

*AIA Services are a suite of totally integrated solutions that enable airlines to achieve first and final interline billing and settlement.*

*Want to know more before you sign up? Here are some answers to frequently asked questions that may help.*

## About AIA Services

### What are my pre-requisites for AIA Services?

Your airline must be an IS-IDEC or IS-XML user, PMP tape subscriber, Sales Data Exchange participant, and ATPCO fares and rules subscriber.

### Whom should I contact if I have questions about the AIA Services process?

All questions regarding the AIA Services process should be directed to [aia@iata.org](mailto:aia@iata.org).

## Customer Agreement

### What are Attachments I, J, and L?

Attachment I is the bilateral concurrence agreement that facilitates *First & Final™* rejection-free interline settlement. Attachment J sets up your Sales Record Selections for NFP. Complete Attachment L if you wish to use Billing Value Determination services.

### What is the cost for AIA Services?

AIA products are charged according to transaction volume. Please see current pricing information in Attachment A of the Customer Agreement.

### How are enhancements paid for?

Up to 100 days of AIA and Accelya development per calendar year are free for industry changes agreed upon at the IATA Revenue Accounting Meeting (RAM), Airlines Clearing House Meeting (ACH), General Prorate Meeting (GPM), or Special Prorate Meeting (SPM). Unused days may not be carried forward.

To cover development costs for enhancements exceeding 100 days per year, an Enhancement Reserve fund has been established. Assessments are based on your monthly outward billing transaction volume. Please refer to Attachment A of the Customer Agreement for details.

## SIS

### What effect does SIS have on AIA Services?

AIA Services products have been incorporated within the SIS process, allowing for even easier utilization of the AIA Services data for airlines.

### Can I use the NFP as an outsourced proration engine without being *First & Final™* rejection-free?

Yes! You can take advantage of the IATA-endorsed proration engine provided by AIA Services to supplement or replace your own in-house proration engine. The decision to accept rejection-free billings from your interline partners is entirely up to you.

### If I use AIA Services, does that mean I must go *First & Final™* in SIS?

No, you do not have to go "true" *First & Final™*. You may use any or all of the AIA Services and still maintain your inward billing audits if you choose.

### What is the Billing Value Determination?

Billing Value Determination allows you to receive NFP prorate values at time of uplift rather than sale. It was formerly known as the Post-Sales Process. See below for more information.

### What is Billing Value Confirmation?

Billing Value Confirmation verifies inward billing values against NFP or stored own prorate values and provides monitoring reports. See below for more information.

## Sales Record Selection

### What is Sales Record Selection and where is it used?

Sales Record Selection is the filtering process ATPCO uses to extract your sales records to send to the Neutral Fare Proration provider for proration. Only the sales records that meet the criteria you specify in filter templates will be selected.

### Which sales records can be used?

You can choose to use TCN, BSP, or the integrated Industry Sales Record (ISR) data.

### How do I get my sales data into the process?

If you participate in the ATPCO Sales Data Exchange, your sales are already available for use. If you want to use BSP and ARC data, you must instruct iINET or ARC to send your BSP and ARC data to ATPCO, or you can forward a copy of the BSP and ARC data to ATPCO yourself. Your direct sales (from reservations, Web site, ATO, or CTO) containing interline itineraries should also be sent to ATPCO. If your direct sales are hosted by a GDS or other provider, your interline partner may need to sign a contract with them to receive the data.

### I am not a Sales Data Exchange participant. What should I do?

Sign your sales data provider's (GDSs and ticketing systems) contract so you can receive TCN data through the ATPCO Sales Data Exchange.

## Neutral Fare Proration

### Who is the Neutral Fare Proration (NFP) provider?

NFP is offered by ATPCO and Accelya, powered by APEX®.

### Can I use my own proration engine or one that has not been endorsed by IATA for neutral fare proration?

You may provide values generated by your own proration engines for the Own Prorate Exchange service, but these values do not qualify for official *First & Final™* interline settlement.

### In what format are the NFP results returned to me?

Proration results are returned in the industry-standard ISR format. You will receive individual fixed-length records for prorate values (Record 6); ISC, handling fee, and UATP values (Record 97); interlineable tax values (Record 98); and Error Codes (Record 99).

### How do I know the NFP values are correct?

The Airline Strategy Group has established a Quality Control Group (QCG) of airline proration experts who regularly test NFP results for industry proration and core SPA functionality. You and your interline partners are responsible for testing and agreeing SPA results calculated by the NFP provider.

### What is the turnaround time for coding SPAs by the NFP provider?

Generally, the turnaround time is 48 hours. This time varies according to the complexity of the SPA.

### Can I code my own SPAs into the NFP?

Yes.

### What are the SPA sign-off procedures?

If you and your interline partner intend to do *First & Final™* rejection-free settlement, both of you must sign off before an SPA may be moved into production.

### Who pays for the NFP values?

The airline that requests the prorate values pays the transaction fee. The issuing or billing airline or both can request to receive the NFP values.

## Billing Value Determination

### What is Billing Value Determination?

Billing Value Determination allows you to receive prorate values at time of uplift. You may request values for planned or unplanned coupons for tickets that are stored on the ARC COMPASS® database and have been previously prorated by NFP or provided in the Own Prorate Exchange service. If the sales data is stored but no prorate values were found, you may request the transaction be sent to NFP for proration. You may also request the sales data be reprorated in case re-protection agreements exist.

### Can I request any coupons, even ones I did not uplift?

No, you must enter concurrence agreements to retrieve records. Issuing airlines control which interline partners are permitted to extract their records from the ARC COMPASS® database to ensure data privacy and protect confidential SPA values.

### Will I receive the complete sale record for unplanned lift coupons?

No, you will receive only the prorate results that apply to the coupon.

### How do I request and receive the prorate values?

Submit a billing value request file through IS. AIA will transmit the prorate information back through IS for you to download and use in your outward billing systems.

### Since NFP proration is based on sales information, how are currency rate changes handled in Billing Value Determination?

Values generated at the time of sale are evaluated and updated to use currency rates in effect for the billing month.

### If I request multiple coupons for the same ticket, will I be charged for each coupon?

No, you will be charged for a single request if the coupons are in the same daily file.

### If I receive NFP prorate values from an airline that is not on the itinerary, how do I know this is a valid settlement value?

AIA will notify all issuing airlines about coupons and values that have been reprorated through Billing Value Determination. You can then revise your expectations of the billing airline for those coupons.

## Billing Value Confirmation

**How can I be sure the values I am billed through IS match the values generated by NFP or my interline partner (if I'm using Own Prorate Exchange)?**

AIA provides a Billing Value Confirmation service where the values on your inward billing files are compared to the values generated by the NFP or your interline partner. If there are discrepancies between the two, the record is appended with a tag advising the difference that was discovered. AIA also notifies the billing carrier of the discrepancy so they may determine if an error exists within their processes.

**How am I notified of any discrepancies?**

If you are the issuing (billed) airline, your Billing Value Confirmation report will be available for download through the IS; billing airlines will receive their reports automatically through the IS.

**What procedures are established to handle catastrophic errors? If I find a problem with NFP values after settlement, what are the procedures for remedying the situation?**

Please refer to the AIA Services Customer Agreement, Section 12: Dispute Resolution, for complete instructions.

## Own Prorate Exchange

**What is the Own Prorate Exchange?**

It is a centralized prorate information distribution service that facilitates the transfer of bilaterally agreed prorate information to your alliance partners.

**How does it work?**

Issuing airlines send prorate values generated by their own proration engines to ATPCO using Record 6, 97, and 98 formats. ATPCO then transmits the data directly to the planned interline partners and to COMPASS® for storage. Your interline partners use these values in their outward billings, and they can be verified in the Billing Value Confirmation service.

**I already send data to my alliance partners. Why would I use Own Prorate Exchange?**

Own Prorate Exchange eliminates the need to maintain individual file transfer processes for each of your alliance partners. You send your information for all your alliance partners in one file to just one place in standardized formats, and you receive one file from one place with all your alliance partner information in the same standardized formats.

**Do I receive ISC/handling fees/UATP and taxes?**

If the issuing airline sends Record 97 (ISC, handling fee, and UATP) and Record 98 (taxes), you will receive them.

## Simplified Involuntary Reroute Settlement

**Do I have to be a participant of AIA to sign up?**

While we would love to have your airline sign up for all AIA services, no, it's not required.

**If I sign the multilateral, does that mean I automatically start settling my involuntary reroutes using this method with all other signatories?**

No, signatories to the multilateral decide which other signatories they will concur with, and when.

**Can I still participate if I don't submit sales data?**

Yes, submission of sales data is not required to participate.

**What's the cost to participate?**

The fees are intended to cover the cost of the service and are waived until 1 June 2015. Thereafter, the annual fee is USD 1500.

**How do I join?**

Execute the Multilateral Involuntary Reroute Settlement Agreement which can be found at <http://www.airlinesclearinghouse.com/Pages/Involuntary-Reroute-Settlement.aspx>.

**Where can I find more information?**

<http://www.airlinesclearinghouse.com/Pages/Involuntary-Reroute-Settlement.aspx>.

*To learn more about how to get started with AIA Services, visit [www.atpco.net/aia](http://www.atpco.net/aia) or [www.iata.org/aia](http://www.iata.org/aia)*