

IATA WEBINAR

SIS WEBINAR #02 - 2021 DISPUTE MANAGEMENT

February 24, 2021

Today's Speakers:

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SIS

IATA Legal Reminders

- ! Participants are reminded that live streaming of this webinar by participants 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.

Welcome!

Let's learn more about...

Agenda

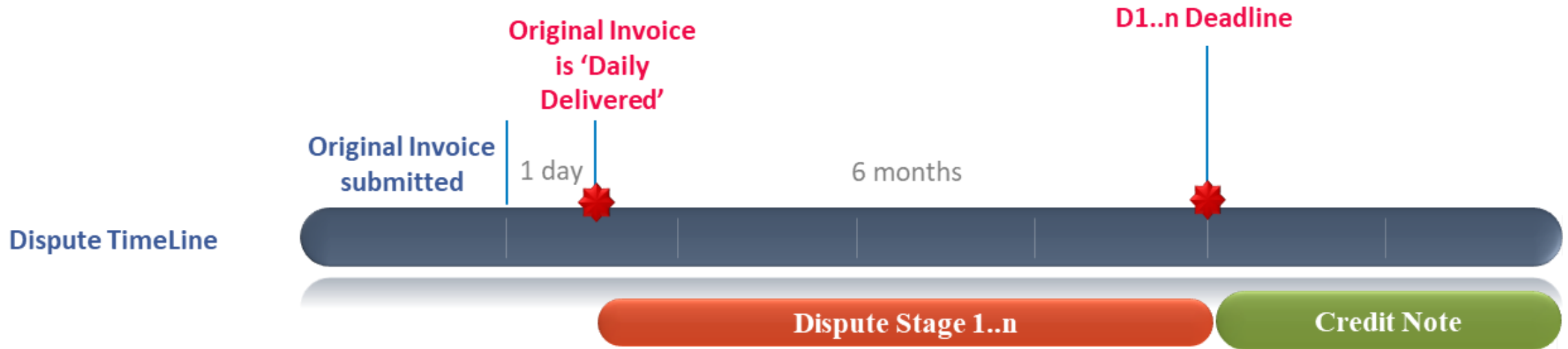


- High Level Dispute process & Process map
- Mandatory Dispute Configurations
 - CSV Listings & Dispute Output Files
 - User Permissions & Contact Configuration
- How to work with disputes
 - How to Search and View Invoices
 - How to Initiate a Dispute
 - via IS-WEB
 - via file (using the CSV Listing)
 - How to reply to a Dispute
 - Via IS-WEB
 - Via File (using the Dispute Output File)
- After dispute
 - Dispute Closure & Settlement
- Dispute Status Report
- Documentation
- **Q/A**

What is a Dispute?

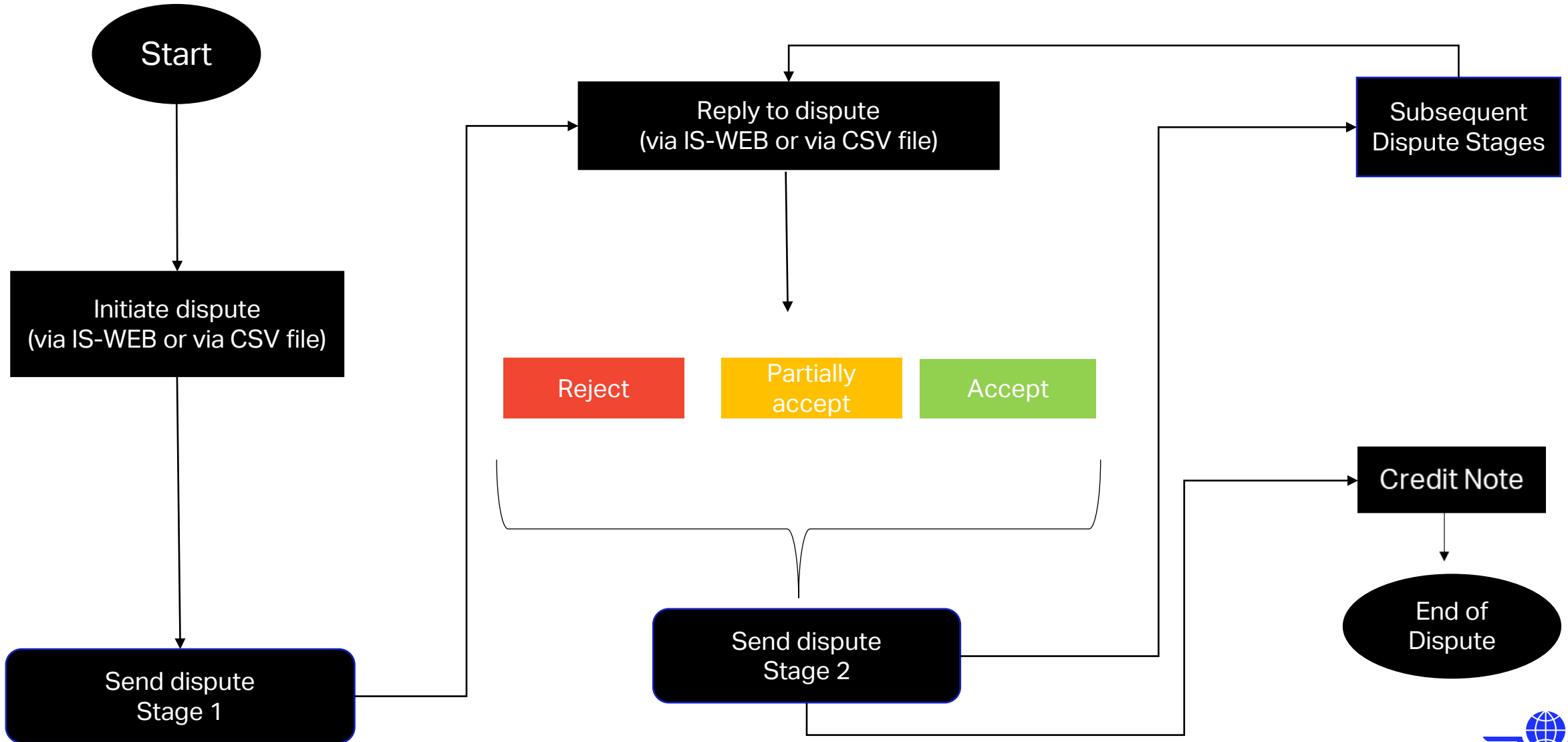
- A dispute is a way to contest or query a Miscellaneous Bilateral Invoice
- It follows its own time limits, and its processes are not determined by billing periods
- Miscellaneous Disputes has no obligation for payment nor a financial impact (No Automated Settlement)
- Eligible for daily delivery
- Any applicable adjustments can be finalized by a credit note

High-level Dispute Process



- The Dispute is available for Miscellaneous Invoices only
- Invoices for other billing categories (Passenger, Cargo) must follow the Rejection process
- A Dispute can refer only to a single Original Invoice
- More than one dispute can be raised for a single Invoice
- A dispute cannot be raised for an Original Invoice if a previous "Rejection Invoice" exists against it

Process map



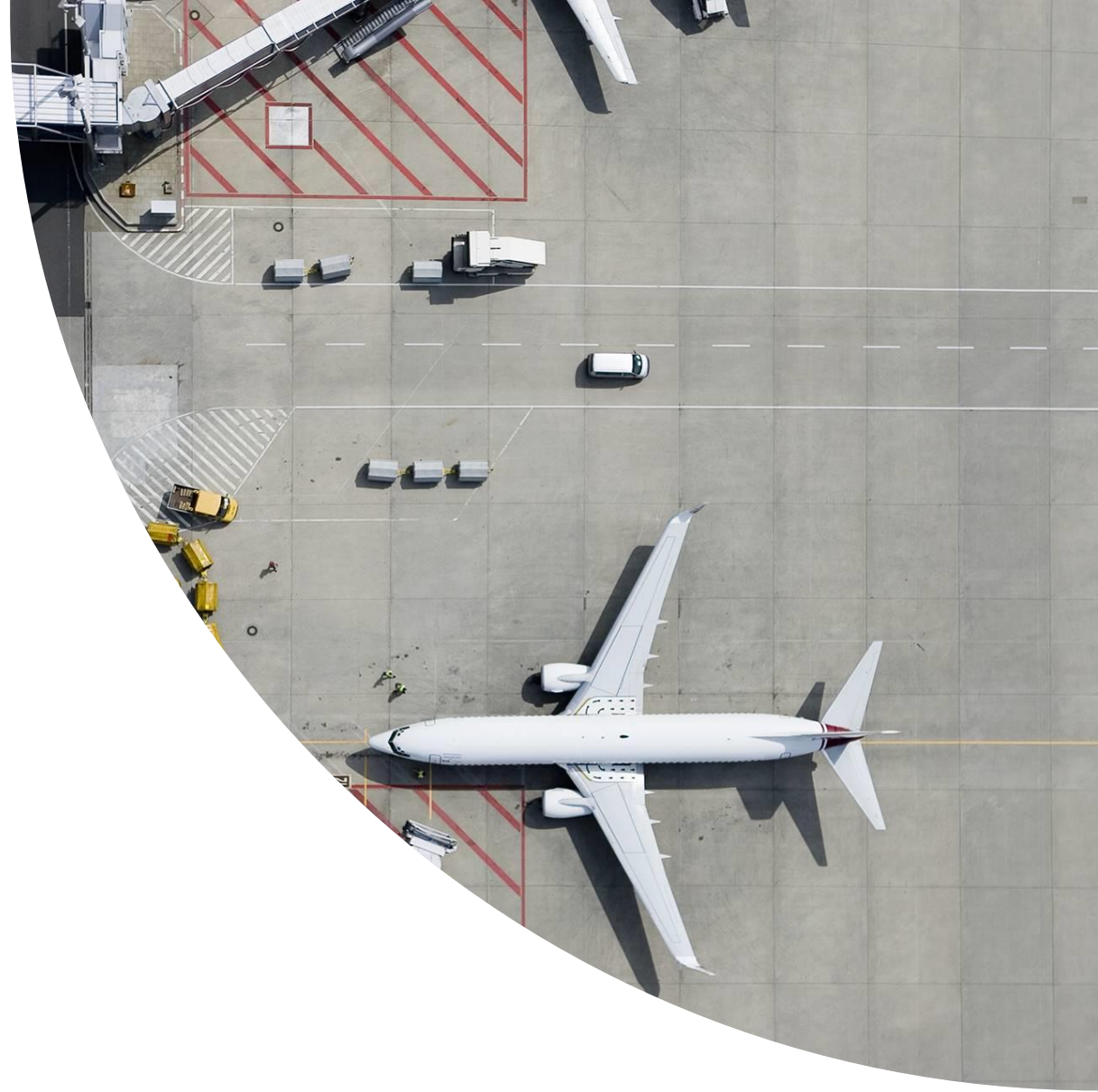


Mandatory Dispute Configurations

Before we start

To fully make use of the benefits of the dispute functionality and to simplify the process, **make sure** to:

1. Do the necessary configurations to your **member profile**
2. Assign the necessary **user permissions** to your processing teams
3. Define the appropriate **contacts** that should be notified of new disputes, expiry time limits, etc.



CSV Listings and Dispute Output Files

The **CSV Listings** will include all the details of an invoice at the Line Item Detail, and can be used to easily dispute an invoice. Similarly, the **Dispute Output Files** can be used to respond to a dispute received.

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | Contacts | e-Billing | Passenger | Cargo | **Miscellaneous** | UATP | ICH | ACH

Validations
Rejection on Validation Failure: | Allow Resubmission of Failed Invoices:

Online Correction Allowed
Online Correction Allowed:

Supporting Documents
Additional File Types Accepted:

Future Billings Submissions
Future Billing Submissions Allowed:

Output Files:
Billed Invoices: IS-XML [Edit...](#)
Daily Payment Updates for Receivables Invoices:
Billing Invoices Submitted On Behalf of the Member: [Edit...](#)
Daily Payment Updates for Payables Invoices:
Daily IS-XML files for Receivables IS-WEB Invoices: [Edit...](#)
MISC Document Packages:

CSV Listings
CSV listing required as a Billing Entity: | CSV listing required as a Billed Entity:

Daily Payables Bilateral Invoices:
Daily Delivery in IS-WEB:
Daily Offline Archive Outputs:
Daily IS-XML Files:
Daily Offline Archive Outputs' and 'Daily IS-XML Files' can be opted for only if 'Daily Delivery in IS-WEB' is chosen

Offline Archive Outputs
Invoice PDF: As a Billed Entity [Edit...](#) | As a Billing Entity [Edit...](#)
Details Listings: [Edit...](#) | [Edit...](#)
Supporting Documents: [Edit...](#) | Digital Signature Files: [Edit...](#)

Validation on Acceptable Delay for Payables Bilateral Invoices:
Enable: | [Manage Acceptable Delays](#)

Location Specific Output Files
Receive Copy of Location Specific Files at Location Main:

Dispute Files:
Dispute Output Files to Billing Member: | Dispute Output Document Package: | Dispute Review file by iNET:

Enable the CSV Listings

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | Contacts | e-Billing | Passenger | Cargo | **Miscellaneous** | UATP | ICH | ACH

Validations
Rejection on Validation Failure: | Allow Resubmission of Failed Invoices:

Online Correction Allowed
Online Correction Allowed:

Supporting Documents
Additional File Types Accepted:

Future Billings Submissions
Future Billing Submissions Allowed:

Output Files:
Billed Invoices: IS-XML [Edit...](#)
Daily Payment Updates for Receivables Invoices:
Billing Invoices Submitted On Behalf of the Member: [Edit...](#)
Daily Payment Updates for Payables Invoices:
Daily IS-XML files for Receivables IS-WEB Invoices: [Edit...](#)
MISC Document Packages:

CSV Listings
CSV listing required as a Billing Entity: | CSV listing required as a Billed Entity:



Enable the Dispute Output Files

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | Contacts | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH

Validations
Rejection on Validation Failure: | Allow Resubmission of Failed Invoices:

Online Correction Allowed
Online Correction Allowed:

Supporting Documents
Additional File Types Accepted:

Future Billings Submissions
Future Billing Submissions Allowed:

Output Files:
Billed Invoices: IS-XML [Edit...](#)
Daily Payment Updates for Receivables Invoices:
Billing Invoices Submitted On Behalf of the Member: [Edit...](#)
Daily Payment Updates for Payables Invoices:
Daily IS-XML files for Receivables IS-WEB Invoices: [Edit...](#)
MISC Document Packages:

CSV Listings
CSV listing required as a Billing Entity: | CSV listing required as a Billed Entity:

Dispute Files:
Dispute Output Files to Billing Member: | Dispute Output Document Package: | Dispute Review file by iNET:



Enable the CSV Listings

[Home](#) >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | Contacts | e-Billing | Passenger | Cargo | **Miscellaneous** | UATP | ICH | ACH

Validations

Rejection on Validation Failure:
Allow Resubmission of Failed Invoices:

Online Correction Allowed

Online Correction Allowed:

Output Files:

Billed Invoices:

IS-XML [Edit...](#)

Billing Invoices Submitted On Behalf of the Member: [Edit...](#)

Daily Payment Updates for Receivables Invoices:

Daily Payment Updates for Payables Invoices:

CSV Listings

CSV listing required as a Billing Entity:

CSV listing required as a Billed Entity:

Enable the Dispute Output Files

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | Contacts | e-Billing | Passenger | Cargo | **Miscellaneous** | UATP | ICH | ACH

Validations
Rejection on Validation Failure: Allow Resubmission of Failed Invoices:

Online Correction Allowed
Online Correction Allowed:

Supporting Documents
Additional File Types Accepted:

Future Billings Submissions
Future Billing Submissions Allowed:

Output Files:

Billed Invoices:
IS-XML [Edit...](#)

Billing Invoices Submitted On Behalf of the Member:
 [Edit...](#)

Daily IS-XML files for Receivables IS-WEB Invoices:
 [Edit...](#)

Daily Payment Updates for Receivables Invoices:

Daily Payment Updates for Payables Invoices:

MISC Document Packages:

CSV Listings
CSV listing required as a Billing Entity:

CSV listing required as a Billed Entity:

Daily Payables Bilateral Invoices:

Daily Delivery in IS-WEB:

Daily Offline Archive Outputs:

Daily IS-XML Files:

'Daily Offline Archive Outputs' and 'Daily IS-XML Files' can be opted for only if 'Daily Delivery in IS-WEB' is chosen

Offline Archive Outputs

	Invoice PDF	Details Listings	Supporting Documents	Digital Signature Files
As a Billed Entity	<input checked="" type="checkbox"/> Edit...	<input checked="" type="checkbox"/> Edit...	<input checked="" type="checkbox"/> Edit...	<input checked="" type="checkbox"/> Edit...
As a Billing Entity	<input checked="" type="checkbox"/> Edit...	<input checked="" type="checkbox"/> Edit...		<input checked="" type="checkbox"/> Edit...

Validation on Acceptable Delay for Payables Bilateral Invoices:

Enable [Manage Acceptable Delays](#)

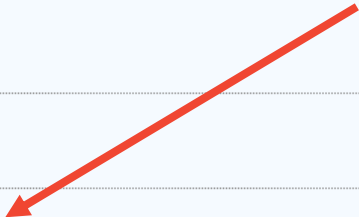
Location Specific Output Files
Receive Copy of Location Specific Files at Location Main:

Dispute Files:

Dispute Output Files to Billing Member:

Dispute Output Document Package:

Dispute Review file by iINET:





User Permissions and Contact Assignments

User permissions

To grant access to the dispute module, the SIS superuser or any other user with access to the functionality needs to follow the below steps:

- Navigate to **Profile and User Management** → **Manage User Permissions** → **Assign permission to User**
- Enter the email address in the **Username** field or use the arrow down to see the list of all active users
- Select **Manage Disputes** permissions from **Permission list For Selected User** section.
- Click Save to assign the permission.

User permissions

Home >> Profile and User Management >> Manage User Permissions >> Assign Permission To User

Assign Permission To User

User Name: Template:

Copy User Permission

Permission List For Selected User :

- Misc.BillingHistory.ViewAuditTrail
- Misc.BillingHistory.ViewCorrespondence
- Download Correspondences
 - Misc.DownloadCorr.PDF
- Manage Disputes
 - Misc.Dispute.CreateOrEdit
 - Misc.Dispute.Send
 - Misc.Dispute.View
 - Misc.Dispute.ReviewDispute
- Cargo
- Receivables

Contact assignments

All email alerts and notifications related to disputes (new dispute, dispute expiry, etc.) are sent to the **MISC-Dispute Contact** defined in the Member Profile. To define a new contact, the superuser needs to:

- Navigate to **Profile and User Management** → **Manage Member Profile** → **Contacts** Tab.
- Click on the **View All Contact Assignments** button
- Tick the **MISC-Dispute Contact** for the contacts from the list
- Click on **Save**.

Contact Assignments

Home >> Profile and User Management >> Manage Member Profile

Member Profile

Manage Member

Member Details | Locations | **Contacts** | e-Billing | Passenger | Cargo | Miscellaneous | UATP | ICH | ACH

Search Existing Contacts

First Name: Last:

Actions	First Name	Last
<input type="button" value="x"/>	Contact1	TI
<input type="button" value="x"/>	Contact2	TI
<input type="button" value="x"/>	Contact3	TI
<input type="button" value="x"/>	Contact4	TI
<input type="button" value="x"/>	TEST	C

Page 1 of 1

* Email Address:

Position/Title:

Location ID:

All Contact Assignments

Search Criteria

Group: Billing Category Spe
Subgroup: MISC
Type: Please Select

MISC-Correspondence Expiry Contact	MISC-Tax Related Contact	MISC-Dispute Contact	MISC-Correspondence Report Contact	MISC-Invoices by Email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Dispute Alerts

SIS: Dispute - A new dispute received - 2435 - SIS STG Inbox x

DoNotReply@iata.org

to me, sisopsuat ▾

Dear SIS Member,

A new dispute with a dispute reference number 2435 has been sent by XB-XYZ to XB-ABC

Please login to IS-WEB to view the details of the dispute.

Regards,

IATA SIS Operations Team

Access your SIS account or contact us for support at www.iata.org/cs

Dear SIS Member,

The time limit for responding to Received Dispute with Reference Number 1218 is 24-Dec-2020 23:59:59 UTC.

No response has been sent from your organization for this dispute so far.

If a response is not sent from your organization by this time limit, it will result in Expiry of the Dispute.

Regards,

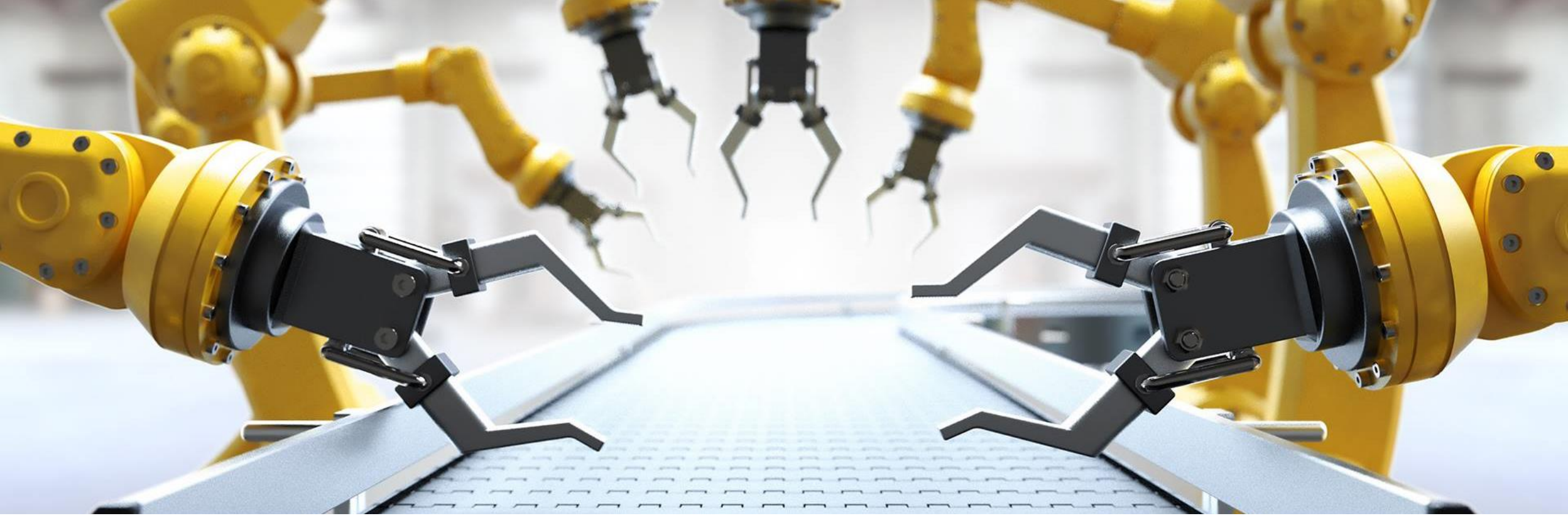
IATA SIS Operations Team

Access your SIS account or contact us for support at www.iata.org/cs

Poll #1

What type of Miscellaneous contact must be assigned to contacts to receive the new Dispute notice?

- A) MISC Correspondence Contact
- B) MISC Dispute Contact
- C) MISC MDP delivery contact
- D) MISC Daily IS-WEB Bilateral Delivery Contact



How to initiate disputes

Why and when can I raise a Dispute?

- A dispute to a Miscellaneous invoice may be raised by the Billing Member for incorrectly Billed Original Invoices or by the Billed Member when they do not agree with the charges billed.
- The dispute may go on back and forth between members until an agreement is reached or one of the parties fails to respond to a dispute within the applicable time limit (**6 months** from the date when the dispute is received).
- The dispute process can be initiated via IS-WEB or via File upload.



Initiate dispute via IS WEB

How to search and view payable invoices

Members can search and select the Payable Original Invoice subject to dispute from one of following IS-WEB search screens:

- Miscellaneous→ Payables→ View Daily Bilateral Invoices screen
- Miscellaneous→ Payables→ Manage Invoice/Document Package screen
- Miscellaneous→ Billing History and Correspondence screen → Payables as Billing Type
- The **time limit** to raise a dispute is **6 months**. Disputes cannot be raised via SIS after the expiration of the time limit.

How to initiate a dispute using IS-WEB

Home >> Miscellaneous >> Payables >> View Daily Bilateral Invoices / Document Packages

Invoice / Document Package Search
















Invoices/Credit Notes | Document Packages

Search Criteria

*Delivery Date From: 19-Feb-20
* Delivery Date To: 18-Feb-21
Transaction Type: All
Billing Member:
* Billed to Location ID: Main
Invoice/Credit Note Number:
SMI: All
Charge Category: All
Location:
Payment Status as per Billing Member: All
Payment Status as per Billed Member: All

Search | Clear

Search Results

Actions	Delivery Date	Billing Member	Billed Member's Location ID	Transaction Type	Invoice/Credit Note Number	Charge Category	SMI	Billing Currency	Billing Amount	Payment Status as per Billing Member	Payment Status as per Billed Member
    	18-Feb-21	XB-ABC-Airline 1	Main	Original Invoice	INVOICE	ATC	BILATERAL	INR	190,810.250	Delivered	Received
    	18-Feb-21	XB-ABC-Airline 1	Main	Original Invoice	INVOICE1	ATC	BILATERAL	INR	190,810.250	Delivered	Received
    	18-Feb-21	XB-ABC-Airline 1	Main	Original Invoice	INVOICE2	ATC	BILATERAL	INR	190,810.250	Delivered	Received

Page 1 of 1 | 500 | View 1 - 3 of 3

✖ Initiate Dispute action icon on all mentioned screens can be used to initiate a dispute.

1. Edit and Save Dispute Header (you can **add additional recipients**, if needed)
2. Click on '**Search Line Item Detail**' to view all the Line Item Details of the invoice
3. Select the **Line Item Detail** to be disputed and click on '**Add to Dispute**'
4. Each Line Item Detail must be **disputed individually**, and cannot be edited at the same time

Home >> Miscellaneous >> Edit Dispute

Dispute Header created successfully.

Edit Dispute

Dispute Header

From Member: XB-XYZ To Member: XB-ABC Dispute Date: 18-Feb-21 Dispute Reference Number: 2434 Dispute Stage: 1
 Original Invoice Number: INVOICE Original Invoice Charge Category: ATC Original Invoice Date: 12-Feb-21 Currency of Original Invoice: INR Total Amount of Original Invoice: 0.000
 Dispute Owner: Iuliana Filiuta To Email ID(s): uatplestlanguages@gmail.com;siso Additional Email ID(s) pertaining to Non-Initiator:
 Additional Email ID(s) pertaining to Initiator: Currency of Dispute: INR Total Disputed Amount: 0.000

Save Dispute Header

Line Item/Line Item Detail Search Criteria

Dynamic Field: Dynamic Field Value: Line Item Number: Line Item Detail Number: Charge Code: UOM Code:
 Service Start Date: Service End Date:

View Invoice Header Info **Add Invoice Level Dispute** **Search Line Items** **Search Line Item Details** **Clear**

Line Item/Line Item Detail Search Results

Actions	Line Detail #	Service Start Date	Service End Date	Description	Quantity	UOM Code	Unit Price	Scaling Factor	Line Detail Total	Tax	VAT	Add/Deduct Charge	Line Detail Net Total
<input type="checkbox"/>	1		06-Feb-21	Overflight Charge	1	EA	41756	1	41756	0	0	0	41756
<input type="checkbox"/>	2		05-Feb-21	Overflight Charge	1	EA	43641	1	43641	0	0	0	43641
<input type="checkbox"/>	3		04-Feb-21	Overflight Charge	1	EA	43641	1	43641	0	0	0	43641
<input type="checkbox"/>	4		01-Feb-21	Overflight Charge	1	EA	43641	1	43641	0	0	0	43641

Page 1 of 1 5 View 1 - 4 of 4







Add to Dispute

5. Select the **Dispute Reason Code** and populate the **Disputed Amount**
6. Provide the **Dispute Remarks** (reason for the dispute)
7. Click on '**Add to Dispute**'
8. If multiple Line Item Details were selected, the 'Disputed Amount' cannot be greater than the line with the lowest value; **each dispute line must be edited individually**

The screenshot shows a web form titled "Add Disputed Items". At the top, there are five input fields: "Reason Code Description" (containing "Charge is not covered by a Contract"), "Disputed Amount" (containing "43641.000"), "Disputed Field" (a dropdown menu with "Please Select"), "Original Field Value" (empty), and "Corrected Field Value" (empty). Below these is a "Remarks:" section with a rich text editor toolbar and a text area containing a numbered list: "1.", "2.", "3.". At the bottom of the form is an "Internal/Review Comments:" section with a large empty text area. At the very bottom are three buttons: "Add Attachments", "Add to Dispute", and "Close". Red arrows point from the instructions above to the "Reason Code Description" field, the "Disputed Amount" field, the "Remarks" text area, and the "Add to Dispute" button.

9. Each Dispute Line can be edited after it's been added to the dispute
10. You can '**Add Attachments**' at each Dispute Line or at the Dispute Level
11. Once all items have been edited, you can '**Send**' the dispute to the other party
12. Once the dispute is sent, it **cannot be recalled or edited**

Disputed Items

Action	Disputed Item	Line Item #	Line Item Detail #	Disputed Amount	Reason Code Description
 	Line Item Detail	10	2	43641.000	Charge is not covered by a Contract
 	Line Item Detail	10	3	43641.000	Charge is not covered by a Contract
 	Line Item Detail	10	4	43641.000	Charge is not covered by a Contract

Page 1 of 1 | 5 | View 1 - 3 of 3

Add Attachments **Mark for Review** **Send for Review** **Send** **Back**

Dispute Status and Sub Status

Home >> Miscellaneous >> Manage Disputes

Manage Disputes

Search Criteria

* From Date:

* To Date:

Member Code:

Dispute Owner:

Dispute Initiating Member:

Disputed Invoice Number:

Dispute Reference Number:

Dispute Status:

Dispute Sub Status:

Search Disputes of Aggregated

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice
<input type="checkbox"/>	18-Feb-21	2434	XYZ	Airline 2	ABC	Airline 1	Open	Sent	3	INR 130,923.000	18-Aug-21	INVOICE	2021-Feb-P2

Dispute Status	Dispute SubStatus	Remarks
Open	Saved	Sub-Status 'Saved' is updated by SIS when a dispute is saved as a draft but is not sent yet.
Open	Sent	The sub-status 'Sent' is updated by SIS when a dispute is sent to the other Member.
Open	Received	This status is shown to the 'To Member' of a new dispute received.





How to initiate a dispute via File

Using existing file from SIS

- CSV output files must first be retrieved from SIS, as per Member Profile Configuration
- User must download the CSV listing file as a Billed Entity
- This file will be used and modified to create an input dispute file

Home >> Profile and User Management >> Create / View / Manage Member Profile

Member Profile

Manage Member

Member Name:

Member Details | Locations | Contacts | e-Billing | Passenger | Cargo | **Miscellaneous** | UATP | ICH | ACH | Technical | SIS Ops | Email Parameters

Validations

Rejection on Validation Failure:

Allow Resubmission of Failed Invoices:

Online Correction Allowed

Online Correction Allowed:

Supporting Documents

Additional File Types Accepted:

Future Billings Submissions

Future Billing Submissions Allowed:

Output Files:

Billed Invoices:
IS-XML [Edit..](#)

Billing Invoices Submitted On Behalf of the Member:
 [Edit..](#)

Daily IS-XML files for Receivables IS-WEB Invoices:
 [Edit..](#)

Daily Payment Updates for Receivables Invoices:


Daily Payment Updates for Payables Invoices:

MISC Document Packages:

CSV Listings

CSV listing required as a Billing Entity:

CSV listing required as a Billed Entity:



Download the CSV Listing from Payables

Home >> Miscellaneous >> Payables >> View Daily Bilateral Invoices / Document Packages

Invoice / Document Package Search
















Invoices/Credit Notes | Document Packages

Search Criteria

*Delivery Date From: 19-Feb-20
* Delivery Date To: 18-Feb-21
Transaction Type: All
Billing Member:
* Billed to Location ID: Main
Invoice/Credit Note Number:
SMI: All
Charge Category: All
Location:
Payment Status as per Billing Member: All
Payment Status as per Billed Member: All

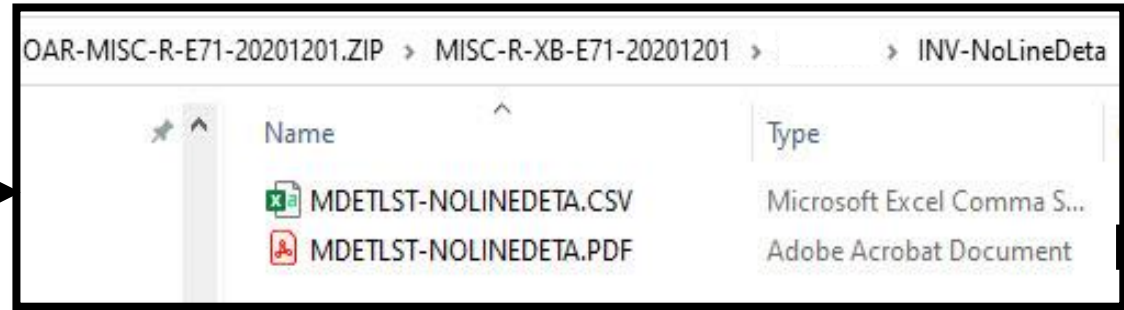
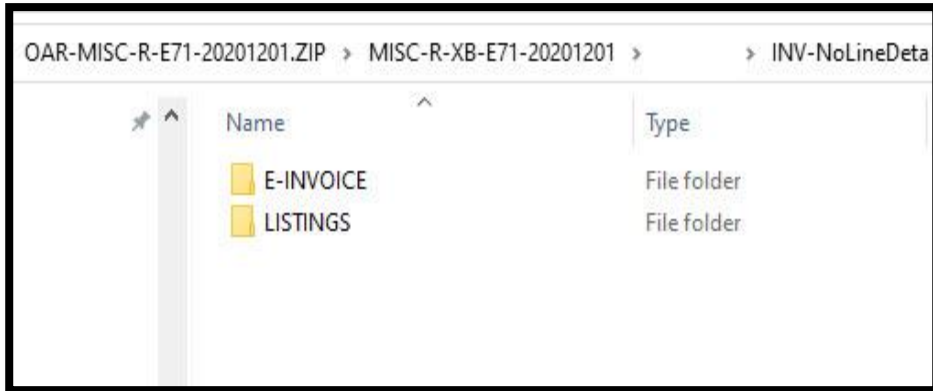
Search **Clear**

Search Results

Action	Delivery Date	Billing Member	Billed Member's Location ID	Transaction Type	Invoice/Credit Note Number	Charge Category	SMI	Billing Currency	Billing Amount	Payment Status as per Billing Member	Payment Status as per Billed Member
    	18-Feb-21	XB-ABC-Airline 1	Main	Original Invoice	INVOICE	ATC	BILATERAL	INR	190,810.250	Delivered	Received
    	18-Feb-21	XB-ABC-Airline 1	Main	Original Invoice	INVOICE1	ATC	BILATERAL	INR	190,810.250	Delivered	Received
    	18-Feb-21	XB-ABC-Airline 1	Main	Original Invoice	INVOICE2	ATC	BILATERAL	INR	190,810.250	Delivered	Received

Page 1 of 1 | 500 | View 1 - 3 of 3

Download the CSV listing from the OAR



A screenshot of an Excel spreadsheet titled "MDMF-ABC2020060700002.csv - Read-Only - Excel". The spreadsheet contains the following data:

InvoiceNu	Header_Lc	Header_Lc	SellerOrg	SellerOrg	BuyerOrg	BuyerOrg	InvoiceDate	Settler	Settler	Currency	PONumbe	ChargeCat	ChargeCo	ChargeCo	Additional	DisputeLe	DisputeRe
Test11			E99	Main	ABC	Main	14-May-20	20200503	I	USD		ATC	Over-flight			LID	6
Test11			E99	Main	ABC	Main	14-May-20	20200503	I	USD		ATC	Over-flight			LID	6

How to modify the CSV output listing file

- Edit the values and complete the CSV file as follows

Dispute Level

P	Q	DisputeLevel
AdditionalEmail	DisputeLevel	DisputeLevel
	LID	
	LID	

Dispute Reason Code

Q	R	DisputeReasonCode
DisputeLevel	DisputeReasonCode	DisputeReasonCode
LID		38
LID		38
LID		38

Disputed Amount

S	DisputedAmount
DisputedAmount	DisputedAmount
	100
	100
	100

Dispute Remarks

T	DisputeRemarks
DisputeRemarks	DisputeRemarks
	Incorrect Charge Calculation was applied
	Incorrect Charge Calculation was applied
	Incorrect Charge Calculation was applied
	Incorrect Charge Calculation was applied

Disputed Field

U	DisputedField
DisputedField	DisputedField
Amount	Amount
Amount	Amount
Amount	Amount

Disputed Field Original Value / Disputed Field Corrected Value



V	W
DisputedFieldOriginalValue	DisputedFieldCorrectedValue
740	640
690	590
750	650
945	845
---	---

- Save and rename the file. File Naming Convention should be MDMF-**ABC2020120700001.csv**
- File Naming Conventions can be found in Chapter 12 of the [ISPG](#)

Submitting the Dispute Input file

The Dispute input file can be uploaded via **IS-WEB** >> General >> File Management >> Upload File or via **iiNET**. The Dispute zip package can contain the following files:

- The MDMF.csv file with the details of the disputed items. The CSV file should not contain data of multiple invoices, only one dispute can be submitted per file
- A folder "SUPPDOCS" containing Supporting Documents that should be attached to the dispute (adding supporting documents is optional but encouraged, to provide sufficient information to the other party)
- The zipped/compressed file should **not** contain multiple CSV files or supporting document folders

Name	Type
 SUPPDOCS	File folder
 MDMF-ABC2020060700001.csv	Microsoft Excel Comma S...

Uploading the Dispute Input File to SIS

Members can upload the file in SIS General >> File Management >> Upload File

Home >> General >> File Management >> Upload File

Upload File

All files must be in compressed format with a .zip extension.

File Name: No file chosen

Search Criteria

* File Submission From Date:

* File Submission To Date:

Billing Period:

Billing Month:

Billing Year:

File Type:

File Name:

Search Results

File Name	File Type	Received Date	Billing Period-Month-Year	Status	File Progress Status
-----------	-----------	---------------	---------------------------	--------	----------------------

Poll #2

Which of the following is true during the dispute initiation process?

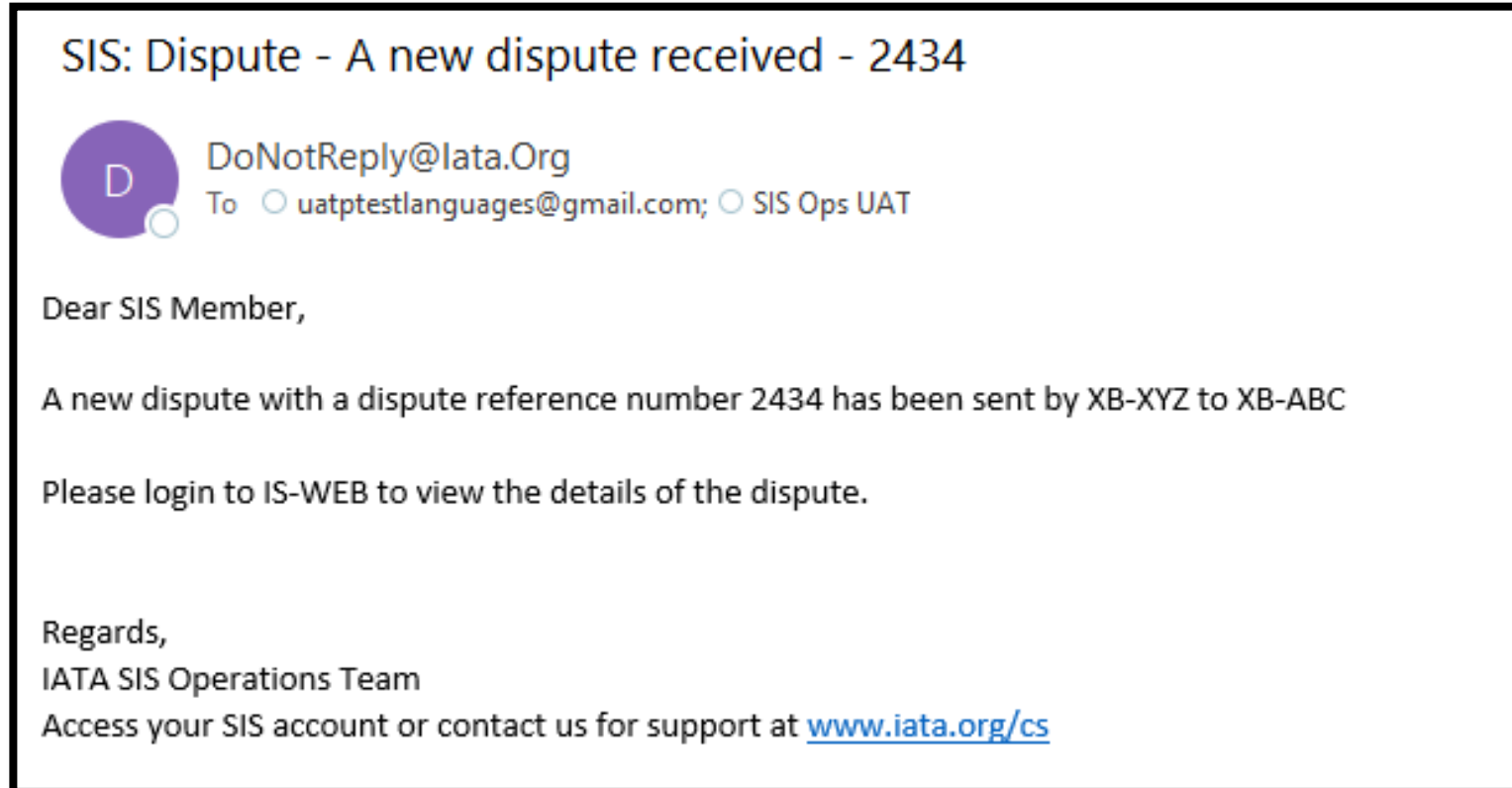
- A) You can start a dispute at the line item level
- B) You can start a dispute only at the line item detail level
- C) You can only start a dispute via IS-WEB
- D) All of the above



How to reply to a dispute

New Dispute Email notification



Each time a new dispute is received, an email alert is sent to the '**Dispute Contact**' as defined in the member profile



Dispute Output file

Each time a new dispute is received, an output file is generated for the Dispute Receiver

SIS: Output Files : Files available for download - SIS Staging - DisputOutputPackageFile

 DoNotReply@Iata.Org
To  SIS Ops UAT;  uatptestlanguages@gmail.com

Dear SIS Member,

The following file has been generated and is available for download via IS-WEB:

MDOT-ABC20210218232412.ZIP

Regards,

IATA SIS Operations Team

Access your SIS account or contact us for support at www.iata.org/cs

The Manage Disputes Screen

Home >> Miscellaneous >> Manage Disputes

Home >> Miscellaneous >> Manage Disputes

Manage Disputes

No LOGO
150px X 50px

Search Criteria






* From Date: 23-Aug-20 * To Date: 19-Feb-21 Member Code: Dispute Owner: All Dispute Initiating Member: Either Aggregated Members:






Dispute Status: All Dispute Sub Status: All Search Disputes of Aggregated Members:

Disputed Invoice Number: Dispute Reference Number:

Search **Clear**

Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit
    	18-Feb-21	2434	XYZ	Airline 2	ABC	Airline 1	Open	Received	3	INR 130,923.000	18-Aug-21

-  View Audit Trail
-  View Dispute Details
-  Reply to Dispute
-  Download Original Invoice
-  Download Original Invoice Listing



How to reply to a dispute via IS-WEB

How to reply to a dispute via IS-WEB

- Navigate to Miscellaneous >> Manage Disputes
- Click on the 'Reply' button

Home >> Miscellaneous >> Manage Disputes

Manage Disputes

No LOGO
150px X 50px

Search Criteria





* From Date: 23-Aug-20 * To Date: 19-Feb-21 Member Code: Dispute Owner: All Dispute Initiating Member: Either Aggregated Members:

Dispute Status: All Dispute Sub Status: All Disputed Invoice Number: Dispute Reference Number:

Search Disputes of Aggregated Members:

Search **Clear**


Search Results

Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit
<input type="checkbox"/>    	18-Feb-21	2434	XYZ	Airline 2	ABC	Airline 1	Open	Received	3	INR 130,923.000	18-Aug-21

How to reply to a dispute via IS-WEB

Select the type of action: **Accept**  **Reject**  or **Partially Accept** 

[Home](#) >> [Miscellaneous](#) >> [Edit Dispute](#)

 **Dispute Header created successfully.**

No LOGO
150px X 50px










Edit Reply to Dispute

Dispute Header

From Member: **XB-ABC** To Member: **XB-XYZ** Dispute Date: **19-Feb-21** Dispute Reference Number: **2434** Dispute Stage: **2**
Original Invoice Number: **INVOICE** Original Invoice Charge Category: **ATC** Original Invoice Date: **12-Feb-21** Currency of Original Invoice: **INR** Total Amount of Original Invoice: **190810.25**
Dispute Owner: **Iuliana Filiuta** To Email ID(s): Additional Email ID(s) pertaining to Non-Initiator:
Additional Email ID(s) pertaining to Initiator: Currency of Dispute: **INR** Total Disputed Amount: **0.000**

Save Dispute Header

Disputed Items

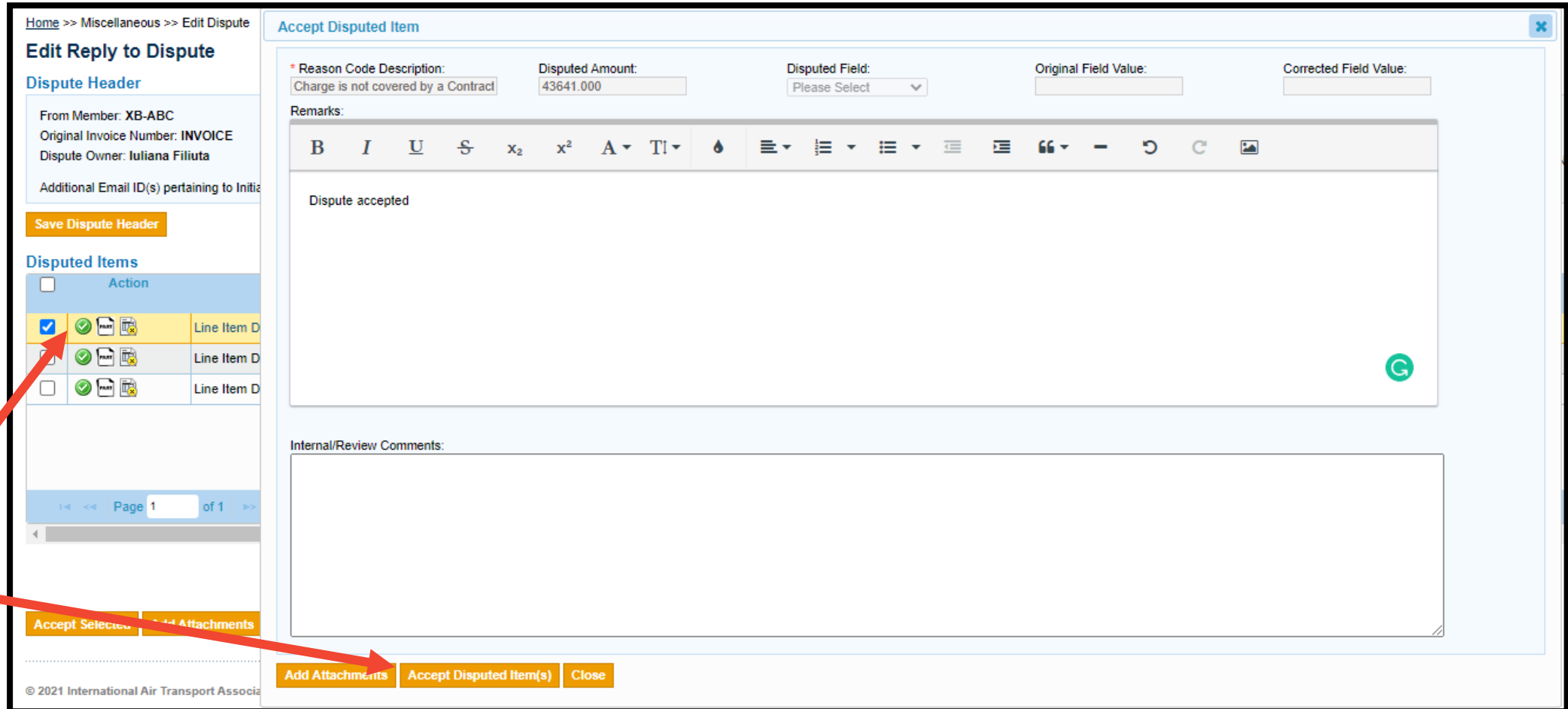
<input type="checkbox"/>	Action	Disputed Item	Line Item #	Line Item Detail #	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Reason Code Description	Disputed Field
<input type="checkbox"/>	  	Line Item Detail	10	4	43641.000			Charge is not covered by a Contract	
<input type="checkbox"/>	  	Line Item Detail	10	3	43641.000			Charge is not covered by a Contract	
<input type="checkbox"/>	  	Line Item Detail	10	2	43641.000			Charge is not covered by a Contract	

Page 1 of 1 View 1 - 3 of 3

Currency of Disputed Amount: INR Total Disputed Amount: 0.000

How to accept a dispute via IS-WEB

- Click on the '**Accept**' button  for the items you wish to accept and '**Accept Disputed Item(s)**'



Home >> Miscellaneous >> Edit Dispute










Edit Reply to Dispute

Dispute Header


From Member: XB-ABC
Original Invoice Number: INVOICE
Dispute Owner: Iuliana Filiuta
Additional Email ID(s) pertaining to Initial Dispute:

Save Dispute Header

Disputed Items

<input type="checkbox"/>	Action	
<input checked="" type="checkbox"/>	  	Line Item D
<input type="checkbox"/>	  	Line Item D
<input type="checkbox"/>	  	Line Item D

Page 1 of 1

Accept Selected  Add Attachments

© 2021 International Air Transport Association

Accept Disputed Item

* Reason Code Description: Charge is not covered by a Contract
Disputed Amount: 43641.000
Disputed Field: Please Select
Original Field Value:
Corrected Field Value:


Remarks:

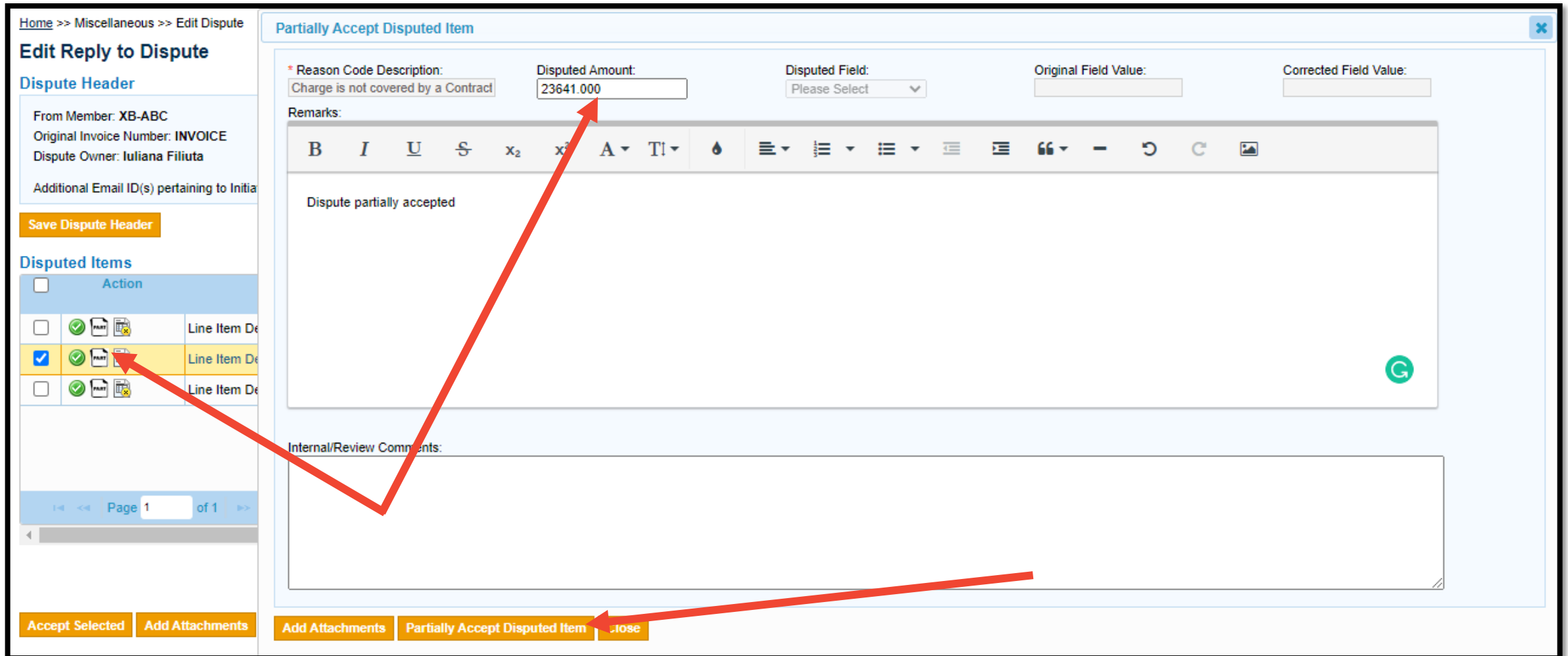
Dispute accepted

Internal/Review Comments:

Add Attachments Accept Disputed Item(s) Close

How to partially accept a dispute via IS-WEB

- Click on the '**Partially Accept**' button  for the item you wish to partially accept and enter the disputed amount and the reason for dispute



Home >> Miscellaneous >> Edit Dispute




Edit Reply to Dispute

Dispute Header

From Member: XB-ABC
Original Invoice Number: INVOICE
Dispute Owner: Iuliana Filiuta
Additional Email ID(s) pertaining to Initial Dispute:

Save Dispute Header

Disputed Items

<input type="checkbox"/>	Action	
<input type="checkbox"/>		Line Item De
<input checked="" type="checkbox"/>		Line Item De
<input type="checkbox"/>		Line Item De

Page 1 of 1

Partially Accept Disputed Item

* Reason Code Description: Charge is not covered by a Contract

Disputed Amount: 23641.000

Disputed Field: Please Select

Original Field Value:

Corrected Field Value:

Remarks:

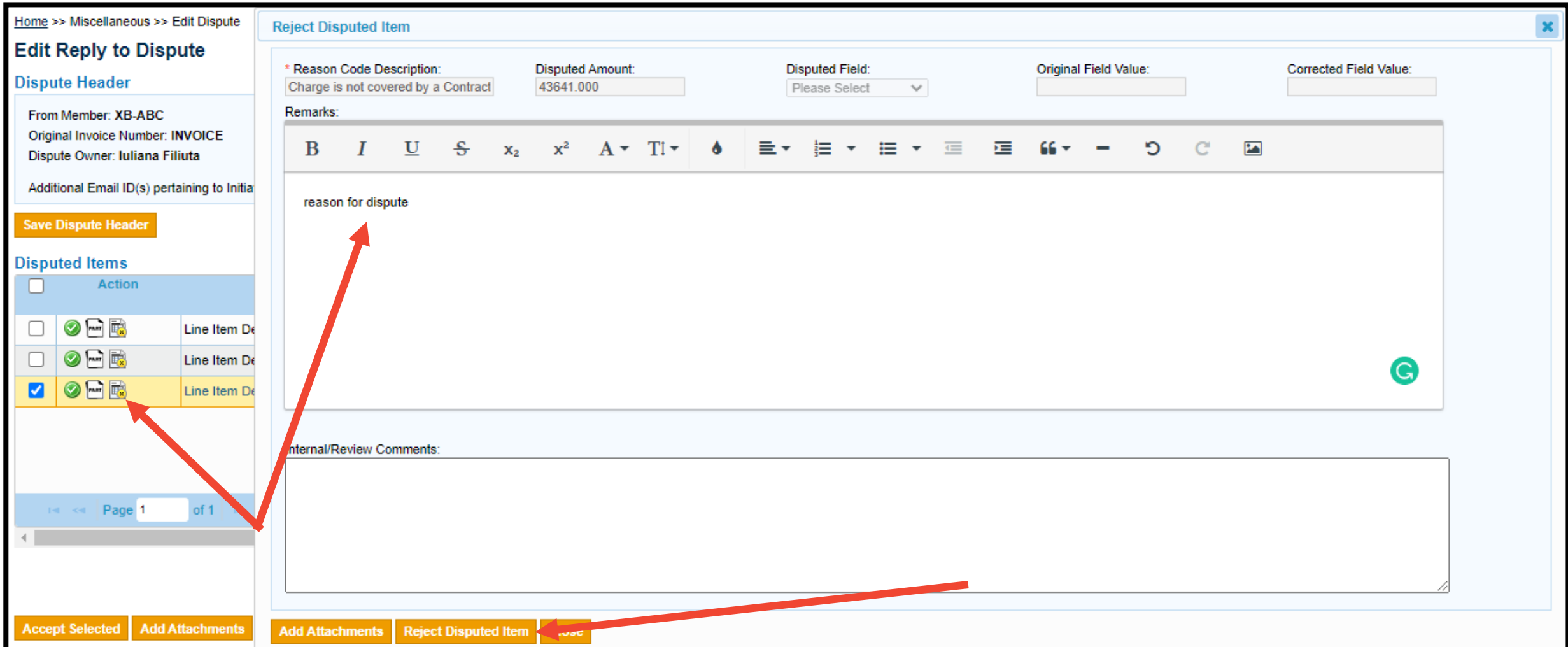
Dispute partially accepted

Internal/Review Comments:

Accept Selected **Add Attachments** **Add Attachments** **Partially Accept Disputed Item** **Close**

How to reject a dispute via IS-WEB

- Click on the 'Reject' button  for the item you wish to reject and add your comments



The screenshot displays the 'Reject Disputed Item' interface. On the left, the 'Disputed Items' table shows a list of items with a 'Reject' icon (a document with a red X) in the 'Action' column. A red arrow points from this icon to the 'Reject Disputed Item' button in the bottom navigation bar. The main form on the right contains the following fields:

- * Reason Code Description: Charge is not covered by a Contract
- Disputed Amount: 43641.000
- Disputed Field: Please Select
- Original Field Value: (empty)
- Corrected Field Value: (empty)

The 'Remarks' section features a rich text editor with a toolbar and a text area containing the text 'reason for dispute'. A red arrow points from the 'Reject Disputed Item' button to this text area. The bottom navigation bar includes buttons for 'Accept Selected', 'Add Attachments', and 'Reject Disputed Item'.

Sending the dispute reply

- All lines within the dispute must be actioned
- To send the dispute to the other party, click on the 'Send' button
- Once the dispute is sent to the other party it can no longer be edited or recalled

Home >> Miscellaneous >> Edit Dispute

Edit Reply to Dispute No LOGO
150px X 50px

Dispute Header

From Member: XB-ABC To Member: XB-XYZ Dispute Date: 19-Feb-21 Dispute Reference Number: 2434 Dispute Stage: 2
Original Invoice Number: INVOICE Original Invoice Charge Category: ATC Original Invoice Date: 12-Feb-21 Currency of Original Invoice: INR Total Amount of Original Invoice: 190810.25
Dispute Owner: Iuliana Filiuta To Email ID(s): e27teststaging@gmail.com;sisopsu; Additional Email ID(s) pertaining to Non-Initiator: Total Disputed Amount: 67282.000
Additional Email ID(s) pertaining to Initiator: Currency of Dispute: INR

Save Dispute Header

Disputed Items

Action	Disputed Item	Line Item #	Line Item Detail #	Disputed Amount	Accepted Amount	Remaining Disputed Amount	Reason Code Description	Disputed Field	Disputed Field Original Value	Disputed Field Corrected Value
<input type="checkbox"/>	Line Item Detail	10	4	43641.000	43641.000	0.000	Charge is not covered by a Contract			
<input type="checkbox"/>	Line Item Detail	10	3	43641.000	20000.000	23641.000	Charge is not covered by a Contract			
<input type="checkbox"/>	Line Item Detail	10	2	43641.000	0.000	43641.000	Charge is not covered by a Contract			

Page 1 of 1 5 View 1 - 3 of 3

Currency of Disputed Amount: INR Total Disputed Amount: 67282.000

Accept Selected Add Attachments Mark for Review Send for Review Send



How to reply to a dispute via File

How to reply to a dispute via File

First step is to Download the dispute Output File (MDOT) from IS-WEB (General >> File Management) or from iiNET

Home >> General >> File Management >> Download File

Download File

Search Criteria

Billing Month From: Feb | Billing Period From: 2 | Billing Month To: Feb | Billing Period To: 2 | Billing Year: 2021

File Type: MISC Dispute Output Package | Location ID: Main

Search

Search Criteria for Daily MISC Bilateral Files to Billed Members/Document Package Files to Sending or Receiving Members:

* Delivery Date From: 18-Feb-21 | * Delivery Date To: 18-Feb-21 | File Type: All | * Location ID: Main

Search

Search Results

File Generated On	Billing Month	Billing Period	File Name	File Type	Location ID	Action
2/18/2021 6:24:13 PM	02-2021	2	MDOT-ABC20210218232412.ZIP	MISC Dispute Output Package		
2/17/2021 5:03:51 PM	02-2021	2	MXMLF-ABC2021020220210212184526_VAL.ZIP	Validation/sanity check reports for IS-IDEC/IS-XML		
2/17/2021 5:03:42 PM	02-2021	2	MXMLF-ABC2021020220210212184525_VAL.ZIP	Validation/sanity check reports for IS-IDEC/IS-XML		
2/17/2021 4:43:09 PM	02-2021	2	MXMLF-ABC2021020220210212184524_VAL.ZIP	Validation/sanity check reports for IS-IDEC/IS-XML		
2/17/2021 2:12:00 AM	02-2021	2	CTCDATA-COMP-20210202.ZIP	Complete Contacts Data CSV File		
2/17/2021 2:10:41 AM	02-2021	2	REFDATA-COMP-20210202.ZIP	Complete Reference Data CSV File		

Page 1 of 1 | View 1 - 7 of 7

Preparing the dispute reply file (MDOF)

How do we convert this to an input file?

- The output file MDOT can be edited into a SIS Dispute input file (MDOF) by adding two columns at the end: Status and Amount.
- Must Enter your disputed value in the Amount column
- Must add the status (Accept, Reject, Partially Accept)
- These files can be re used to reply to this dispute, but you are able to use your own automated systems if it follows the correct format.

How to populate the Dispute Reply File

- To the Dispute Output File (MDOT), add two new columns at the end: '**Status**' and '**Amount**':

Dispute Reference Number	Original Invoice Number	Dispute From Member	Dispute To Member	Dispute Stage	Disputed Item	LI Number	LID Number	Dispute Reason Description	Disputed Amount	Disputed Field	Disputed Original Value	Disputed Corrected Value	Disputed Item Remarks	Internal Comments	Review Comments	Original Reference Number	Original Amount
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	1	Flight(s) not op	162	Country			Remarks			3138769825	162
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	2	Flight(s) not op	162	Country			Remarks			3138769825	162
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	3	Flight(s) not op	162	Country			Remarks			3138769825	162

- Reverse the **Dispute From** to **Dispute to Member**

Dispute Reference Number	Original Invoice Number	Dispute From Member	Dispute To Member	Dispute Stage	Disputed Item	LI Number	LID Number	Dispute Reason Description	Disputed Amount	Disputed Field	Disputed Original Value	Disputed Corrected Value	Disputed Item Remarks	Internal Comments	Review Comments	Original Reference Number	Original Amount	Status	Amount
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	1	Flight(s) not op	162	Country			Remarks			3138769825	162	Accept	
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	2	Flight(s) not op	162	Country			Remarks			3138769825	162	Reject	
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	3	Flight(s) not op	162	Country			Remarks			3138769825	162	Partially Accept	100

- Save and rename the file:
File Naming Convention: MDOF-**ABC20201207**103553

Disputed Amount



How to populate the Dispute Reply File

- To the Dispute Output File (MDOT), add two new columns at the end: '**Status**' and '**Amount**':

Save and rename the file:

File Naming Convention: MDOF-ABC20201207000001.xls

Dispute Reference Number	Original Invoice Number	Dispute From Member	Dispute To Member	Dispute Stage	Disputed Item	LI Number	LID Number	Dispute Reason Description	Disputed Amount	Disputed Field	Disputed Original Value	Disputed Corrected Value	Disputed Item Remarks	Internal Comments	Review Comments	Original Reference Number	Original Amount	Status	Amount
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	1	Flight(s) not op	162	Country			Remarks			3138769825	162	Accept	
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	2	Flight(s) not op	162	Country			Remarks			3138769825	162	Reject	
2193	031970528	XB-ABC	XB-XYZ	1	Line Item D	10	3	Flight(s) not op	162	Country			Remarks			3138769825	162	Partially Accept	100

Disputed Amount

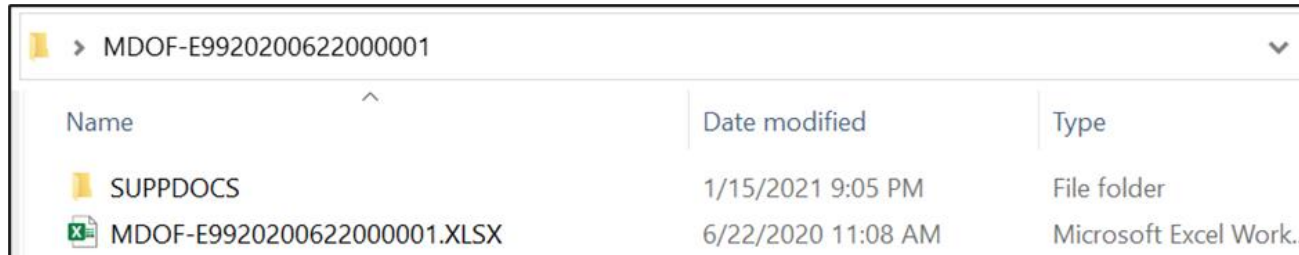


Preparing the dispute reply file (MDOF)

The newly created SIS Dispute input file (MDOF) can be uploaded via **IS-WEB** (menu 'Home >> General >> File Management >> Upload File) or via **iiNET**.

The Dispute files (XLS) must be compressed along with any Supporting docs as follows:

- The MDOF.xls file with the details of the disputed items should not contain data of multiple disputes, only one dispute can be submitted per file
- A folder "SUPPDOCS" containing Supporting Documents that should be attached to the dispute (adding supporting documents is optional but encouraged, to provide sufficient information to the other party)
- The ZIP package should not contain multiple XLS files or supporting document folders



Name	Date modified	Type
SUPPDOCS	1/15/2021 9:05 PM	File folder
MDOF-E9920200622000001.XLSX	6/22/2020 11:08 AM	Microsoft Excel Work...

Uploading the Dispute Reply File

Members can upload the file in SIS General >> File Management >> Upload File

Home >> General >> File Management >> Upload File

Upload File

All files must be in compressed format with a .zip extension.

File Name: No file chosen

Search Criteria

File Submission From Date:

* File Submission To Date:

Billing Period:

Billing Month:

Billing Year:

File Type:

File Name:

Search Results

File Name	File Type	Received Date	Billing Period-Month-Year	Status
-----------	-----------	---------------	---------------------------	--------

Poll #3

Which of the following is NOT true about the dispute reply process?

- A) You can submit multiple XLS files in the MDOF
- B) You can Accept, Partially Accept or Reject a dispute
- C) Once it is sent, it can NO LONGER be edited or recalled
- D) All of the above



After Dispute Resolution

Dispute Closure & Settlement

- Once all items within a dispute are closed, the dispute status will automatically be set to **Closed**
- If the Billing party of the original invoice accepted the dispute, the sub-status will be set to **'Pending for Credit Note'**
- If the Billed party of the original invoice accepted the dispute, the sub-status will be set to **'Accepted by Billed Member'**.
- When a Credit Note is issued by the Billing party of the original invoice, the dispute sub-status is updated to **'Settled'**, and the credit note number is shown for each dispute.

Home >> Miscellaneous >> Manage Disputes

Manage Disputes

Search Criteria

* From Date: 23-Aug-20 * To Date: 19-Feb-21 Member Code: Dispute Owner: All Dispute Initiating Member: Either

Disputed Invoice Number: Dispute Reference Number: Dispute Status: All Dispute Sub Status: All Search Disputes of Aggregated Members:

Search **Clear**

Search Results


Action	Dispute Date	Dispute Reference No.	From Member Code	From Member Name	To Member Code	To Member Name	Dispute Status	Dispute Sub Status	Open Items in Dispute	Remaining Amount under Dispute	Expiry Time Limit	Original Invoice Number	Billing Period of Original Invoice	Credit Note Number
<input type="checkbox"/>	19-Feb-21	2434	ABC	Airline 1	XYZ	Airline 2	Closed	Pending for Credit Note	0	INR 0.000	19-Aug-21	INVOICE	2021-Feb-P2	
<input type="checkbox"/>	19-Feb-21	2436	XYZ	Airline 2	ABC	Airline 1	Closed	Accepted by Billed Member	0	INR 0.000	19-Aug-21	INVOICE1	2021-Feb-P2	
<input type="checkbox"/>	19-Feb-21	2435	ABC	Airline 1	XYZ	Airline 2	Closed	Settled	0	INR 0.000	19-Aug-21	INVOICE2	2021-Feb-P2	CREDITNOTE

Page 1 of 1 5 View 1 - 3 of 3

Dispute Status and Sub Status

Dispute Status	Dispute SubStatus	Remarks
Closed	Accepted by Billed Member	Sub-Status ' Accepted by Billed Member ' is updated by SIS for a dispute which is closed and all the disputed items within the dispute are accepted by the Billed Member of an Original Invoice.
Closed	Pending for Credit Note	Sub-Status ' Pending for Credit Note ' is updated by SIS for a dispute which is closed and at-least one disputed item within the dispute is accepted by the Billing Member of an Original Invoice.
Closed	Settled	Sub-Status ' Settled ' is updated by SIS when a Billing Member issues a Credit Note for a dispute.
Closed	Expired	Sub-Status ' Expired ' is updated by SIS for those disputes which are closed when either the Initiator or Non-Initiator fails to respond to a dispute within the Time Limit.

Dispute Audit Trail

- Accessed via the  button, the audit trail shows the full history of an invoice or dispute


Stage 1, Dispute 1					
From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-XYZ-Airline 2	XB-ABC-Airline 1	19-Feb-21	1	2435	INR 172,679.000

Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status
Line Item Detail / Over-flight	10	1	41,756.000	Duplicate Billing	Disputed
Line Item Detail / Over-flight	10	2	43,641.000	Duplicate Billing	Disputed
Line Item Detail / Over-flight	10	3	43,641.000	Duplicate Billing	Disputed
Line Item Detail / Over-flight	10	4	43,641.000	Duplicate Billing	Disputed

Stage 0, Original Invoice							
Billing Period	Billing Member	Billed Member	Invoice Number	Invoice Date	Charge Category	PO Number	Net Amount
Feb 2021 P2	XB-ABC-Airline 1	XB-XYZ-Airline 2	INVOICE2	12-Feb-21	ATC		INR 190,810.250

Line Item #	Charge Code	Description	Quantity	UOM Code	Unit Price	Currency Code	Gross Amount	Tax	VAT	Add/Deduct Charge	Net Amount
10	Over-flight	Overflight Charge	1	EA	172,679.0000	INR	172,679.000		31,082.220		203,761.220

Dispute Audit Trail

- Accessed via the  button, the audit trail shows the full history of an invoice or dispute

Stage 3, Credit Note											
Billing Period	Billing Member	Billed Member	Invoice Number	Invoice Date	Charge Category	PO Number	Net Amount				
Feb 2021 P2	XB-ABC-Airline 1	XB-XYZ-Airline 2	CREDITNOTE	19-Feb-21	ATC		INR -172,679.000				
Line Item #	Charge Code	Description	Quantity	UOM Code	Unit Price	Currency Code	Gross Amount	Tax	VAT	Add/Deduct Charge	Net Amount
1	Over-flight	Overflight Charge	1	EA	-172,679.0000	INR	-172,679.000				-172,679.000

Stage 2, Dispute 2					
From Member	To Member	Dispute Date	Dispute Stage	Dispute Reference No.	Total Disputed Amount
XB-ABC-Airline 1	XB-XYZ-Airline 2	19-Feb-21	2	2435	INR 0.000
Disputed Item	Line Item Number	Line Item Detail Number	Disputed Amount	Reason Code Description	Status
Line Item Detail / Over-flight	10	1	0.000	Duplicate Billing	Accepted
Line Item Detail / Over-flight	10	2	0.000	Duplicate Billing	Accepted
Line Item Detail / Over-flight	10	4	0.000	Duplicate Billing	Accepted
Line Item Detail / Over-flight	10	3	0.000	Duplicate Billing	Accepted



Dispute Status Report

Dispute status report

Home >> Reports >> Miscellaneous >> Dispute Status Report

Dispute Status Report

No LOGO
150px X 50px

Search Criteria

* From Date: 01-Oct-20

* To Date: 01-Jan-21

Dispute Status:
Open
Please Select
Open
Closed

Dispute Sub Status:
Please Select

Self/Aggregated Members:
XB-C9X-LUXAVIATION Germai

Home >> Reports >> Miscellaneous >> Dispute Status Report

Dispute Status Report

No LOGO
150px X 50px

Search Criteria

* From Date: 01-Oct-20

* To Date: 01-Jan-21

Dispute Status:
Open

Dispute Sub Status:
Please Select
Please Select
Saved
Review Pending
Review in Progress
Review Completed
Sent
Received
Accepted by Billed Member
Pending for Credit Note
Expired
Settled

Self/Aggregated Members:
XB-C9X-LUXAVIATION Germai

Generate Offline CSV Report

Dispute status report

Home >> Reports >> Miscellaneous >> Dispute Status Report

This report will be generated offline and be made available to you in CSV format after it has been created. You will be sent an email containing a link to the zipped CSV file. Alternatively, this report may also be downloaded from screen 'Download Offline Reports' after you receive the email notification.

Dispute Status Report

Search Criteria

* From Date:
 * To Date:
 Dispute Status:
 Dispute Sub Status:
 Self/Aggregated Members:

[Generate Offline CSV Report](#)

A	B	C	D	E	F	G	H	I	J	K
Dispute Reference Number	Disputed Invoice Number	Dispute From Member	Dispute To Member	Dispute Stage	Dispute Status	Dispute Sub Status	Open Disputed Items	Currency	Total Disputed Amount	Time Limit to Respond
2435	INVOICE2	XB-ABC	XB-XYZ	2	Closed	Settled	0	INR	172679	8/19/2021
2434	INVOICE	XB-ABC	XB-XYZ	4	Closed	PendingForCreditNote	0	INR	87282	8/19/2021
2436	INVOICE1	XB-XYZ	XB-ABC	3	Closed	AcceptedByBilledMember	0	INR	130923	8/19/2021



List of Reason Codes – User Guide & ISPG

14 Appendix

14.1 Appendix A: List of Dispute Reason Codes

Code	Reason Description	Level
01	As per your Authorisation Number #	Line Item Detail
02	Charge does not conform to the Terms/Conditions of the Contract	Line Item
03	Charge is not covered by a Contract	Line Item Detail
04	Damaged Goods	Line Item Detail
05	Dispute Quantity	Line Item Detail
06	Dispute Total Amount	Line Item Detail
07	Dispute Unit Price	Line Item Detail
08	Duplicate Billing	Line Item Detail
09	Goods Returned	Line Item Detail
10	Incomplete or Inadequate Invoice Description failing to explain additional charges	Line Item Detail
11	Incorrect Aircraft Registration Number	Line Item Detail
12	Incorrect Aircraft Type Code (IATA or ICAO)	Line Item Detail
13	Incorrect Baggage Information	Line Item Detail
14	Incorrect Billing Currency	Line Item Detail
15	Incorrect Billing Period	Line Item Detail
16	Incorrect Charge Code has been used	Line Item
17	Incorrect Flight Number	Line Item Detail
18	Incorrect Member Code	Invoice
19	Invoice used instead of Rejection	Invoice
20	Incorrect Field used for data	Line Item Detail
21	Incorrect Location (Profile) ID for billed party used	Line Item
22	Incorrect Pax Information	Line Item Detail
23	Incorrect Charge Category has been used	Invoice
24	Incorrect Tax Calculation	Line Item Detail
25	Missing Supporting Information	Line Item Detail
26	No approval can be obtained for the charge. Provide contact details for approving authority.	Line Item Detail

➤ **Appendix A, Chapter 14.1** of the “SIS Miscellaneous Invoice Dispute Management [Guidance](#)”

➤ **Chapter 5.7 of the [ISPG](#)** “Dispute Process-Reason Codes”

Poll #4

Which of the following is true related to dispute status and substatus?

- A) A dispute with status "Open" and SubStatus "Saved" means that it has been received by the other member.
- B) Dispute Status is updated to "Closed" and SubStatus to "Settled" when billing member issues a Credit Note.
- C) Dispute Status is updated to "Closed" and SubStatus to "Accepted by Billed Member" when either the initiator or the non-initiator fails to respond to the dispute within time limits
- D) None of the above

All SIS Documentation on our Website!

1. www.iata.org/SIS
2. **'SIS For Airlines' or 'SIS For Suppliers'**
3. **'Documents' Tab**

www.iata.org/cs to contact us!

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.

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Integrated Settlement Participation Guide (ISPG)

The ISPG contains all information and specification needed in order to fully implement Integrated Settlement (IS). This document 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](#)

IS-IDEC Record Structure

- [Passenger Record Structure v4.2.0.0 \(zip\)](#)
- [Cargo Record Structure v4.2.0.0 \(zip\)](#)

IS-XML Record Structure

- [IS-XML Invoice Standard v4.2.0.0 \(zip\)](#)

Sample Files

- [Passenger \(zip\)](#)
- [Miscellaneous \(zip\)](#)

Supporting Attachments

- [Supporting Attachments \(zip\)](#)

Miscellaneous Invoice Dispute Management

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Sample Files

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- [Miscellaneous \(zip\)](#)
- [Cargo \(zip\)](#)
- [UATP \(zip\)](#)
- [Excel to IS-XML tool \(zip\)](#)

Supporting Attachments

- [Supporting Attachments \(zip\)](#)

[CMP 656 - Miscellaneous Invoice Dispute Management - Click the link!](#)

Functionality Guidance Documents

- [CMP 656 - Miscellaneous Invoice Dispute Management \(zip\)](#)



Post in Q&A box