

**IATA**

**WEBINAR**

**SIS WEBINAR #06 – 2021  
SIS DOCUMENTATION  
& SUPPORT**



**SIS**



# IATA Legal Reminders

- ! Participants are reminded that live streaming of this webinar to parties not in attendance is not permitted, except as indicated by and with the express permission and knowledge of IATA.
- ! Unauthorized recording of the meeting is also prohibited.
- ! IATA will record the webinar and share the link afterwards to the members of this group and it will be posted on the SIS Website.

# IATA Presenters

**Vivekh Pundit**

Specialist, Industry e-Invoicing

**Azadeh Kordestani**

Manager Operations & Onboarding, Industry e-Invoicing

**Xhonina Osmani**

Analyst, Industry e-Invoicing

**Rene Houle**

Analyst, Industry e-Invoicing

**Anita Dzepina**

Analyst, Industry e-Invoicing



# Agenda

- 1. Introduction to SIS Documentation and Support Materials Online**
- 2. How to Use SIS Documentation (Technical and Guidance)**
- 3. Accessing SIS Support Materials (Website Media)**
- 4. SIS and the IATA Customer Portal**



# All SIS Documentation & Support Available Online!



**Simplified Invoicing and Settlement (SIS)**

IATA's Simplified Invoicing and Settlement (SIS) is the highly cost-effective electronic invoicing platform developed by IATA to remove all paper from the invoicing and settlement of industry services. SIS is streamlining processes by enabling the exchange of electronic data among airlines and between the airlines and direct operating cost suppliers. The use of a single standard, the IS-XML, simplifies business activity for the industry and allows suppliers to use one invoicing standard for all their airline customers.

### Features & Figures

- One e-invoicing standard
- Choice of file (IS-IDEC/IS-XML) or web submission
- Invoices sent automatically for settlement in ICH/ACH
- Billing/Billed data automatically available for reconciliation
- Simplified dispute process
- Digital Signature and legal compliance services
- Availability of audit trail for record-keeping
- Payment Status updates

**530K** visitors/month  
**2.2M** page views/month  
See advertising opportunities on [iata.org](http://iata.org)

**IATA Financial Systems Certification**  
ISO 27000:2013 certified

SIS Documentation & Support

27-October-2021



# IATA SIS Website

The screenshot shows the IATA website's navigation menu. The 'SERVICES' menu item is highlighted with a red box. A dropdown menu is open, listing various service categories. A yellow arrow points to the 'Simplified Invoicing and Settlement' link, which is highlighted in red. Another yellow arrow points to the 'Financial Services' category in the dropdown menu.

Category	Sub-category
Accreditation - Travel & Cargo	Airlines
Data & Statistics	Simplified Invoicing and Settlement
Compliance Solutions	Airports & Air Navigation
Financial Services	Travel Professionals
Consulting	Industry Partners
Safety & Flight Ops Solutions	Air Pulse
IATA Codes	
Advertising	

# Join SIS (tab)

It contains the required resources for joining SIS for the "AIRLINES & INTERMODAL" and "SUPPLIERS & AIR OPERATORS" membership program.

## SIS for Airlines – Join SIS (tab)

## SIS for Suppliers – Join SIS (tab)

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
    - SIS for Airlines**
    - SIS for Suppliers
    - SIS for Invoice Receivers
    - Supplier to Airline e-Invoicing (SAI)

## SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

[JOIN SIS](#) | [SUPPORT](#) | [DOCUMENTS](#) | [GLOSSARY](#) | [FAQS](#) | [WEBINARS](#) | [REJECTIONS](#) | [MEDIA](#)

### Who can join SIS for interlining?

All airlines (IATA and Non IATA Members) and their intermodal partners are eligible to become SIS participants under the "SIS for Airlines & Intermodal" program. This membership covers all 4 submission classes: Passenger, Cargo, UATP and Miscellaneous/Non-Transportation. The participation fees incurred under this model are variable, based on budgetary expectations of operating cost, and vary according to the size and status of the participant (larger, smaller, etc.; IATA, non-IATA, etc.). This is the core agreement for SIS Participation and includes governance rights such as the ability to vote for changes to the standard industry agreement terms, or to vote for changes to functionality at the SIS General Meeting.

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
    - SIS for Airlines
    - SIS for Suppliers**
    - SIS for Invoice Receivers
    - Supplier to Airline e-Invoicing (SAI)

## SIS for Suppliers & Air Operators

By facilitating the exchange of billing data information and digital invoices, Simplified Invoicing and Settlement (SIS) enables airlines and aviation business partners such as ground handlers, maintenance companies, manufacturers, airports and others, to engage in business through a single channel, contributing to a simpler and more efficient environment.

[JOIN SIS](#) | [SUPPORT](#) | [DOCUMENTS](#) | [GLOSSARY](#) | [FAQS](#) | [WEBINARS](#) | [MEDIA](#)

### Who can join SIS?

All suppliers, airlines and air operators *not* involved in interlining, and other entities that engage in business with airlines are eligible to become SIS participants under the SIS for Suppliers & Air Operators program. This membership covers only the Miscellaneous/Non-Transportation submission class. If your company wishes to send and/or receive invoices related to Passenger, Cargo or UATP transactions you must join SIS under the "SIS for Airlines & Intermodal" program.

# SIS for Airlines – Join SIS (tab)

For all Airlines interested in becoming a SIS participant to send and/or receive electronic invoices.

Register an account in IATA Customer Portal & Login to the portal account

Apply and submit the "Join SIS" online application

Get certification for files

Change request

[SIS and the IATA Customer Portal](#) (pdf)

[Joining checklist](#) (pdf)

[Sign up and certification guide](#) (pdf)

[Bank Details](#) (pdf)

[User guide](#)(pdf)

[SIS member list](#) (xls)

[Super-User Change Request Form](#) (pdf)

[Multi-Client Access request form](#)(pdf)

[Attachment B - Optional Services](#) (pdf)

## Other Links

- ❖ [Sample of "Standard Agreement for SIS Participation](#) (pdf) – (for information purposes only, not for signature.)
  - [Attachment A - Pricing Schedule](#) (pdf)
  - [Attachment B - Optional Services](#) (pdf)
  - [Attachment D - Service Description](#) (pdf)
  - [Attachment F - Tabulation of Participants](#) (pdf)
- ❖ [Airlines e-Invoicing request to suppliers](#) (pdf)
- ❖ [Benefits of using IS-XML with SIS](#) (pdf)
- ❖ [How to join ICH](#)



# SIS for Suppliers – Join SIS (tab)

For all suppliers, airlines and air operators *not* involved in interlining, and other entities that engage in business with airlines.

Register an account in IATA Customer Portal & Login to the portal account

Apply and submit the "Join SIS" online application

Get certification for files

Change request

[SIS and the IATA Customer Portal](#) (pdf)

[Joining checklist](#) (pdf)

[Sign up and certification guide](#) (pdf)

[Bank Details](#) (pdf)

[User guide](#) (pdf)

[SIS member list](#) (xls)

[Super-User Change Request Form](#) (pdf)

[Multi-Client Access request form](#)(pdf)

## Other Links

- ❖ Sample of "[Standard Agreement for SIS e-Invoicing Services – Non-Transportation](#)" (pdf) - (for information purposes only, not for signature.)
  - [Attachment D](#) (pdf)
- ❖ [Airlines e-Invoicing request to suppliers](#) (pdf)
- ❖ [Benefits of using IS-XML with SIS](#) (pdf)
- ❖ [How to join ICH](#)

# SIS for Invoice Receivers

**SERVICES**

- Accreditation - Travel & Cargo >
- Data & Statistics >
- Compliance Solutions
- Financial Services 
  - Airlines
  - Simplified Invoicing and Settlement 
    - SIS for Airlines
    - SIS for Suppliers
    - SIS for Invoice Receivers**
    - Supplier to Airline e-Invoicing (SAI)
- Airports & Air Navigation

## SIS for Invoice Receivers

← 🖨

Simplified Invoicing and Settlement (SIS) for Invoice Receivers allows you to instantly connect to all airlines and suppliers already using the SIS platform to receive legally compliant electronic invoices from your suppliers, interline partners or IATA. See if any of your [business partners](#) (xIs) are already using SIS and join them for **free!**

### Benefits of SIS to receive electronic invoices

SIS provides a safe and secure environment to exchange electronic invoices, using a single industry e-invoicing standard. Email alerts notify you every time a new invoice is available and when a payment has been received and applied. The invoices are available for download for a period of 10 years, free of charge and can be retrieved from the platform using valid login credentials only, eliminating the risk of fraud. For easy access, SIS is also integrated in the [IATA Customer Portal](#) and offers a Single Sign On functionality.

### Key Features

- Invoice delivery within 24h (for non-Clearing House transactions)
- Invoice availability for up to 10 years
- Updates on payment status (for both billing and billed parties)
- Email notification on invoice delivery
- Integrated dispute management and audit trail
- Integrated settlement via the Clearing House
- Legally compliant electronic invoicing
- Digital Signature to meet requirements in multiple countries

# SIS for Invoice Receivers

For any entity engaging in business with airlines can become a SIS participant under the "SIS for Invoice Receivers" program. This membership is free of charge.

Register an account in IATA Customer Portal & Login to the portal account

Apply and submit the "Join SIS" online application

Login to SIS to retrieve invoices

Change requests

[SIS and the IATA Customer Portal](#) (pdf)

[User guide](#) (pdf)

[User Guide SIS for Invoice Receiver](#) (pdf)

[Bank Details](#) (pdf)

[SIS member list](#) (xls)

[Super-User Change Request Form](#) (pdf)

[Multi-Client Access request form](#)(pdf)

Other  
Links

❖ Sample of [Standard Agreement for SIS e-Invoicing Services – Invoice Receiver](#) (pdf) - (for information purposes only, not for signature.)

# Supplier to Airline e-Invoicing (SAI)

For Non-airlines and Suppliers who can benefit of "SIS Service" as a gateway for all industry business partners to exchange invoices with Airlines.

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
    - SIS for Airlines
    - SIS for Suppliers
    - SIS for Invoice Receivers
    - Supplier to Airline e-Invoicing (SAI)**
  - Airports & Air Navigation
  - Travel Professionals

## Supplier to Airline e-Invoicing (SAI)

SAI (Supplier to Airline e-Invoicing) is an industry-led initiative extending the usage of one common invoice data standard . It will help airlines and their direct operating business partners to make the digital shift in their financial back office processes. The usage of digitalized and standardized financial data enables automation of the existing business processes and opens the door for innovation and future process transformation.

**ABOUT** | BENEFITS | APPLICATION

**IATA** Supplier to Airline e-Invoicing (SAI)

Watch later Share

Rob Huijsman  
Director Accounting Services SPL/BC, KLM

Watch on YouTube



# Support (tab)

It contains guidances for how to configure the SIS Member Account and how to perform SIS.

## SIS for Airlines – Support (tab)

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
    - SIS for Airlines**
    - SIS for Suppliers
    - SIS for Invoice Receivers
    - Supplier to Airline e-Invoicing (SAI)

## SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes, increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

[JOIN SIS](#) **SUPPORT** [DOCUMENTS](#) [GLOSSARY](#) [FAQS](#) [WEBINARS](#) [REJECTIONS](#) [MEDIA](#)

### Sign-up & Certification Guide

The [Sign-up and Certification Guide](#) (zip) provides details on the steps required for joining SIS. It defines various processes such as Member Profile Set-Up, Connectivity Testing, Sandbox/Certification Testing, and an overview of the IS Participation Agreement.

The Sign-Up and Certification Guide also contains the Super User form (Annex 1) and Bilateral Bank Details Form (Annex 2). As part of the requirements to join SIS, the Super User form must be completed. Bilateral Bank Details form is optional and applicable only for bilateral settlement invoices.

## SIS for Suppliers – Support (tab)

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
    - SIS for Airlines
    - SIS for Suppliers**
    - SIS for Invoice Receivers
    - Supplier to Airline e-Invoicing (SAI)
- Airports & Air Navigation

## SIS for Suppliers & Air Operators

By facilitating the exchange of billing data information and digital invoices, Simplified Invoicing and Settlement (SIS) enables airlines and aviation business partners such as ground handlers, maintenance companies, manufacturers, airports and others, to engage in business through a single channel, contributing to a simpler and more efficient environment.

[JOIN SIS](#) **SUPPORT** [DOCUMENTS](#) [GLOSSARY](#) [FAQS](#) [WEBINARS](#) [MEDIA](#)

### Sign-up & Certification Guide

The [Sign-up and Certification Guide](#) (zip) provides details on the steps required for joining SIS. It defines various processes such as Member Profile Set-Up, Connectivity Testing, Sandbox/Certification Testing, and an overview of the IS Participation Agreement.

The Sign-Up and Certification Guide also contains the Super User form (Annex 1) and Bilateral Bank Details Form (Annex 2). As part of the requirements to join SIS, the Super User form must be completed. Bilateral Bank Details form is optional and applicable only for bilateral settlement invoices.

# Support (tab)



[SIS Member User Guide](#) (pdf)



[IS-WEB Tutorial Videos](#)



## Reference Documents

- [Introduction to SIS](#) (pdf)
- [Member Profile Template](#) (xls)
- [User Permissions Template](#) (xls)
- [Master Data Table Sources](#) (pdf)
- [List of Error Codes](#) (xls)
- [Benefits of using IS-XML with SIS](#) (pdf)
- [SIS Password Requirements](#) (pdf)
- [Location ID set up](#) (pdf)
- [India GST SIS e-Invoicing guideline](#) (pdf)

# Documents (tab)

It provides all technical specifications and notes needed in order to fully implement integrated settlement with SIS.

## SIS for Airlines – Documents (tab)

**SERVICES**

Accreditation - Travel & Cargo >

Data & Statistics >

Compliance Solutions >

Financial Services >

Airlines >

Simplified Invoicing and Settlement >

**SIS for Airlines**

SIS for Suppliers

SIS for Invoice Receivers

Supplier to Airline e-Invoicing (SAI)

## SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

**JOIN SIS | SUPPORT | DOCUMENTS | GLOSSARY | FAQs | WEBINARS | REJECTIONS | MEDIA**

### Integrated Settlement Participation Guide (ISPG)

The ISPG contains all technical specifications and notes needed in order to fully implement integrated settlement with SIS. This documentation is revised from time to time as needed.

- Complete ISPG package v4.2.0.0 (zip)
- Complete ISPG package v4.2.0.0 (zip) with tracked changes

## SIS for Suppliers – Documents (tab)

**SERVICES**

Accreditation - Travel & Cargo >

Data & Statistics >

Compliance Solutions >

Financial Services >

Airlines >

Simplified Invoicing and Settlement >

SIS for Airlines

**SIS for Suppliers**

SIS for Invoice Receivers

Supplier to Airline e-Invoicing (SAI)

## SIS for Suppliers & Air Operators

By facilitating the exchange of billing data information and digital invoices, Simplified Invoicing and Settlement (SIS) enables airlines and aviation business partners such as ground handlers, maintenance companies, manufacturers, airports and others, to engage in business through a single channel, contributing to a simpler and more efficient environment.

**JOIN SIS | SUPPORT | DOCUMENTS | GLOSSARY | FAQs | WEBINARS | MEDIA**

### Integrated Settlement Participation Guide (ISPG)

The ISPG contains all technical specifications and notes needed in order to fully implement integrated settlement with SIS. This documentation is revised from time to time as needed.

- Complete ISPG package v4.2.0.0 (zip)
- Complete ISPG package v4.2.0.0 (zip) with tracked changes

# SIS for Airlines – Documents (tab)



## Integrated Settlement Participation Guide (ISPG)

- [Complete ISPG package](#)
- [ISPG Package with tracked changes](#)



## ICH Reports

- [ICH Reports Changes Description](#) (pdf)
- [ICH Reports XSD package](#) (zip)
- [ICH Report Output File Naming](#) (xls)



## Open Change Requests



## Functionality Guidance Documents

- [CMP 656 - Miscellaneous Invoice Dispute Management](#) (zip)
- [CMP 410 - Multi-Client Access](#) (pdf)
- [CMP 654 - Validation on MISC Invoice Date](#) (pdf)
- [CMP 669 - CSV Listings for MISC invoices](#) (pdf)
- [CMP 692 - MISC Payment Status Updates](#) (zip)
- [CMP 674 - Validation of Coupon-AWB Breakdown in Rejection](#) (pdf)
- [CMP 496 - Validation of Reference Data against Member Profile](#) (pdf)
- [CMP 459 - Validation of RM Billed-Accepted Values](#) (pdf)



## Major Release Notes



# SIS for Airlines – Documents (tab)

## Complete ISPG Package

- Details on Processes to Participate in SIS
- Describes the Interface File Formats
- Explains the Record Structures offered in SIS
  - IS-XML
  - IS-IDEC

## Complete ISPG Package with tracked changes

- Changes between ISPG version tracked per categories

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
  - SIS for Airlines**
  - SIS for Suppliers
  - SIS for Invoice Receivers
  - Supplier to Airline e-Invoicing (SAI)
- Airports & Air Navigation

## SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

[JOIN SIS](#) | [SUPPORT](#) | **[DOCUMENTS](#)** | [GLOSSARY](#) | [FAQS](#) | [WEBINARS](#) | [REJECTIONS](#) | [MEDIA](#)

### Integrated Settlement Participation Guide (ISPG)

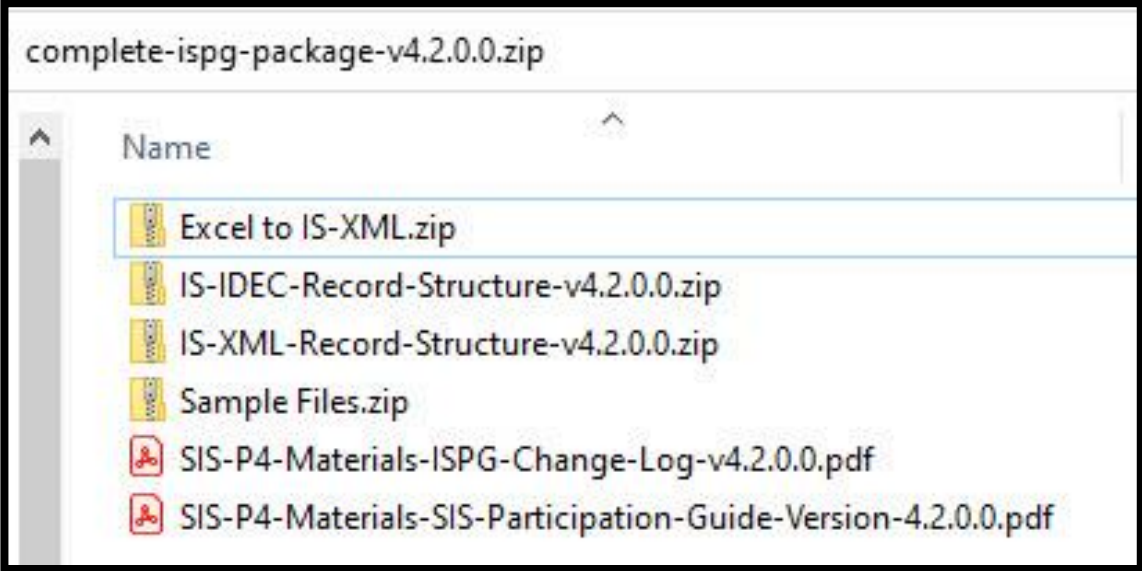
The ISPG contains all technical specifications and notes needed in order to fully implement integrated settlement with SIS. This documentation is revised from time to time as needed.

- [Complete ISPG package v4.2.0.0 \(zip\)](#)
- [Complete ISPG package v4.2.0.0 \(zip\) with tracked changes](#)

**Note:** The SIS User Guide shows details on how to interact with the SIS interface, while the ISPG provides with the Standards to Participate in SIS.

# SIS for Airlines – Documents (tab)

## Complete ISPG Package



ISPG package content can be downloaded separately

IS-IDEC RECORD STRUCTURE	IS-XML RECORD STRUCTURE	SAMPLE FILES	SUPPORTING DOCUMENTS
<a href="#">Passenger Record Structure v4.2.0.0 (zip)</a>	<a href="#">IS-XML Invoice Standard v4.2.0.0 (zip)</a>	<a href="#">Passenger (zip)</a>	<a href="#">Supporting Attachments (zip)</a>
<a href="#">Cargo Record Structure v4.2.0.0 (zip)</a>		<a href="#">Miscellaneous (zip)</a>	
		<a href="#">Cargo (zip)</a>	
		<a href="#">UATP (zip)</a>	
		<a href="#">Excel to IS-XML tool (zip)</a>	



# SIS for Suppliers – Documents (tab)



## [Integrated Settlement Participation Guide \(ISPG\)](#)



### **Supplier-Specific Sample Files**

- [Sample Files](#) and [Supporting Documents](#)
- [SIS e-Invoicing Implementation Handbooks](#)



### **ICH Reports**

- [ICH Reports Changes Description](#) (pdf)
- [ICH Reports XSD package](#) (zip)
- [ICH Report Output File Naming](#) (xls)



### **Open Change Requests**



### **Functionality Guidance Documents**

- [CMP 656 - Miscellaneous Invoice Dispute Management](#) (zip)
- [CMP 410 - Multi-Client Access](#) (pdf)
- [CMP 654 - Validation on MISC Invoice Date](#) (pdf)
- [CMP 669 - CSV Listings for MISC invoices](#) (pdf)
- [CMP 692 - MISC Payment Status Updates](#) (zip)
- [CMP 674 - Validation of Coupon-AWB Breakdown in Rejection](#) (pdf)
- [CMP 496 - Validation of Reference Data against Member Profile](#) (pdf)
- [CMP 459 - Validation of RM Billed-Accepted Values](#) (pdf)



### **Production System Major Release Notes**

# Glossary (tab)

It shows the alphabetical list of terminology used in SIS and other useful IATA acronyms.

## SIS for Airlines – Glossary (tab)

**SERVICES**

Accreditation - Travel & Cargo >

Data & Statistics >

Compliance Solutions

Financial Services ▾

Airlines

Simplified Invoicing and Settlement ▾

**SIS for Airlines**

SIS for Suppliers

SIS for Invoice Receivers

Supplier to Airline e-Invoicing (SAI)

Airports & Air Navigation

## SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

**JOIN SIS | SUPPORT | DOCUMENTS | GLOSSARY | FAQS | WEBINARS | REJECTIONS | MEDIA**

### A

**ACH** (Airlines Clearing House) – The A4A clearinghouse for electronic invoicing.

**Accounting Code** - This code is meant for transport documents; this number is used on tickets as the first three characters of the ticket number. The same number can be used for cargo documentation and is known as an "airline prefix".

**AIA** - (ATPCO, IATA, ARC) – AIA is the organisation formed by ATPCO, IATA, and ARC to support the First & Final™ process.

**Air Operator** The actual air carrier that operates the flight.

## SIS for Suppliers – Glossary (tab)

**SERVICES**

Accreditation - Travel & Cargo >

Data & Statistics >

Compliance Solutions

Financial Services ▾

Airlines

Simplified Invoicing and Settlement ▾

SIS for Airlines

**SIS for Suppliers**

SIS for Invoice Receivers

Supplier to Airline e-Invoicing (SAI)

Airports & Air Navigation

## SIS for Suppliers & Air Operators

By facilitating the exchange of billing data information and digital invoices, Simplified Invoicing and Settlement (SIS) enables airlines and aviation business partners such as ground handlers, maintenance companies, manufacturers, airports and others, to engage in business through a single channel, contributing to a simpler and more efficient environment.

**JOIN SIS | SUPPORT | DOCUMENTS | GLOSSARY | FAQS | WEBINARS | MEDIA**

### A

**ACH** (Airlines Clearing House) – The A4A clearinghouse for electronic invoicing.

**Accounting Code** - This code is meant for transport documents; this number is used on tickets as the first three characters of the ticket number. The same number can be used for cargo documentation and is known as an "airline prefix".

**AIA** - (ATPCO, IATA, ARC) – AIA is the organisation formed by ATPCO, IATA, and ARC to support the First & Final™ process.

**Air Operator** The actual air carrier that operates the flight.



# FAQs (tab)

It shows the list of questions and answers relating to the three categories of General, Signing Up & Migration, and Technical question.

## SIS for Airlines – FAQs (tab)

The screenshot shows the 'SIS for Airlines & Intermodal' page. The left sidebar lists various services, with 'SIS for Airlines' highlighted in a red box and an arrow pointing to it. The main content area features a navigation bar with 'FAQS' highlighted in a blue box and an arrow pointing to it. Below the navigation bar, the 'General' section is visible, containing the heading 'Who is eligible to join?' and the text: 'Any airline is eligible to join SIS, whether or not they are a clearing house member. Non-airlines may also join SIS provided that they do business with airlines. It is now possible for non-airlines to do business with other non-airlines through SIS.' Below this is the heading 'How do I join SIS?' and the text: 'Access to SIS is granted once the Integrated Settlement Participation Agreement has been signed and the participant has passed the necessary certification process. This process is detailed in the Sign-Up Guide. These documents will be made available in the Join SIS tab above.'

## SIS for Suppliers – FAQs (tab)

The screenshot shows the 'SIS for Suppliers & Air Operators' page. The left sidebar lists various services, with 'SIS for Suppliers' highlighted in a red box and an arrow pointing to it. The main content area features a navigation bar with 'FAQS' highlighted in a blue box and an arrow pointing to it. Below the navigation bar, the 'General' section is visible, containing the heading 'Who is eligible to join?' and the text: 'Any airline is eligible to join SIS, whether or not they are a clearing house member. Non-airlines may also join SIS provided that they do business with airlines. It is now possible for non-airlines to do business with other non-airlines through SIS.' Below this is the heading 'How do I join SIS?' and the text: 'Access to SIS is granted once the Integrated Settlement Participation Agreement has been signed and the participant has passed the necessary certification process. This process is detailed in the Sign-Up Guide. These documents will be made available in the Join SIS tab above.'

# Webinar (tab)

It shows list of recordings and materials for all previously held webinars by SIS team.

## SIS for Airlines – FAQs (tab)

The screenshot shows the 'SIS for Airlines & Intermodal' page. The 'WEBINARS' tab in the navigation bar is highlighted with a blue box and a yellow arrow. In the left sidebar, the 'SIS for Airlines' link is also highlighted with a blue box and a yellow arrow. The main content area features the 'SIS Webinar Series' heading and a table of webinar recordings.

SERIES NO. & DATE	TITLE	VIDEO	PRESENTATION
#05-2021   07-Jul-2021	Working with SIS Files - IS XML and IS IDEC	<a href="#">YouTube</a>	<a href="#">Presentation Slides (pdf)</a>
#04-2021   02-Jun-2021	Working with IS-WEB	<a href="#">YouTube</a>	<a href="#">Presentation Slides (pdf)</a>

## SIS for Suppliers – FAQs (tab)

The screenshot shows the 'SIS for Suppliers & Air Operators' page. The 'WEBINARS' tab in the navigation bar is highlighted with a blue box and a yellow arrow. In the left sidebar, the 'SIS for Suppliers' link is also highlighted with a blue box and a yellow arrow. The main content area features the 'SIS Webinar Series' heading and a table of webinar recordings.

SERIES NO. & DATE	TITLE	VIDEO	PRESENTATION
#05-2021   07-Jul-2021	Working with SIS Files - IS XML and IS IDEC	<a href="#">YouTube</a>	<a href="#">Presentation Slides (pdf)</a>
#04-2021   02-Jun-2021	Working with IS-WEB	<a href="#">YouTube</a>	<a href="#">Presentation Slides (pdf)</a>

# SIS for Airlines – Rejections (tab)

Compliance Solutions

Financial Services

Airlines

Simplified Invoicing and Settlement

**SIS for Airlines**

SIS for Suppliers

SIS for Invoice Receivers

Supplier to Airline e-Invoicing (SAI)

Airports & Air Navigation

Travel Professionals

Industry Partners

Air Pulse

Consulting

Safety & Flight Ops Solutions

IATA Codes

Advertising

JOIN SIS | SUPPORT | DOCUMENTS | GLOSSARY | FAQs | WEBINARS | **REJECTIONS** | MEDIA

## Passenger Rejection Reduction Initiative

The Interline Billing and Settlement (IBS OPS) Working Group has been tasked to improve efficiency by cutting down on incorrect rejections via education, awareness, proposing changes to the billing rules, and adding new validations in SIS.

The Passenger Rejection Memo Reduction initiative is endorsed by the IATA Financial Committee to support accurate interline billings that ultimately reduce the number of passenger rejection memos in the industry. The IATA IBSOPS WG and Rejection Reduction Team have undertaken several actions to reduce the number of passenger rejections, such as:

- Introduce New Validations in SIS
- Changes in the RAM rules that impact rejections
- Multiple presentations/workshops at industry meetings
- Continuous reporting and communications to the industry
- Publication of Best Practices Document
- IBS OPS recommendations to industry on handling of rejections

**Due to the COVID-19 Global Pandemic, this initiative is now considered closed. The IATA IBSOPS WG and Rejection Reduction Team will monitor internally ongoing trends, continue to publish monthly progress reports, and propose industry best practices. Once the related passenger interline invoicing volumes begin to stabilize, a new target will be proposed by the IBSOPS WG.**

The charts below illustrate the count and USD amount of rejections over the past years.

**Rejection Memo Count**

Year	Count
2015	12,333,719
2016	12,046,037
2017	12,044,715
2018	12,111,489
2019	11,197,126
2020	3,758,412

**Rejection Memo Value (USD Mil)**

Year	Value (USD Mil)
2015	\$1,729.95
2016	\$1,414.87
2017	\$1,362.40
2018	\$1,255.34
2019	\$1,045.77
2020	\$105.09



# SIS for Airlines – Rejections (tab)

## Progress Reports - Passenger Billings following IATA RAM Rules

2021	2020	2019	2018	2017	2016
<a href="#">January 2021 - COVID-19 Edition (pdf)</a>	<a href="#">Annual Report (pdf)</a>	<a href="#">Annual Report (pdf)</a>	<a href="#">Annual Report (pdf)</a>	<a href="#">Annual Report (pdf)</a>	<a href="#">Annual Report (pdf)</a>
<a href="#">February 2021 - COVID-19 Edition (pdf)</a>	<a href="#">January 2020 (pdf)</a>	<a href="#">January 2019 (pdf)</a>	<a href="#">First Quarter (pdf)</a>	<a href="#">First Quarter (pdf)</a>	<a href="#">First Quarter (pdf)</a>
<a href="#">March 2021 - COVID-19 Edition (pdf)</a>	<a href="#">February 2020 (pdf)</a>	<a href="#">February 2019 (pdf)</a>	<a href="#">Second Quarter (pdf)</a>	<a href="#">January 2017 (pdf)</a>	<a href="#">Second Quarter (pdf)</a>
<a href="#">April 2021 - COVID-19 Edition (pdf)</a>		<a href="#">First Quarter (pdf)</a>	<a href="#">January-February 2018 (pdf)</a>	<a href="#">February 2017 (pdf)</a>	<a href="#">Third Quarter (pdf)</a>
<a href="#">May 2021 - COVID-19 Edition (pdf)</a>		<a href="#">April 2019 (pdf)</a>	<a href="#">April 2018 (pdf)</a>	<a href="#">April 2017 (pdf)</a>	<a href="#">April 2016 (pdf)</a>
<a href="#">June 2021 - COVID-19 Edition (pdf)</a>		<a href="#">May 2019 (pdf)</a>			<a href="#">May 2016 (pdf)</a>
<a href="#">July 2021 (pdf)</a>		<a href="#">Second Quarter (pdf)</a>			<a href="#">July 2016 (pdf)</a>
<a href="#">August 2021 (pdf)</a>		<a href="#">July 2019 (pdf)</a>			<a href="#">August 2016 (pdf)</a>
<a href="#">September 2021 (pdf)</a>		<a href="#">August 2019 (pdf)</a>			<a href="#">October 2016 (pdf)</a>

## Documents

- [Rejection Reduction Best Practices \(pdf\)](#)

## Presentations

- [2018 WFS PAX Lowest Applicable Fare \(pdf\)](#)
- [2016 WFS PAX Rejection Memo Reduction \(pdf\)](#)
- [2017 ACH Annual Meeting \(pdf\)](#)

## Videos



- [SIS & IBS OPS Joint Webinar: Passenger Rejections and Interline Billings Best Practices - Presentation \(pdf\) - March 2021](#)
- [SIS & IBS OPS Joint Webinar: Passenger Rejections and Interline Billings Best Practices - Q&A \(pdf\) - March 2021](#)

# Media (tab)

It contains all industry presentations relating to SIS and the most recent issues of the SIS Bulletin.

## SIS for Airlines – Media (tab)

The screenshot shows the 'SIS for Airlines & Intermodal' page. A blue box highlights the 'MEDIA' button in the top navigation bar, with a yellow arrow pointing to it from the right. Another blue box highlights the 'SIS for Airlines' link in the left sidebar, with a yellow arrow pointing to it from the right. The main content area features a description of SIS, a navigation bar with links like 'JOIN SIS', 'SUPPORT', and 'DOCUMENTS', and a 'SIS Bulletins' section with a list of issues from 2021.

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
    - SIS for Airlines**
    - SIS for Suppliers
    - SIS for Invoice Receivers
    - Supplier to Airline e-Invoicing (SAI)
  - Airports & Air Navigation
  - Travel Professionals
  - Industry Partners

## SIS for Airlines & Intermodal

Joining Simplified Invoicing and Settlement (SIS) instantly connects you with more than 420 airlines and intermodal entities exchanging interline billing data electronically. SIS eliminates the paper from the interline billing and settlement processes increasing efficiency and reducing costs; it enables processing automation which helps reduce billing duplication and simplifies reconciliation.

[JOIN SIS](#) | [SUPPORT](#) | [DOCUMENTS](#) | [GLOSSARY](#) | [FAQS](#) | [WEBINARS](#) | [REJECTIONS](#) | **MEDIA**

### SIS Bulletins

On this page you will find all industry presentations relating to SIS and the most recent issues of the SIS Bulletin. [Subscribe to SIS bulletins](#) by logging a request through the [IATA Customer Portal](#).

**2021**

<a href="#">Issue 1 (pdf) February</a>	<a href="#">Issue 5 (pdf) June</a>	<a href="#">Issue 9 (pdf) September</a>
<a href="#">Issue 2 (pdf) March</a>	<a href="#">Issue 6 (pdf) June</a>	<a href="#">Issue 10 (pdf) October</a>
<a href="#">Issue 3 (pdf) April</a>	<a href="#">Issue 7 (pdf) July</a>	<a href="#">Issue 11 (pdf) October</a>
<a href="#">Issue 4 (pdf) April</a>	<a href="#">Issue 8 (pdf) August</a>	

## SIS for Suppliers – Media (tab)

The screenshot shows the 'SIS for Suppliers & Air Operators' page. A blue box highlights the 'MEDIA' button in the top navigation bar, with a yellow arrow pointing to it from the right. Another blue box highlights the 'SIS for Suppliers' link in the left sidebar, with a yellow arrow pointing to it from the right. The main content area features a description of SIS, a navigation bar with links like 'JOIN SIS', 'SUPPORT', and 'DOCUMENTS', and a 'SIS Bulletins' section with a list of issues from 2021.

**SERVICES**

- Accreditation - Travel & Cargo
- Data & Statistics
- Compliance Solutions
- Financial Services
  - Airlines
  - Simplified Invoicing and Settlement
    - SIS for Airlines
    - SIS for Suppliers**
    - SIS for Invoice Receivers
    - Supplier to Airline e-Invoicing (SAI)
  - Airports & Air Navigation
  - Travel Professionals
  - Industry Partners

## SIS for Suppliers & Air Operators

By facilitating the exchange of billing data information and digital invoices, Simplified Invoicing and Settlement (SIS) enables airlines and aviation business partners such as ground handlers, maintenance companies, manufacturers, airports and others, to engage in business through a single channel, contributing to a simpler and more efficient environment.

[JOIN SIS](#) | [SUPPORT](#) | [DOCUMENTS](#) | [GLOSSARY](#) | [FAQS](#) | [WEBINARS](#) | **MEDIA**

### SIS Bulletins

On this page you will find all industry presentations relating to SIS and the most recent issues of the SIS Bulletin. [Subscribe to SIS bulletins](#) by logging a request through the [IATA Customer Portal](#).

**2021**

<a href="#">Issue 1 (pdf) February</a>	<a href="#">Issue 5 (pdf) June</a>	<a href="#">Issue 9 (pdf) September</a>
<a href="#">Issue 2 (pdf) March</a>	<a href="#">Issue 6 (pdf) June</a>	<a href="#">Issue 10 (pdf) October</a>
<a href="#">Issue 3 (pdf) April</a>	<a href="#">Issue 7 (pdf) July</a>	<a href="#">Issue 11 (pdf) October</a>
<a href="#">Issue 4 (pdf) April</a>	<a href="#">Issue 8 (pdf) August</a>	



Thank you!

Need help?

Contact us via the  
IATA Customer Portal

[www.iata.org/CS](http://www.iata.org/CS)



Need help with the IATA Customer Portal? Click the following  
[SIS and the IATA Customer Portal User Guide\(pdf\)](#)



An aerial photograph of a coastal town built on a cliffside, surrounded by vibrant green fields and a blue sea. The town is densely packed with white buildings. The surrounding landscape is a patchwork of green and brown fields, separated by stone walls. The sea is a deep blue-green color, with white waves crashing against the rocky shore.

Thank you

Q&A

Post in Q&A box