



# **SVP FDS Report**

**PAPGJC**

**Thursday 16<sup>th</sup> February 2017**

# Modernizing the BSP: New Gen ISS

## Four elements

1. Three models of accreditation
2. IATA EasyPay
3. Global default insurance
4. Safer selling



# Modernizing the BSP: New Gen ISS

Key issue: Major increase in IATA workload



**24 x 7 Customer Service**



**24 x 7 Agency Management**



**More intensive Remittance and Settlement**

- IATA Easy Pay



# Modernizing the BSP: New Gen ISS

Action: Center and Regional Hub migration

- **Migrate IATA Financial Settlement into 4 locations:**
  - Montreal, Madrid, Singapore, and Beijing (N Asia market)
  - ISS activity migrated from Geneva, Amman, and Miami
- **Efficient Global Delivery center**
  - All time zones covered
  - BCPs for transition and operations



# The PAPGJC Agreement (\*)

## Montreal 22 June 2016

1. New Gen Resolution wording will be submitted to PAConf for adoption in September 2016. The effectiveness date of the new Resolution will be January 1st, 2018, except for sections relating to EasyPay which will be effective January 1st, 2017.
2. The Conference will reaffirm Resolution 8xx and other Resolution changes related to NewGen ISS prior to implementation in any country. Such reaffirmation will take place through a vote at Conference in 2017.
3. Safer selling resolution wording will be published as part of the PAConf agenda separately and will not be adopted in September 2016.
4. Pilots for NewGen ISS (Wave 1 countries) will proceed without enforcing Remittance Holding Capacity during 2017.

**(\*) Confirmed at PAPGJC Geneva 06 September 2016**

# **The PAPGJC Agreement (\*)**

## **Montreal 22 June 2016**

5. An Agent/Airline Working Group will be established with immediate effect to review the proposed Remittance Holding Capacity. Between June and September 2016, this working group will review the results of an initial desktop trial of the current RHC formula.
6. The necessity to uphold or withdraw proposal to accelerate On-Line sales remittance periods will be assessed in conjunction to the outcome of the RHC WG and agency sales real time reporting
7. By March 30th 2017, the Working Group will submit a proposal regarding Safer Selling for PAConf's consideration during summer 2017. If the Working Group does not achieve an agreed proposal for PAConf submission by March 30th 2017, the current wording for "Safer Selling" will be submitted to PAConf for adoption, with an effectiveness date of January 1st, 2018.

**(\*) Confirmed at PAPG<sub>6</sub>JC Geneva 06 September 2016**

# The PAPGJC Agreement (\*)

## Montreal 22 June 2016

8. Between now and September 2016, the Agency Associations, Airlines and GDS will work in a collaborative environment in support of the new EP form of payment implementation in 2017 and any other GDS developments required for NEW GEN ISS implementation.
9. In addition, a Technical Advisory Group under the PAPGJC will be established with immediate effect to review Payment Method Acceptance. The Working Group will consist of Agent Association representatives, PSG and PMWG representatives, and GDS representatives.
10. The Technical Advisory Group will endeavor to define the solutions to mitigate the risk that Bust-Outs represent to the industry.
11. IATA will provide non-confidential information regarding the RFPs for the IATA EasyPay and Global Insurance.

**(\*) Confirmed at PAPGJC Geneva 06 September 2016**

# Transparency in Payments

## Industry standards and tools

1. **Transparency and identification**
2. **Individual consent**
3. **Provider certification**
4. **Robustness of provider**
5. **Compliance to standard**
6. **Monitoring and detection**
7. **Infringement and consequences**





# The NewGen ISS package

## Roadmap based on PAPGJC agreement



# The NewGen ISS package

Roadmap based on PAPGJC agreement - **Nov 2017 PACConf**



Sep 2016



Transparency in Payment TAG

**1 Mar 2018:  
Crossing the line together**

# Crossing the line together

A net benefit for agent, airline, payment provider

## Travel Agent Community

### You Get:

- **Transparency in Payments**
  - Choice of certified, efficient, secure payment products
- **New Gen ISS**
  - Choice of accreditation models, and cost-effective financial security

### You Give:

- Accept RHC as integral part of effective Safer Selling GDC process