IATA WORLD FINANCIAL SYMPOSIUM

Chicago, USA 24 October 2023

12th SIS General Meeting

Meeting Minutes

Reporting Items / Presentations

A1   Opening of Meeting and Welcome
A2   Competition Law Guidelines for IATA Industry Meetings
A3   Delegate Introductions
A4   Principal and Primary Vendor Introductions
A5   Introduction to the Voting System
A6   Date and Place of Next General Meeting
A7   Any Other Business
A8   Close of Meeting

Reporting Items / Presentations

SR1   IATA GDC – Global Delivery Center, Updates
SR2   Report from the SIS Steering Group
SR3   Industry Economic Performance Updates
SR4   SIS General Update
SR5   SIS GM11 Action Items Update
SR6   SIS e-Invoicing Legal Compliance and Tax Reporting Update
SR7   SIS MISC Invoices Data Quality
SR8   SIS New Functionality - Update
        SIS Bilateral invoices Optional Settlement - SMI B to ICH & ACH
SR9   Suppliers to Airlines e-Invoicing Update
SR10   Suppliers Experience with SIS
SR11   SIS SLA and Customer Satisfaction Update
SR12   Passenger Rejections and Correspondence
SR13   New CASSLink update, and integration with SIS for e-Invoicing
SR14   Modern Airline Retailing - Offers & Orders impact on Financial Processes
        - Reminder and Q&A
SR15   Airline Billing and Settlement (ABS) WG Update

SIS Agenda Items and Carrier Papers:

SIS Item	Subject	From	Impacts:		
			RAM	SIS	ICH
S1	SIS Reports	BA-125-British Airways		✓	
S2	SIS Billing History	BA-125-British Airways		✓	
S3	SIS Member and Contact Report- interface change	BA-125-British Airways		✓	
S4	Language selection on IS-WEB	MF-731 Xiamen Airlines		✓	
S5	SIS – Invoice Revoking	MU-781 China Eastern Airlines		✓	
S6	Miscellaneous Invoice Search	CZ-784-China Southern Airlines		✓	
S7	New Fields for Miscellaneous Credit Notes	IATA		✓	

ADMINISTRATION ITEMS

A1. Opening of Meeting and Welcome
Presented by Suresh Pereira - Chair (EK)

Suresh Pereira, the chair of the SIS General Meeting, welcomed participants to the 12th SIS General Meeting (SIS GM) and introduced the IATA staff present at the head table. He then covered housekeeping items (sharing Wi-Fi details and thanking the event sponsors) and provided a brief overview of the agenda items to be discussed during the day.

A2. Competition Law Guidelines for IATA Industry Meetings
Presented by Kirk Pereira (IATA) on behalf of IATA Legal

Kirk Pereira (Head, Standardization Invoicing, IATA) reminded participants of the IATA competition law and antitrust guidelines, on behalf of IATA Legal team.

A3. Delegate Introductions
Presented by Suresh Pereira - Chair (EK)

The audience of the 12th SIS General Meeting consisted of 142 attendees representing 73 companies.

A5. Introduction to the Voting System
Presented by Vivekh Pundit - IATA

Each member with voting rights received an electronic voting device at the time of registration; the device is linked to the airline code and the voting results are displayed live at the end of each voting session. A test of the electronic voting devices was conducted with the eligible voting members by submitting their votes on the device to an example question.

A6. Date and Place of Next General Meeting
Presented by Kirk Pereira - Head, Standardization Invoicing, IATA

The date and place of the next SIS General Meeting will be announced and the end of this year's WFS/WPS event.

A7. Any Other Business
Presented by Kirk Pereira - Head, Standardization Invoicing, IATA
There were no AOB items.

A8. Close of Meeting
Presented by Juan Antonio Rodriguez (IATA)

Juan Antonio highlighted key takeaways from the meeting, thanked everyone for their participation and closed the meeting.

SIS GM UPDATES AND REPORTING ITEMS

SR1. IATA GDC – Global Delivery Center, Updates
Presented by Juan Antonio Rodriguez (IATA)

Juan Antonio Rodriguez (Director, GDC, IATA) welcomed the attendees to the 12th SIS General Meeting. He continued to give an update on IATA's GDC results YTD 2023, including SIS unit fee and transactions. He also gave a snapshot of the 2024 budget and outlook for key IATA objectives. He ended with an update on IATA Pay.

SR2. Report from the SIS Steering Group
Presented by Suresh Pereira - Chair (EK)

Suresh Pereira (EK) informed participants of IATA's Industry Financial Advisory Council (IFAC) Working Group (WG) and Task Force (TF) Structure, where the SIS Steering Group (SIS SG) falls under Stream 2 for "Financial Services Present and Future". Suresh then reminded participants of mandate and structure of the SIS Steering Group, as described in the ISPA, Attachment C "Governance", introduced the current SIS SG members and presented an overview of their activities during the year. He informed the participants that the SIS SG Chair (Brenda Fullmer, AA) and the Secretary (Adina Minculescu, IATA) unfortunately could not attend this year's SIS General Meeting. Suresh then presented the main subjects from SIS SG work plan in 2023.

SR3. Industry Economic Performance Update
Presented by Andrew Matters (IATA)

Andrew Matters (Director Policy and Standards, IATA) provided an update on the global macroeconomic landscape and the position of the airline industry in today's environment. The industry outlook for 2024 shows positive signs of continued recovery. He also identified some near-term key risks to be aware of.

SR4. SIS General Update
Presented by Kirk Pereira (IATA)

Kirk Pereira (Head, Invoicing Standardization, IATA) started with the SIS scorecard for 2022 followed by YTD 2023 SIS membership, billing summary, invoice volumes and USD values. He also gave an update on key SIS Operations activities such as the ongoing SOC2 audit for this year's certification, 2023 financial budget (surplus of 339,782.22 USD from 2022 refunded in July P4, 2023) and 2024 forecast (estimate 500K USD to be refunded in 2024), and key accomplishments from this year such as the SIS SOC2 audit certification for 2022 with no exceptions, industry webinars, the migration to an upgraded SIS infrastructure, the deployment of single sign-on for SIS, the positive annual survey results and completion of the annual planned disaster recovery switchover.

Question from BA – In lines with speeding up the cash flow, can IATA also speed up the refund/rebill process for SIS surplus/deficit fees. IATA usually knows of the amounts in Q1, but the refund Is only done in July P4.

Answer: IATA needs to have the annual financial statements approved by the IATA Board which usually happens at the IATA AGM – Annual General Meeting in June every year and post that the credit notes in case of a surplus or invoices in case of a deficit are issued. While the amount paid out to each airline is not very high, as the surplus is divided by the number of ISPA participants based on their contribution, IATA will check if anything can be done to move this process a bit earlier.

SR5. SIS GM11 Action Items Update
Presented by Vivekh Pundit (IATA)

Vivekh Pundit (Senior Manager, Industry e-Invoicing, IATA) presented the action items update from the agenda items that passed at last year's 11ᵗʰ SIS General Meeting (Doha, Qatar). There were five (5) agenda items that were presented; all five (5) items were passed, and the change requests were logged. Out of these five (5) agenda items that passed, one (1) of them was deployed in June 2023 as part of SIS Release 1.18, another two (2) will be deployed in December 2023 as part of SIS Release 1.19, and the last two (2) will be reviewed by the SIS SG in subsequent prioritization cycles. The updated List of SIS Open Change Requests was also shared with the audience via QR code.

SR6. SIS e-Invoicing Legal Compliance and Tax Reporting Update
Presented by Kirk Pereira (IATA)

Kirk Pereira (Head, Standardization Invoicing, IATA) shared progress updates and the roadmap ahead for SIS e-invoicing legal compliance and tax reporting capabilities. YTD 2023 completed countries are Japan and Saudi Arabia and in progress are Italy and Philippines. In the country watchlist ahead are Poland, Indonesia, Malaysia, Spain, France, Kenya, Greece, Romania and Germany. SIS continues to enhance its e-invoicing legal compliance and tax reporting capabilities and it is important for participants to keep up with these changes in order to comply with country laws, where applicable.

Kirk also presented the integrated e-invoicing solution between SIS and CASS + BSP platforms. The BSP and CASS systems connect to SIS for generation of the legal invoice / reporting to tax authorities. All other BSP / CASS processes and services remains under their respective systems. The integration is only for invoice generation. Once the invoice is generated it will be sent back to CASS and it will also be available in SIS. These invoices are delivered in SIS under the Miscellaneous Billing Category and are identified by new SIS Location ID's and Charge Category and Codes. Airlines are encouraged to inform their internal Cargo teams about the CASS-SIS integration and their internal BSP and Taxation teams that they can utilize the BSP-SIS integration to issue invoices for BSP transactions..

SR7. SIS MISC Invoices Data Quality
Presented by Monika Kołos-Lembas (LH) & David Vaughan (QF)

Monika Kołos-Lembas (Senior Process Architect Procure to Pay, LH) and David Vaughan (Finance Manager, Revenue Accounting & Taxes, QF) presented key items on SIS Miscellaneous Invoice Data Quality such as the causes, impacts, common data quality issues, benefits of using SIS and the steps the SIS community can take to improve data quality. On average, an accountant spends approximately 15 to 40 minutes to verify SIS invoices with invoice attachments to search for reliable and accurate invoice data information; this time can add up to a lot. Some common data quality issues found were where the wrong entity is billed, the invoice service description is incorrect, "dummy" values are presented in mandatory fields, and there is inconsistent information between invoice and attachments.

There are several steps members can take to improve SIS Miscellaneous Invoice Data Quality such as conducting a data quality review exercise, educate / train your internal teams to align on providing high-quality data, lead data quality forums internally, engage with your customers and suppliers, plan your IT architecture to interface SIS with ERP systems for efficient and effective invoice data management, and much more. Remember to take advantage of the benefits of SIS that offers the central management of SIS supplier maintenance & banking credentials. reduced risk of bad actors substituting invoice and payment credentials compared to traditional payment systems, settling invoices via ICH/ACH, and making best use of the IS-XML to provide content-rich supporting data.

Key takeaway is that standardized data equals less exceptions and a focus on data quality further enhances the attractiveness and robustness of the SIS platform.

SR8. SIS New Functionality: Bilateral invoices Optional Settlement - SMI B to ICH & ACH
Presented by Kirk Pereira (IATA)

Kirk Pereira (Head, Standardization Invoicing, IATA) provided an update on the new SIS functionality, "Bilateral invoices Optional Settlement - SMI B to ICH & ACH". This new functionality offers SIS members the option to use the IATA or Airlines Clearing Houses (ICH and ACH) as an optional form of payment for bilateral invoices (SMI "B"). He explained the high-level requirements for this new functionality. At this stage, it is only applicable to the Miscellaneous Billing Category, both members must participate in either ICH or ACH and not be in a suspended status, the eligible invoices are billed with SMI "B", and the billed members can mark the invoice for payment via clearing house. The functionality is for optional use, it is not mandatory to be used.

The functionality is limited in scope at this stage but future phases may involve the possibility for a clearing house member to pay an invoice billed to them by a non-clearing house member, to extend to other Billing Categories, to use the payment terms in the invoice to automatically trigger future settlement via the clearing houses and consider currency exchange rates when there is a difference in the billing to clearance currency.

Kirk assured participants there will be a new permission introduced to restrict the access to use this functionality in SIS. He also informed that SIS members wanting to use this initiative might need to adapt some internal processes (e.g. align different teams handling clearing houses and bilateral invoices).

SR9. Suppliers to Airlines e-Invoicing update
Presented by Bruno Roussel (IATA)

Bruno Roussel (Senior Manager, APPS Community, IATA) provided an update on the Suppliers to Airline e-Invoicing. As digitalization and e-invoicing regulations are evolving, suppliers identify SIS as a solution to improve processes through standardization and compliance. For instance, the use of SIS' payment status feature allows companies to report invoices for VAT paid on received funds to tax authorities. SIS continues to onboard new members; YTD 2023 there have been 19 new airlines, 33 new suppliers. It is forecasted SIS will see up to 10 new airlines and around 5 new suppliers by EOY 2023.

Bruno shared the SIS product roadmap ahead for SIS that includes the introduction of ad-hoc XLS to IS-XML export features to help any SIS user to rapidly migrate to SIS; new functionalities such as the Bilateral invoices Optional Settlement - SMI B to ICH & ACH that also considers airlines processes / needs; auto coding; new CSV listing providing Macro tools to make it more friendly to the end user.

He continued with sharing the vision for SIS as a product: continue to evolve to support business process and needs using single standards; onboard more airlines, train, virtual interline, multimodal PAX and CGO; work with suppliers and airlines to improve the standards and processes; make IATA standard process the solution of choice for DOC (Direct Operating Cost) suppliers; 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 (such as the ground handling ticket); continue engaging with supplier association to promote usage of industry standards.

Bruno made a call to action for airlines to ensure you getting ready to onboard suppliers (technically and process wise); create location IDs to comply with local e-invoicing regulations; create local users to manage invoices; set up email alerts for SIS contacts; set up specific contact for supplier to help engagement process; join the co-sign letter

for supporting more actively the initiative with suppliers; implement payment status for bilateral invoices, update SIS with invoice validation; engage with supplier willing to do more with SIS.

There are still many airlines implementing new projects and not considering SIS in their plans; Bruno encouraged airlines to consider SIS in every commercial business decision and contact him if they may have any specific business needs or questions.

SR10. Suppliers Experience with SIS
Presented by Frederic Berthoud (WFS - World Flight Services) & Mark West (Swissport)

Frederic Berthoud (WFS - World Flight Services) introduced WFS' company profile as a global industry air cargo logistics and ground handler. He explained about their company's e-invoicing project in the EMEA region that would deliver all WFS invoices to all their airline customers in all European countries solely via SIS. He explained the benefits of using SIS including, but not limited to, industry e-invoicing standardization, built-in invoice dispute processes, compliance with countries' legal and tax requirements and many more that allows for streamlined business processes across all their operating locations. Frederic encouraged airlines to promote the use of SIS to receive their supplier invoices from WFS.

Mark West (Swissport) introduced Swissport's company profile as a global industry service provider from ground handling to lounge access.. He presented Swissport's e-invoicing business processes and demonstrated how SIS can significantly improve invoice handling time (30 secs), compared to not using SIS (20 mins). He then explained the benefits Swissport and their customers have achieved with using SIS across their eligible locations worldwide, adding that combining SIS with ICH improves their cash-flow for accurate and on-time payments. Mark concluded with informing the audience of Swissport's ongoing digital transformation to migrate all of their airline customers in all of their operating countries to SIS for e-invoicing.

SR11. SIS SLA and Customer Satisfaction Update
Presented by Vivekh Pundit (IATA)

Vivekh Pundit (Senior Manager, Industry e-Invoicing, IATA) started by presenting the SIS Service Level Agreement KPI's, as written in the ISPA, and continued to provide an update up to September 2023. The System Availability (Rolling Annual Average) is currently at 99.86%; KPI is 99.50%. The number of processed files increased by 4.94% YTD 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. YTD 2023, 100% of all incoming files to SIS has been processed in under four (4) hours; KPI is for all incoming files to be processed within 24h and within 4h in 99.86% of cases. YTD 2023, 98.95% of all incoming IS-WEB requests has been responded to within 3 seconds; KPI is that IS-WEB responses should be within 3 seconds for 97.50% of requests. YTD 2023, the number of support cases received increased by 35% (1,329) and the number of incidents increased by 17% (compared to the same period last year; Vivekh explained that this is a result of 400 cases (almost twice the usual monthly volume of cases) were received in August when single sign-on was deployed for SIS on 8ᵗʰ August and there were cases from some users reporting issues accessing SIS that were resolved approximately one week after deployment. Vivekh thanked the SIS members for closely working with the SIS Operations Team to test and resolve. Nonetheless, YTD 2023 customer satisfaction is at 94.59% and all queries are replied to within 24 hours of receipt. All SLA metrics are within SIS SLA KPI's YTD September 2023.

Vivekh then presented the benefits achieved from migrating to SIS' new infrastructure on 27ᵗʰ May; he also reminded the audience that SIS completed this year's disaster recovery site switch on 7ᵗʰ October, as per SOC2 audit requirements. He presented the graph representing the total time taken to process PAX (over 30 million transactions) and MISC (over 14 million transactions) input files containing, pre-migration and post-migration, demonstrating the improvement in file processing times. Before migration, approximately 18% of PAX input files processed within 10mins were processed within the 1-6 min range, while after migration this increased to approximately 48%. In the case of MISC input files, 33% of them were processed within 10mins were processed within the 1-6 min range, while after migration this increased to approximately 77%.

Vivekh then presented the results of this year's SIS Annual Customer Satisfaction Survey. He began with sharing the profiles / demographic of the survey respondents including their global regional location, their role in their organization, their SIS usage frequency and age. Vivekh was pleased to inform SIS achieved a high KPI score of 47 NPS (the 20-100 range is considered positive for IATA) and a 92% overall customer satisfaction score. Vivekh defined the metrics used in the survey then presented the detailed findings. Generally, the users with longer experience and more frequent usage of SIS responded with higher scores and more positive comments for the platform while those new users that use SIS less frequently gave lower scores and shared their feedback. 39% of respondents have training needs, of which most are new users. Respondents are very happy with the SIS webinars being done. Based on the results, the SIS Operations Team will develop customized-training programs for new SIS users / members, update user guides and documentation, work with IATA Customer Service to improve response time and quality, as well as promote the use of SIS' optional feature to archive SIS output invoices. Vivekh ended by sharing some customer testimonials and encouraged the audience to equip their SIS users with the knowledge needed to make the best use of SIS.

SR12. Passenger Rejections and Correspondence
Presented by Kirk Pereira (IATA)

Kirk Pereira (Head, Standardization e-Invoicing, IATA) gave an update on Passenger Interline Prime Billing volumes, Rejection (stage 1, 2 and 3) volumes and rates since 2015 when IATA's Passenger Rejection Reduction Initiative's was launched. While there is no new target for this initiative since the initiative was put on pause due to the pandemic, IATA continues to monitor and publish the Passenger Rejection Reduction performance via a quarterly dashboard. Airlines may continue to download their customized PAX-RM report from SIS each month; this report applies the same calculations as considered in the quarterly dashboard. Kirk also gave an update on the performance of involuntary reroute rejections from source code 31 prime billings; the current rolling 12-month average rate is 16%, which has improved from an average of 25%-30% in 2019. He continued to share the volume of Passenger Correspondence Iterations for 2022 and YTD 2023; this year correspondence iterations are on an increasing trend.

Kirk also presented Cargo Prime Billing and Rejection volumes and rates; the average rejection rate (all stages) is around 8% YTD. The volumes of Cargo Prime Billings and Rejections are significantly lower than Passenger.

Kirk then presented some of the new validations introduced / tweaked this year for passenger transactions. In June of this year, the new validation to prevent duplication passenger coupon billings was deployed; this was passed as paper "S15" in the 7th SIS General Meeting in Madrid and was prioritized by the SIS Steering Group in an effort to further reduce PAX RM's. Since this new validation in June, there were nearly 10,000 related validation failures in SIS, out of which approximately 80% of them were from only four (4) billing airlines. There was also the relaxation of the RFIC/RFISC validation against SIS master tables; this was passed as paper "S5" in the 11th SIS General Meeting in Doha and was prioritized by the SIS Steering Group and deployed in June of this year. The benefit is to reduce validation errors from billing increasing instances of bilateral-used RFIC's/RFISC's among airlines for EMD billings.

Kirk ended with key takeaways encouraging airlines to continue monitoring their rejection rate using the monthly PAX-RM reports from SIS and engaging with interline partners as soon as issues are identified. Focus on reducing 3rd stage rejections and initiating correspondence; address billing disputes earlier / outside of SIS before rejecting a 3rd stage. He also asked the audience to share their ideas with IATA to help airlines reduce rejections.

SR13. New CASSLink update, and integration with SIS for e-Invoicing

Presented by Bruno Roussel (IATA)

Bruno Roussel (Senior Manager, APPS Community, IATA) gave a short update on IATA's new CASSLink and its integration with SIS for e-invoicing. He informed the set-up phase is completed and the execution remains ongoing in phases. 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.

The next steps are to 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 that includes connectivity with SIS for more CASS markets; non-AWB model in CASS Export environment; offering different payments options; flexible calendar for the Voluntary More Frequency Remittance (VMFR). The new CASSLink will also allow users to subscribe for legal invoices from SIS and to government taxation filing for specific countries. This is subject to country readiness; progressive rollout will be applied until end of Q1 2024.

He encouraged the audience to visit the new CASSLink website for resources and more updates: www.iata.org/newcasslink.

SR14. Modern Airline Retailing - Offers & Orders impact on Financial Processes - Reminder and Q&A

Presented by Andrei Grintchenko (IATA)

Andrei Grintchenko (Head Industry Architecture, IATA) presented the case for change in Modern Airline Retailing ("MAR") that is being driven by an evolving global technological and economic landscapes along with customer demand and demographics. Airlines must be able to adapt to or exceed customer expectations and modernizing airline retailing using modern technology is the solution. This will impact all airlines capabilities and processes.

He demonstrated the model to be used in MAR that includes digital identification, selling with offers and fulfilling with orders. This model will be supported by industry activities that exist today or will be introduced. The order accounting and financial management of orders will be supported by IATA's existing infrastructure today, including SIS for e-invoicing.

Andrei demonstrated the new standards and workflows, including Orders stored with accounting, delivery and partner's information (internal accounting value at service level including partners settlement value, delivery & fulfilment statuses). He further presented the structure of the new Offers and Orders, where all Orders will have multiple "facets" depending on each message domain. The Offer structure is consistent with Order structure. He then presented the differences between today's e-ticket processing and the future's Order status changes (i.e. sale, exchange, refund, consumption, expiry).

He ended the presentation by answering some questions received at the ICH General Meeting held the day before; while several aspects are still in a conceptual stage, he encouraged airlines to keep up with developments on IATA's website: https://www.iata.org/en/programs/airline-distribution/retailing/.

SR15. Airline Billing and Settlement (ABS) WG Update

Presented by Benaifer Bhathena (WS - Chair ABS WG)

Benaifer Bhathena (WS / Chair, ABS WG) shared an update on the newly formed Airline Billing and Settlement Working Group (ABS WG). She began by sharing the goals / objectives of the ABS WG, its main purpose is to review and endorse proposals to amend IATA's Revenue Accounting Manual ("RAM") rules for Passenger and Cargo billings; Miscellaneous billings Chapter remain under the SIS Steering Group. The ABS WG also develops 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 the vision for the future where we would like to lead the industry with the aim of simplification.

She shared the current list of the ABS WG members, followed by the drivers and key changes of the structure under the Passenger Standards Conference ("PSC"), under which the Settlement and Accounting Board ("SASB") exists. The ABS WG falls under the SASB Advisory Forum; the Secretary of the SASB and the ABS WG is Altug Meydanli (Senior Manager Pay - Account Standards, IATA).

Benaifer then shared the changes to the voting process / hierarchy for RAM proposals for changes: the ABS WG accounts for the majority vote (50%) before being presented to the SASB (greater than 33% opposed, proposal will be defeated), followed by the PSC where a unanimous vote is required for RAM rule changes to take effect.

She then presented the achievements of the ABS WG to-date in 2023, such as sharing feedback on the newly proposed SIS functionality for Passenger P1 Flown Coupons to speed up cash flow; reviewed 9 Revenue Accounting Manual (RAM) revision papers and balloting the proposals (two proposals were approved by ABS WG and SASB); 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 developing Offer and Order standards. They have also held several presentations to improve understanding of Offer and Order developments. They've also revised the ABS WG Term of Reference to incorporate Settlement with Order ("SwO") standards, agreed on a 2024 workplan and set conference calls to track progress. She also gave an update on items in-progress with the ABS WG. She also informed the audience that IATA's Strategic Partners on the "Settlement-Accounting IATA Strategic Partnership Program" can join the ABS WG as observers, once validated by SASB and ABS WG.

Benaifer ended by thanking the airlines for their continued support and feedback in developing the new Offer and Order standards and encouraged any airline interested in getting involved to contact the ABS WG Secretary Altug Meydanli at meydanlia@iata.org.

SIS VOTING ITEMS

S1. SIS Reports
Agenda item S1, raised by British Airways

Currently, SIS Reports provides data on Passenger Payables/Receivables RM, BM, CM Summary and offers download services for interline billing by Year/Month/Period. The available periods for RM, BM, CM Summary Reports data are limited to only 6 months. Additionally, the prime summary is missing. For various reasons, members require access to past data (for disputes, accounting, audit, etc.). The following solution is proposed:
- The billing history should be searchable and downloadable for a minimum of 24 months.
- Prime billing data should be included.
- This proposal can be further discussed in conjunction with Agenda Item S2.

39 in favor, 12 opposing, 5 abstentions.
This item passed and was logged as change request SIS-80.

S2. SIS Billing History
Agenda item S2, raised by British Airways

Following from Agenda Item S1, currently, the SIS Billing History menu currently displays history that is available up to 12 months back. Airlines require access to past data for various reasons such as disputes, accounting, audits, etc. And History data is not downloaded. To address this issue, the billing history should be made available for more than 12 months, and the option to download it as a CSV data file should be provided.

46 in favor, 9 opposing, 4 abstentions.
This item passed and was logged as change request SIS-84.

S3. SIS Member and Contact Report- interface change
Agenda item S3, raised by British Airways

Today in SIS, the Member / Contact Report currently offers options to filter contact details of members. The existing display option is neither practical nor accurate, and the details cannot be downloaded. To address this issue, the following solution is proposed:
- Remove other display options and retain only the filter for members.
- Display all names from Member Airlines along with their titles and contact details (email).
- Enable the report to be downloadable as a CSV file.

52 in favor, 3 opposing, 3 abstentions
This item passed and was logged as change request SIS-81.

S4. Language selection on IS-WEB
Agenda item S4, raised by Xiamen Airlines

Currently, airlines could find the acceptance of language other than English for correspondence on RAM A3-2. However, updating the language other than English on RAM takes times for the RAM editor group. Besides, RAM is published only once per year with other changes together, it is not a real-time alteration. Additionally, the RAM could only list limited companies on the limited pages. This agenda item proposes to add a new column in IS-WEB for Correspondences called "Language" that will allow users to select or enter their acceptable language other than English for correspondence on the "Member Profile" page next to the location.

24 in favor, 20 opposing, 10 abstentions.
This item failed.

S5. SIS – Invoice Revoking
Agenda item S5, raised by China Eastern (presented by SIS SG member MF on behalf of MU)

Currently, there is no function to withdraw invoices already submitted in SIS before the ICH closure date, even if they are duplicated or incorrectly billed due to various reasons. Billing members must issue credit notes to offset previously issued invoices during the same period, and the receiving airlines must handle extra invoices than expected, which cost both time and human resources.

This agenda items proposes to add the function of withdrawing submitted invoices before ICH closure date as indicated in ICH processing calendar and creating a button to delete the file / invoice in IS-WEB.

33 in favor, 16 opposing, 6 abstentions.
This item failed.

S6. Miscellaneous Invoice Search
Agenda item S6, raised by China Southern Airlines

Today in SIS, the Miscellaneous Invoice Search screen provides users with criteria to select and search information of Miscellaneous invoice. The current option is not practical enough, because users need to manually enter the From/To Period (in the format YYYY-MMM-PP), which can easily lead to errors. To improve efficiency and accuracy, this agenda item proposes to separate the YYYY-MM and PP into two sections with calendar drop-down selections.

49 in favor, 2 opposing, 4 abstentions.
This item passed and was logged as change request SIS-82.

S7. New Fields for Miscellaneous Credit Notes

Agenda item S7, raised by IATA-SIS

SIS Miscellaneous Credit notes can either be standalone credits being issued or could be corrections of previous invoices. For corrections of a previous invoice in billing category Miscellaneous – the IS-XML structure does not have nodes specified for the referenced invoice number and invoice date. Some members have been putting this information in the "Header notes".

With more countries moving to e-Invoicing where the invoice/credit note needs to be 'reported to' or 'cleared' by a tax authority system, it is important that the location of these fields is standardized and part of the IS-XML structure. IATA proposes the following changes:

- Introduce new nodes/sub nodes in the IS-XML structure for Miscellaneous Credit Notes to reference original invoice details.
- This node along with its fields should be provided at the Invoice Header level.
- One or more Original Invoices can be linked to the Credit Note.
- If the node is provided, then all fields are mandatory.

47 in favor, 2 opposing, 6 abstentions.
This item passed and was logged as change request SIS-83.

Thank you for participating in the 12ᵗʰ SIS General Meeting!

For any questions contact us via the IATA Customer Portal.