



Airlines Clearing House

Interline Billing and Settlement Operations WG Activities - 2018

ACH Revenue Accounting Meeting-April 2018

Harold Schwart

Chairman, IBSOPSWG

IBSOPS WG Members

- *IBSOPSWG Members*

Harold Schwart – DL – Chair

Sophie Creusot – AF – Vice Chair

Priscilla Stiller – AA

Myrna Adams – AC

Matthew Holden – BA

Sophia Wei Shuwei – CZ

Suresh Verkot – EK

- *Official Observers*

Jerry Fonacier – HA

Nermin Azem Kiran – TK

Donna Galaviz – UA

- *IBSOPSWG Members*

Sachin Jain – EY

Amisha Jhaveri – HR

Myriam Burget – LX

Gavin Pereira – NZ

James Hayward – QF

Felicity Sekoto – SA

Ssu Hui – SQ

Paulo Godinho – TP

WG Calendar

- Face to Face Meetings Scheduled
 - May 15-17, 2018 – SIN
 - Sept 23, 2018 – MAD (WFS)
 - Nov 5-6, 2018 – YUL
- Monthly Conference Calls except when F2F meetings are scheduled

What's New

- Except for Excess Baggage Tickets, IATA Resolutions no longer support paper documents
 - This includes Tickets, PTAs, MCOs, MPDs, and FIMs
- IATA definitions for Normal Fares to be rescinded Oct 2018
 - Requires revision to R735d
- Rejection reduction initiative
 - IBSOPS WG members to participate as pilot carriers
- Although not yet firm, we envision to introduce electronic voting at the WFS industry meetings

What's New

- In order to receive industry feedback prior to the general meeting, IBSOPSWG proposals will be shared with the industry much earlier – end of May is planned
- Industry Standard Settings Workspace

Workplan

- Rewrite of the RAM required to remove all references to paper documents
 - FIM settlement procedures will be moved to Part B – Bilateral settlement procedures
- Draft proposal to define normal fare to be used for settlement of FF award coupons in case of invol reroute
- In coordination with SIS team, WG pilot carriers to review actions taken to reduce rejections

Workplan

- Identify opportunities to reduce rejections
 - Add definitions and clarifications to the RAM
 - Persistent/repetitive errors
 - Test the new RATD and identify areas for enhancement
 - Create SPA checklist
- Revise TFC billing rules in case of invol rerouting?
 - Bill TFC on basis of routing on new ticket without reference to original ticket?
- Partner with Ticketing Committee regarding Ticketing Data Quality and Scorecard

Workplan

- Prepare Potential Breakout Sessions for WFS
 - Invol vs. Sched Change
 - Rejection Reduction Pilot Carrier outcomes
 - Simplification for selection of lowest applicable fare
 - SIRS
 - Interline Tax Issues and Solutions
 - Best Practices
 - SPA Checklist
 - Ticketing Data Quality Issues
- ICH OPS will present a breakout session on
 - “Settlement and FX Center of Excellence” – getting the best out of the Treasury Dashboard and the new currency clearance “ICCS” system

IATA Invol Workshop

- Workshop held in YUL Feb 14-15 to identify all pain points regarding involuntary rerouting
 - Disciplines included operations, reservations, ticketing, RA, Rev and Inventory Mgmt, GDS, Communications, etc.
 - The brainstorming session used “post-its” to identify whether the pain point impacted
 - Customers
 - Operations
 - Commercial outcomes
 - Financial processes

IATA Invol Workshop

- RA delegates in attendance: DL, JL, KL, LH, IATA
- Focus was on re-write of:
 - R735d – Procedures for Involuntary Rerouting
 - RP 1735 – Procedures for Planned Schedule Change
- First draft of revised R735d and R766 completed
 - Invol reroute window occurs within 48 hours of the first ticketed departure date
 - Revenue Accounting to adopt definition in the RAM using two days of the first ticketed departure date
 - RBDs to be used may be provided by the new operating carrier

IATA Invol Workshop

- Schedule change emerged as a prominent pain point
 - Schedule change tickets are NOT re-priced
 - RAM to define invol tickets issued 3 or more days prior to first ticketed departure date as *Schedule Change*
 - RAM to address the applicable fare to be used
 - RAM to address the applicable TFC for interline settlement
 - Consider how SPAs are impacted when “invol” tickets have first departure date 3 or more days later



Thank you!