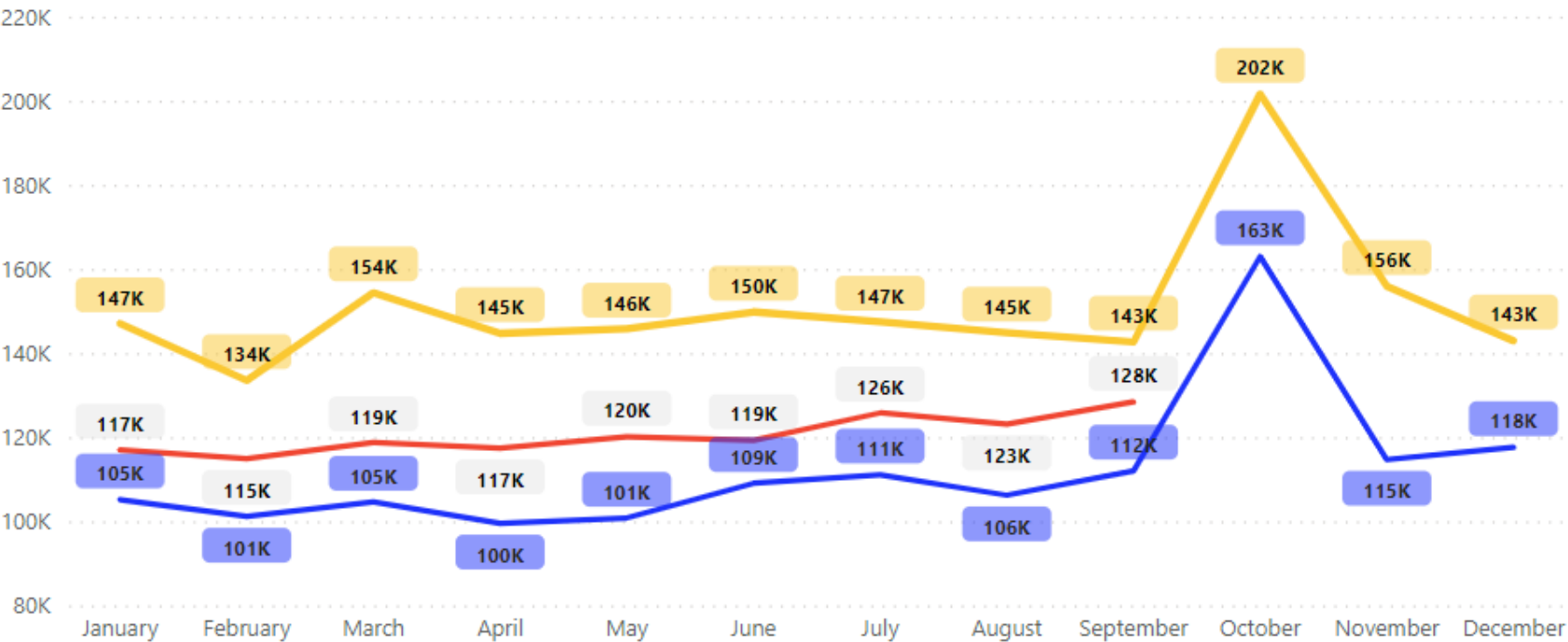
Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	116,981	105,162	11%	147,046	-20%
February	114,877	101,157	14%	133,534	-14%
March	118,749	104,613	14%	154,408	-23%
April	117,397	99,539	18%	144,703	-19%
May	120,078	100,810	19%	145,770	-18%
June	119,242	109,059	9%	149,794	-20%
July	125,794	111,098	13%	147,428	-15%
August	123,087	106,241	16%	144,832	-15%
September	128,400	112,022	15%	142,687	-10%
YTD	**1,084,605**	**949,701**	**14%**	**1,310,202**	**-17%**

IATA

Number of Invoices through SIS - PAX

2023 vs Previous Years

PAX
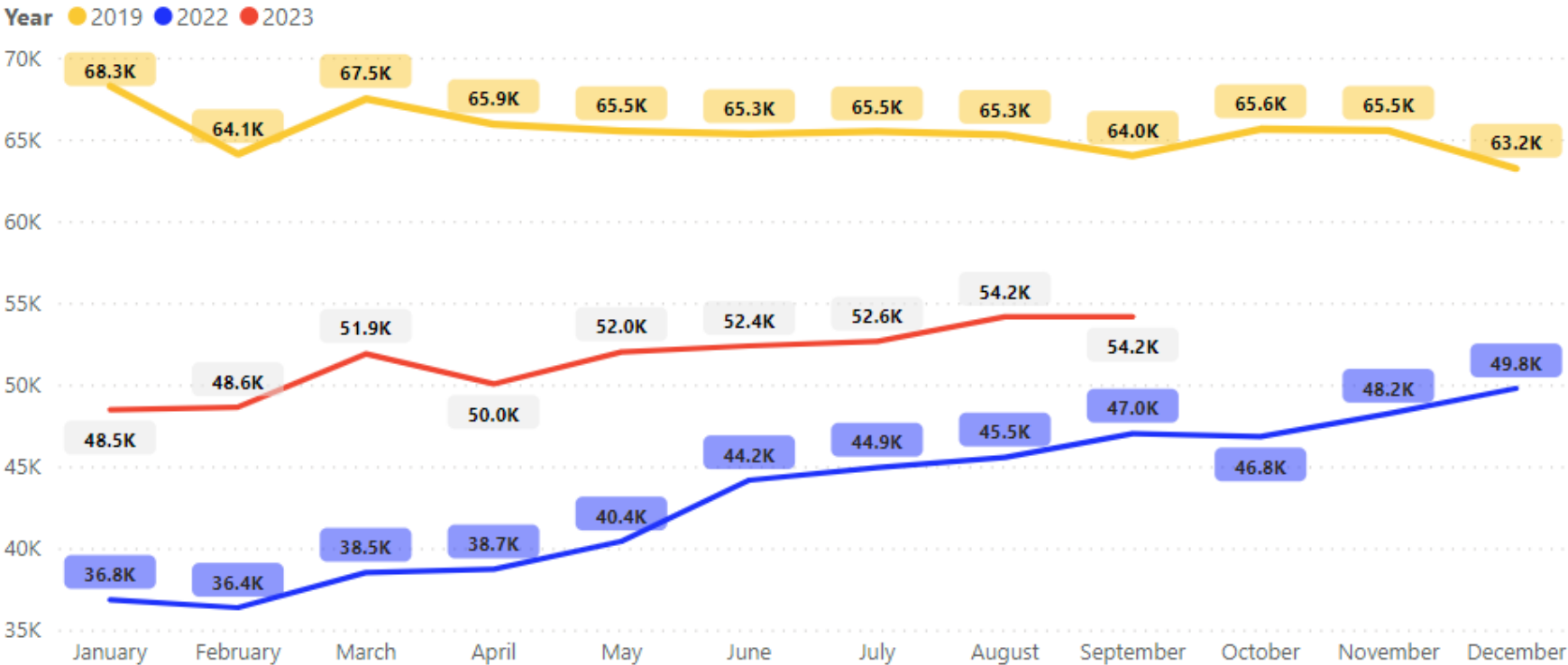
Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	48,467	36,839	32%	68,268	-29%
February	48,623	36,360	34%	64,105	-24%
March	51,886	38,501	35%	67,478	-23%
April	50,039	38,701	29%	65,936	-24%
May	51,994	40,411	29%	65,508	-21%
June	52,372	44,158	19%	65,325	-20%
July	52,635	44,924	17%	65,495	-20%
August	54,155	45,548	19%	65,282	-17%
September	54,152	47,004	15%	64,004	-15%
YTD	**464,323**	**372,446**	**25%**	**591,401**	**-21%**

IATA

Number of Invoices through SIS - MISC

2023 vs Previous Years

Non-Transp
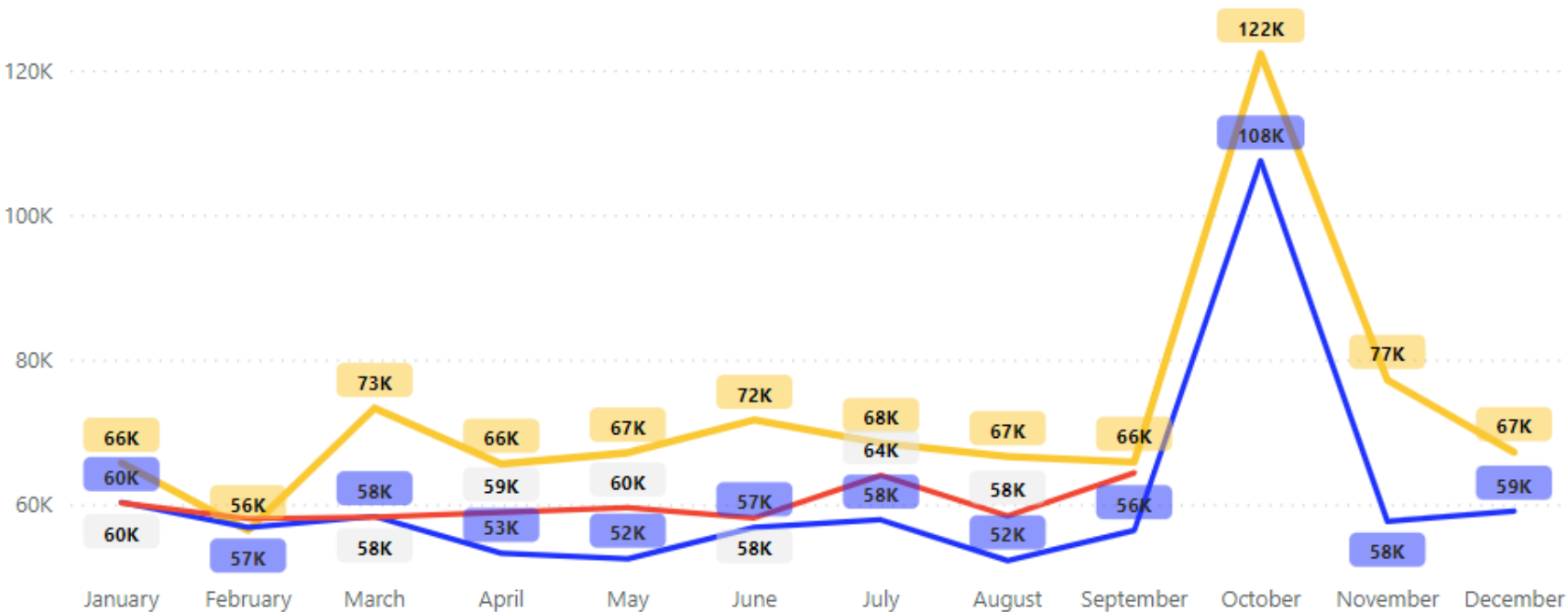
Year ● 2019 ● 2022 ● 2023

Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	60,216	60,292	-0%	65,725	-8%
February	58,038	56,837	2%	56,417	3%
March	58,265	58,339	-0%	73,307	-21%
April	58,885	53,266	11%	65,590	-10%
May	59,547	52,482	13%	67,128	-11%
June	58,143	56,824	2%	71,663	-19%
July	64,030	57,871	11%	68,462	-6%
August	58,415	52,243	12%	66,636	-12%
September	64,371	56,416	14%	65,857	-2%
YTD	**539,910**	**504,570**	**7%**	**600,785**	**-10%**

IATA

Number of Invoices through SIS - CGO

2023 vs Previous Years

CGO
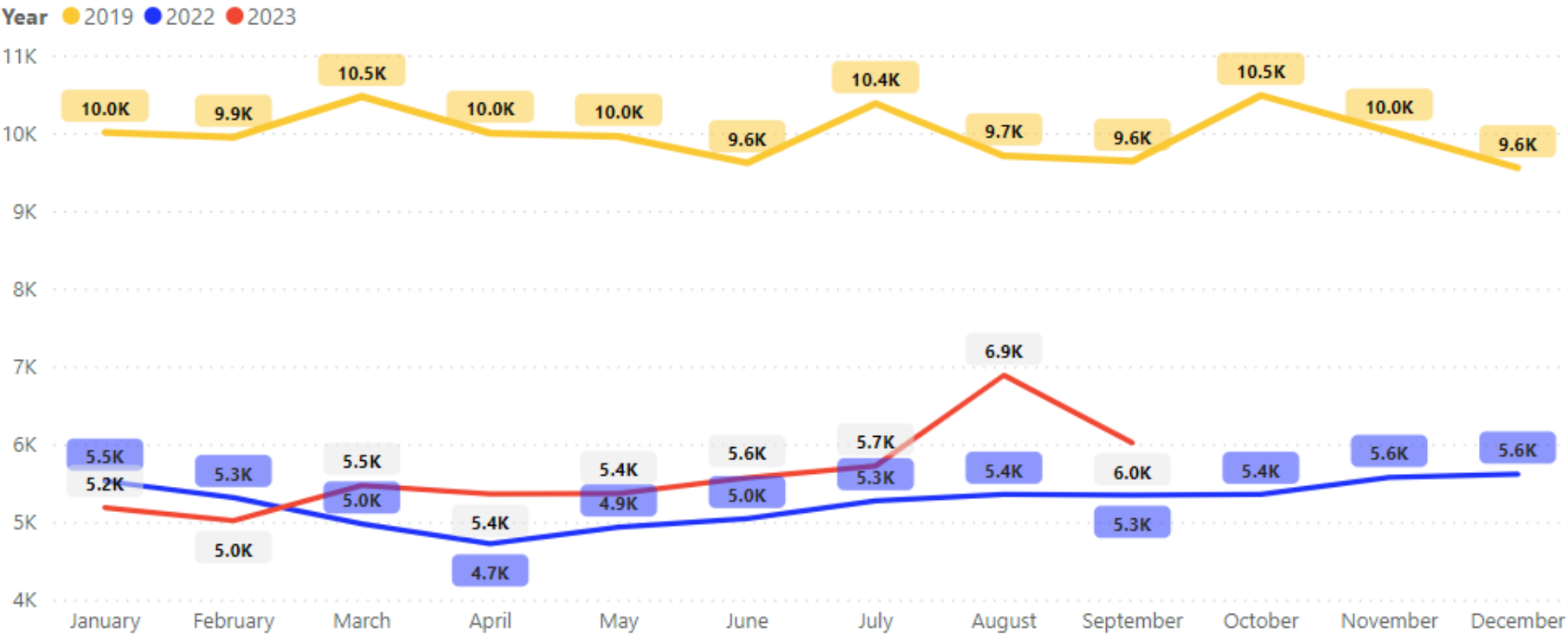
Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	5,185	5,525	-6%	10,010	-48%
February	5,018	5,316	-6%	9,946	-50%
March	5,471	4,975	10%	10,471	-48%
April	5,359	4,720	14%	9,999	-46%
May	5,364	4,936	9%	9,957	-46%
June	5,570	5,045	10%	9,618	-42%
July	5,720	5,274	8%	10,379	-45%
August	6,886	5,357	29%	9,706	-29%
September	6,018	5,344	13%	9,638	-38%
YTD	50,591	46,492	9%	89,724	-44%

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Number of Invoices through SIS - UATP

2023 vs Previous Years

UATP
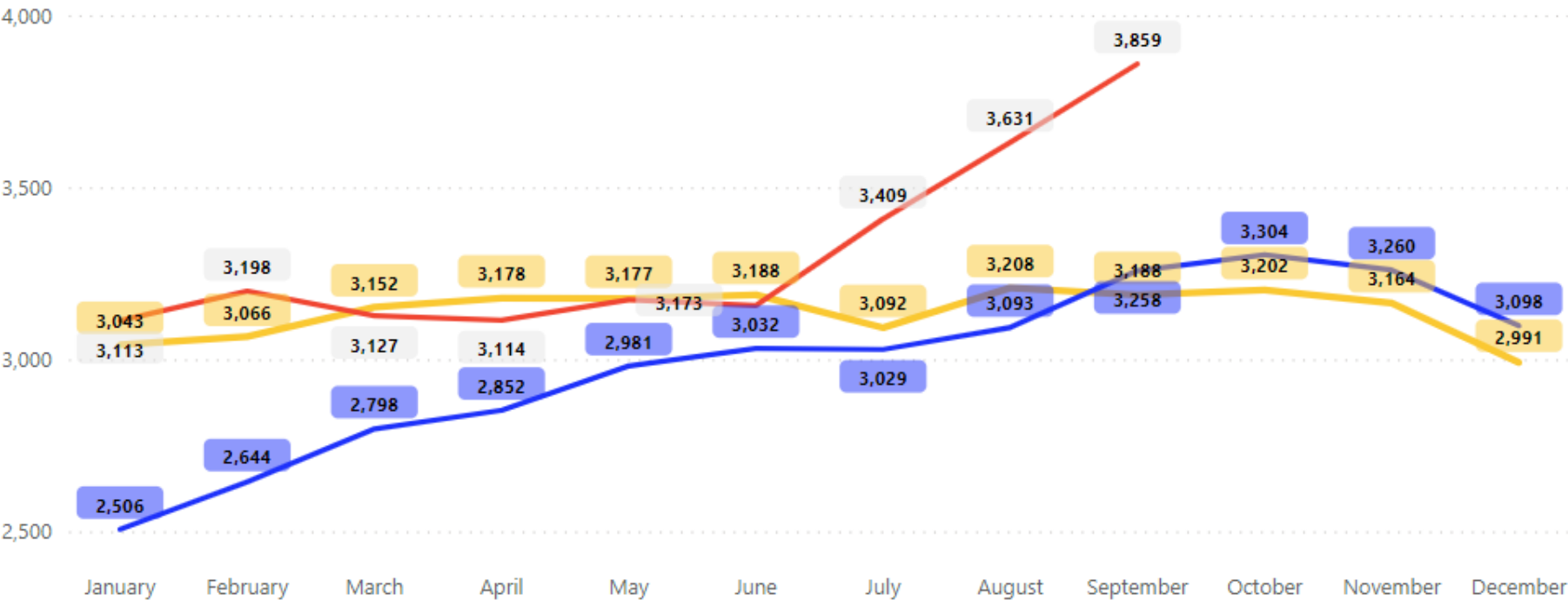
Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	3,113	2,506	24%	3,043	2%
February	3,198	2,644	21%	3,066	4%
March	3,127	2,798	12%	3,152	-1%
April	3,114	2,852	9%	3,178	-2%
May	3,173	2,981	6%	3,177	-0%
June	3,157	3,032	4%	3,188	-1%
July	3,409	3,029	13%	3,092	10%
August	3,631	3,093	17%	3,208	13%
September	3,859	3,258	18%	3,188	21%
YTD	**29,781**	**26,193**	**14%**	**28,292**	**5%**

Count of Transactions through SIS – Overall
2023 vs Previous Years

Overall

Year ● 2019 ● 2022 ● 2023
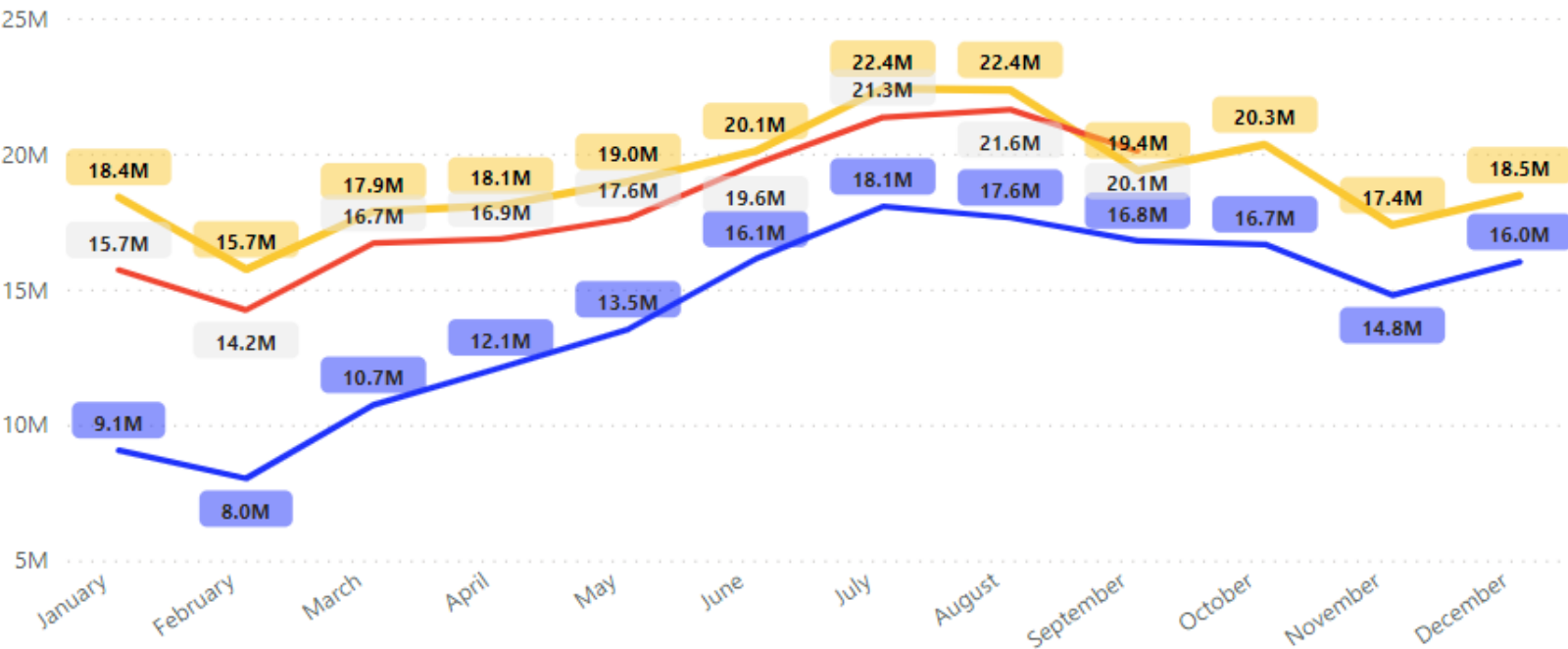
Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	15,710,394	9,064,738	73%	18,398,860	-15%
February	14,236,892	8,020,162	78%	15,732,571	-10%
March	16,700,729	10,733,603	56%	17,874,578	-7%
April	16,861,652	12,115,074	39%	18,088,355	-7%
May	17,610,410	13,521,510	30%	18,964,964	-7%
June	19,618,813	16,113,578	22%	20,095,119	-2%
July	21,340,303	18,050,065	18%	22,398,328	-5%
August	21,622,770	17,643,435	23%	22,354,356	-3%
September	20,099,211	16,792,920	20%	19,381,870	4%
YTD	**163,801,174**	**122,055,085**	**34%**	**173,289,001**	**-5%**

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Count of Transactions through SIS - PAX

2023 vs Previous Years

PAX
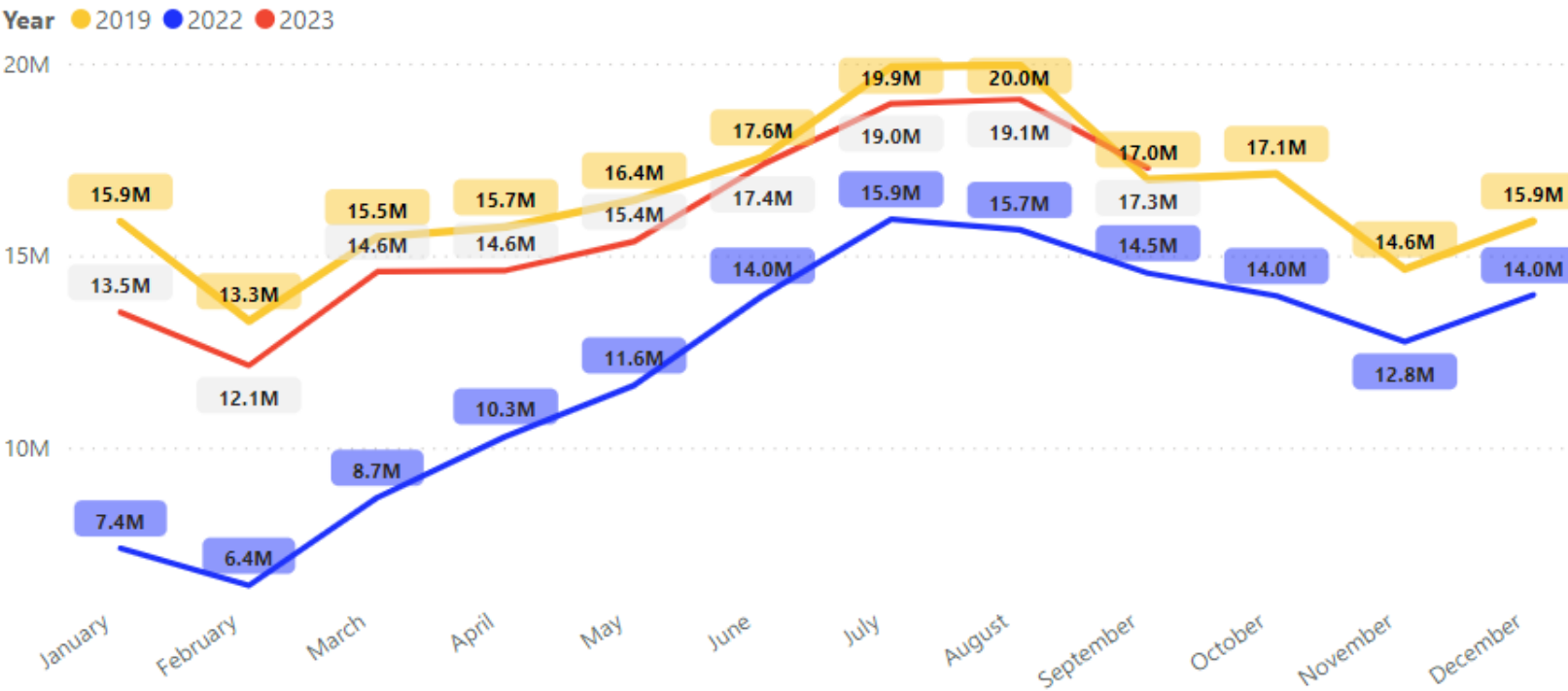
Year ● 2019 ● 2022 ● 2023

Month	2023	2022	2023 vs 2022	2019	2023 vs 2019
January	13,524,790	7,380,769	83%	15,885,584	-15%
February	12,142,192	6,410,004	89%	13,292,919	-9%
March	14,579,383	8,699,541	68%	15,480,622	-6%
April	14,610,996	10,295,772	42%	15,741,890	-7%
May	15,363,987	11,623,878	32%	16,438,281	-7%
June	17,370,118	13,958,353	24%	17,556,111	-1%
July	18,954,541	15,945,877	19%	19,907,000	-5%
August	19,063,722	15,671,284	22%	19,955,874	-4%
September	17,276,758	14,544,527	19%	16,980,483	2%
YTD	**142,886,487**	**104,530,005**	**37%**	**151,238,764**	**-6%**

MISC/Non-Transp. Bilateral Invoices

2023 vs Previous Years

12th SIS General Meeting – 24 October 2023
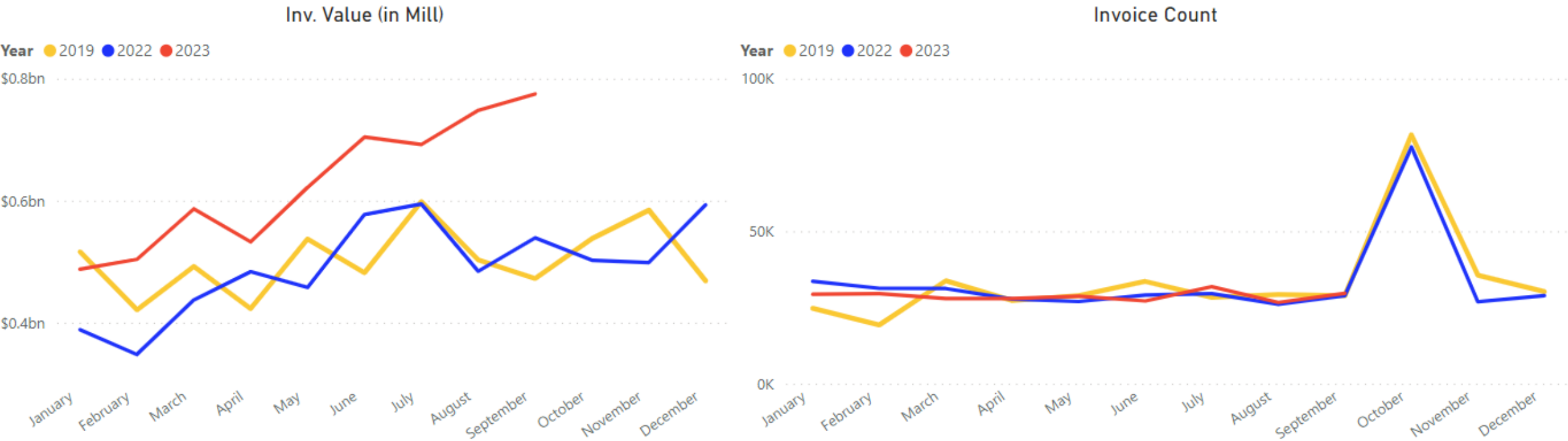
SMIs in total SIS throughput

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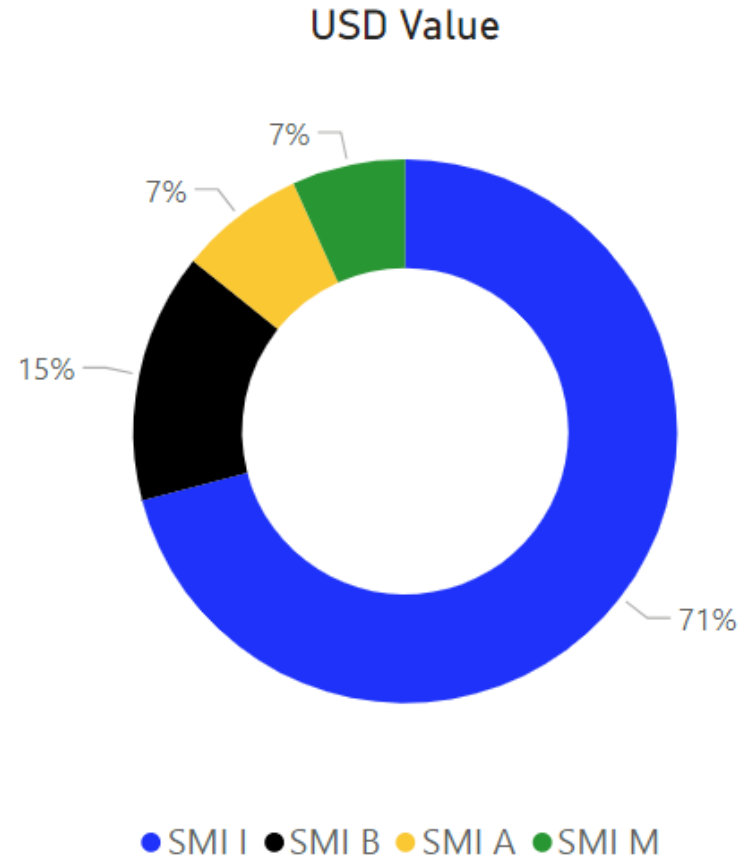
- **SMI - I:** Settlement through the ICH using the RAM rules.
- **SMI - M:** Inter clearance settlement of a billing from an ACH member to an ICH member using RAM rules. It could also be a billing from an ACH member to another ACH member using RAM rules.
- **SMI - A:** Settlement through the ACH using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

● SMI I   ● SMI B   ● SMI A   ● SMI M

71%
15%
7%
7%

SIS SOC2 Audit

- The 5th external audit for SOC2 (Type II) certification audit took place in December 2022 and January 2023

    - Period audited: January 1st, 2022 to December 31st, 2022

- New company, PwC performed SOC2 (Type II) audit for IATA services

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

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

- Report published on 28th Feb 2023; distributed to Participants based on request

SIS SOC2 Audit – Next steps

- SIS SOC2 (Type II) Audit for operational year 2023 will take place Sep to Dec 2023

- Audit period is January to September 2023

- Bridge letter will be issued for Q4 - October to December 2023

- Report to be published 15 January 2024

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2023 Budget and Forecast

- SIS service is run on a full cost-recovery basis with prices set so as to recover the budgeted costs

- As per ISPA (SIS Participation Agreement), the surplus/deficit amounts will be shared between all ISPA participants proportionally to the total paid in the relevant year

  - For 2022 SIS recorded a Surplus of 339,782.22 USD to be refunded to SIS Participants

  - Refund through credit notes processed in P4 July 2023 to 491 SIS participants – ISPA signatories

  - Volumes continue to recover in 2022

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

  - IATA worked with SIS SG to monitor the volumes evolution and maintain the cost, by implementing several measures, i.e. reduced enhancements budget.

2023 Budget and Forecast

- In 2023 the cost reduction initiative continue (i.e. Reduced scope for SIS major releases)

- As a result of 2023 activity, based on latest forecast, the estimation is a SIS Surplus for approx. 500K USD, to be Refunded in 2024

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

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

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SIS Key Highlights 2023

- SIS Industry Webinars - 4 held in 2023:
  - Feb – Dispute Management
  - Apr – SIS Location ID's
  - Jul – SIS Miscellaneous Invoice Data Quality
  - Sep – SIS Supporting Documents

- Infrastructure Refresh
  - Successful migration to new infra on Saturday, 27th May 2023, 6:26 am EST

- Customer Satisfaction Survey
  - Overall Satisfaction 92% and NPS 47

- SIS SSO (Single Sign-On) implementation
  - Deployed on Tuesday 8th August 2023

- SIS Planned Switchover Activity - DR – Disaster Recovery plan
  - Run alternatively from Primary to Secondary disaster recovery (DR) site
  - First time with the new infrastructure
  - Successfully performed on Friday, 6th October, with 4h 30 min downtime, as planned

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IATA SIMPLIFIED INVOICING & SETTLEMENT
GENERAL MEETING

Chicago, USA
24 October 2023

Thank you

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Agenda

- ✓ Agenda items discussed during the last SIS GM11, in September 2022

- ✓ Status of items that passed

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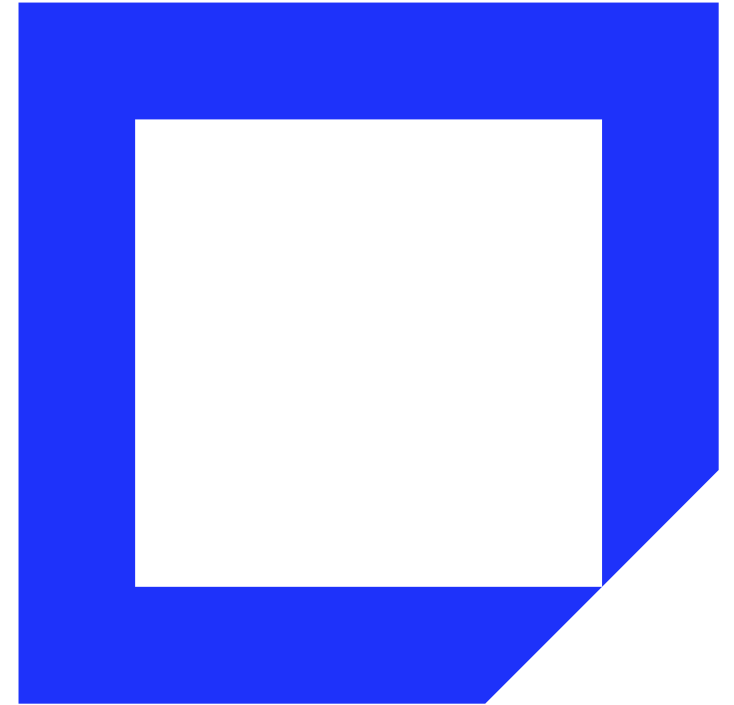
Status of Agenda Items

- ✓ 5 Agenda Items were submitted and discussed

  - ✓ Passed – all 5 voting papers Passed

- ✓ All the 5 items that passed were converted into change requests for SIS

- ✓ Being prioritized by SIS SG for next major release

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Status of Agenda Items

Agenda Item	Description	Submitted by	Total Votes	Yes	No	Abs	>= 75%	Passed (Y / N)	CR #
							Yes /(Yes+No)		
S1	SIS Adding export function in the page of Invoice Search	MF-731-XIAMEN AIRLINES	52	45	4	3	92%	Passed	SIS-43
S2	SIS Reports	CZ-784-China Southern Airlines	52	49	0	3	100%	Passed	SIS-44
S3	SIS Validation of AWB Prime Billing	CZ-784-China Southern Airlines	52	38	5	9	88%	Passed	SIS-45
S4	Enables changing default number of the records per page shown on SIS Search Results screen	NH-205-ALL NIPPON AIRWAYS CO. LTD.	52	41	6	5	87%	Passed	SIS-46
SSUP1	RFIC/RFISC validation in SIS	IATA SIS Operations	48	40	1	7	98%	Passed	SIS-47

Status of Agenda Items

SIS GM11 ITEM #	CMP #	DESCRIPTION	BILLING CATEGORY	Deployment
S1	SIS-43	SIS Adding export function in the page of Invoice Search	PAX / CGO	Rel. 1.19 on 8th Dec 2023
S2	SIS-44	SIS Reports	CGO	Rel. 1.19 on 8th Dec 2023
S3	SIS-45	SIS Validation of AWB Prime Billing	CGO	Will be reviewed by the SIS SG in the next prioritization cycle
S4	SIS-46	Enables changing default number of the records per page shown on SIS Search Results screen	ALL	Will be reviewed by the SIS SG in the next prioritization cycle
SSUP1	SIS-47	RFIC/RFISC validation in SIS	PAX	Rel. 1.18 on 22nd June 2023

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List of SIS Open Change Requests

✓ List of open change requests

   ✓ SIS website :
     "Documentation" page

https://www.iata.org/contentassets/3c9d2e2266c74c77be3301f32aa0997e/iata_sis_open_change_requests.pdf
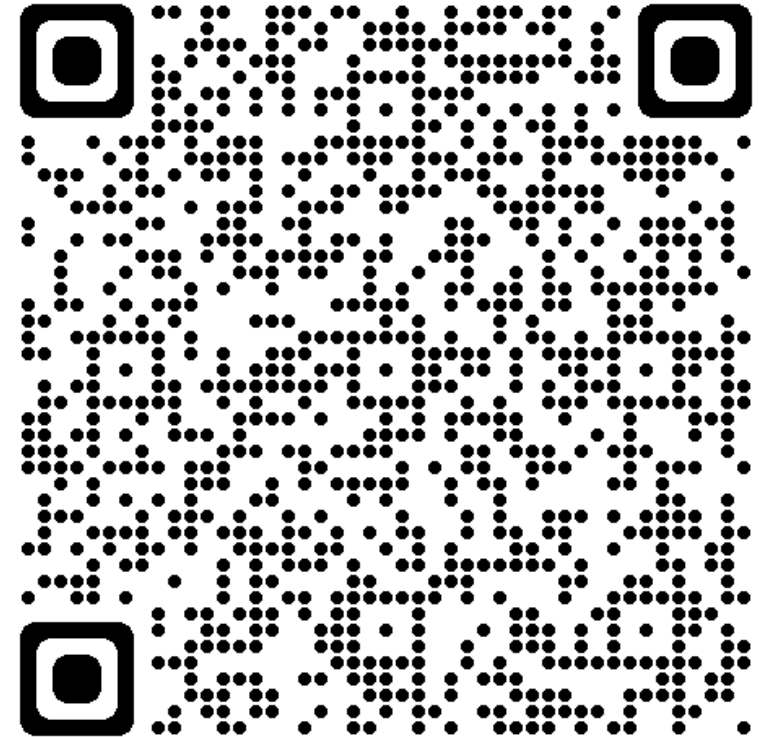
SIS e-Invoicing Roadmap

2023 Progress

Watchlist

```
Airlines / Suppliers → SIS → Receiver (Airlines/agents/others)

SIS →
  Tax Authority → Hungary
                → India
  Digital Signature
  Legal archiving
```

Tax Authority → Hungary

Tax Authority → India

Saudi Arabia

Italy

Philippines

Poland

Malaysia

Spain

France

Kenya

Greece

Indonesia

Germany

Romania

IATA
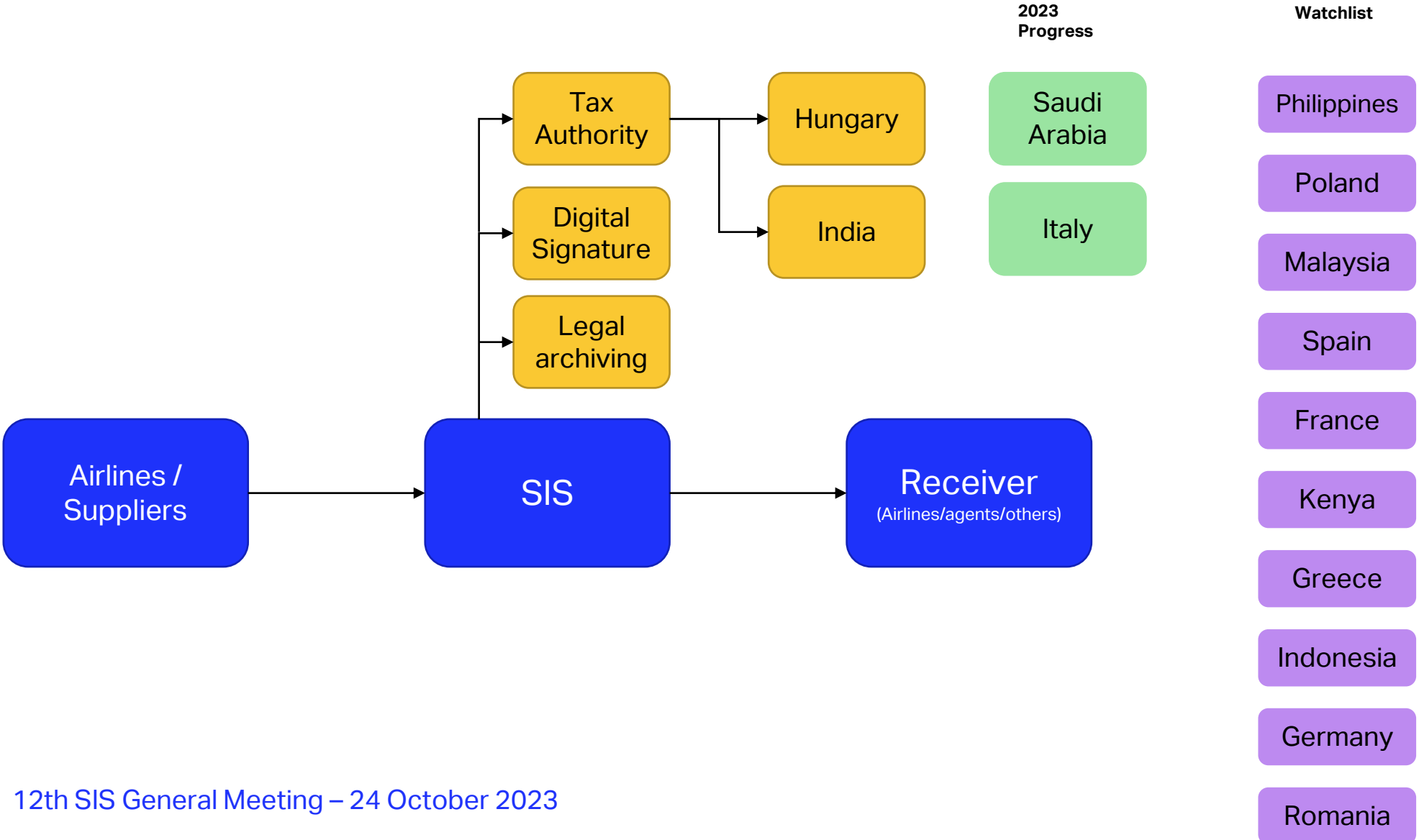
Summary Roadmap 2023 - 2024 and beyond

2023 Completed

- Japan
- Saudi Arabia

2023 WIP

- Italy
- Philippines

watchlist

Poland	Greece
Indonesia	Romania
Malaysia	Germany
Spain	
France	
Kenya	

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Japan – Invoicing Requirements

- New Qualified Invoice regime effective October 2023

- The new system will align the JCT regime more closely with European-style VAT regimes

  - To claim input tax credit, the purchaser will be required to retain 'qualified invoices' issued by 'qualified invoice issuers' (QII).
  - The new system will require sellers to include their QII number in invoices for a purchaser receiving such invoices to be able to take an input credit for the JCT in that invoice.

- SIS is compliant and a guidance document has been released to SIS customers in June 2023

Saudi Arabia e-Invoicing 1/2

- Phase 2 – of e-Invoicing in Kingdom of Saudi Arabia

- Connection to the Zakat, Tax and Customs Authority (ZATCA) -FATOORA portal

- Invoices need to be validated and accepted by the portal before delivery to the recipient/buyer

- Invoice format required by ZATCA - XML

- SIS will also provide a readable format (PDF) of the legal XML invoice.

Saudi Arabia e-Invoicing 2/2

- Applicability:

- e-Invoicing mandate was effective 01st January 2023.

  - Wave 1 only for Taxpayers with annual turnover of SAR 3 Billion

Waves	Applicable to Tax Payers
8th wave Mar 2024	Annual income between SAR 40 million to SAR 50 million
7th wave Feb 2024	Annual income between SAR 50 million to SAR 70 million
6th wave Jan 2024	Annual income between SAR 70 million to SAR 100 million
5th wave Dec 2023	Annual income between SAR 100 million to SAR 150 million
4th wave Nov 2023	Annual income between SAR 150 million to SAR 200 million
3rd wave Oct 2023	Annual income between SAR 250 million to SAR 500 million
2nd wave Jul 2023	Annual income over SAR 500 million

Italy e-Invoicing

- Introduced from 01st January 2019 for B2B invoices

- Tax Payers to connect to the Sistema di interscambio (SDI) platform for invoice approval and exchange

- Invoice format - FatturaPA XML

- SIS – SDI integration project kicked off in the last week of August.

- Planned to be offered by end of 2023 for SIS participants

Philippines e-Invoicing

- Introduced in July 2022 for 100 large tax payers

- The Philippines Bureau of Internal Revenue (BIR) plans to roll out this requirement to all taxpayers from 1 January 2024

- Invoices need to be created with a digital signature and reported

- Format for reporting - JSON

- Under planning, project tentatively to start in November 2023 and finish in Q1 2024

Updates on a few countries on our watchlist

Country	Applicable from	Notes
Poland	01st July 2024 for B2B invoices	Invoices to be sent to the National e-Invoice System (KSeF) Invoice format – XML
Indonesia	Since 2016 for B2B invoices	Invoices sent to the Indonesian tax authority for approval and receiving a unique code which is then included in the final invoice and QR code
France	Postponed from July 2024	July 2024 - Development of the governmental portal 2025 - Start of pilot program 2026 - Gradual roll-out of e-Invoicing mandate in two or three phases with March and October 2026 as preferred start dates (potentially extended to 2027) based on the size of the company
Malaysia	~~June 2024~~ Now 01st August 2024	The first stage of e-Invoicing implementation is mandatory for taxpayers with sales over RM100m per year. By 01st July 2025 all other tax payers. (different dates could be still confirmed for turnover of MYR 50 million, MYR 25 million and all other taxpayers)
Kenya	June 2023	B2B invoices cleared via the Governments - electronic Tax Invoice management system (TIMS). Invoices must contain the usual transactional data, unique invoice numbers, PIN numbers and an invoice QR code

High-level e-invoicing & e-reporting watchlist*

January
Romania – SAF-T for medium taxpayers
Saudi-Arabia – Mandatory e-invoicing (Integration phase)
Portugal – Obligation to include ATCUD in invoices
Serbia – B2B e-invoicing issuance mandatory
Philippines – Phased roll-out of e-invoicing mandate
Panama – All participants of the e-invoicing pilot mandated to use e-invoices & certain taxpayers
Portugal – SAF-T for non-established businesses

January
Israel – Start roll-out B2B e-invoicing obligation
Portugal – B2G e-invoicing for SMEs
Romania - Mandatory e-reporting
EU - ViDA – (Envisaged) Mandatory e-invoicing will be possible without EU approval
Dominican Republic - Mandatory e-invoicing

January
Ukraine – SAF-T for Large taxpayers
Romania – SAF-T all taxpayers
Latvia – (Envisaged) B2B & B2G mandate
China – (Expected) Special e-fapiao VAT invoice
Slovakia – Mandatory e-invoicing B2B/B2C
Croatia - Mandatory e-invoicing (Fiscalization 2.0)
China - Mandatory e-invoicing (fully digitalized e-fapiao)
Spain – (Envisaged) mandatory e-invoicing

2023	2024	2025	2026	2027

April
Egypt – E-invoicing mandate fully implemented
Slovakia – E-invoicing pilot program B2G (voluntary)
Mexico – Obligation to use CFDI 4.0
July
Mexico – Mandatory use of CFDI 4.0 for payroll receipts
September
Greece – Start roll-out mandatory B2G e-invoicing with potentially B2B implication
October
Japan – Qualified invoice system

July
Poland – Mandatory e-invoicing

Romania - Mandatory B2B e-invoicing

August
Malaysia – Mandatory e-invoicing (large taxpayers)

July
UAE – B2B e-invoicing mandate

Malaysia – Mandatory e-invoicing (all other taxpayers)

France – B2B e-invoicing mandate (waved approach TBD)

Germany - (Envisaged) B2B e-invoicing mandate – E-invoicing becomes mandatory

Belgium - B2B e-invoicing mandate

JANUARY 2028
EU - ViDA – (Envisaged) E-invoicing becomes the norm
EU - ViDA – (Envisaged) DDR for intra-community transactions

* This overview is purely indicative, non-exhaustive and subject to change. PwC – October 2023
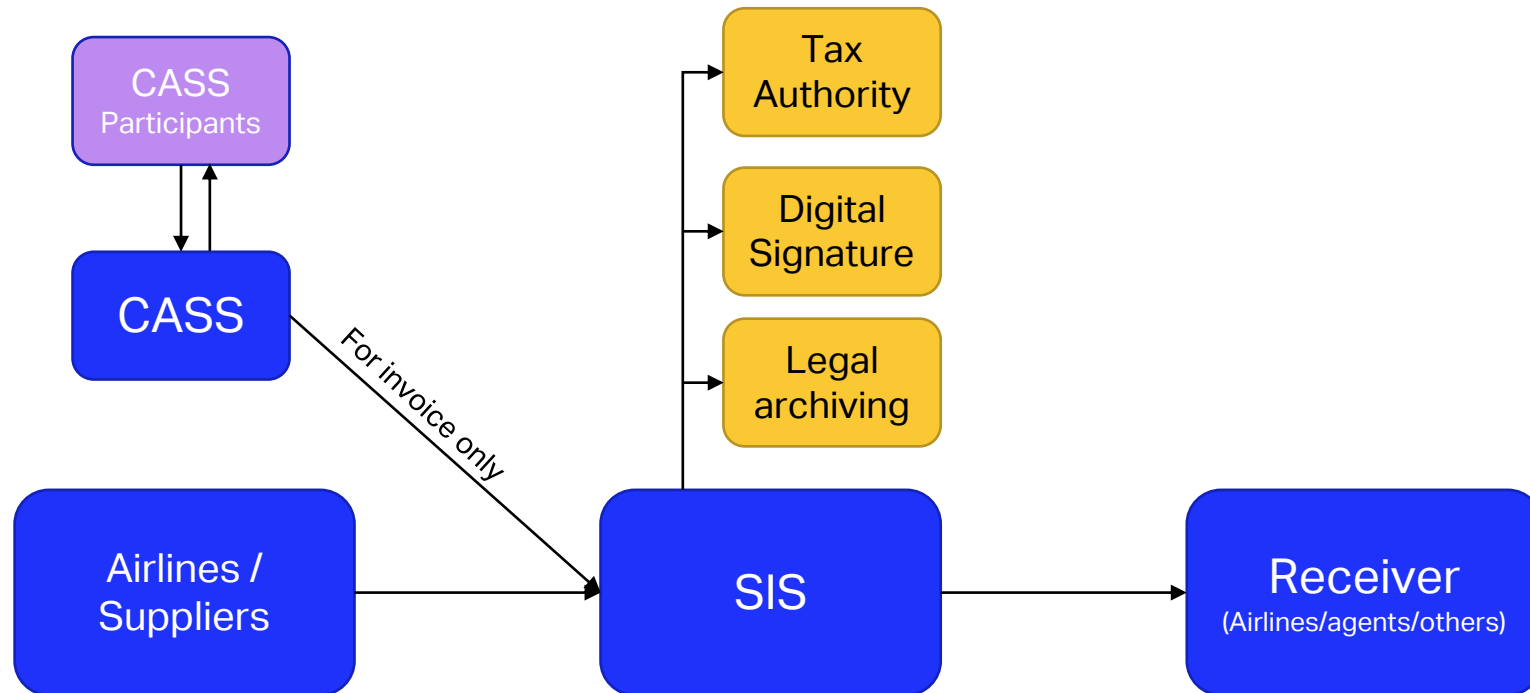
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Take aways for SIS e-Invoicing

- Alert your tax teams & country offices that SIS can be your go-to solution

- Your needs and inputs drive our roadmap

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SIS e-Invoicing for other IATA Industry systems

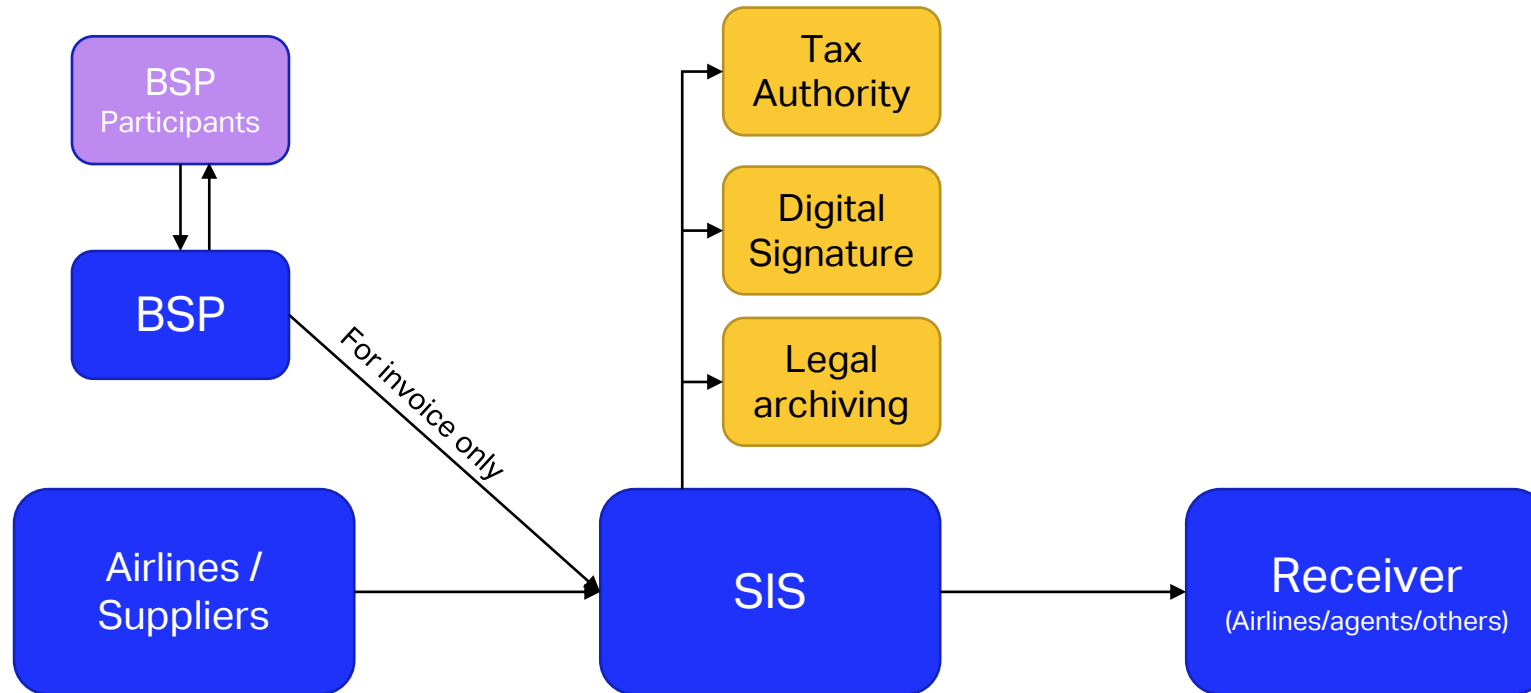Integrations with CASS and BSP

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New CASSLink - SIS Integration

CASS Participants

CASS

For invoice only

Airlines / Suppliers

Tax Authority

Digital Signature

Legal archiving

SIS

Receiver
(Airlines/agents/others)

The CASS system connects to SIS for generation of the legal invoice / reporting to tax authority (optional service)

All other CASS processes / services remains under CASS. The integration is only for invoice generation

Once the invoice is generated it will be sent back to CASS + it will also be available in SIS

BSP – SIS integration

For invoice only

BSP Participants

BSP

Airlines / Suppliers

Tax Authority

Digital Signature

Legal archiving

SIS

Receiver
(Airlines/agents/others)

For BSP the invoices will only be available in SIS

The BSP system connects to SIS for generation of the legal invoice / reporting to tax authority (optional service)

All other BSP processes / services remains under BSP. The integration is only for invoice generation

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How to distinguish CASS / BSP invoices in SIS

- Under Miscellaneous billing category in SIS

- Separate location codes to be introduced

  - Alpha numeric locations will be created for easy identification.

- Charge category / charge codes

  - Cargo / CASS
  - Passenger / Air transportation/Ancillary

- Location specific outputs

Take aways

- Inform your internal Cargo teams looking after CASS about the e-Invoicing integration

- Inform your internal BSP / taxation teams that should you need to issue invoices for BSP transactions then this integration is available with SIS

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e-Invoicing is not a trend but a reality. SIS can help your company to adapt to these changes.

Thank you

Contact: pereirak@iata.org

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Chicago, USA
24 October 2023

Thank you

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Introduction to Electronic Voting Devices

- One (1) voting device is assigned to **each eligible SIS voting member**.

- The device should be registered and labelled with your SIS member codes (XX-000).

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

- Results will be live on projected screen for all attendees to view.

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

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

How to Vote

Use your electronic voting device

- During voting select:

  1 = YES

  2 = NO

  3 = ABSTAIN to select your choice

- Check on the device if your vote has been submitted

- You may change your vote any time before the time ends; after the voting closes you cannot change your vote.

SIS GM Voting Protocol

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- **Eligible SIS GM Voting Members: must be signatories to the SIS Participation Agreement (ISPA) as well as actively processing transactions in SIS.** Published on the SIS website.

- SIS GM: **75% of eligible votes received qualify as "Pass"**; otherwise "Fail".

  -Section 6.3 of ISPA and in the Industry Meetings' Agenda.

- NB: **Abstentions are not considered** to determine the status of agenda items for SIS General Meeting.

- The total count / tally of votes (Yes, No and Abstain) will be displayed along with final response's ratio (%).

- Status "Pass" or "Fail" should be displayed along with voting results.

Example of Screen

Let's Test!

Please have your voting device ready to vote!

Example Agenda Item:

Are you planning to visit the "Navy Pier" downtown?

1. YES

2. NO

3. ABSTAIN

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SR7- SIS MISC Invoices Data Quality

Monika Kołos-Lembas
Senior Process Architect Procure to Pay (LH)
& David Vaughan
Finance Manager, Revenue Accounting & Taxes (QF)

IATA SIMPLIFIED INVOICING & SETTLEMENT
GENERAL MEETING

Agenda

1. How does "Invoice quality" challenge ways of the Finance/Accounting operating model?

2. Analysis of Invoice Data: Research & Conclusions

3. Common Data Quality Issues – SIS Invoices & Supporting Documents

4. Steps you can take within your Organisation

5. Other considerations: centrally managed data benefits

Accountant spends approx. **from 15 to 40 minutes** to **verify SIS invoices with invoice attachments** to search for reliable and accurate invoice data information.
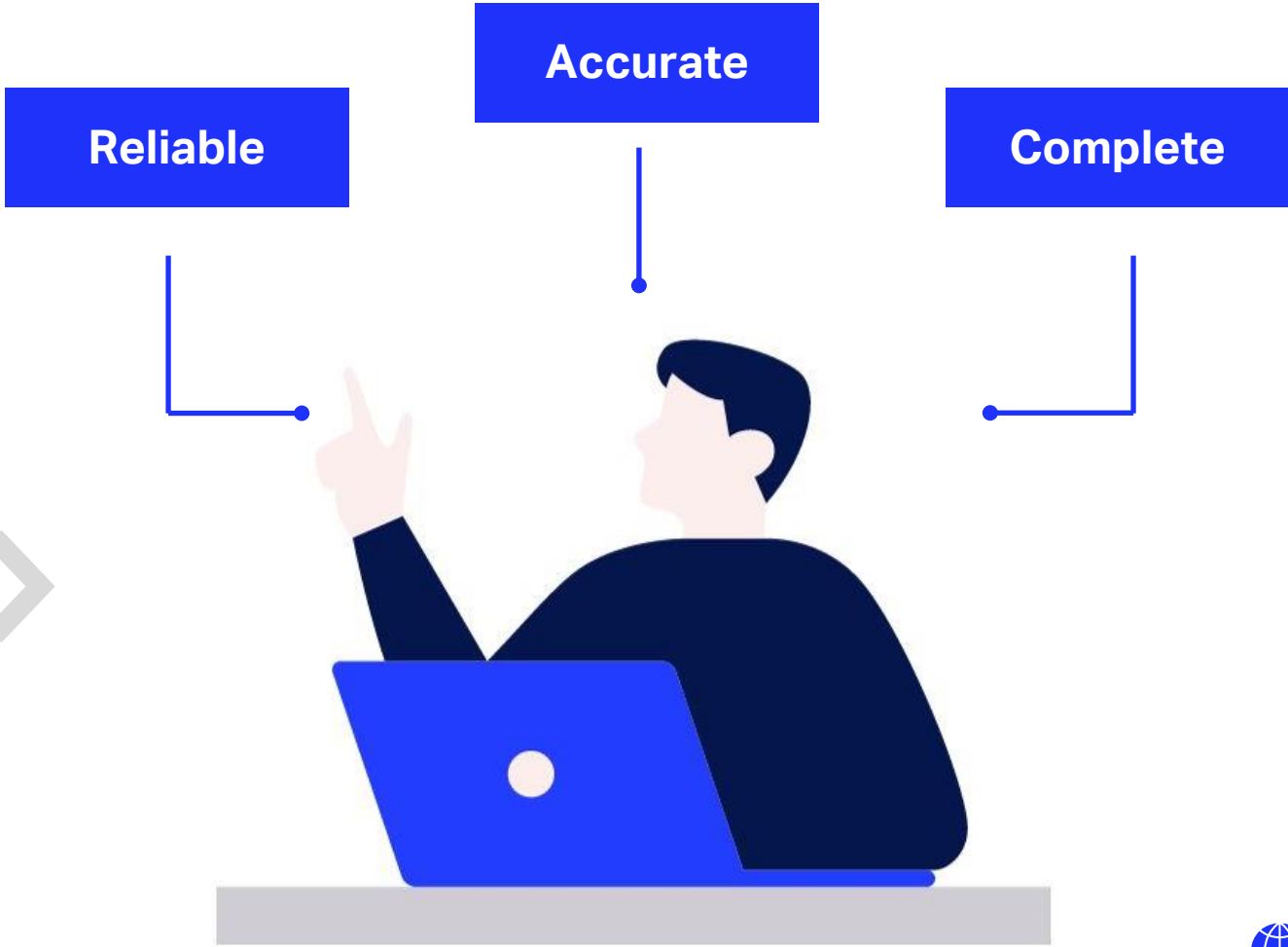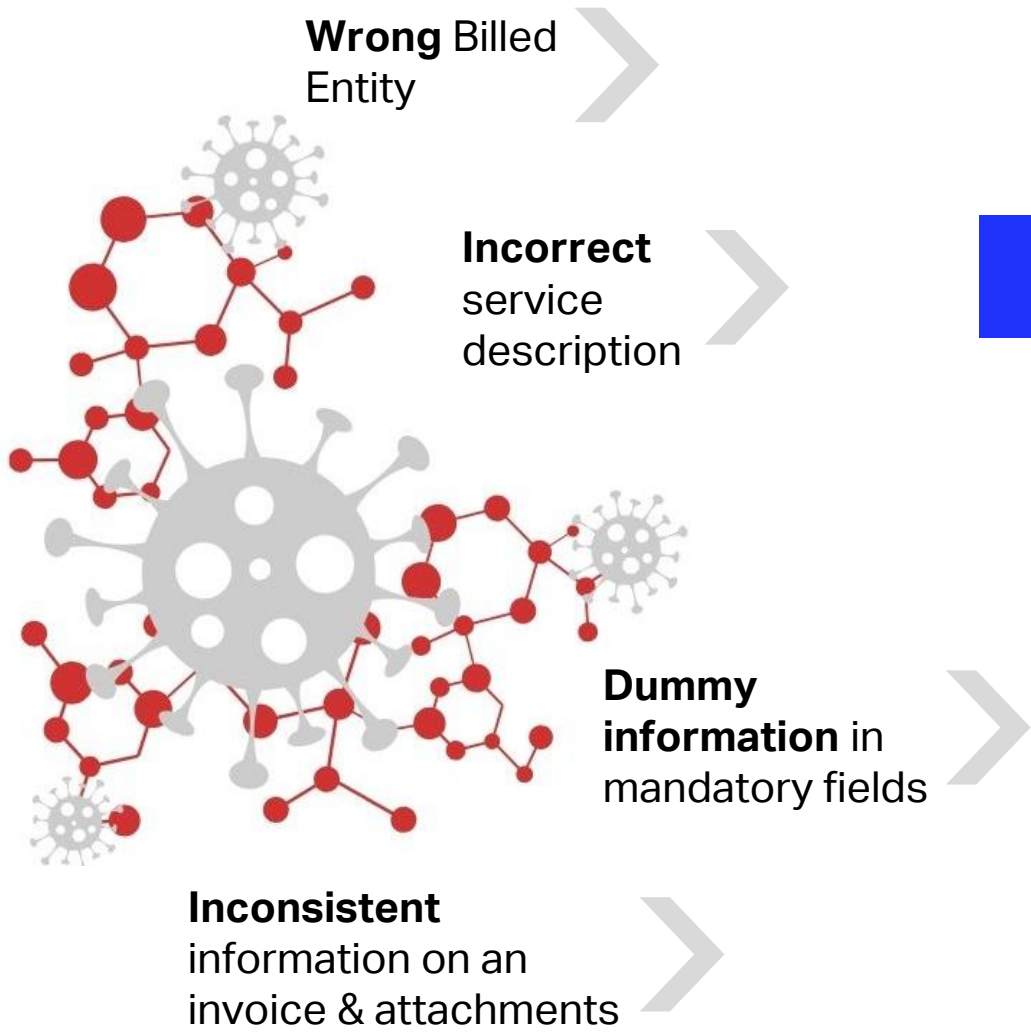
1 invoice = up to 40 minutes of manual processing
100 invoices = up to 66 hours of manual processing

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How does "Invoice quality" challenge ways of the Finance/Accounting operating model?

Lufthansa and Qantas did an analysis of SIS MISC invoice data quality…

Common Data Quality Issues

SIS Invoice	Supporting Documents
Inadequate Data Invoice with only one Line Item. Incomplete description at Line-Item or Line-Item Detail level.	**Quality of Supporting document** Unclear scanned Supporting Doc.
Unclear Data Enter the Charge Code as the description at Line-Item or Line-Item Detail.	**Non-Alignment of items** Mismatch of number of line-Items or line-Item details between SIS invoice and Supporting Doc.
Incorrect Data Incorrect Charge Category, Charge Code or Charge Code Type.	**Non-Alignment of data** Mismatch of line-Item or line-Item details data (Quantity, Unit Price, etc.) between SIS invoice and attached Supporting Doc.
Substitution value Using dummy or substitution value for Invoice Mandatory fields.	**Large size** Long supporting documents without specifying the relation of data to SIS invoice which increases the workload

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Common mistakes recognized on the SIS Vendor invoices – Airlines perspective

- **Incorrect** Billed Entity.

- **Incorrect** invoice service description.

- **Inconsistent** information on an invoice & attachments.

Steps that you can take within your Organization
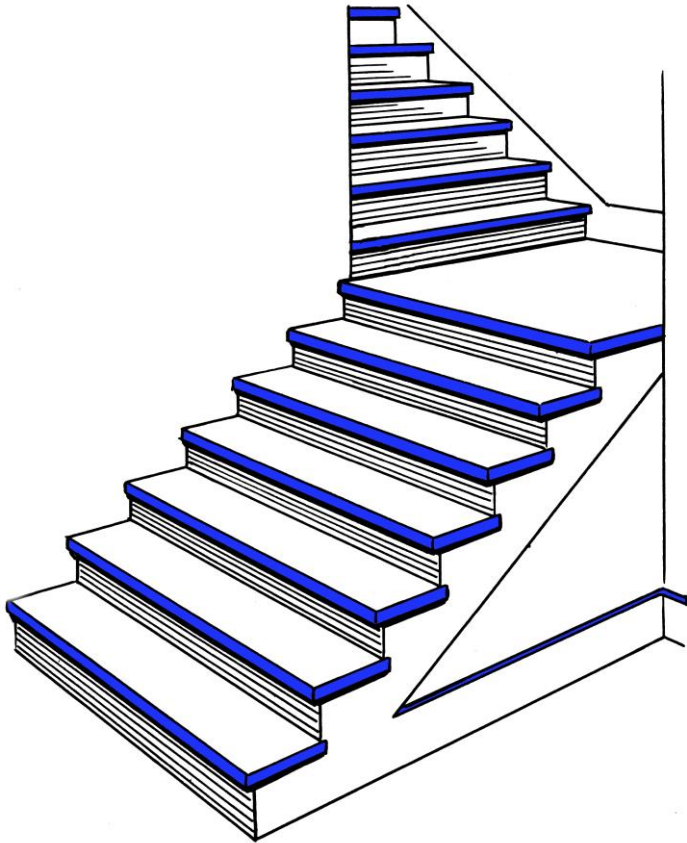
- Start with a **Data Quality review exercise ...** continue to monitor

- **Educate** your own team and other departmental users

- Lead a regular Miscellaneous **Data Quality Forum**

- **Reach out** to Customers and Suppliers to collaborate

- **Plan** your IT architecture to interface SIS with ERP systems for efficient and effective management - now or for future systems.

- Enjoy the journey and the rewards!

SIS: Centralized Data Benefits

- **Central Management** of SIS Supplier Maintenance & banking credentials

- **Reduced risk** of bad actors substituting invoice & payment credentials compared to traditional payment systems

- **Efficient -** Invoices centrally settled

- **Standardized -** a consistent structured format.

- **Extensible -** IS-XML allows inclusion of content specific rich supporting data

→ **Standardized Data = less exceptions and a focus on data quality further enhances the attractiveness of the SIS system**

SIS MISC Data Quality Webinar [05 Jul-2023]

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SETTLEMENT
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YouTube Video Recording
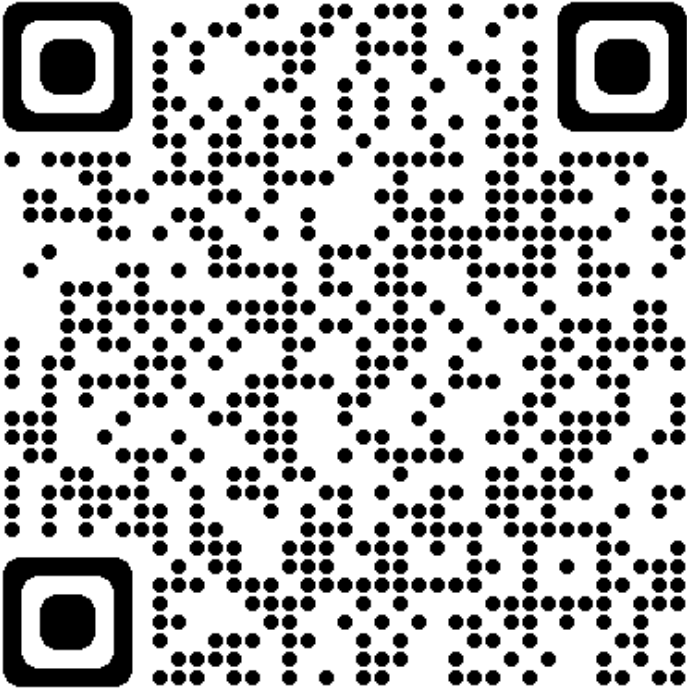
Presentation Slides (PDF)
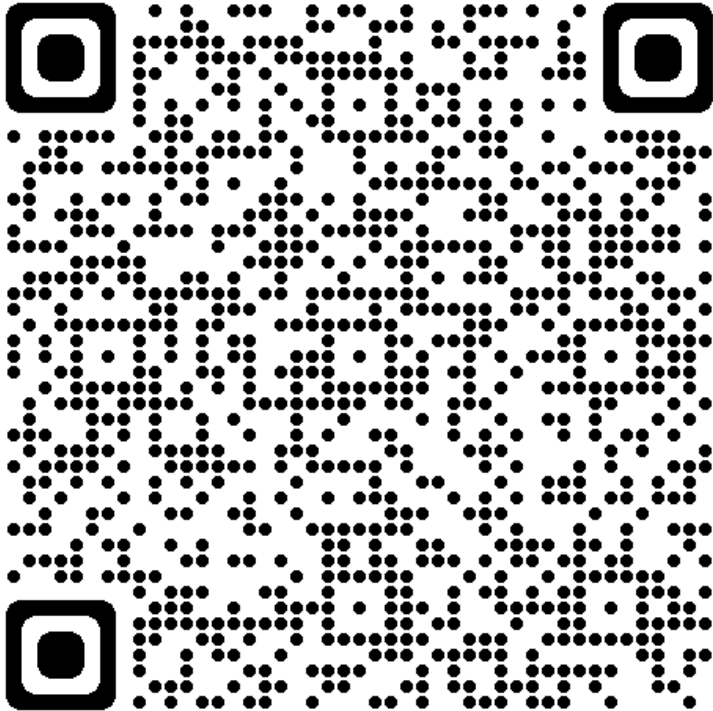
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Chicago, USA
24 October 2023

Thank you

SIS Bilateral invoices Optional Settlement via ICH and ACH

Offering the clearing houses as an optional form of payment for bilateral invoices

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During the ICH GM presentation yesterday, we covered

- The volume / value of bilateral invoices in SIS

- A chance to provide an alternative solution

- Benefits and status of the initiative

- Now lets move into more details:

$ 57 Billion USD

16%

8%

7%

69%
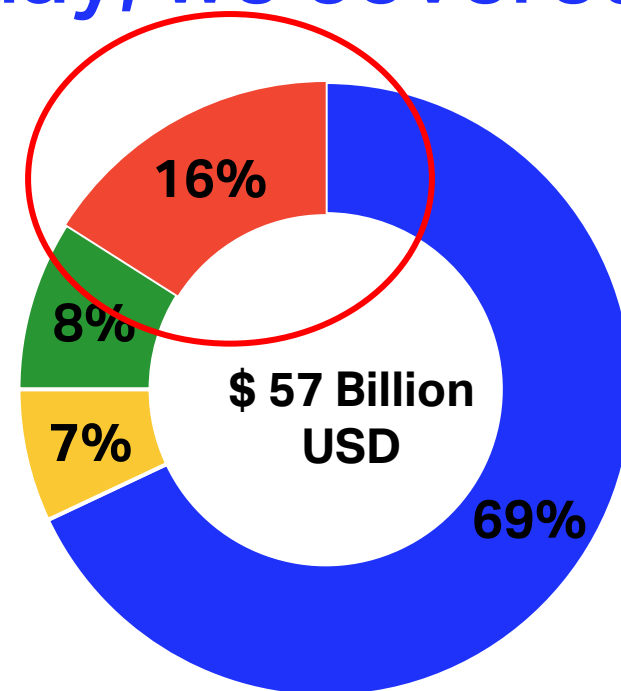
■ I ■ M ■ A ■ B

2022 –split of invoice value in SIS as per settlement method

High Level Requirements

Only applicable to billing category MISC	Both billing and billed members are part of the clearing house	Both members are active and neither of the members are in suspended status	Invoices are billed in SIS under SMI B – Bilateral
Marking of an invoice can happen either in the current billing period or a future billing period.	Billed members can mark invoices for payment (and credit notes when related to a dispute)	Billing members can mark credit notes for payment (standalone credit notes)	When SIS sends the invoice to the clearing house, it will send with the following SMI •SMI I / X to ICH •SMI A / M to ACH (if an SMI M is an inter-clearance invoice it is also sent to ICH)

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How would the new proposed process work?

At this point, the clearing house is not aware of this invoice

1) Sends a MISC SMI – B invoice

2) Invoice is sent to billed member depending on profile settings (Can be daily or weekly)

Billing Member → **SIS** → **Billed Member**

ICH/ACH

4) SIS sends the invoice to the clearing house

3) Reviews the invoice and is okay to settle it via the clearing house

Sends a message to SIS to settle in a particular period

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Future phases – parking lot

- Future phases (excluded from current scope)

  - Currency exchange rates when there is a difference in the billing to clearance currency involved.
  - Possibility for a clearing house member to pay an invoice billed to them by a non clearing house member
  - Possibility to extend to other Billing Categories
  - Possibility to use the payment terms in the invoice to automatically trigger future settlement via the clearing houses

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Marking an invoice / credit note for payment 1

- Via IS-WEB

  - Uses the existing 'Payment status functionality
  - User will need to have special permissions to be able to 'mark the invoice for payment'

Updated IS-WEB payment status Payable popup's

Payment Status as per Billed Member (Payables)   X

Update Payment Status

* Payment Status as per Billed Member: Currency of Amount Paid: Amount Paid: Currency of Total Amount Paid: Total Amount Paid:
Clearing House Payme ▼   Please Select ▼   [   ]   Please Select ▼   [   ]

Remarks: Date of Wire Transfer Execution: Reference Number:
[   ]   DD-MMM-YY   [   ]

Clearing House Specific Information:

Payment Execution Period: Future Period for Payment Execution:
○ Current Open Period
● Future Period   YYYY-MMM-PP

Settlement Amount in Currency of Billing (USD):
18520.000 ⓘ

Settlement Method: CH Agreement Indicator: CH Due Date:
○ Default (System Resolved)   [   ]   DD-MMM-YY
● ICH Special Agreement

When Payment Status is chosen as "Clearing House Payment Instructed", fields shown in grey will be disabled.

Only 'Remarks' and fields in box 'Clearing House Specific Information' will be enabled

Grid showing payment status history. New fields should be **added** here.

Close

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Marking an invoice / credit note for payment 2

- Via a file

  - Uses the existing 'Payment status files
  - File format '.csv'
  - No new fields added.

Receivables							No data should be provided					
Line Number	Billing Year	Billing Member Code	Billed Member Code	Invoice/Credit Note Number	Payment Status as per Billing Member	Remarks	Currency of Amount Received	Amount Received	Currency of Total Amount Received	Total Amount Received	Date of Wire Transfer Receipt	Payment Reference Number / Internal Reference Number
1	2023	A89	XXX	96431599	Clearing House Payment Instructed							D|20230801

Note the screens / file formats are just for representational purposes. Once screens/layouts are developed in 2024, the documentation will be released.

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Next steps

- BRD defined by the taskforce was presented to both the ICH WG and SIS SG

- Approval received to develop this functionality in 2024

- Changes required in SIS, ICH and ACH systems

- More information will be shared with you in Q1 2024 about the initiative progress

IATA

Key takeaways

- Inform your internal teams of this up coming development

- It is an optional way to pay

- Airlines / entities wanting to use this initiative might need to adapt some internal processes (different teams handling clearing houses / bilateral invoices)

Thank you

Contact: pereirak@iata.org

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IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

SR9- Suppliers to Airlines e-Invoicing Update

Bruno Roussel
Senior Manager APPS Community, (IATA)

World is changing

Digitalization is a normal evolution

E-invoicing regulations pop up everywhere

Suppliers identify SIS as a solution to improve processes by standardization
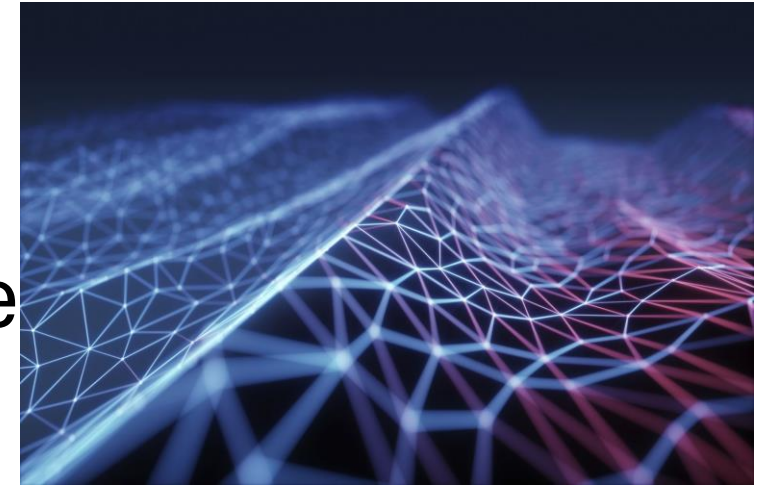
World is changing

Authorities start to request information about payment advice like in Spain or France for VAT paid on received money.

Its really flowing well with our payment status in SIS

Community growth

Continue adding Members in 2023 :

- 19 New airlines

- 33 New suppliers

Plan to get by year end :

- Between 5 and 10 new airlines

- Around 5 new suppliers

Usages of the SIS platform

SIS is a Multi-facet solution:

- Interline

- Extended interline / Multimodal

- Supplier inbound

- BtoB outbound

- CASS Legal compliance

- BSP Legal compliance

- Other transactions not yet in IATA systems
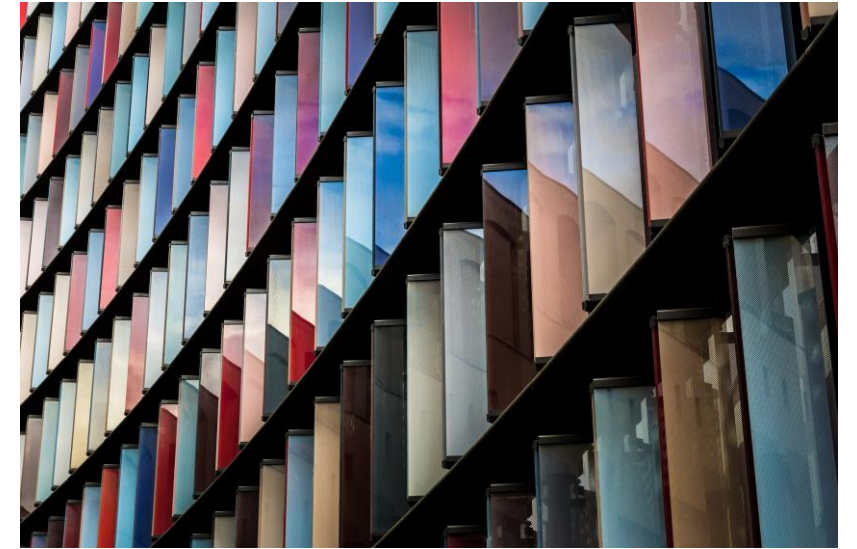
Usages of the SIS platform

Migrating to SIS allow to improve process, digital information help to identify issues.

Invoice quality is a challenge before SIS or after SIS so this is not an excuse
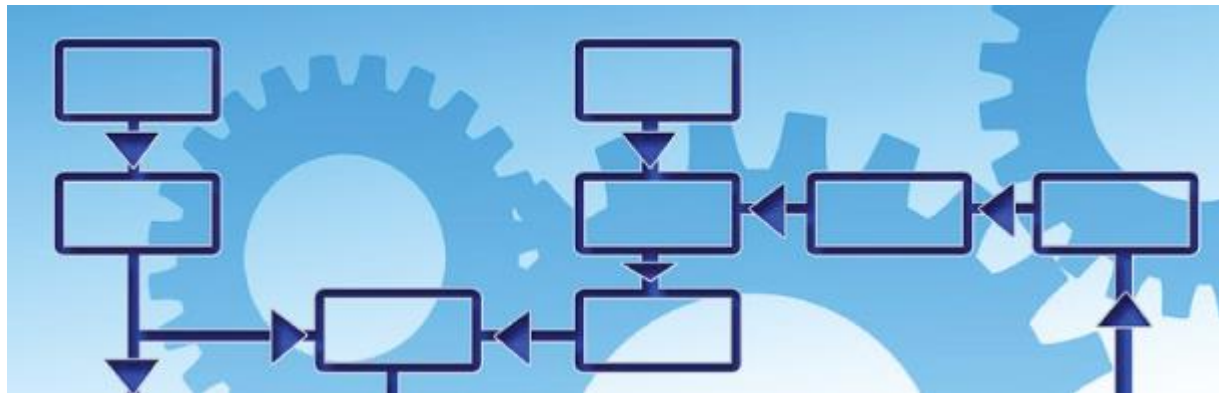
Product roadmap

We develop ad hoc XLS IS-XML export features to help any SIS user to rapidly migrate to SIS

With SMI B to Industry Clearing Houses we also consider airlines processes needs

All new features in pipeline, like auto coding, workflow are design to help you get greater benefits more rapidly with less efforts

We will work on CSV listing providing Macro tools to make it more friendly to the end user

Product vision

Continue to evolve to support process and needs, standard and platform

Onboard more airlines, train, virtual interline, multimodal PAX and CGO

Work with suppliers and airlines to improve the standard and the process

Make IATA standard process the solution of choice for DOC suppliers

Product vision

Leverage communities to generate benefits across platforms

Increase upstream process that reduce dispute at time of operation, or collect operational information needed for accrual of invoice, like the ground handling ticket

Continue engaging with supplier association to promote usage of industry standard

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Airline Action

Ensure you getting ready to onboard suppliers technically and process wise

Create location IDs, local users, set up email alerts..

Set up specific contact for supplier to help engagement process

Join the co-sign letter for supporting more actively the initiative with suppliers

Airline Action

We still have airline implementing new projects and not considering SIS in their plans

Error in invoice as an excuse to not migrate to SIS make no sense

AI Chat GPT big data all this new process work better with detailed electronic information

Implement payment status for bilateral invoices, update SIS with invoice validation

Engage with supplier willing to do more with SIS

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Chicago, USA
24 October 2023

Thank you

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SR10- Suppliers Experience with SIS

Frederic Berthoud (WFS - World Flight Services)

& Mark West (Swissport)

IATA

IATA SIS E-Invoicing Portal

Who is WFS ?

WFS
A Member of the SATS Group

Worldwide Flight Services (WFS), a member of SATS Group, is a global air cargo logistics leader and best-in-class ground handling partner. Operating globally, we enable our customers to move air cargo and passengers around the world.

We work alongside our customers to deliver efficiency, values and sustainability through our expertise and technology. And above all safety and security stays at the heart of everything we do.

Over 300 customers

31,500 employees

>272,000 aircraft turns handled per year

Present in 158 airports across 18 countries

6.8 million tonnes of cargo handled per year

c.€2 billion annual sales

IATA

Benefits of Joining SIS

Mandatory E-Invoicing

Standardisation and Harmonisation

Streamlining and improvement

Compliance with legal and tax requirements

Efficiency of Control & Approval process (reduce operating costs)

Audit Trail and Traceability

Quality of the invoices and of the supporting documents

Dispute Management

Collaboration and partnership throughout Invoice lifecycle (status tracking, reduced email communication, visibility on payment)

Enhanced Coordination Central / Local

WFS EMEAA SIS Project

Target => Transfer WFS Invoices from Europe Countries to all their Customer Airlines electronically using the SIS Portal

| Decembre 2021 Go-Live with 1 Airline in France | 2022 - 2023 Extension to other Airlines in France | Septembre 2023 Go-Live with 1 Airline in Spain | Q4 2023 Extension to other Airlines in Spain Extension to Wave 2 Countries (Ireland, Belgium, Netherlands, Sweden) – pilot Airlines | 2024 Extension to other Airlines in Spain and Wave 2 Countries Extension to Wave 3 Countries (Denmark, Italy, UK, Germany) |

1 Airline   28 Airlines   29 Airlines   All Airlines
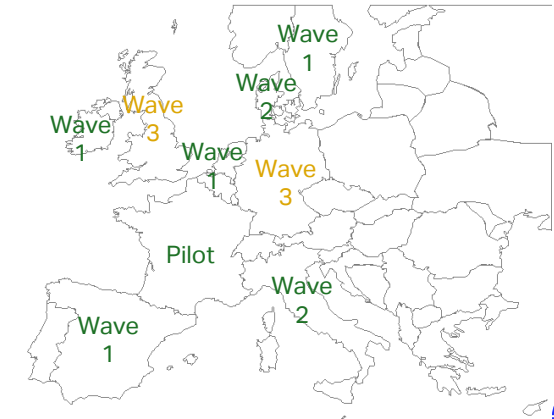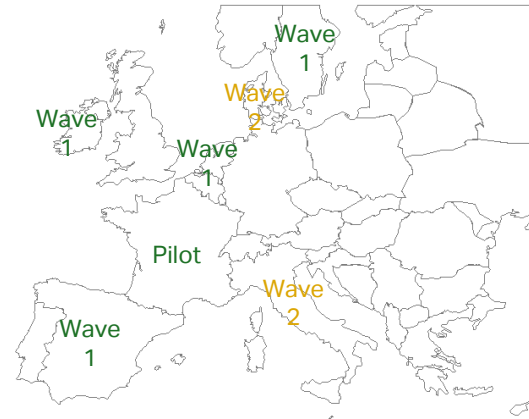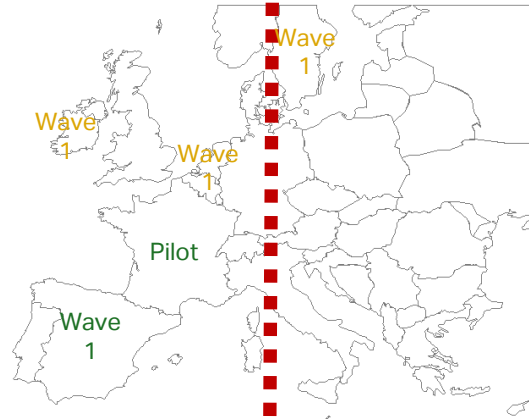
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Now

Pilot   SIS Live
Roll-Out   Project Mode

IATA SIS E-Invoicing Portal

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Electronic Invoicing will change the game in the coming years

- On-Boarding into the SIS portal is a joint initiative between WFS and the Airlines with benefits for both parties

- Electronic Invoicing is becoming progressively mandatory in European Countries

What do we expect from the Airlines

- Strong sponsorship from Airlines Finance and IT to implement the use of the SIS Portal

- Project and Operational Contact Names that can take the decision to transfer to SIS, work with us for the implementation and coordinate with Airlines Local teams

IATA SIS Portal in 1 page

IATA SIS PORTAL

IATA SIS Portal is the exchange of invoice document between a supplier and a buyer in integrated electronic format (paperless) with standardized and structured invoice data issued in EDI or XML format.

IATA E-Invoicing Portal SIS is the E-invoicing standard platform for interline Airline transactions or direct operating cost invoicing.

- Enter the Industry E-Invoicing portal standard to facilitate implementation / extension of E-Invoicing between Customers and Suppliers
- Leverage on standardization and automation to streamline and improve the Customers internal validation process, to reduce labour workload and operating costs
- Increase financial efficiency and information quality through a standardized and harmonized invoicing process and timeframe, including supporting documents
- Improve tracking of invoice history and real-time invoicing & payment status through the portal
- Improve Dispute management and relationships with Suppliers
- Improve control over cash flow with better visibility and real-time status of payments
- Store digitally signed invoices under legal requirements compliance

WFS is strongly engaged to leading the adoption of the next generation of high-quality Industry Standards. The IATA SIS is one standard delivering the win-win benefits of harmonised and automated invoicing processes.
John Batten – CEO WFS EMEAA

Cargo and Ground Handling financial process digitalization is a must to achieve standardized process automation that enables Airline's cost reduction in accounting and reconciliation. Adopting IATA standard and industry e-invoicing platform demonstrates WFS leadership role in the industry.
Bruno Roussel - IATA Senior Manager APPS Community FDS-IPS-Airline Partners Payment Solutions

SWISSPORT INTERNATIONAL

Mark West - Finance Transformation Lead, Service to Cash
12th SIS General Meeting - 24th October 2023

swissport.com

OUR GLOBAL PRESENCE

swissport

SWISSPORT OPERATING ON SIX CONTINENTS

- Swissport operates at 294 airports in 44 countries across six continents

- The company has a broader global presence than any of its competitors

- Our customers benefit from the industry's widest single-source service portfolio

- Swissport serves their passengers and handles their air cargo with consistent service quality, the highest levels of safety and globally standardized procedures

92
NORTH AMERICA

75
EUROPE

18
ASIA

31
AFRICA

53
SOUTH AMERICA

25
PACIFIC

294
AIRPORTS WORLDWIDE
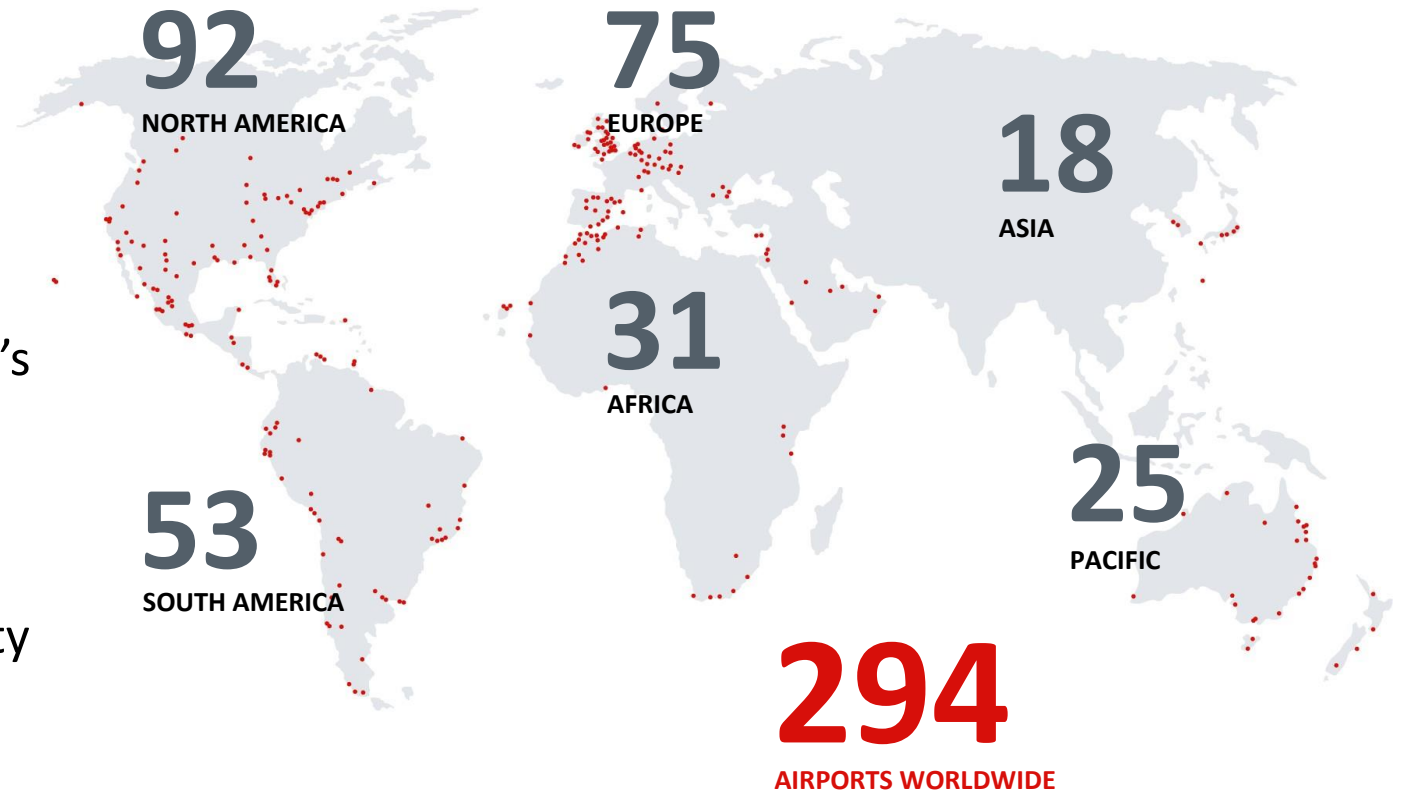
HOW DOES SIS E-INVOICING WORK?

TRADITIONAL VS. DIGITAL INVOICING

Traditional Invoicing

Swissport invoicing sent by email to multiple customer email addresses

Swissport Billing System

PDF
PDF
PDF

Customer AP Team

Invoice data posted manually by customer AP teams

PDF
PDF
PDF

Customer ERP

Reduced opportunity for auto-validation or reconciliation of invoice data

Slow process
Prone to errors
Resource hungry
No audit trail

Average invoice handling time = 20 minutes

SIS E-Invoicing

Swissport invoicing transmitted electronically to IATA SIS Platform

Swissport Billing System

IS-XML

IATA SIS Platform

SIS Platform distributes data to all customer ERPs directly with electronic audit trail

IS-XML
IS-XML
IS-XML

Customer ERP

Auto-posting
Auto-validation
Auto-reconciliation of invoice data

Rapid process
No manual interventions
Full audit trail

Average invoice handling time = 30 seconds

Page 151

WHY IS SWISSPORT MOVING TO SIS E-INVOICING?

CUSTOMER CENTRICITY & OPERATIONAL EXCELLENCE

Customer Benefits

- Significant productivity benefits in invoice processing through:

- Guaranteed invoice delivery with full audit trail

- Automated ERP data entry reduces manual data entry errors

- Helps eliminate nearly all the manual work associated with checking invoices

- A single, standardised invoice format

- SIS portal provides easy access to decentralised teams

- Helps minimise payment processing times

Swissport Benefits

- Increased S2C process standardisation & efficiency through:

- One platform, so no point-to-point connections

- One invoice format/standard

- One invoice delivery method

- Guaranteed invoice delivery with full audit trail

- Improved master data management

- Increased customer centricity

- Prerequisite for allowing ICH settlement

97% reduction in average invoice handling time

WHERE IS SIS E-INVOICING AVAILABLE?

IN 25 SWISSPORT BUSINESSES BY END 2023

Country	Swissport Legal Entity/Affiliate	IATA Code	Status	Business Line
Austria	Swissport Cargo Services Austria GmbH	XB-P24	Active	Cargo
Belgium	Swissport Cargo Services Belgium	XB-9JC	Active	Cargo
Brazil	Swissport Brazil LTDA	XB-9JH	Active	GH
Germany	Swissport Berlin	XB-Q95	Active	GH
Germany	Swissport Cargo Services Deutschland GmbH	XB-9TK	Active	Cargo
Germany	Swissport Koeln GmbH	XB-P19	Active	GH
Ireland	Swissport Ireland Ltd	XB-P20	Active	GH & Cargo
Italy	Swissport Italia SPA	XB-P17	Active	GH
Mexico	AGN Mexico SA		Approved	GH
Morocco	Swissport Maroc SA	XB-P42	Active	GH
Netherlands	Swissport Amsterdam	XB-P34	Active	GH
Netherlands	Swissport Cargo Services The Netherlands	XB-P35	Active	Cargo
Saudi Arabia	Swissport Saudi Arabia Ltd	XB-P25	Active	GH
Switzerland	Checkport Schweiz AG		Approved	GH
Switzerland	Swissport Basel	XB-P47	Active	GH
Switzerland	Swissport Geneva	XB-P50	Active	GH
Switzerland	Swissport Zürich	XB-P52	Active	GH
UK	Swissport Fuelling Services UK Ltd		Approved	Fuel
UK	Swissport GB Ltd	XB-P18	Active	GH & Cargo
US	Swissport Cargo Services LP	XB-Q25	Active	Cargo
US	Swissport Fueling Inc.		Q4	Fuel
US	Swissport SA Fuel Service LLC		Q4	Fuel
US	Swissport SA LLC		Approved	GH
US	Swissport SA USA LLC	XB-Q20	Active	GH
US	Swissport USA Inc.	XB-Q24	Active	GH

- Currently Swissport provides SIS e-invoicing to 44 customers (35 with ICH settlement) across:
  - 19 Swissport businesses in 12 countries
  - 4 Swissport businesses approved by IATA, but still to be activated
  - 2 Swissport fuelling businesses to be brought online by end 2023

CONCLUSION

A MAJOR WIN-WIN FOR OUR CUSTOMERS & SWISSPORT

- Greater standardisation of S2C processes

- Increased customer satisfaction

- Reduced costs

- Reduced risk

- Part of Swissport's digital transformation journey towards operational excellence

"Swissport is committed to operational excellence across our business, and digital transformation is a key enabler. The rollout of e-invoicing via IATA's SIS platform along with electronic invoice settlement through IATA's Clearing House will enhance our service delivery and improve the experience for our customers."

Jourik Hooghe, CFO Swissport International

THANK YOU

mark.west@Swissport.com

swissport.com

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Chicago, USA
24 October 2023

Thank you

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
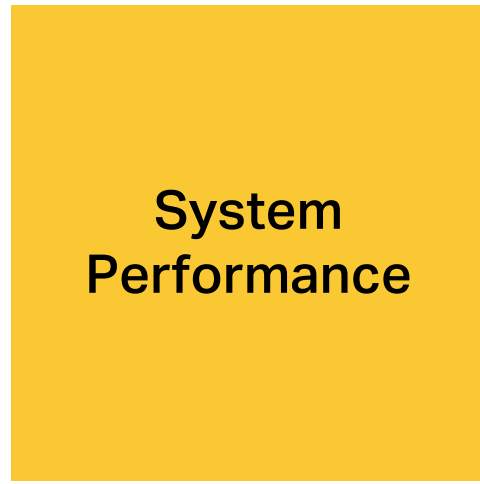
- Files must be processed within 24h and within 4h in 99.86% of cases.
- IS-WEB response should be within 3 seconds for 97.50% of requests.

HelpDesk Availability

- Web based contact tool available 24/7.

HelpDesk Performance
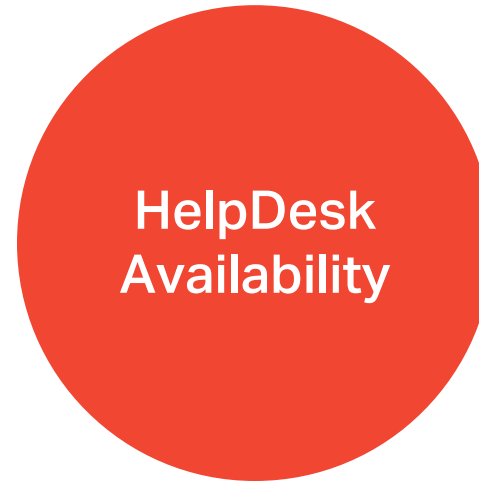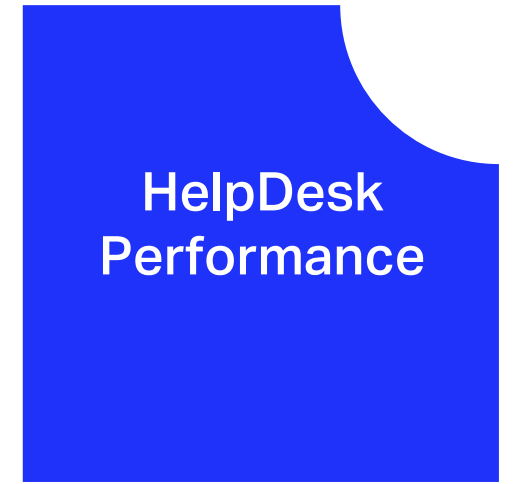
- Queries to be responded within 24h.
- Incidents to be solved as per severity:
  - Priority 1: 6 hours
  - Priority 2: 1 business day
  - Priority 3: 10 business days
  - Priority 4: next release

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System Availability YTD 2023

99.78%
System Availability YTD

15h16m
Actual downtime YTD
(excl. weekends)

99.86%
System Availability Rolling Annual Average
(excl. weekends)

Actual downtime in 2023 YTD increased by **80%** (5h46min) compared to same YTD period of 2022. This is due to the Infrastructure Migration in May 2023

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Overall System Availability

System Uptime (Monthly) values: Sep-22 99.93%, Oct-22 100.00%, Nov-22 99.97%, Dec-22 100.00%, Jan-23 99.93%, Feb-23 99.87%, Mar-23 99.93%, Apr-23 99.93%, May-23 98.70%, Jun-23 99.98%, Jul-23 99.91%, Aug-23 99.82%, Sep-23 99.93%

System Uptime (Rolling Annual Avg.) values: 99.86%, 99.87%, 99.87%, 99.88%, 99.88%, 99.88%, 99.93%, 99.93%, 99.83%, 99.83%, 99.84%, 99.83%, 99.83%

Rolling Annual Avg. Target: 99.50%

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

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System Availability 2023

Month	Actual Downtime	Unplanned Downtime	System Uptime	System Uptime (excl. Planned Downtime)	Rolling Annual Average	
					System Uptime	System Uptime (excl. Planned Downtime)
January 2023	0h30m	0h00m	99.93%	100%	99.88%	100%
February 2023	1h00m	0h00m	99.87%	100%	99.88%	100%
March 2023	0h30m	0h00m	99.93%	100%	99.93%	100%
April 2023	0h30m	0h00m	99.93%	100%	99.93%	100%
May 2023	9h41m	0h00m	98.70%	100%	99.83%	100%
June 2023	0h35m	0h00m	99.98%	100%	99.83%	100%
July 2023	0h40m	0h00m	99.91%	100%	99.84%	100%
August 2023	1h20m	0h00m	99.82%	100%	99.83%	100%
September 2023	0h30m	0h00m	99.93%	100%	99.83%	100%
YTD	**15h16m**	**0h00m**	**99.78%**	**100%**	**99.86%**	**100%**

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System Performance YTD 2023

380,134
Files received & processed within 4h (100%)

4m44s
Average file processing time YTD

39,025,111
IS-WEB requests responded within 3s (98.95%)

The number of processed files **increased by 4.94%** in 2023 compared to the same period in 2022, while the IS-WEB requests **Increased by 30.84%** compared to same period last year.

The average file processing time **decreased from 8m36s to 4m44s** YTD 2023 over 2022

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File Loading Performance

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Files Processed	73,616	57,883	43,003	41,078	42,252	44,051	37,011	42,169	42,113	41,379	46,880	43,201
Average Processing Time	0:13:52	0:29:08	0:07:54	0:03:10	0:15:59	0:09:12	0:05:49	0:02:40	0:00:56	0:01:57	0:01:35	0:01:18

Files Processed   Average Processing Time

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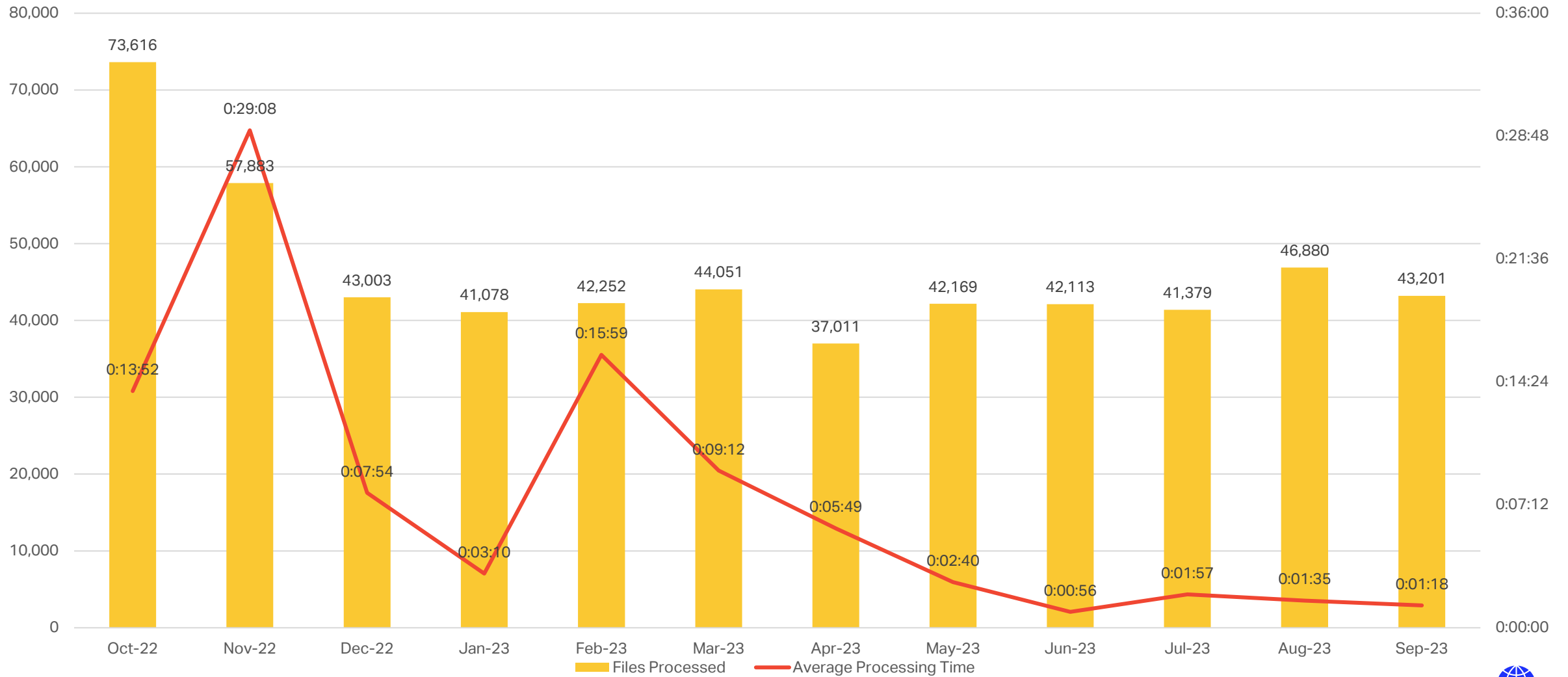
File Loading Performance 2023

- Files must be processed within 24h and within **4h in 99.86%** of cases.

Month	Total Files Received	Total Files Processed		Performance
		Within 4h	Between 4h and 24h	
January 2023	41,078	41,078	0	100%
February 2023	42,252	42,252	0	100%
March 2023	44,051	44,051	0	100%
April 2023	37,011	37,011	0	100%
May 2023	42,169	42,169	0	100%
June 2023	42,113	42,113	0	100%
July 2023	41,379	41,379	0	100%
August 2023	46,880	46,880	0	100%
September 2023	43,201	43,201	0	100%
Total YTD	**380,134**	**380,134**	**0**	**100%**

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Web Response Performance

Total requests received ● % requests responded Within 3s
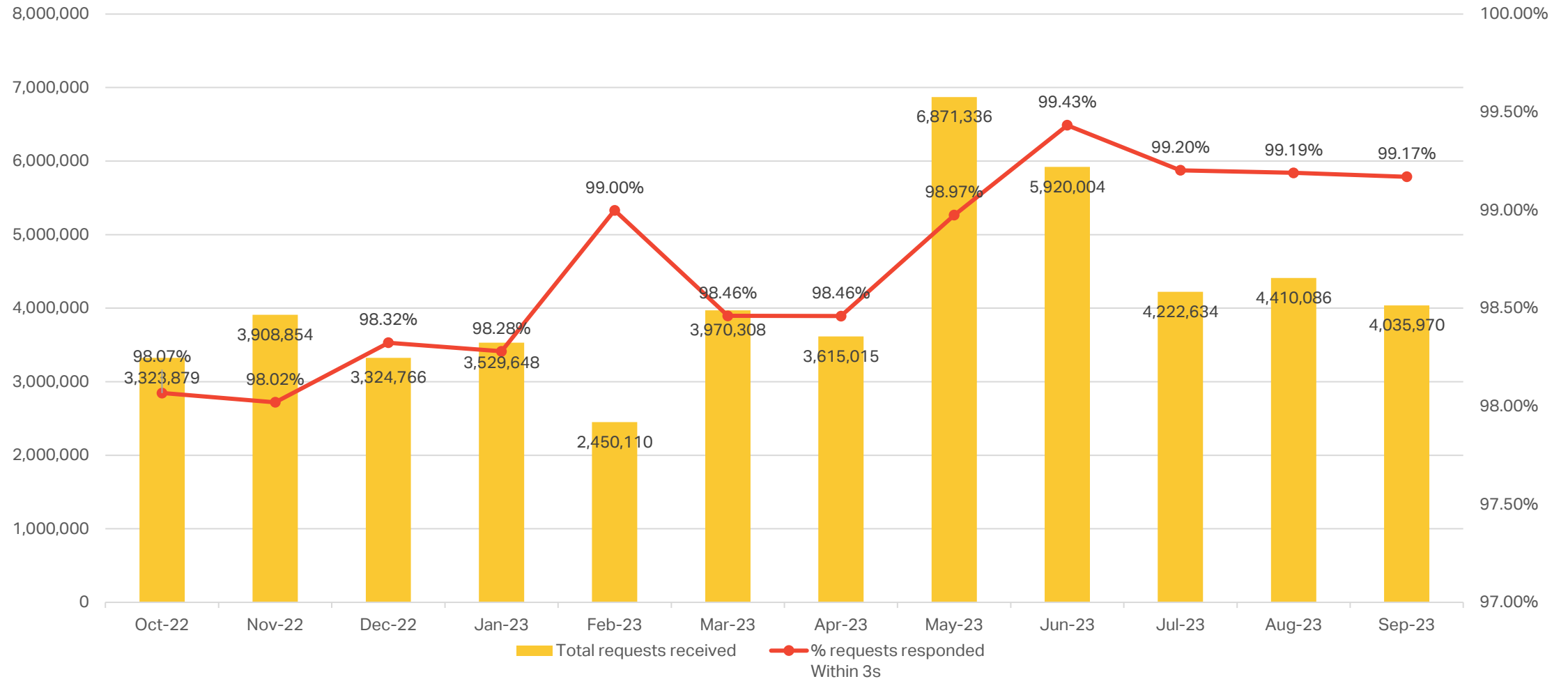
Web Response Performance 2023

- IS-WEB response should be within **3 seconds for 97.50% of requests**.

Month	Total requests received	Total requests responded		Performance
		Within 3s	Over 3s	
January 2023	3,529,648	3,468,832	60,816	98.28%
February 2023	2,450,110	2,425,579	24,531	99.00%
March 2023	3,970,308	3,909,196	61,112	98.46%
April 2023	3,615,015	3,559,331	55,684	98.46%
May 2023	6,871,336	6,800,857	70,479	98.97%
June 2023	5,920,004	5,886,417	33,587	99.43%
July 2023	4,222,634	4,188,975	33,659	99.20%
August 2023	4,410,086	4,374,360	35,726	99.19%
September 2023	4,035,970	4,002,548	33,422	99.17%
Total YTD	**39,025,111**	**38,616,095**	**409,016**	**98.95%**

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1329
Queries received

364
Incidents resolved

94.59%
Customer Satisfaction YTD

Query & Incident Management YTD 2023

The number of queries increased by 35% and the number of incidents increased by 17% compared to the same period last year.

Query & Incident Management 2023

- Web based contact tool available 24/7.
- Queries to be responded within 24h.

Months	Queries	Incidents*				Total	Within SLA	Performance
		Showstopper	Major	Minor	Trivial			
January 2023	94	0	0	2	0	96	96	100%
February 2023	91	0	0	3	0	91	91	100%
March 2023	114	0	0	6	0	120	120	100%
April 2023	95	0	0	3	0	98	98	100%
May 2023	145	0	0	3	0	148	148	100%
June 2023	119	0	0	9	0	128	128	100%
July 2023	101	0	0	5	0	106	106	100%
August 2023	401	0	0	3	0	404	404	100%
September 2023	169	0	0	2	0	171	171	100%
Total YTD	1329	0	0	36	0	1365	1194	100%

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

12th SIS General Meeting – 24 October 2023

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SIS Customer Support – last 12 months
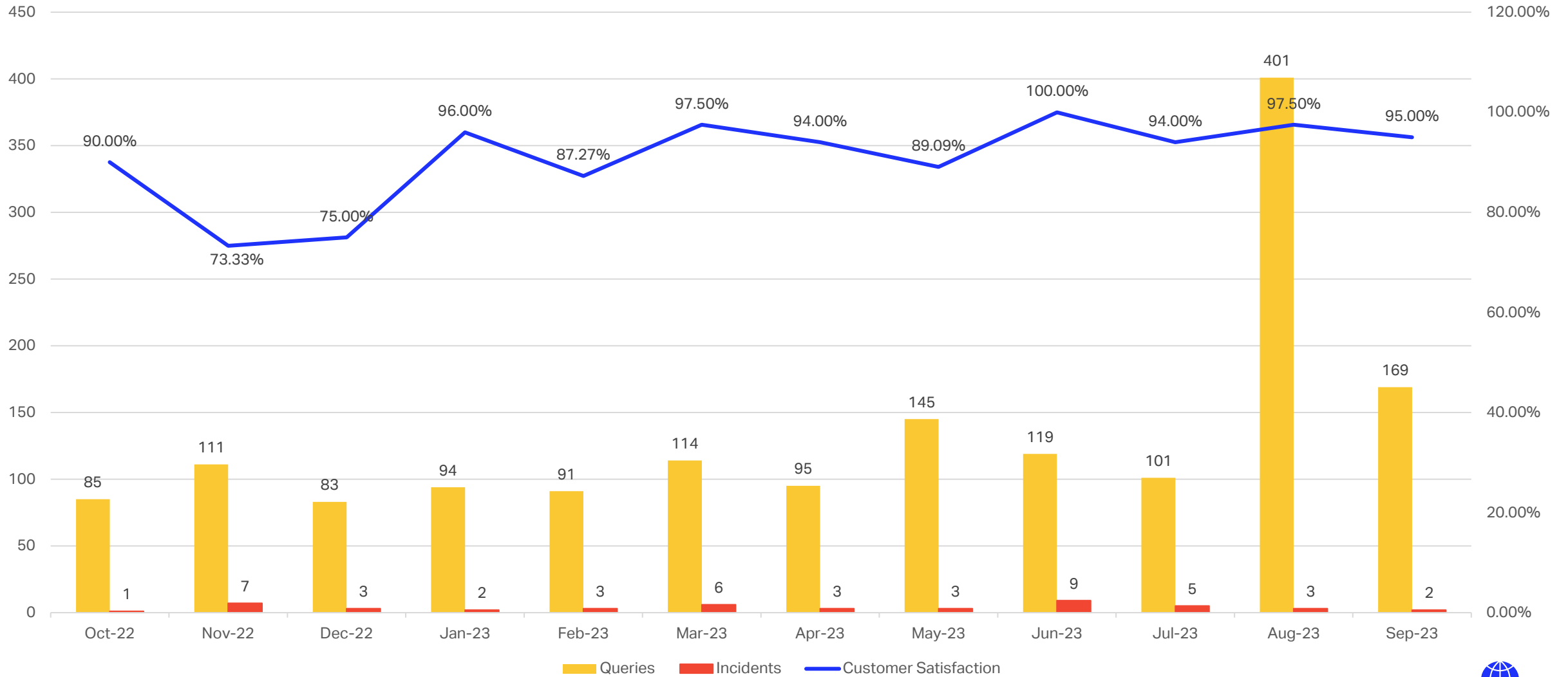
12th SIS General Meeting – 24 October 2023

SIS New Infrastructure

↗ **A smooth migration to a faster system**
  ↗ SIS moved to its brand-new infrastructure on **27th May**
  ↗Average file processing time has improved

↗ **5 months after migration to new infrastructure… SIS Community Experience?**

↗ **The Annual Planned SIS Disaster Recovery ("DR) Switchover**
  ↗ SIS successfully completed the planned "DR" switchover on 7th October
  ↗ This activity is as per SOC2 audit requirements: SIS must be able to run alternatively from a Primary to Secondary disaster recovery (DR) site

Benefits Realized – PAX Files

PAX File Processing Before & After Migration
(Apr - Oct 2023 : +30,000,000 Transactions)

BEFORE

% from Total Transaction

- 24.53%
- 41.19%
- 10.03%
- 10.34%
- 12.72%
- 1.19%

AFTER

- 34.06 %
- 37.88 %
- 17.12 %
- 9.96 %
- 0.99 %

Time Intervals (In Minutes)

■ < 10 ■ 10 to 20 ■ 21 to 30 ■ 31 to 40 ■ 41 to 50 ■ > 50
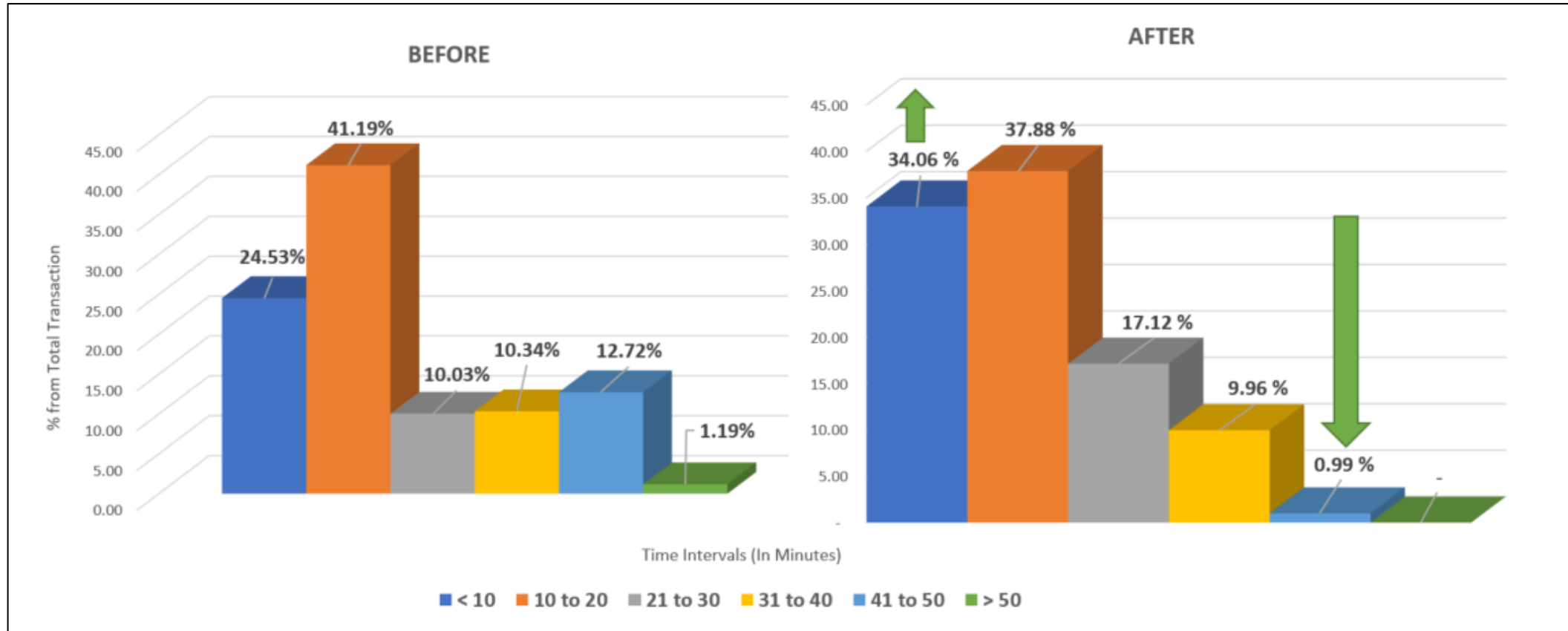
Benefits Realized – PAX Files

PAX File Processing Time: Below 10min Before & After Migration (Apr - Oct 2023)
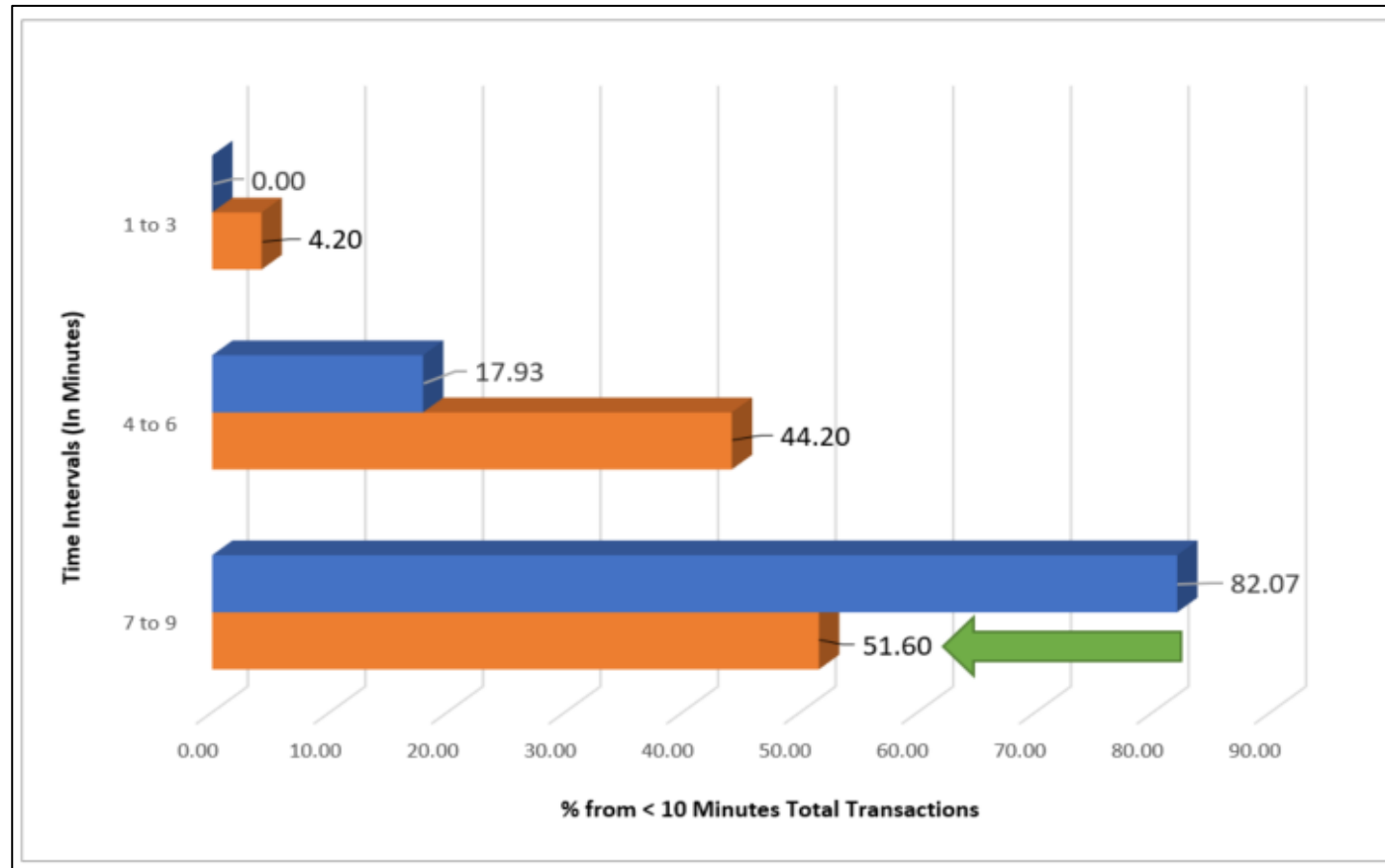
BEFORE   AFTER

Time Intervals (In Minutes)

1 to 3: 0.00 (BEFORE), 4.20 (AFTER)
4 to 6: 17.93 (BEFORE), 44.20 (AFTER)
7 to 9: 82.07 (BEFORE), 51.60 (AFTER)

% from < 10 Minutes Total Transactions

Benefits Realized – MISC Files

**MISC File Processing Before/After Migration
(Apr - Oct 2023 : +14,000,000 Transactions)**
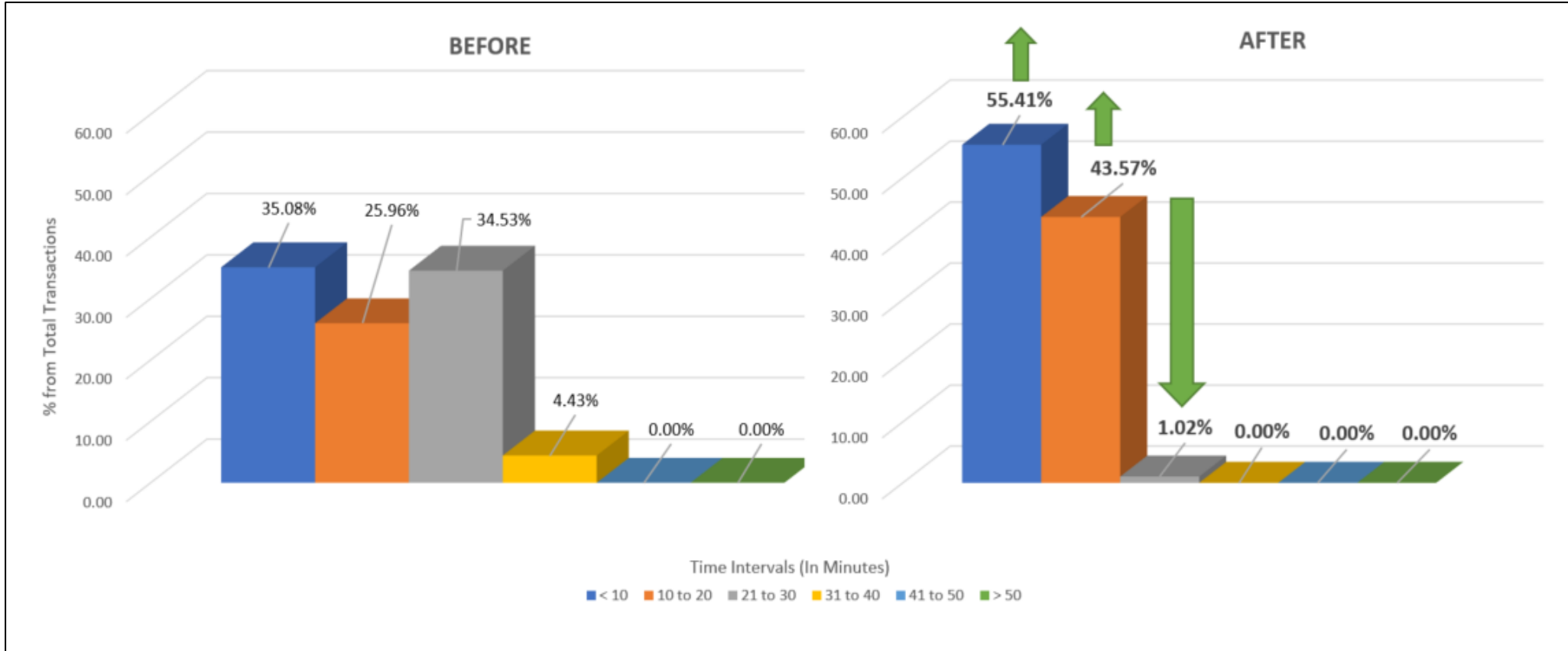
Benefits Realized – MISC Files

MISC File Processing below 10min Before/After Migration
(Apr - Oct 2023)
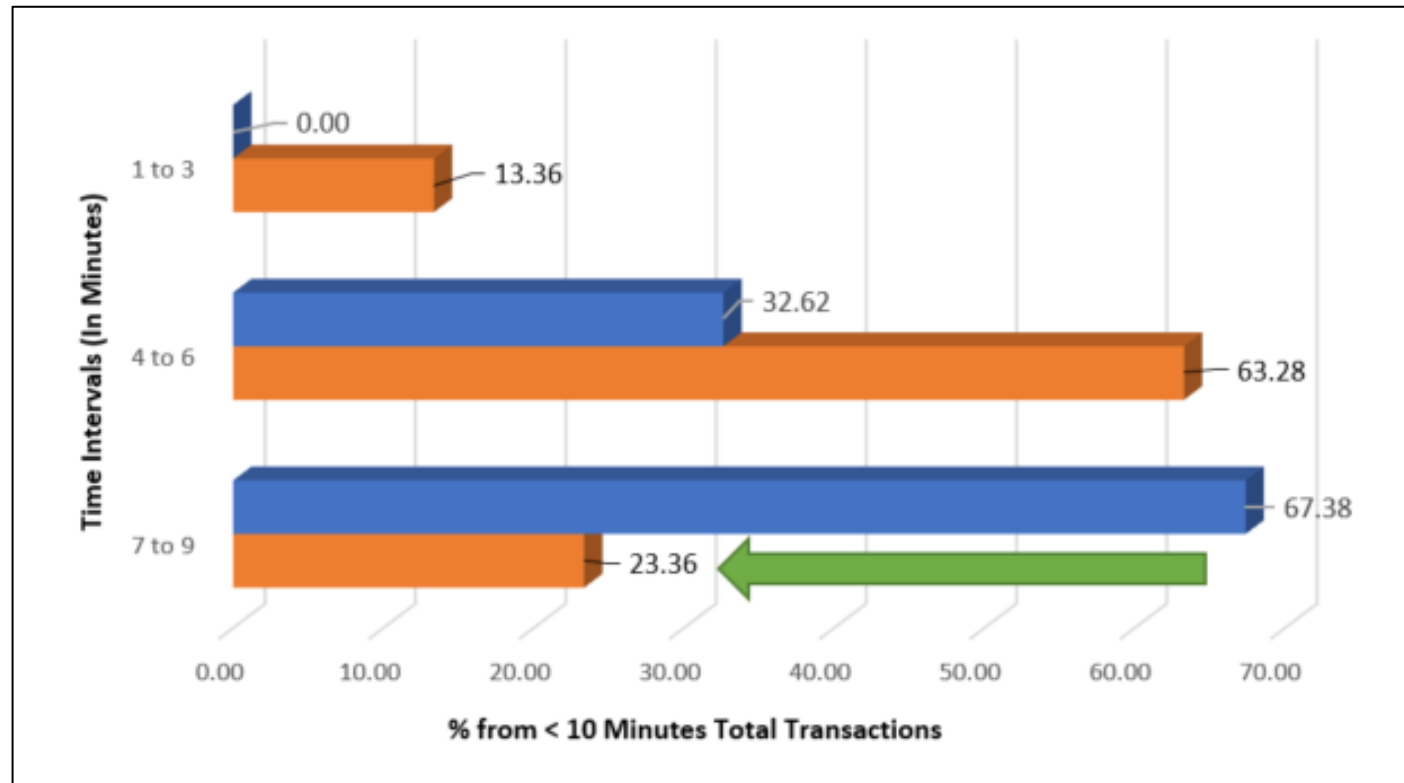
IATA SIMPLIFIED INVOICING & SETTLEMENT
GENERAL MEETING

SR11- SIS Customer Satisfaction Survey Results

Vivekh Pundit
Senior Manager, Industry e-Invoicing (IATA)

12th SIS General Meeting – 24 October 2023

Agenda

1 • Respondent profiles & Methodology

2 • Executive summary

3 • Detailed research findings:
  - Key experience metrics: NPS, CSAT & Contribution to business success
  - Satisfaction with areas of the SIS platform
  - Satisfaction with support material
  - Satisfaction with queries & customer support
  - Training needs
  - Top product roadmap ideas
  - Next Steps
  - Testimonials

Respondent Profiles

Region
- 24% Africa & Middle East
- 14% Americas
- 24% Asia Pacific
- 32% Europe
- 6% North Asia
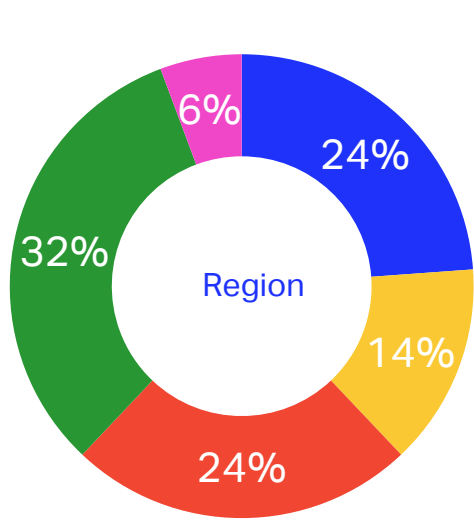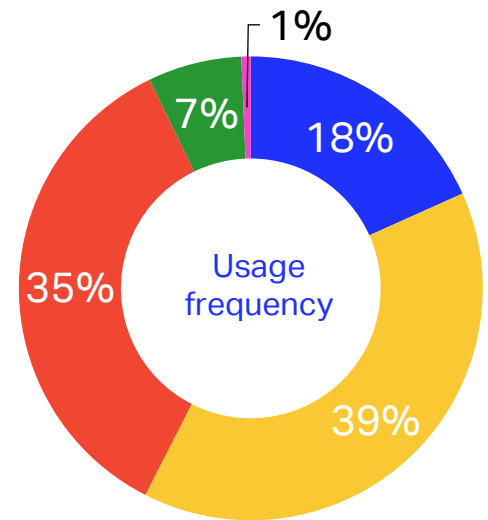
Usage frequency
- 18% Daily
- 39% Several times a week
- 35% Several times a month
- 7% Several times a year
- 1% Once a year or less
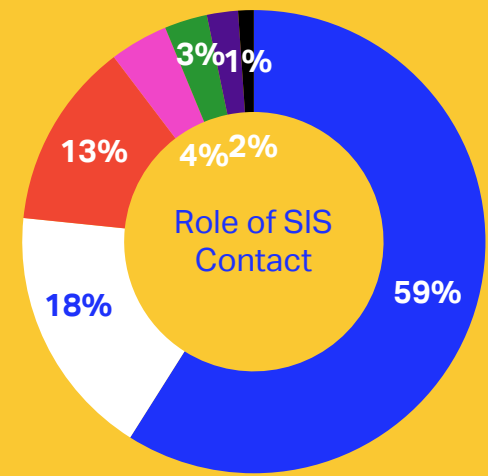
Role of SIS Contact
- 59% Revenue Accounting
- 18% Miscellaneous Accounts Receivable
- 13% Miscellaneous Accounts Payable
- 4% Management
- 3% Other, please specify
- 2% Operations (not in Finance)
- 1% IT
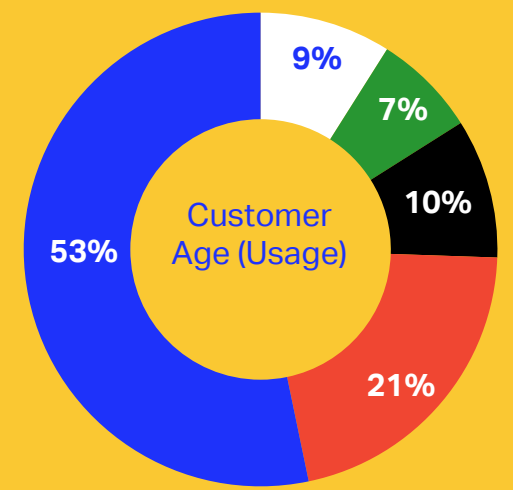
Customer Age (Usage)
- 9% Less than 6 months
- 7% More than 6 months to 1 year
- 10% More than 1 year to 2 years
- 21% More than 2 years to 5 years
- 53% More than 5 years

IATA SIMPLIFIED INVOICING & SETTLEMENT
GENERAL MEETING

Executive Summary

Key take-outs:

SIS is a high performing product

- SIS has a high NPS score of **47**
- **92%** of users are satisfied overall (CSAT)
- All questions asked have **80% or higher in the top-2 boxes**
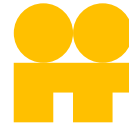
Frequency of use and length of time as a user impact NPS scores

- With less than 6 months of use users have a NPS score of 21 vs. users with more than 5 years of use who have a score of 63
- When users use SIS several times a year, their NPS score is 10 vs. those who use SIS daily with a score of 68

39% have training needs

- Main training requests revolve around the overall platform as well as key areas such as invoices, billing, reports, and correspondence
- A few users have mentioned how the webinars have been helpful

Detailed Research Findings

Definition of Experience Metrics

Margin of error

% - A metric used to understand how closely the responses collected from this survey represent all active SIS users. A margin of error of 8% or less is acceptable and it also represents the percentage that scores can vary. In 2023, SIS has a NPS score of 47 and a margin of error of 5%, which means that the 2023 NPS score could vary from 42-52.

CSAT

% - Overall Customer Satisfaction with SIS based on the percentage of users who are very satisfied or somewhat satisfied.

NPS

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

Contribution to Biz Success

% - How much Customers feel that SIS is contributing to their overall business success based on the percentage of users who said SIS contributes a lot or considerably to their business success.

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What is a Good NPS?

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Detractors   **Passives**   **Promoters**

😃 % - ☹ % = **Net Promoter Score**

LOW NPS   **MEDIUM**   **HIGH NPS**

-100   0   20   100

SIS: 47

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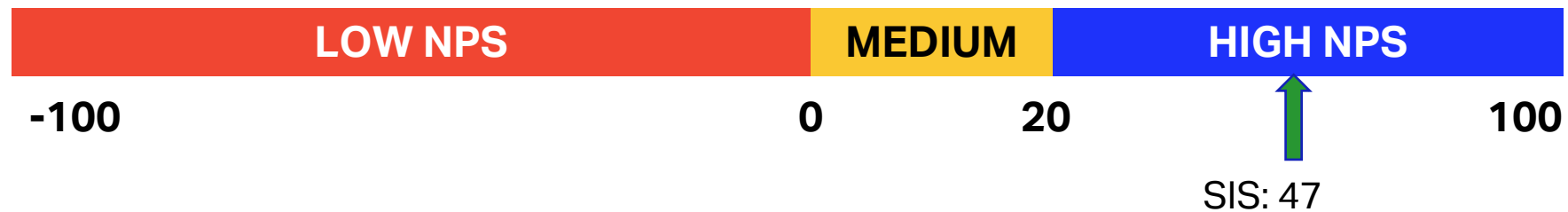
Key Experience Metrics

SIS continues to perform better year over year. While the NPS score decreased by 6 points, the margin of error also decreased. The margin of error could help to explain the decrease.

	2023	2022	
Margin of error	5%	9%	↓
Overall Satisfaction (CSAT)	92%	91%	↑
NPS	47	53	↓
Contribution to Business Success	82%	87%	↓
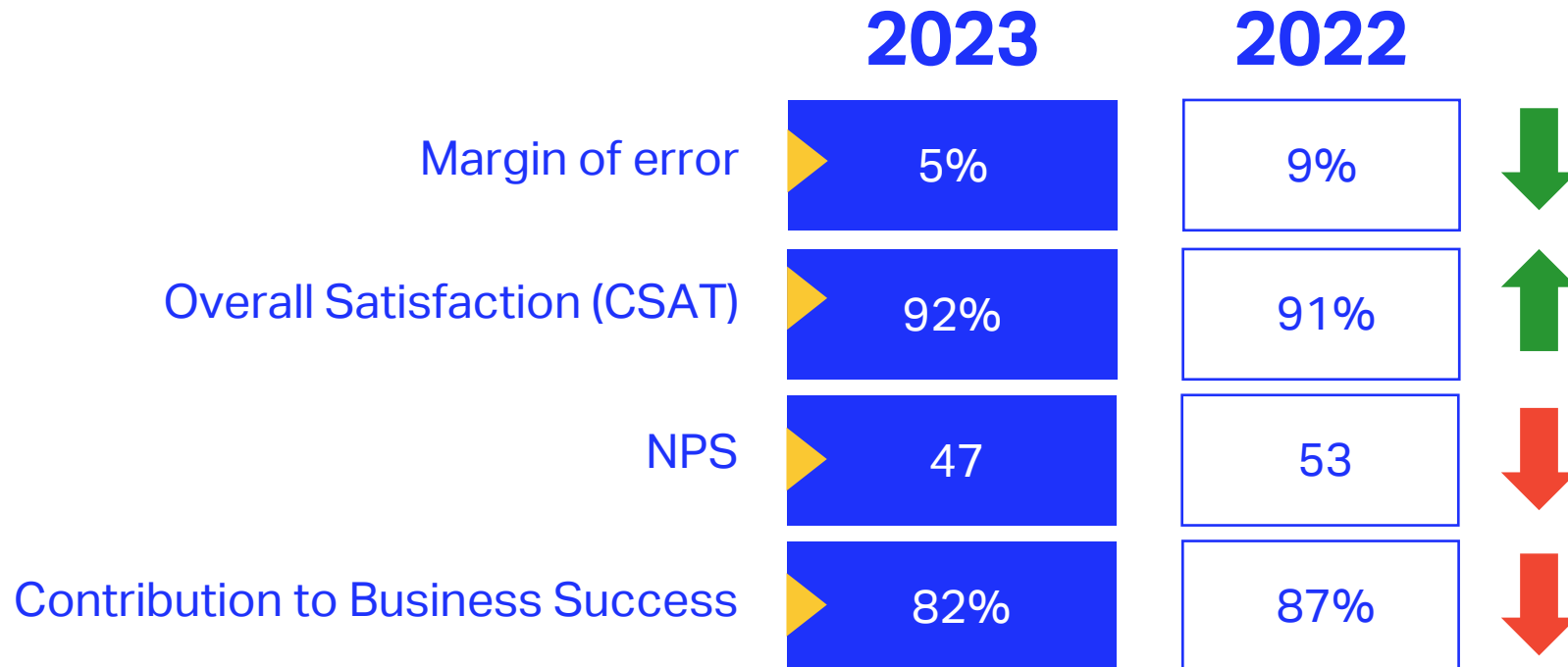
2023 SIS NPS

2023 NPS Score

20

47

Net Promoter Score...

50

-100   100

▼ **-6** vs 2022 SIS NPS (53)

Users whose role is revenue accounting are more likely to be promoters with a NPS score of 58 (N=217)

2023 NPS Group Distribution

11% (39)

32% (118)

57% (211)

■ Promoter   ■ Passive   ■ Detractor

2022 SIS NPS Score: 53

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Contributors to NPS


```
                         ┌─────────────────┐
                         │       NPS       │
                         └────────┬────────┘
         ┌────────────────┬───────┴────────┬────────────────┐
 ┌───────┴──────┐ ┌───────┴──────┐ ┌───────┴──────┐ ┌───────┴──────┐
 │  CSAT 44%    │ │ Contribution │ │ Satisfaction │ │ Satisfaction │
 │              │ │ to business  │ │ with Billing │ │ with Input   │
 │              │ │ success 21%  │ │ history      │ │ File         │
 │              │ │              │ │ search screen│ │ Processing   │
 │              │ │              │ │ 18%          │ │ 18%          │
 └──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘
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IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING
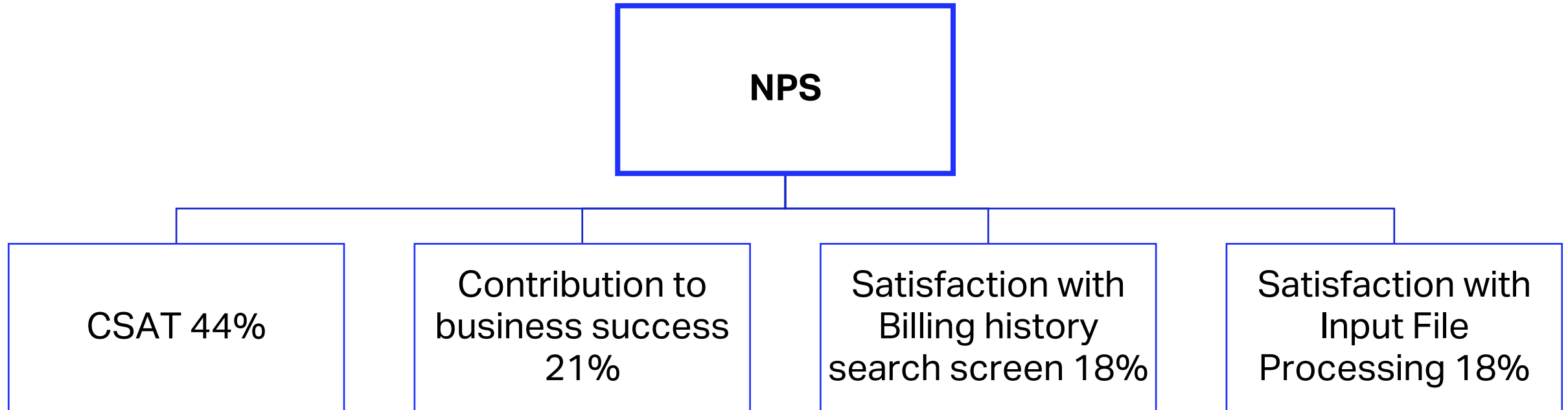
Years & Frequency of Use Affect NPS scores

Less than 6 months of use
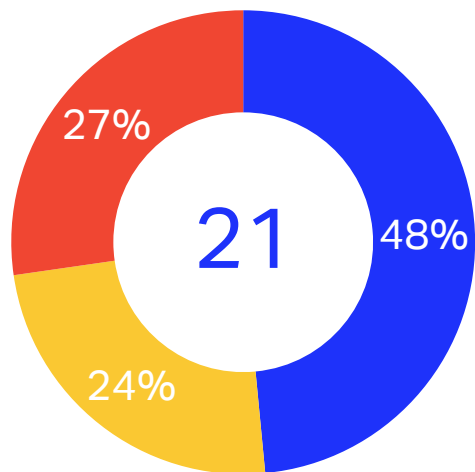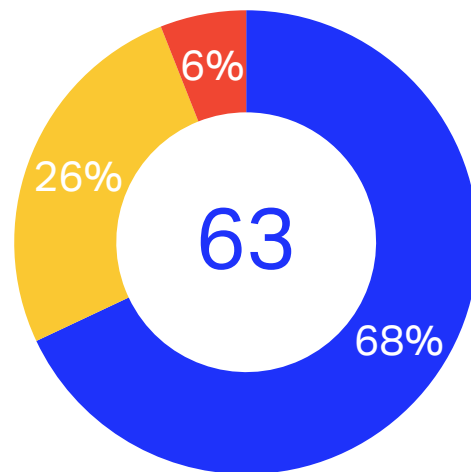
- 48% (Promoters)
- 24% (Passives)
- 27% (Detractors)
- **21**

More than 5 years of use

- 68% (Promoters)
- 26% (Passives)
- 6% (Detractors)
- **63**

Uses SIS several times a year

- 40% (Promoters)
- 30% (Passives)
- 30% (Detractors)
- **10**

Uses SIS daily

- 75% (Promoters)
- 18% (Passives)
- 7% (Detractors)
- **68**

■ Promoters   ■ Passives   ■ Detractors
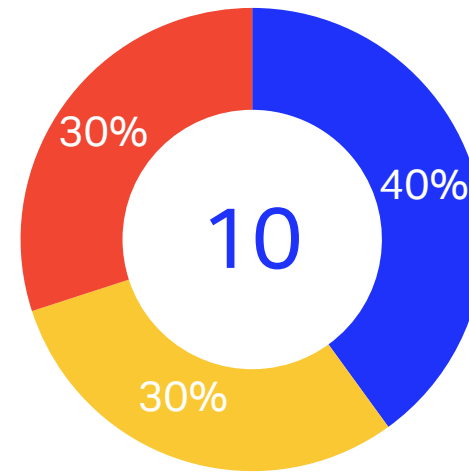
■ Promoters   ■ Passives   ■ Detractors

■ Promoters   ■ Passives   ■ Detractors
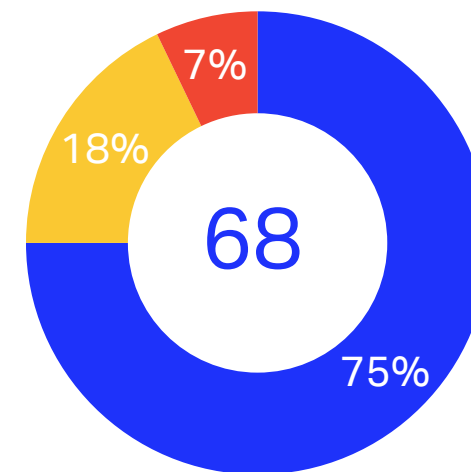
■ Promoters   ■ Passives   ■ Detractors

With 2-5 years of use, users are less likely to be promoters with a NPS score of 21 (N=78)

When SIS is used once a year or less, users are less likely to be promoters with a NPS score of -50 (N=2)

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Ease of use, the overall platform & features related to billing & invoices are the key reasons for their NPS scores.

Very negative · Negative · Mixed · Positive · Very positive · Neutral

Satisfaction with areas of the SIS Platform

Area	Top-2 Boxes	Bottom-2 boxes
Report Modules	87%	1%
Output Files	90%	1%
Processing Dashboard	89%	1%
Member Profile Management	85%	3%
Management of Receivable Invoices	94%	1%
Management of Payable Invoices	92%	1%
Management of Miscellaneous Disputes	81%	5%
IS-WEB Response Time	82%	3%
Input File Processing	90%	1%
Correspondence Search Screen	87%	2%
Billing History Search Screen	85%	5%

■ Top-2 Boxes   ■ Bottom-2 boxes

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Satisfaction with SIS member support material

User Guides — 83% (Top-2 Boxes), 5% (Bottom-2 boxes)

Technical standards documentation — 80% (Top-2 Boxes), 3% (Bottom-2 boxes)

SIS Communications — 84% (Top-2 Boxes), 1% (Bottom-2 boxes)

Industry webinars — 82% (Top-2 Boxes), 1% (Bottom-2 boxes)

■ Top-2 Boxes   ■ Bottom-2 boxes

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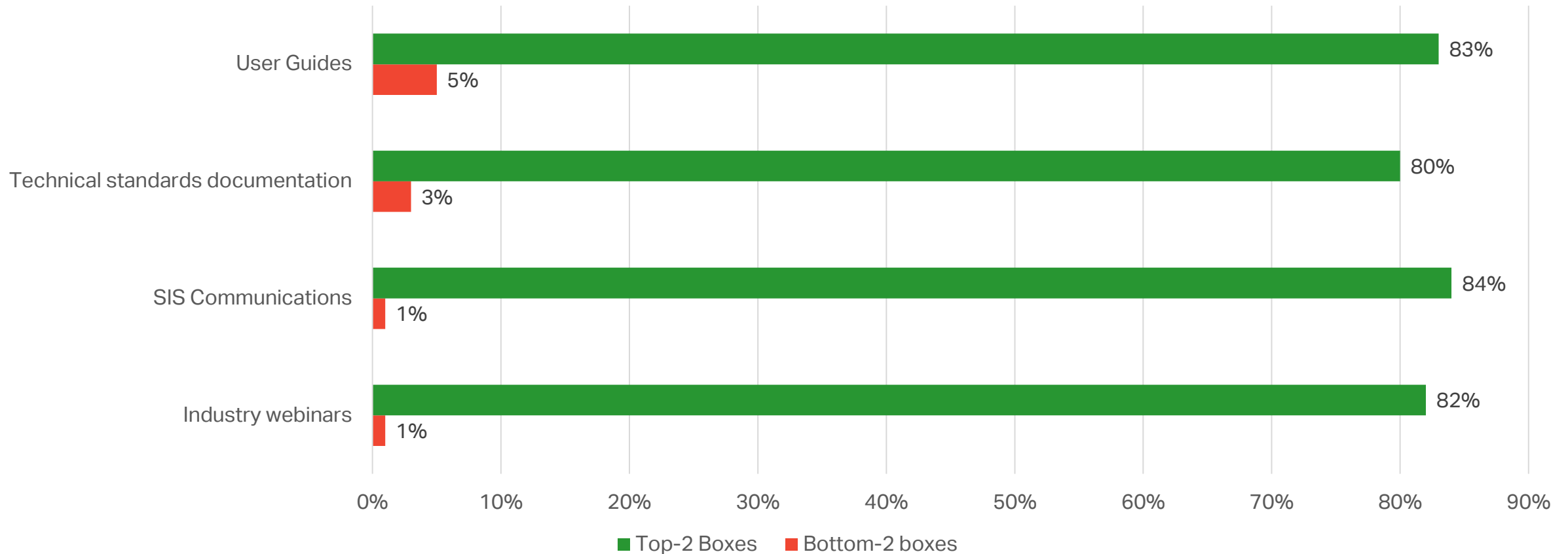
39% have training needs
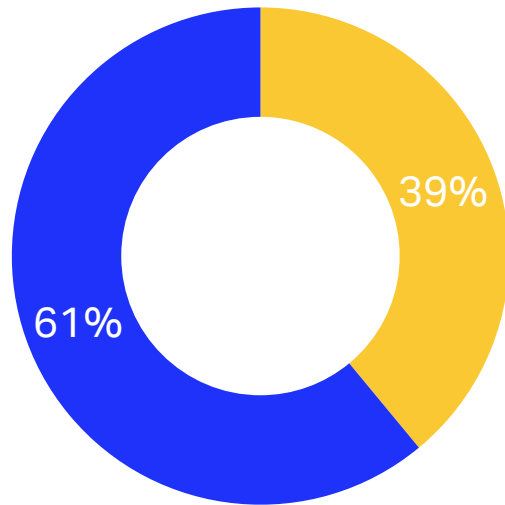
Main training requests (116):

1. Overall platform (14)
2. Invoices (manually creation, retrieval, UATP, validating) (13)
3. Billing (misc. billing history, to interlines, process, outward) (13)
4. Reports (11)
5. Correspondence (tool) (8)

Mostly new users.
A few mention that the webinars have been helpful:

> The current webinar series is very helpful and ensures staff is up to date with any changes while providing reminders of the current functionality.

39%

61%

■ Yes   ■ No

SIS Support via IATA Customer Portal

SIS Customer Service gives me clear information — 84% (Top-2 Boxes), 2% (Bottom-2 boxes)

SIS Customer Service is knowledageble — 84% (Top-2 Boxes), 1% (Bottom-2 boxes)

My queries are resolved quickly — 81% (Top-2 Boxes), 3% (Bottom-2 boxes)

My queries are resolved correctly — 82% (Top-2 Boxes), 2% (Bottom-2 boxes)

Legend: ■ Top-2 Boxes ■ Bottom-2 boxes

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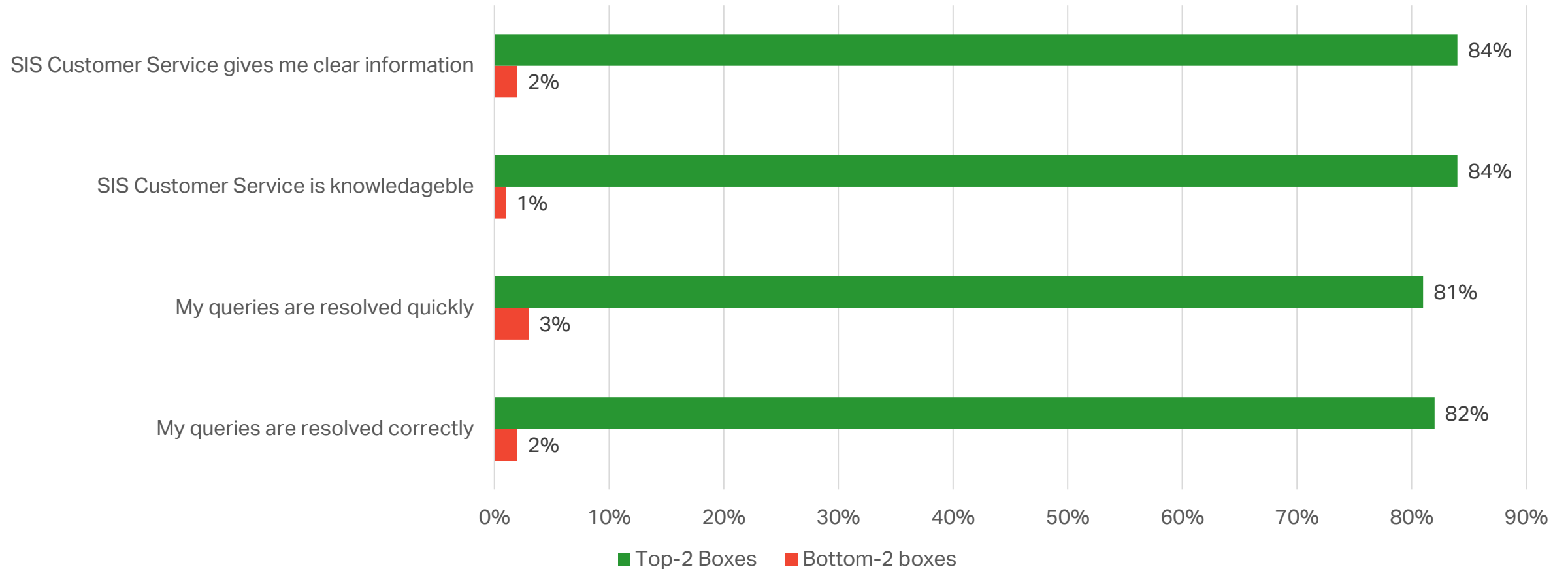
SIS Support via IATA Customer Portal
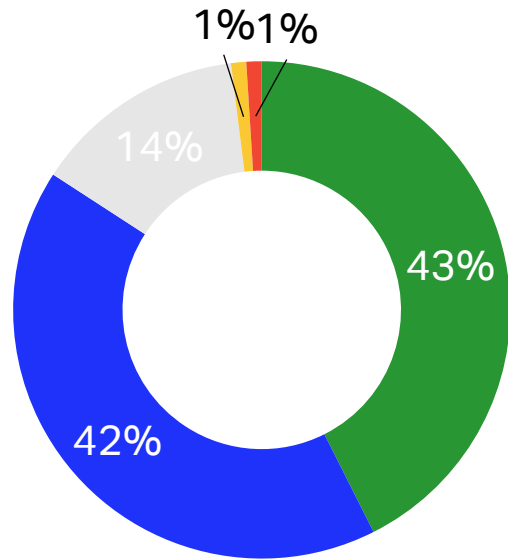
Legend (donut chart):
- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

Donut values: 43%, 42%, 14%, 1%, 1%

85% are satisfied with the Support for SIS case queries

Bubble legend: Very negative · Negative · Mixed · Positive · Very positive · Neutral

Bubbles: Accurate support, Quick responses, Always ready, Easy to follow instructions, Efficient support, Clear support, Reliable support, User friendliness, Reasonable timelines, Time, Availability, Consistent responses, Consistent follow-ups required, Incorrect support, Accessibility, Details, Delayed responses, Streamlined support across multiple, Difficulty for old cases, Password issues, Closed cases via expiry, Rejections with no reason, Long response times

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Top requests for product roadmap ideas

1. Longer invoice / output storage time (more than 1 year, 5 years): 8
2. Clear user guide: 6
3. Quicker response time: 4
4. Direct customer support contacts: 4
5. Edited menu for invoices: 3
6. Clear error information: 3
7. User interface: 3
8. Ability to download invoices (supporting docs) at once: 3
9. Simplify invoice process (invoice creation process, dispute management): 3

Next steps

Increase Education & Awareness through:
- Targeted campaigns
- SIS Bulletins
- New Training Programs

Update and Simplify User Guides and Documentation.

Improve Customer Service response times, handling procedures and quality

Promote Use of SIS' Optional Invoice Archiving Feature

SIS
Customer Testimonials

I have been using SIS since inception and this has made my monthly close process more efficient. The ease of using the website is a great help as well.

SIS is a great platform that facilitates quick settlement of billings and invoices in the aviation world.

It is really simplifying the business

SIS is an extraordinary tool for Airlines and its subsidiary to settle invoices by integrated in one billing system

SIS is a powerful tool in the arena of invoice handling. Its extremely efficient and effective. A five-star billing platform.

SIS is great system and makes work easy and recorded

Value your time and money? Go for SIS!

SIS is the most user-friendly system, integrated with various airlines functions and fully automated process.

It is a very helpful portal which enables users to complete tasks efficiently and in a timely manner.

A perfect settlement platform for Airlines and subsidiaries.

SIS is an all-in-one invoicing platform

A very useful platform for inter-company billing

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How we can we improve?
Let us know!

Thank you

Contact: punditv@iata.org

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IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

Chicago, USA
24 October 2023

Thank you

IATA
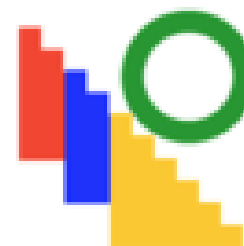
Passenger Prime billings 2015, 2019, 2022 and 2023(Jan-Sep)

Prime Billings Count

Year ● 2015 ● 2019 ● 2022 ● 2023
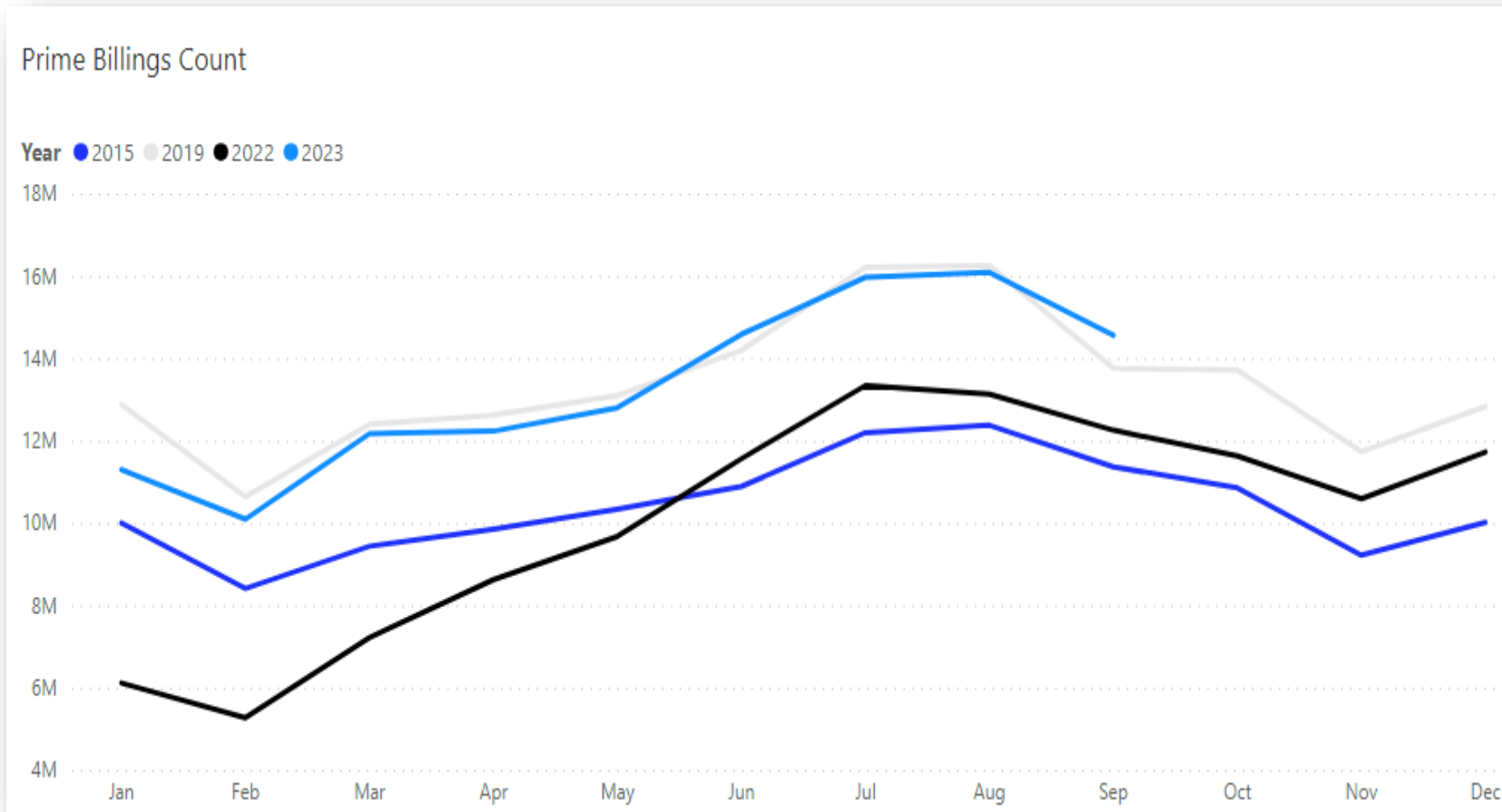
Year	Prime Billings
2015	124,965,120
2016	133,004,194
2017	143,807,432
2018	157,354,093
2019	160,339,228
2020	45,856,996
2021	50,788,550
2022	121,133,951
2023	119,799,730

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Passenger Rejections trend

Rejection Memo Count

2015	2016	2017	2018	2019	2020	2021	2022	2023 Jan-Sep
12.33M	12.05M	12.04M	12.31M	11.20M	5.74M	2.53M	6.00M	6.16M
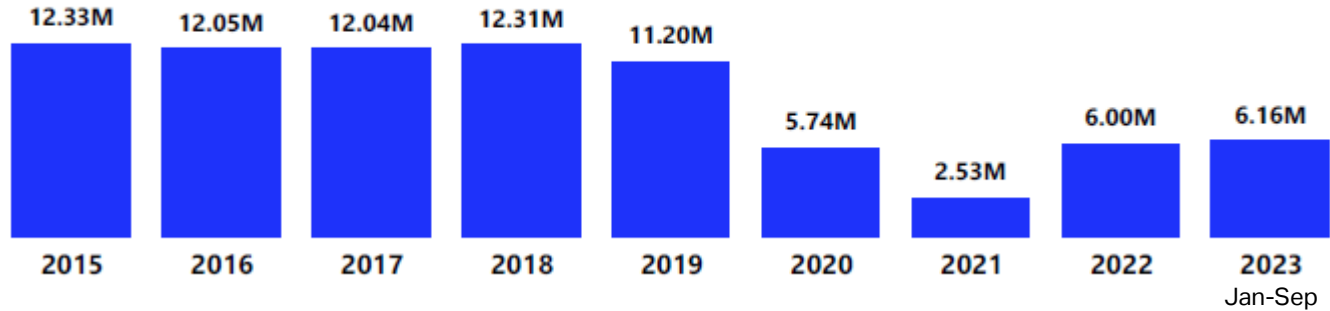
Rejection Memo Value (USD Million)

2015	2016	2017	2018	2019	2020	2021	2022	2023 Jan-Sep
$1,729.95	$1,414.87	$1,293.40	$1,255.34	$1,045.72	$655.09	$194.93	$507.50	$570.09

IATA
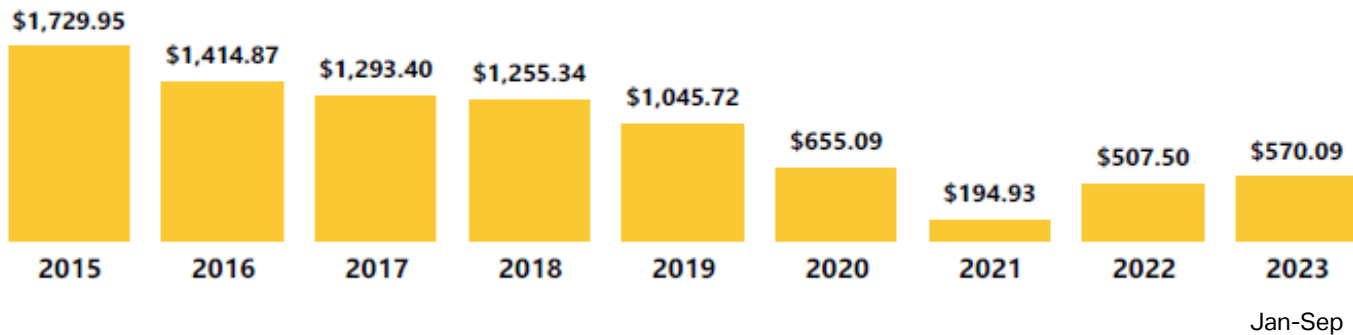
Passenger Rejections Rate

Rejection Rate								
Year	2015	2016	2017	2018	2019	2020	2021	2022	Sep 2023
Rejection Rate	9.87%	9.06%	8.38%	7.82%	6.98%	12.51%	4.98%	4.95%	5.34%
% Var vs 2015		-8.21%	-15.14%	-20.73%	-29.24%	26.79%	-49.59%	-49.80%	-45.88%

$$\text{Rejection Rate} = \frac{\textit{Sum of Rejection Memos of Past 12 months}}{\textit{Sum of Prime Billings of Past 12 months}} \times 100\%$$

*RM's – all 3 stages

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Passenger Rejections Rate – stage 1

Stage 1 RMs / Prime Billings

Year	Rate
2015	7.17%
2016	6.29%
2017	5.79%
2018	5.28%
2019	4.75%
2020	7.32%
2021	3.42%
2022	3.63%

Sep 2023
3.60%

IATA
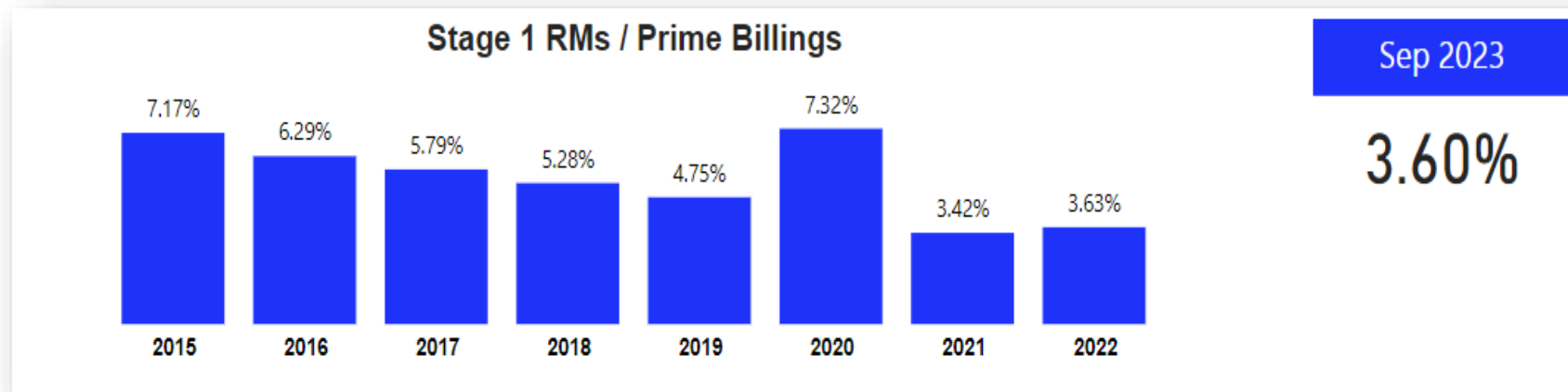
Involuntary Rerouting rejections (Source code 31)

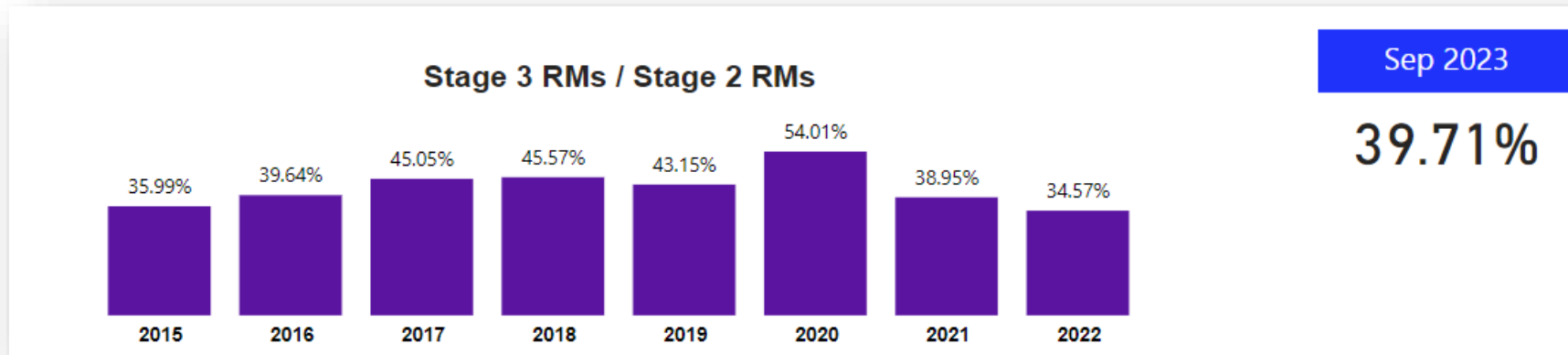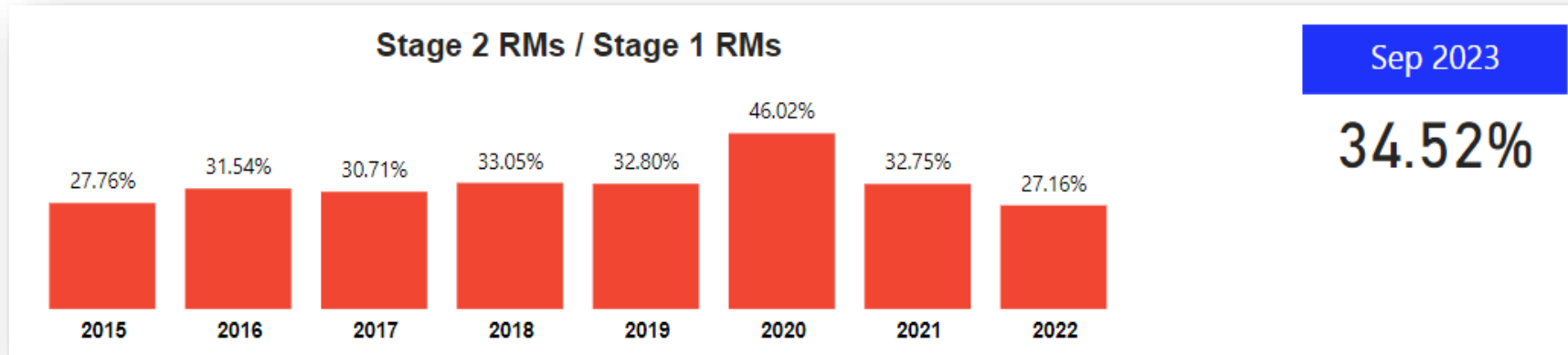| Month of Rejections	Month of Prime Billings										Total
	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	
September 2022	10,956	3,866									**14,822**
October 2022	6,491	10,940	3,027								**20,458**
November 2022	7,075	4,720	8,879	3,540							**24,214**
December 2022	7,706	8,640	4,456	18,193	6,098						**45,093**
January 2023		9,244	6,324	4,306	13,664	3,049					**36,587**
February 2023		32	9,351	5,022	7,253	10,610	2,899				**35,167**
March 2023		2	91	5,282	11,424	5,051	11,979	3,613			**37,442**
April 2023					13,060	5,617	4,591	14,109	2,755		**40,132**
May 2023			2		56	7,628	5,913	7,589	15,622	1,560	**38,370**
June 2023					2		7,220	4,225	5,644	10,864	**27,955**
July 2023							28	6,010	2,989	7,468	**16,495**
August 2023					2			6	5,213	2,746	**7,967**
September 2023									2	5,381	**5,383**
Total RM's	**32,228**	**37,444**	**32,130**	**36,343**	**51,559**	**31,955**	**32,630**	**35,552**	**32,225**	**28,019**	**350,085**
Total Prime Billings	249,875	228,509	192,604	196,331	306,919	219,103	208,708	223,129	212,269	212,666	2,250,113
Rejection %	13%	16%	17%	19%	17%	15%	16%	16%	15%	13%	16%

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Passenger Rejections Rate per stage 2 & 3

Stage 2 RMs / Stage 1 RMs

Sep 2023

34.52%

- 2015: 27.76%
- 2016: 31.54%
- 2017: 30.71%
- 2018: 33.05%
- 2019: 32.80%
- 2020: 46.02%
- 2021: 32.75%
- 2022: 27.16%

Stage 3 RMs / Stage 2 RMs

Sep 2023

39.71%

- 2015: 35.99%
- 2016: 39.64%
- 2017: 45.05%
- 2018: 45.57%
- 2019: 43.15%
- 2020: 54.01%
- 2021: 38.95%
- 2022: 34.57%

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Correspondence

Passenger Correspondence Iterations (in thousands)
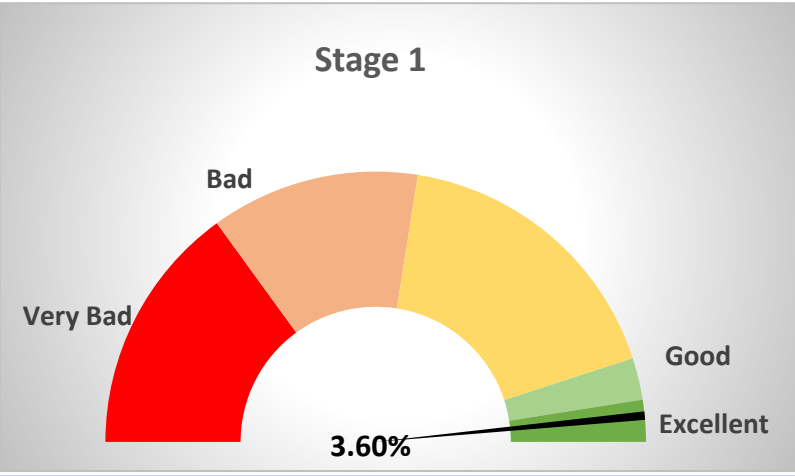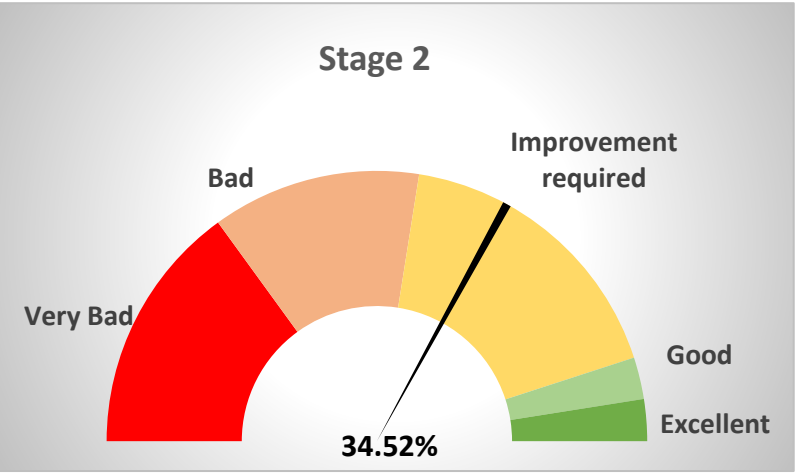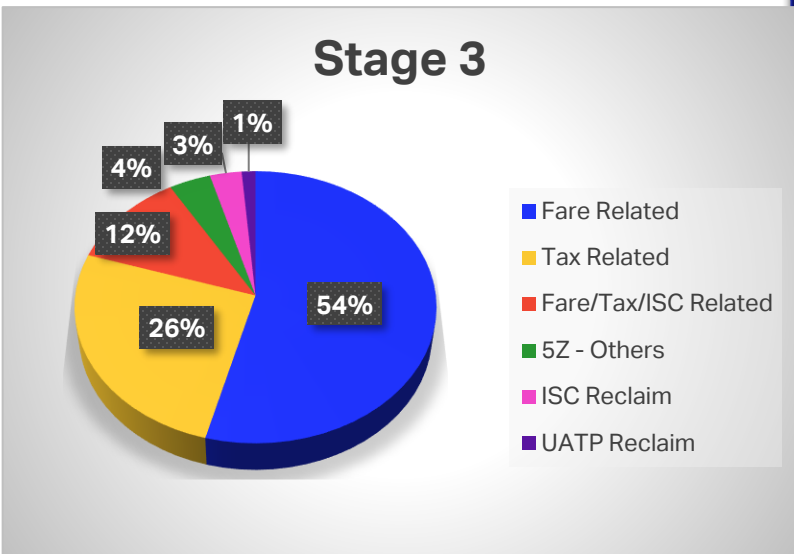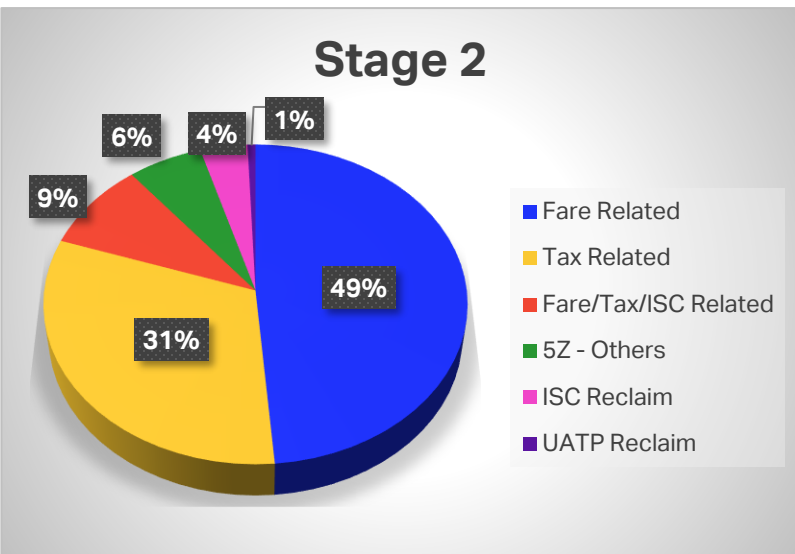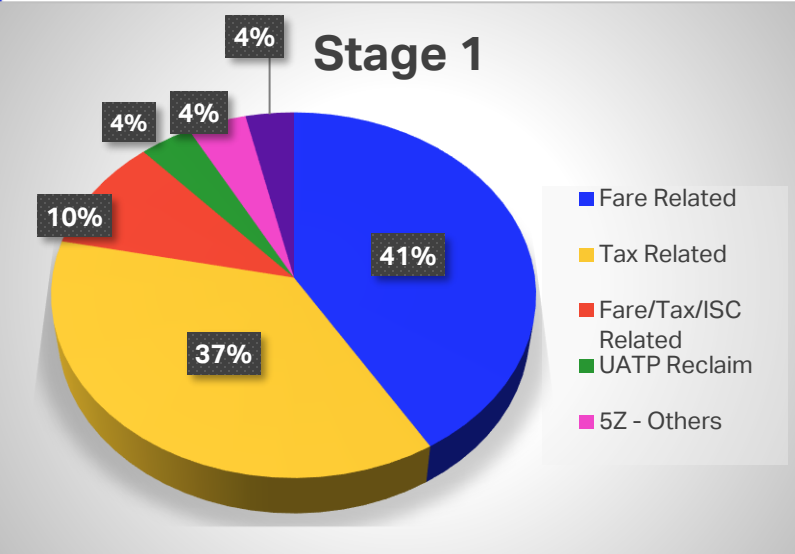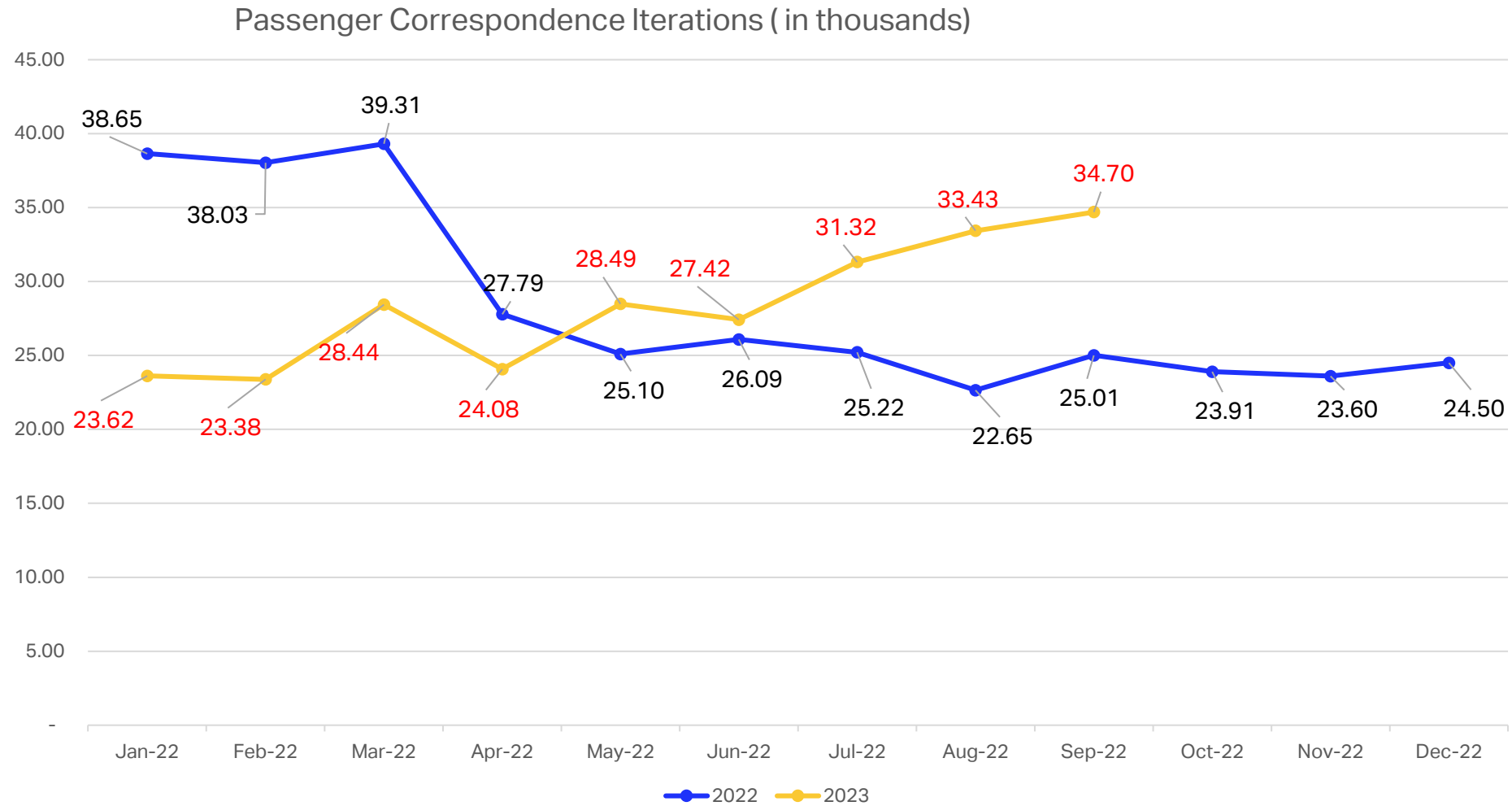
Cargo

Cargo Prime Billing

Dec-22	52,466
Jan-23	45,833
Feb-23	46,592
Mar-23	55,682
Apr-23	55,852
May-23	55,131
Jun-23	58,362
Jul-23	59,273
Aug-23	69,659
Sep-23	67,463
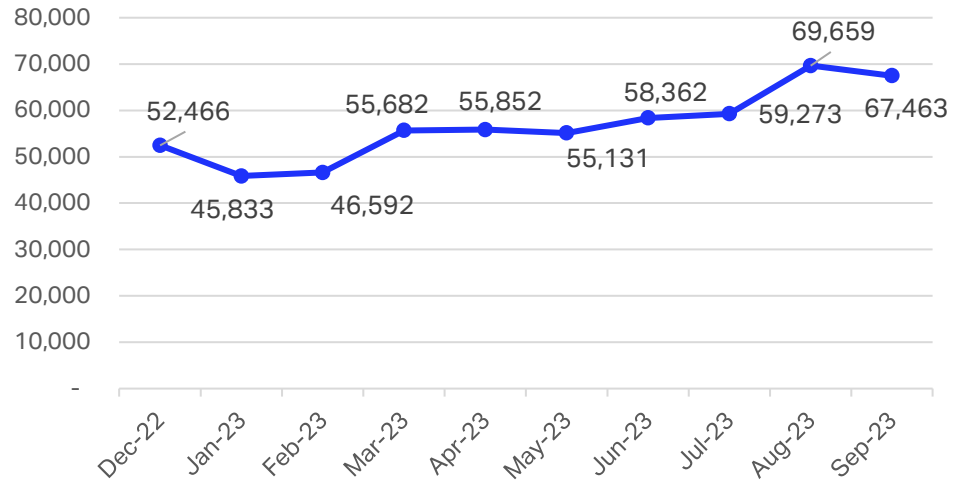
Cargo Rejections (all 3 stages)

Dec-22	3,963
Jan-23	4,446
Feb-23	4,610
Mar-23	3,632
Apr-23	3,136
May-23	4,188
Jun-23	3,350
Jul-23	3,643
Aug-23	4,002
Sep-23	5,292

Rejection Average

Dec-22	8.76%
Jan-23	8.66%
Feb-23	8.72%
Mar-23	8.59%
Apr-23	8.32%
May-23	8.20%
Jun-23	7.81%
Jul-23	7.54%
Aug-23	7.18%
Sep-23	7.16%

IATA
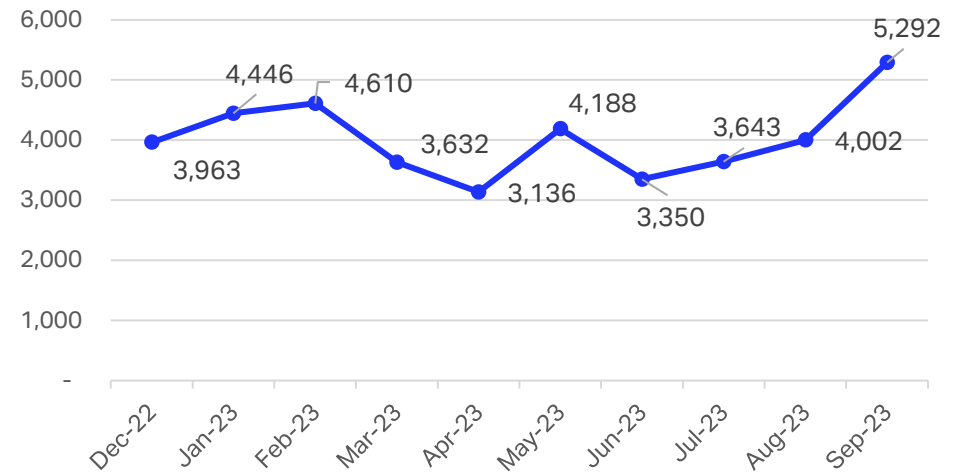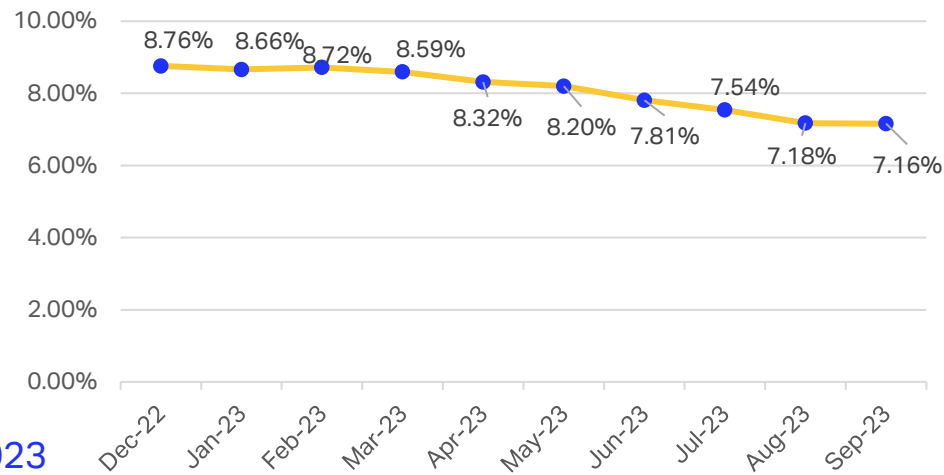
Validations introduced / tweaked this year for passenger transactions.

IATA
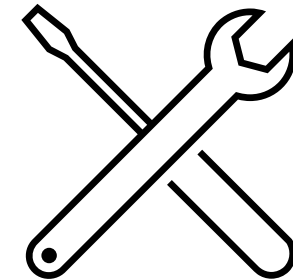
Duplicate coupon check for Passenger coupons 1/2

- During SIS implementation the working group decided to not stop duplicate billings in Passenger coupons and only flag them as warnings.

- As part of the rejection reduction initiative, it was identified that there was some duplicate billings happening.

- In 2018 at the SIS GM 7 in Madrid a paper – 'S15 - Validation of duplicate coupon billings for Passenger prime billings' was raised which passed.

- Due to COVID there were few enhancements done in SIS, but earlier this year the SIS SG prioritized this enhancement for development.

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Duplicate coupon check for Passenger coupons 2/2

- This was released in production on 22nd June 2023.

Clearance Month	Duplicate Coupons Failures
June 2023	3,349
July 2023	1,733
August 2023	2,449
September 2023	2,120

- 83% (8,040) of failures were from 4 billing airlines

Change of RFIC/RFISC code validation 1/4

<u>Background</u>

- When SIS was implemented, certain validations were introduced to ensure good quality of data. One of the validations were for EMD's billings.

- For EMD transactions billed under source code 23, the RFIC and RFISC information needs to be submitted in 'Reference Field 1' and 'Reference Field 2' in IS-IDEC and 'ReferenceField10AN' in IS-XML.

- In 2016, SIS Operations found that there were airlines issuing EMD's with bilateral RFIC/RFISC codes and not publishing them on ATPCO.

- Due to this certain EMDs were failing validation in SIS as these codes were not on the ATPCO list.

- After further discussion with the IBSOPS a decision was taken that airlines could approach SIS Operations directly to add these bilateral codes in the SIS master.

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Change of RFIC/RFISC code validation 2/4
Problem

- Due to more and more issuance of bilateral codes, many failures for airlines in SIS

  - The billing IS-XML/IS-IDEC fail in SIS and the airline investigates and see that it is due to RFISC.
  - The airline internally investigates and then contacts SIS Operations
  - SIS Operations then reviews and updates the SIS master with the bilateral.

- SIS Operations have observed further issues where two airlines have bilaterally issued similar

  RFISC code but linked to two different RFIC codes

  Example:
  - Airline ZZ issues an RFISC code XYZ linked to RFIC code D
  - Airline BB issues an RFISC code XYZ linked to RFIC code C

  - Both airlines contact SIS to update this in the SIS master. Since each RFISC can only be linked to a unique RFIC, only one of them can be linked in SIS.

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Change of RFIC/RFISC code validation 3/4

Way forward

- SIS OPS raised a paper S5 - RFIC/RFISC validation in SIS which passed and was prioritized by SIS SG. This was released in SIS production on 22nd June 2023

- New validation only looks at the following

  - 'Reference Field 1' – RFIC code should only have a single alphanumeric character
  - 'Reference Field 2' – RFISC code should be 3 Alphanumeric characters
  - There is no link between the RFIC and RFISC codes that will be validated

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Change of RFIC/RFISC code validation 4/4

Statistics

	EMD Coupons	EMD Rejections
01st March – 21st June 2023	3,363	32
From 22nd June 2023	88*	117*

* cases where blank RFIC/RFISC were provided

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Key takeaways
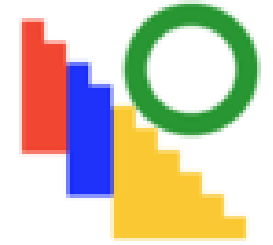
- Continue monitoring of your rejection rate

  - Use the Passenger Non-Sampling RM analysis report in SIS
  - Contact your partners when you notice something is incorrect

- More focus required on 3rd stage rejection memos and correspondence

  - Try and address the disputes earlier

- Got ideas for better validations or reports to cut rejections? Contact the SIS Ops team!

IATA SIMPLIFIED INVOICING & SETTLEMENT
GENERAL MEETING

Chicago, USA
24 October 2023

Thank you

1. Research
Completed

3. Execution Phase
On-going
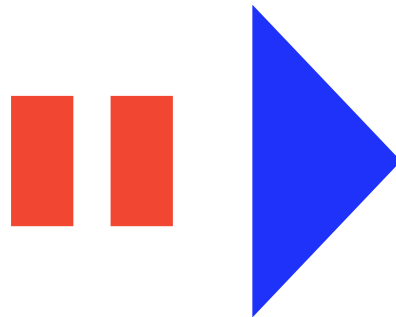
2. Set up Phase
Completed

Key Milestones

IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

- CNS module live on 29 August 2022

- CASS Export

  - User set up already open for Wave 1 and 2 markets open - 21 Feb 2023

  - Wave 1 (22 markets) live on 13 Mar 2023

  - Wave 2 (29 markets) live on 4 Apr 2023

  - Wave 3 (32 markets) live on 3 October 2023

  - Wave 4 (IN, IT, PE, PK) go live on 30 October 2023

  - CASS Import (10 markets) go live on 30 October 2023

  - Phase 4 - Additional Services

12th SIS General Meeting – 24 October 2023

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Key Information

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SETTLEMENT
GENERAL MEETING

Visit www.iata.org/newcasslink

- Webinar schedule and links to training materials

- Important updates

- Roadmap (Migration Plan)

- Checklist

- Changes (on New CASSLink)

- User Migration Information

Status update

- Completed the development for Export Wave 3 operations and Import. IATA provided more than 40 training sessions to airlines and freight forwarders in various languages.
- Wave 3 markets live on 3 October 2023.

Next Steps

- Continue the external engagement and communications for the migration plan

- Export Wave 4 and Import go live on 30 October 2023.

- Continue the development for the new enhancements for Phase 4:

  - Legal invoice: connectivity with SIS for more CASS markets

  - Non-AWB model in CASS Export environment

  - Different payments opinions

  - Flexible calendar for the Voluntary More Frequency Remittance (VMFR)

Future plan for e-Invoicing

- CASSLink will provide the new service to users for

  - Subscription for legal invoice (SIS)

  - Subscription for government taxation filing for specific countries

- Rollout:

  - It is subject to country readiness; progressive rollout will be applied until end of Q1 2024.

IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

Chicago, USA
24 October 2023

Thank you

Modern Airline Retailing

Case for Change

The World has changed → Customers expect digital seamless experiences → Airlines want to exceed their customers' expectations → Airline retailing using modern technology is the solution → All airlines' capabilities are impacted by the change

Modern Airline Retailing

Airlines in control of their products, money & data

Digital Identity

- Customer Identity in Retailing
- Customer Identity in Service Delivery
- Digital Identity of Value Chain Partners

Selling with Offers

- Product and Partnership Management
- Offer and Channel Management
- Payment Management

Fulfilling with Orders

- Order Management
- Order Accounting & Financial Management
- Delivery using Orders

Industry Activities

- Standards Development
- Industry Products & Utilities
- Transition / Acceleration
- Communication & Advocacy

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New Standards and Workflows

Offers created and controlled by the airline

- No 3rd party pricing delegation
- No external pricing manipulation

Orders stored with accounting, delivery and partner's information

- Internal accounting value at service level including partners settlement value
- Delivery & Fulfilment status

Responsibility for provision of Financial Risk management data shifts to the airline
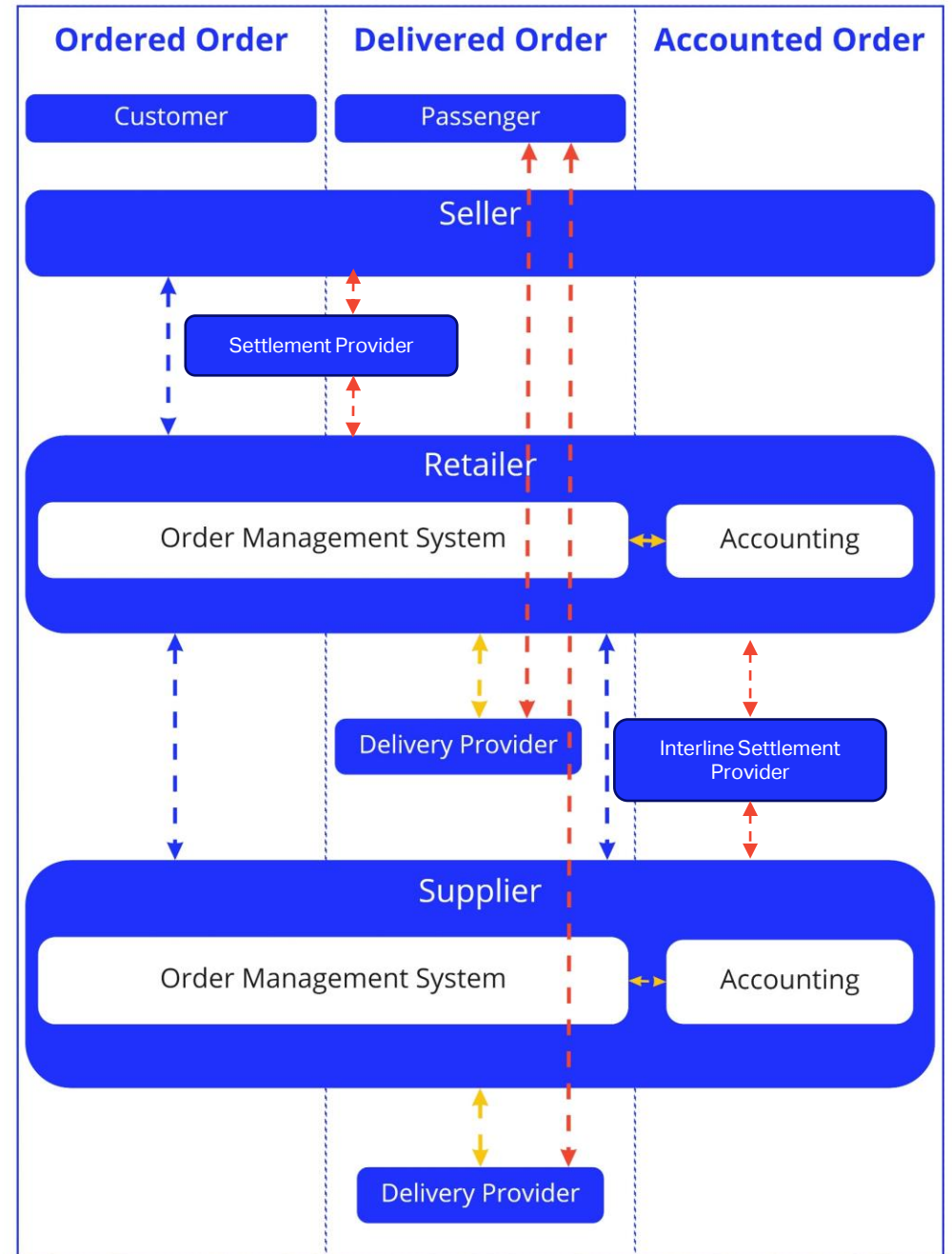
Message / Data Interactions NDC Blue One Order Yellow Other Red

Offer & Order Structure

- All Orders are structured the same way.

- Orders have multiple "facets" depending one each message domain.

- Offer structure is consistent with Order structure

Order

| OrderID | Owner | Status |

OrderItem

| Price | Status |

Service

| Value* | Status |

Passenger Reference

Flight Seg/Leg Reference
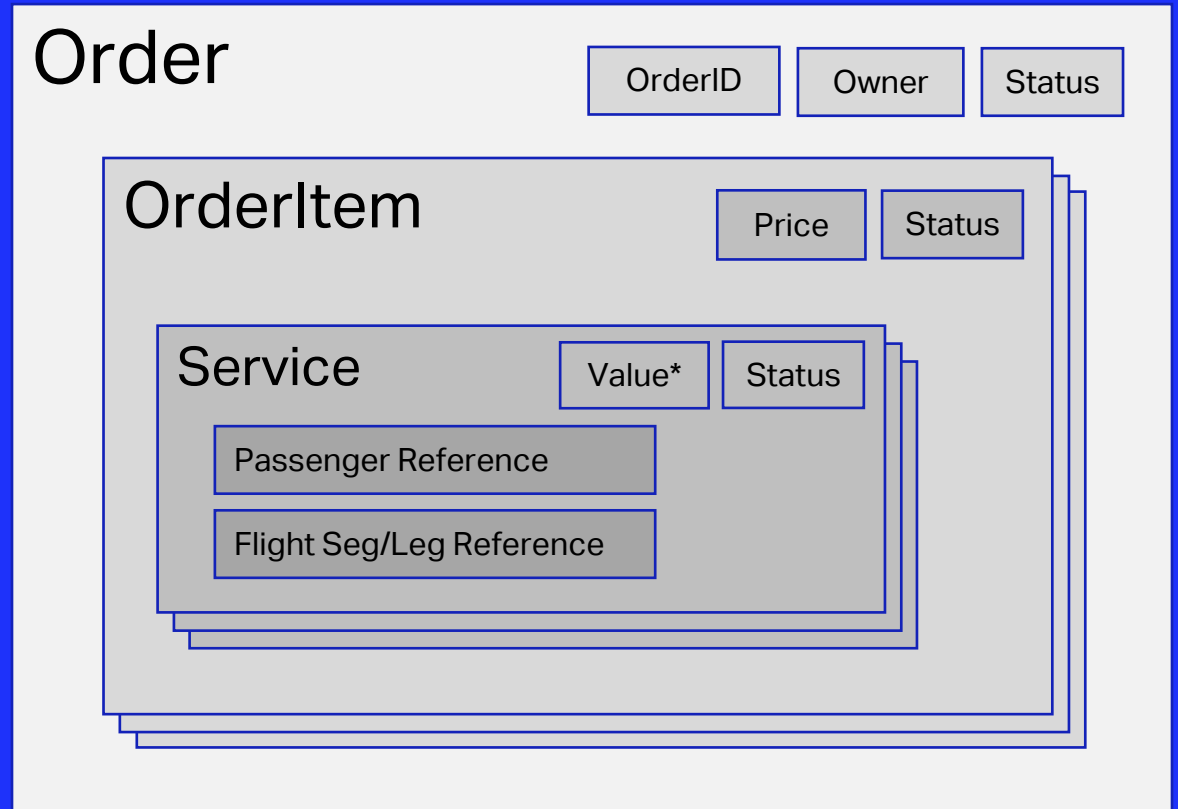
* "Value" at service level is only available within messages in the "Accounted Order" domain

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Ticket Processing

Sale

- Receive new ticket or EMD record via DISH file at ticket level, prorate and post

Change

- Receive reissue ticket or EMD record via DISH file with link to original and/or previous ticket, match and proceed to post

Refund

- Receive Refund Record linked to previous ticket or EMD via DISH file, match and proceed to post

Consumption / Use

- Receive coupon data in lift file, proceed to matching and post

Expiry

- Run closing procedure on open but expired coupons

Status Changes

Sale

- Receive OSIN or OSIADN message with new services, statuses and values at service level and post

Change

- Receive OSIN or OSIADN message with old & new services with new/changed statuses and value differences and post

Refund

- Receive OSIN or OSIADN with services with remove staus and amount to be refunded and post

Consumption / Use

- Receive SSCN with final status change to trigger revenue recognition posting

Expiry

- Receive OCN and close posting

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GENERAL MEETING

Chicago, USA
24 October 2023

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IATA SIMPLIFIED INVOICING & SETTLEMENT
GENERAL MEETING

SR15- Airline Billing and Settlement (ABS) WG Update

Benaifer Bhathena - (WS / Chair ABS WG) &

Andrei Grintchenko - Head, Industry Architecture (IATA)

12th SIS General Meeting – 24 October 2023

Airline Billing and Settlement – ABS-WG

Our Goals / Objectives:

- Review and endorse proposals to amend IATA RAM (Revenue Accounting Manual) rules (Passenger & Cargo).

    Note:(MISC billing remains under responsibility with SIS SG – and any changes will live under SIS_GM)

- Develop billing and settlement business requirements documentation and procedural standards that facilitate the exchange of information necessary for billing and settlement between airlines and any 3rd party transportation provider using Enhanced and Simplified Distribution based on the passenger offer and orders standards (NDC and One Order). This is our vision for the future where we would like to lead the industry with the aim of simplification.
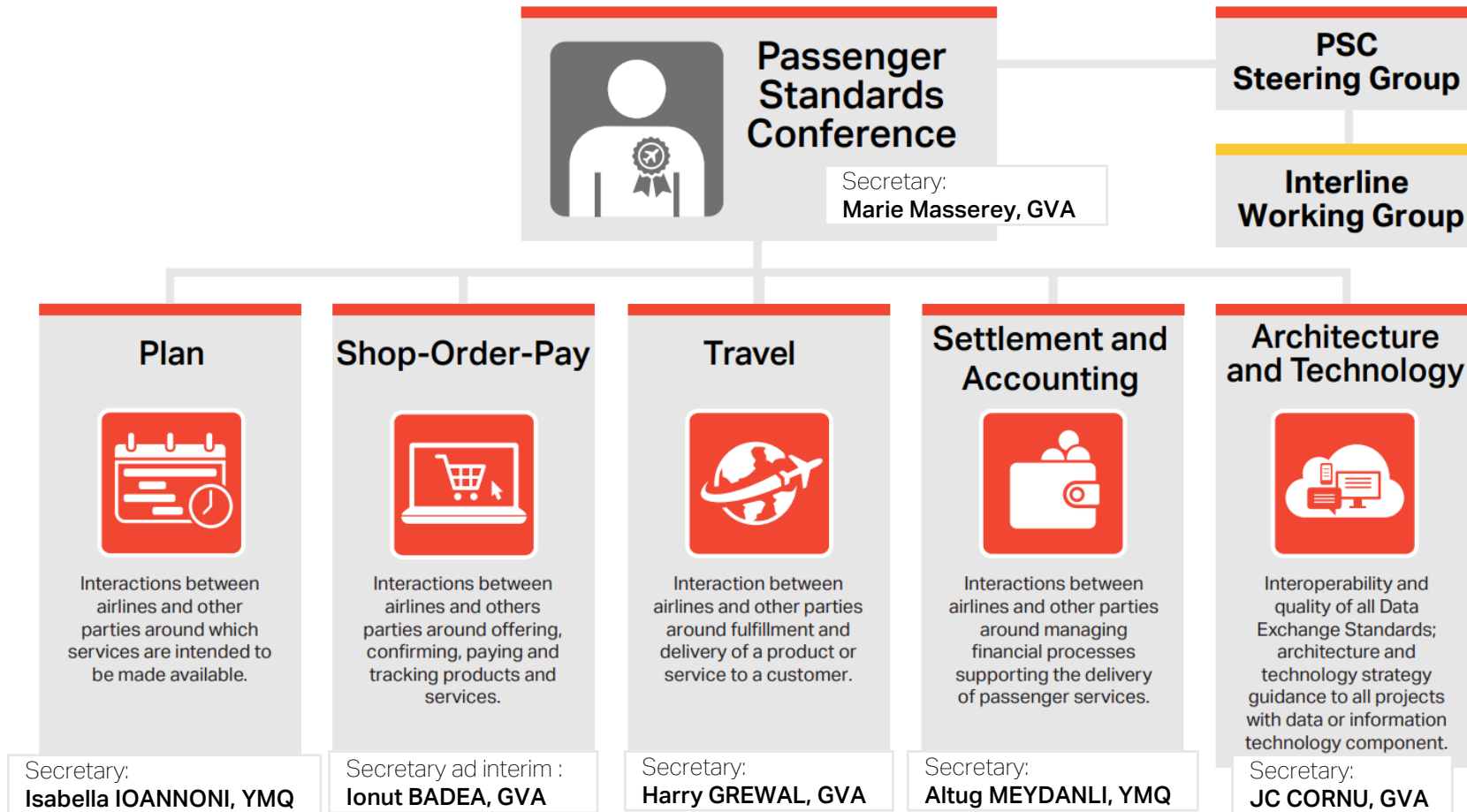
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Member list ABS-WG

	ABS WG Member List (Alphabetical Order)		
	Airlines	**Names**	**Delegate**
1	AIR BALTIC (BT)	MARINA PORTNOVA	Primary
2	Air CANADA (AC)	JAMIE HALUIK	Primary
3	AIR CHINA (CA)	KAIHONG ZHANG	Primary
4	AIR EUROPA	DAVID RIGO ROBERTS	Primary
5	AIR FRANCE (AF)	DELPHINE AHUIR	Primary
6	AIR INDIA (AI)	AJIT KARMARKAR	Primary
7	AIR NEW ZELAND (NZ)	PHIL JOHNSON	Primary
8	AIR NEW ZELAND (NZ)	ASHWIN MELANT	Primary
9	ALASKA AIRLINES	JENNY BENJAMIN	Primary
10	AMERICAN AIRLINES (AA)	JESSICA TRAVIS	Alternate
11	BRITISH AIRWAYS (BA)	SANDHYA KOZHIPARAMBATH	Primary
12	CATHAY PACIFIC (CX)	MICHELLE HUANG	Primary
13	CHINA SOUTHERN (CZ)	JIALIN (JACQUELINE) ZHENG	Primary
14	DELTA (DL)	LORI LIEN	Primary
15	EMIRATES (EK)	NEVILLE TODIWALLA	Primary
16	GULF AIR (GF)	AHMED AHMADI	Primary
17	HAHN AIR (HR)	DANIEL ERLER (VICE-CHAIR)	Primary

	ABS WG Member List (Alphabetical Order)		
	Airlines	**Names**	**Delegate**
18	HAWAIIAN AIR (HA)	JERRY FONACIER	Primary
19	INDIGO (6E)	PRAMOD KUMAR SRIVASTAVA	Primary
20	KLM (KL)	AP BOUMAN	Primary
21	LUFTHANSA (LH)	GEORGIOS CHIOTIS	Primary
22	LUFTHANSA (LH)	PHILIPP PESSIN	Primary
23	LUFTHANSA CARGO (LH)	IVONNE RIEBEL	Primary
24	QANTAS (QF)	JAMES HAYWARD	Primary
25	QATAR AIRWAYS (QR)	ASLAM KHAN	Primary
26	SCANDINAVIAN AIRLINE (SK)	ULF EDBERG	Primary
27	TURKISH AIRLINES (TK)	NERMIN AZEM KIRAN	Primary
28	UNITED AIRLINES(UA)	ISABEL RUIZ	Primary
29	UNITED AIRLINES(UA)	CHRIS WIEBELT	Alternate
30	VIRGIN AUSTRALIA (VA)	DAISY LEE	Primary
31	WESTJET (WS)	BENAIFER BHATHENA (CHAIR)	Primary
32	WESTJET(WS)	VARIYAN SPEERS	Alternate
33	XIAMEN AIRLINES (MF)	SAM (CHEN) SHENG	Primary

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Passenger Standards Conference Restructure

12th SIS General Meeting – 24 October 2023
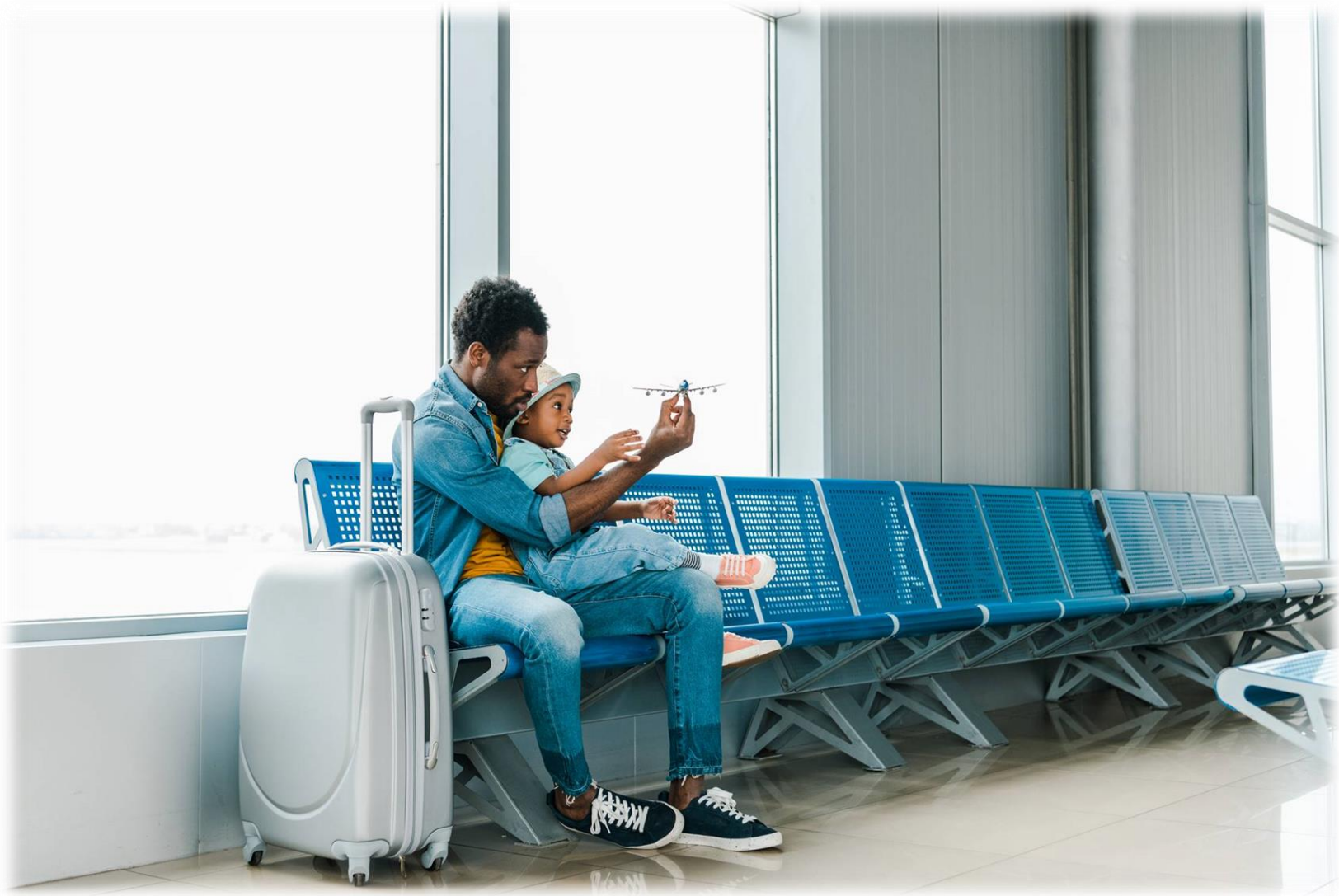
Resolution 009: Drivers and key changes

Passenger Standards Conference
Secretary: Marie Masserey, GVA

PSC Steering Group

Interline Working Group

Plan
Interactions between airlines and other parties around which services are intended to be made available.
Secretary: Isabella IOANNONI, YMQ

Shop-Order-Pay
Interactions between airlines and others parties around offering, confirming, paying and tracking products and services.
Secretary ad interim : Ionut BADEA, GVA

Travel
Interaction between airlines and other parties around fulfillment and delivery of a product or service to a customer.
Secretary: Harry GREWAL, GVA

Settlement and Accounting
Interactions between airlines and other parties around managing financial processes supporting the delivery of passenger services.
Secretary: Altug MEYDANLI, YMQ

Architecture and Technology
Interoperability and quality of all Data Exchange Standards; architecture and technology strategy guidance to all projects with data or information technology component.
Secretary: JC CORNU, GVA

Key changes

- Interline billing and settlement standards move from IFAC under PSC-SASB

- Payment moves from SASB to SOPSB

- Updated Board Mandates

- Transversal role of the PSC Steering Group

- Possibility to separate Business groups from Technology groups

- Technology groups jointly owned by Business and ATSB

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Settlement and Accounting Standards Board

Settlement and Accounting

Interactions between airlines and other parties around managing financial processes supporting the delivery of passenger services.

Subjects covered by the Board

- Payment acquisition and transferring funds to the provider
- Settlement data exchange standards
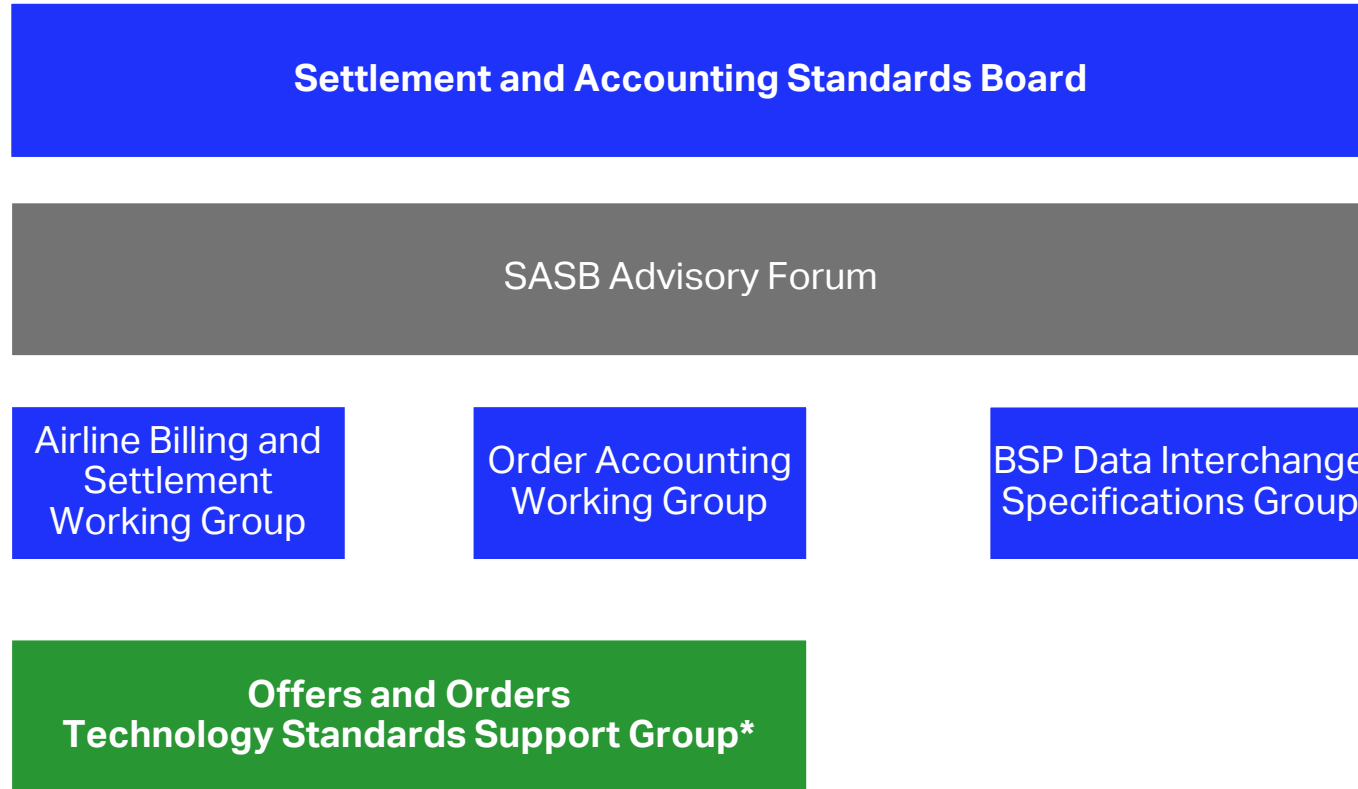- Financial data exchange standards

Major areas of new standards development

- Airline Billing and Settlement with Orders
- Order Accounting Standards

https://www.iata.org/en/about/corporate-structure/passenger-standards-conference/pasb/

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Organization

(all groups and for a report to the Board unless indicated differently)

Settlement and Accounting Standards Board

SASB Advisory Forum

Airline Billing and Settlement Working Group	Order Accounting Working Group	BSP Data Interchange Specifications Group

Offers and Orders Technology Standards Support Group*

*shared with SOPSB

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Decision - Voting Hierarchy

Changes in the Voting process for RAM proposals / papers:

- ABS WG: Majority vote (%50+1 of the qualified voters present) participating in the vote

- SASB: For any voting action, only opposing positions will be sought. For any action where greater than one-third of eligible Members are opposed, the action will be defeated. Abstentions and failures to participate will not be counted

- PSC: Unanimous Voting Rule for RAM Changes and Resolution Changes

RAM Proposal Guideline

- Final version was circulated on 19 July 2023 to the Revenue Accounting Community
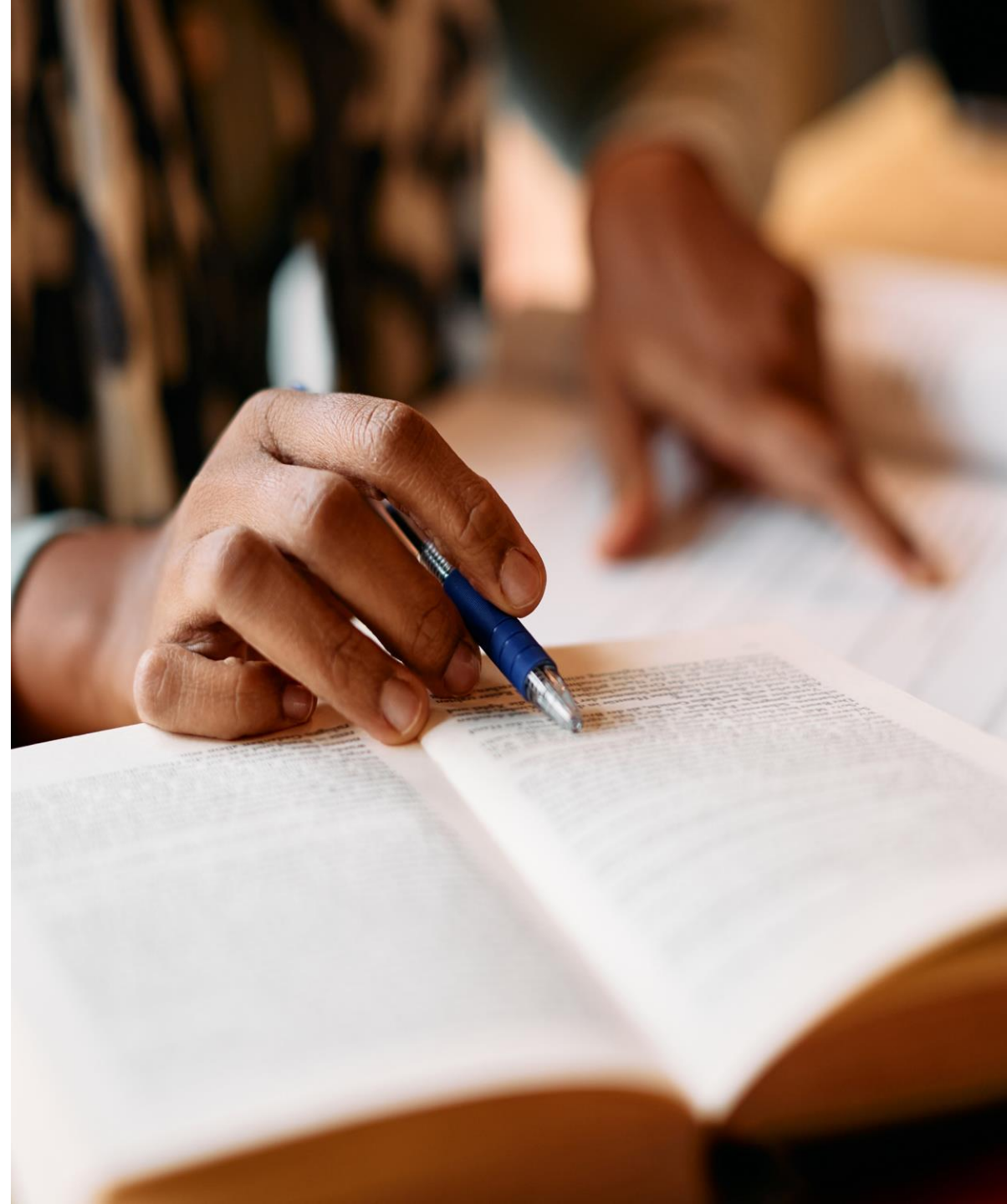
Achievements ABSWG till date - 2023

Support Industry Changes:

- Feedback for Passenger P1 Flown Coupons – speed up cash flow Project

- Reviewed 9 Revenue Accounting Manual (RAM) revision papers and balloting the proposals. Two proposals were approved by ABS WG and SASB. The 2 proposals will be voted by the PSC during the PSC Meeting on 8-9 NOV in Geneva

- SISM (Simplified Involuntary Re-Route Settlement Methodology) initiative, ABS WG unanimously decided to put the initiative on hold considering the industry priority and focus on offer and order standards

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Achievements ABSWG till date - 2023

Presentations done for a better understanding of the Offer and Order Changes:

- Reference Architecture

- Airline Retailing Offers and Order Impact on Accounting

- Awareness sessions on offer and order standards.

- SwO (Settlement with Order) Capabilities

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Achievements ABSWG till date - 2023

Completed:

- Revised the ABS WG Term of Reference by incorporating SwO (Settlement with Order) standards.

- Stage 1- Project Initiation Document for interline billing and settlement with offers and orders (Passenger) - Scope.

- Agreed on the ABS WG-2024 workplan

- Agreed conference calls date and time for the period Nov 2023 – Sep 2024.

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Achievements ABSWG till date - 2023

In Progress:

- Discussing and agreeing on the basic interline billing and settlement principles with offers and orders.

- Agreement to create a task force reporting to ABS WG about the SwO standards if there is a need for a revision and enhancement in the already existing SwO standards.

- Discussing and agreeing to update the RAM Chapter B8-Enhanced and Simplified Distribution Capability.

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Achievements ABSWG till date - 2023

In Progress:

As part of Business Requirements documentation (BRD) for Interline Billing and Settlement under Offers and Order:

- Different "currency" options

- Scenarios that might necessitate a interline billing dispute (offers and orders) between interline partners.

- Different options about involuntary re-route interline billing settlement standards with offers and orders. Some open questions were raised which will be forwarded to the related WG for feedback.

Achievements ABSWG till date - 2023

In Progress:

- Details of "Settlement Value" – at the time of order confirmation OR service completion

- Describe Interline use cases, identifying the necessary data that will be needed for interline billing and settlement standards with offers and orders.

Achievements ABSWG till date - 2023

ABS WG Work Plan:2024

Item	Subject / Description	Reference	Responsible	Status/Due Date
WP 1	Finalizing Stage 2- BRD Document	ABS24-1	Benaifer Bhathena/WS Daniel Erler/HR Jenny Benjamin/AS Philipp Pessin/LH Jessica Travis/AA Sandhya Kozhiparambath/BA	Jun-24
WP 2	Finalizing Interline billing and settlement currency Requirements (coordination with ICH WG)	ABS24-2	ABS WG Members	May-24
WP 3	Finalizing Involuntary interline billing and settlement Process and Requirements	ABS24-3	ABS WG Members	May-24
WP 4	Creation of SwO Taskforce with the inclusion of IATA SPs	ABS24-4	ABW WG Members	Apr-24
WP 5	RAM (Revenue Accounting Manual) Mapping Exercise	ABS25-5	ABS WG Members	Apr-24
WP 6	RAM Revision Proposals (Pax&CRG)	ABS24-6	ABS WG Members	Dec-24
WP 7	Airline Clarification Requests	ABS24-7	ABS WG Members	Dec-24
WP 8	RAM Ballot Rule Revision-Delegation of Authority from PSC to SASB	ABS24-8	ABS WG Members	Sep-24
WP 9	Use IATA JIRA Platform to follow up ABS WG work packages	ABS24-9	ABS WG Members	Sep-24
WP 10	Review of SIS Steering Group/ICH WG Recommendations	ABS24-10	ABS WG Members	Dec-24

Achievements ABSWG till date - 2023

Expected Artefacts:

- Stage 1-Project Initiation Document for interline billing and settlement with offers and orders (Passenger). – Completed

- Stage 2 Document-Business Requirements and Modelling Template parts 1-5. The document (part 1-5) will be finalized by the end of 2023. – Draft in progress

IATA

IATA SPs joining ABS WG

IATA SPs on the Settlement-Accounting IATA Strategic Partnership Program can join ABS WG Activities as observers – (validated by SASB and ABSWG)

- Interested IATA SPs and IATA Member Airlines can contact ABS WG Secretary Altug Meydanli meydanlia@iata.org

IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

Chicago, USA
24 October 2023

Thank you

IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

A6- Date and Place Next General Meeting

Will be announced on Thur 26th Oct, end of WFS

Kirk Pereira
Head, Standardization Invoicing (IATA)

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24 October 2023

Thank you

A7- Any Other Business

Suresh Pereira
Chair, 12th SIS General Meeting (EK)

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A8- Close of Meeting

Suresh Pereira – Chair, 12[th] SIS GM (EK)
Juan Antonio Rodriguez Director, GDC (IATA)

IATA SIMPLIFIED INVOICING & SETTLEMENT GENERAL MEETING

Thank you!

Chicago, USA
24 October 2023